



# Promise made. Promise kept.

Sustainability Report 2025

**an post** | Making better happen

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# 2025 Achievements at a Glance



Maintained a zero gender pay gap for fifth consecutive year.



Achieved zero waste to landfill for the 8th consecutive year.



55% of our fleet is alternatively fuelled.



Female representation in the Senior Management Group of 46%.



Maintained 4th ranking in the world in the International Postal Corporation's Sustainability Measurement and Management System.



Over 4,000 online courses complete on Learning Management Platform.



More than 13,400 Oxfam PostBack Returns.



Continued support of literacy and numeracy programmes.



Hit the target of 50% reduction in our GHG emissions\* in Q3 2025, compared to 2009 baseline.



Maintained CDP B Rating.

\* Scope 1 and Scope 2 emissions

# About An Post

We are Ireland's national postal operator serving 2.5 million delivery points every working day and more than 1 million Post Office customer visits every week. We are one of Ireland's largest companies, employing more than 9,000 employees throughout our national network, and contracting with 762 Postmasters.

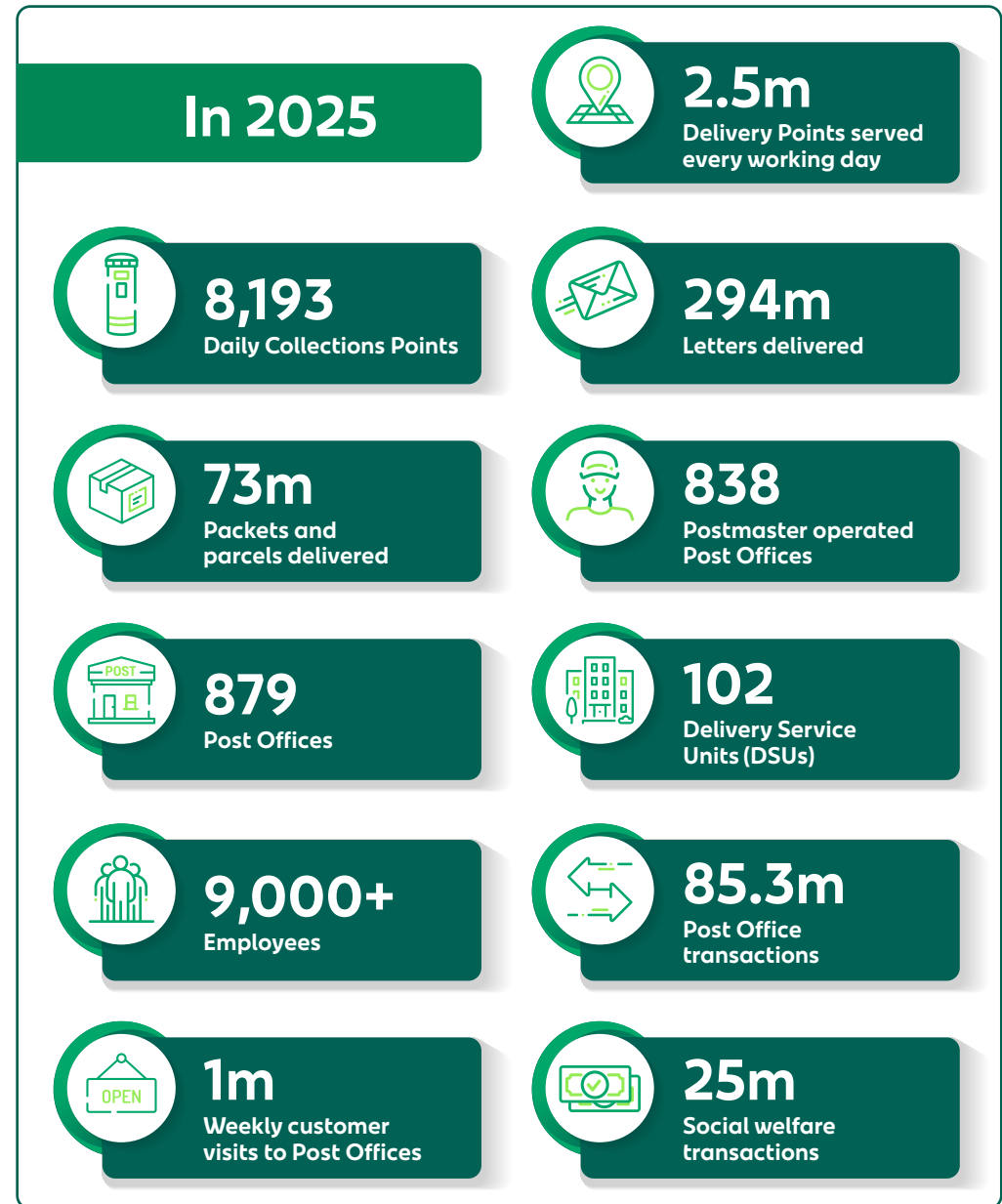
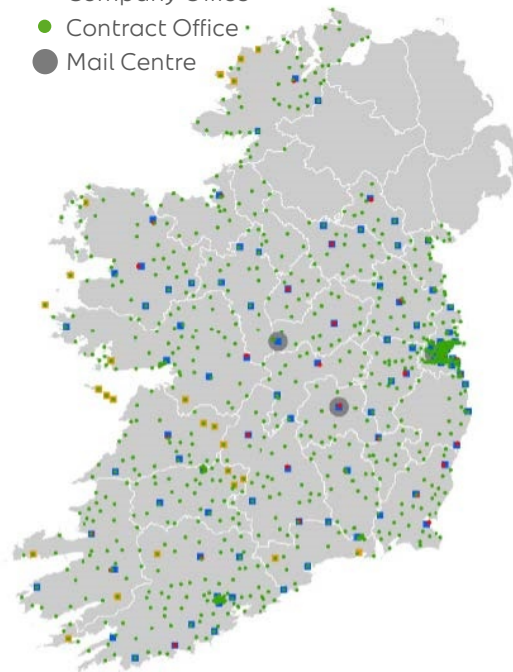
As a leading commercial organisation, we provide a wide range of products and services including postal, distribution, and financial services. We also provide agency banking and government services as well as operating through various subsidiary and joint venture companies.

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, both globally and locally, and keeping customers connected, always with sustainability at our core.

In 2025, An Post continued to play a central role in Ireland's daily life and economy, delivering essential services to homes, businesses and

communities nationwide. Amid evolving customer expectations, increasing digital engagement and sustained nationwide connectivity needs, we achieved record parcel delivery volumes and strengthened the reliability of our national network. Through ongoing investment in operations, customer experience and our Post Office network, we supported people and businesses across the country while maintaining our commitment to sustainability and service excellence.

- Delivery Service Offices (DSOs)
- Delivery Service Units (DSUs)
- Company Office
- Contract Office
- Mail Centre



# Message from our CEO

As I write this message for our 2025 Sustainability Report, my final report as CEO, I am filled with pride, gratitude and an enduring belief in the power of An Post. Over the past decade, An Post has transformed from a traditional postal organisation into one of Ireland's most progressive, purpose-driven and sustainable national institutions.

This year's report captures much more than a summary of achievements; it reflects the values, ambition and collective spirit of the people of An Post. In 2025, we continued to deliver essential services to every community in Ireland while deepening our impact across climate action, inclusion, innovation and community wellbeing. Serving 2.5 million addresses every day and welcoming over one million customers into Post Offices each week, our national reach carries immense responsibility, and immense opportunity.

Our progress in environmental leadership stands out as one of the defining achievements of this era. In 2025, we reached a 50% reduction in emissions, a milestone achieved ahead of schedule and one that very few national postal organisations worldwide have reached. This was not accomplished through rhetoric but through sustained, practical action: scaling Ireland's largest electric vehicle fleet, transitioning 95% of our heavy fleet to renewable HVO fuel, expanding one of the country's largest private EV-charging networks, and powering 99% of our buildings with green electricity. These efforts demonstrate what an organisation can achieve when environmental ambition is embedded at every level.

Equally, our commitment to circularity and waste reduction has become a hallmark of the An Post brand. Partnerships with Oxfam, Vision Ireland, Nespresso and Ireland's vibrant resale community reflect our growing role in enabling circular choices for households and businesses nationwide.

But the legacy I cherish most is the cultural transformation of An Post, the kind that doesn't appear in graphs or tables, but in the lived experience of our people. We maintained a zero gender pay gap for the fifth year, launched a strengthened Diversity, Equity & Inclusion strategy, expanded accessibility initiatives, and deepened our investment in learning through

the An Post Institute. Thousands of employees have upskilled in digital tools, leadership and future-ready skills, a vital foundation for the organisation's next chapter.

Our purpose, to act for the common good and to improve quality of life in Ireland, now and for generations to come, has guided every decision we made. This year alone, we supported literacy and numeracy programmes across communities, expanded the Address Point service for people experiencing homelessness, delivered fresh food to DEIS schools, and continued our long-standing tradition of checking in on vulnerable and isolated customers. These are the actions that define An Post's place in the heart of Irish life.

As I step away from An Post, I do so with deep confidence in the future of this organisation. The foundations we have built, a committed workforce, a modernised national network, a clear sustainability roadmap, and an unwavering purpose, position An Post to continue leading Ireland's journey toward a fairer, greener and more inclusive society. The transition to net zero by 2030, the continued digital evolution of our services, and the strengthening of community supports will be central to the organisation's next phase.

To my colleagues across An Post, our postal delivery teams, Postmasters, retail staff, operational and support teams, thank you. Your dedication, resilience and pride in service have been the driving force behind every achievement in this report. To our customers, partners and communities, thank you for your trust and collaboration. An Post exists for you, and its success is rooted in your belief in what a national service can achieve.

I leave knowing that An Post is stronger, more relevant and more purposeful than ever. It has been an honour to lead this organisation, and I look forward to watching it continue to make sustainable living commonplace across Ireland.



**David McRedmond**  
Chief Executive Officer, An Post



# Q&A with our Chief Sustainability Officer

## Message from Owen Keogh, Chief Sustainability Officer

I joined An Post because I believe organisations with a real presence in people's lives have a responsibility and an opportunity to deliver positive impact and to lead on sustainability.

As Chief Sustainability Officer, my focus is on delivering on our purpose by reducing

our environmental impact, embedding sustainability across the business, and delivering positive outcomes for our people, customers, and communities. I'm particularly proud of the progress that has been made over the past year, and I look forward to delivering even more in the years ahead.



## Q. 2025 was a significant year for An Post. What progress are you most proud of?

- A. This year marked a major turning point in our environmental journey. We achieved a 50% reduction in Scope 1 and 2 emissions compared to our 2009 baseline, and we reached this three months ahead of schedule.

This milestone reflects years of steady investment, from expanding Ireland's largest electric vehicle fleet to transitioning 95% of our heavy goods vehicles to renewable HVO fuel. Combining long term planning with practical, consistent action has been central to our success, showing that decarbonisation is possible at scale,

within a national logistics and retail network.

## Q. Circularity is becoming increasingly important for customers, how did An Post support consumer-to-consumer circular activity in 2025?

- A. Consumer to consumer reuse continued to grow strongly in 2025, with Vinted at the centre of this shift. Our integration with the Vinted platform made sending pre loved items simpler and more seamless, driving significant national uptake. This resulted in a dramatic increase in both domestic and international transactions from the previous year.

This growth reflects a broader movement toward resale and reuse, and An Post remains a key enabler by providing reliable, accessible services that support circular consumer behaviour across Ireland.

## Q. How is An Post preparing for the upcoming Corporate Sustainability Reporting Directive (CSRD)?

- A. 2025 was a year of significant work behind the scenes to strengthen our reporting framework. We advanced our CSRD readiness by progressing our comprehensive Double Materiality Assessment, improved sustainability data systems, and more structured

internal governance. These steps position us to meet upcoming reporting and assurance requirements with confidence and transparency.

## Q. Looking ahead, what are the key priorities for the sustainability team?

- A. Our central focus is to continue to dramatically reduce emissions from our own operations in the coming years. Achieving this will require continued investment in low carbon transport, renewable energy, and energy efficient infrastructure. We'll also keep scaling circular services, deepening community impact, and ensuring our workforce has the skills needed for the future. Above all, we remain guided by our purpose, to improve quality of life in Ireland today and for generations to come.

## Q. Finally, what message would you like readers to take from this year's report?

- A. That meaningful sustainability progress happens through collective effort. Every employee, Postmaster, customer, partner and community organisation plays a role. The achievements in this report show what we can accomplish when we work with integrity, focus and shared purpose. Together, we are building a more sustainable, inclusive and resilient Ireland.

# Our Strategy and Purpose

At An Post, “our purpose is to act for the common good and to improve quality of life in Ireland, now and for generations to come”.



With a presence in every county and community, we play a vital role in supporting people, businesses and public services across the country. This national reach gives us both a responsibility and an opportunity to drive positive environmental and social impact at scale.

Every day sustainability informs all aspects of our business and enables us to act in the areas that matter most to our employees, to our communities and to our business. We believe in empowering local communities through our unrivalled reach of our Post Office network and postal operatives. We're keeping Ireland connected and not only making better happen for the nation but for the planet and society too.

In 2025, we refreshed our sustainability strategy to ensure it reflects the urgency for action, the external environment, our own operating environment and strengthens alignment with our Green Light Strategy. The strategy is built around three core pillars:

- **Environmental Leadership** - reducing emissions, embedding circularity and protecting nature.
- **Inclusive and Resilient Services** - ensuring our products and services remain accessible, equitable and support more sustainable choices.
- **Empowering People** - supporting our workforce and delivering positive social impact across communities.

Our vision is **to make sustainable living commonplace in Ireland**. Through our services, our network and our partnerships, we help people and businesses make practical, everyday choices that benefit the climate, the community and the wider economy. We recognise that our operations impact every community, household and business in Ireland and our sustainability strategy reflects this. We are committed to accelerating our positive environmental and social impact, equality for all and creating everyday opportunities for consumers to live a more sustainable life.

The UN Sustainable Development Goals (SDGs) continue to provide important global context for our work. The SDGs remain an informing framework for our strategy, particularly in relation to

- **SDG 8 Decent Work & Economic Growth**
- **SDG 10 Reduced Inequalities**
- **SDG 11 Sustainable Cities & Communities**
- **SDG 12 Responsible Consumption & Production**
- **SDG 13 Climate Action**

This approach allows us to focus on the areas where An Post can make the greatest contribution to Ireland's sustainable future.



# Sustainability Strategy, Governance & Reporting

## Sustainability and Green Light 2024-2025

A key strategic enabler of the An Post Group strategy 2024 - 2028 is to 'extend leadership in sustainability across core SDGs and communicate with relevance'. The Group Strategy is designed to align fully with our Sustainability Strategy and our objectives and commitments.

## Sustainability Performance Reporting & Governance

At An Post, we are committed to delivering the highest level of transparency in reporting our sustainability performance. We take a proactive position on reporting and communicating our success. Good

governance is essential to achieving our ambitious goals and to ensure we are building a resilient and transparent organisation. Our governance framework sets out how we embed and integrate sustainability at all levels of decision making within An Post. Sustainability 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.

Throughout 2025, our efforts to comply with the Corporate Sustainability Reporting Directive (CSRD) advanced significantly. We focused on strengthening data collection for the European Sustainability Reporting Standards

(ESRS) disclosures and ensuring assurance readiness. However, due to the EU Omnibus Directive, the implementation of CSRD reporting has been postponed by two years for Wave 2 reporters, such as An Post. Despite this deferral, we maintained our focus on advancing our sustainability performance reporting and preparation for CSRD. The Omnibus trilogue negotiations confirmed that CSRD will apply to companies with more than 1,000 employees and annual turnover exceeding €450 million. As An Post exceeds these thresholds, we have decided to maintain our focus on CSRD reporting on FY2027.

As outlined above, Sustainability is a core pillar of An Post's Green Light Strategy. A key enabler of our leadership in this area is the availability of regular, relevant and reliable sustainability data. Throughout 2025, we strengthened our sustainability reporting framework and capabilities to ensure greater accuracy and transparency in our data.

On a quarterly basis, key sustainability metrics are formally reported to An Post's Sustainability Steering Committee, as well as the People and Sustainability (P&S) Committee of the Board, in line with our governance structure. These metrics span the organisation and capture diverse aspects of An Post's sustainability performance. The introduction of this framework has embedded sustainability reporting as an integral business process

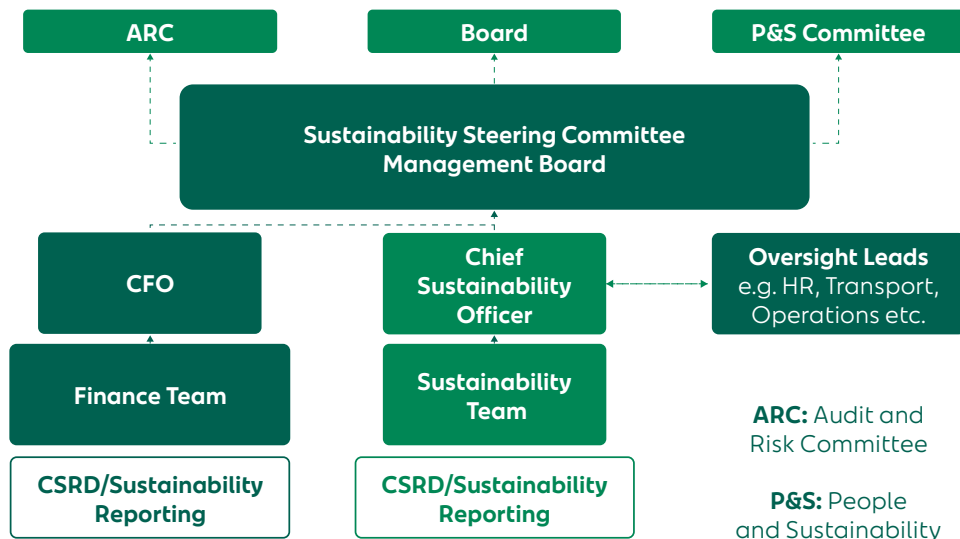
within An Post, laying the foundations for future CSRD reporting and ensuring readiness for limited assurance. The data has also provided valuable insights, enabling An Post to further integrate sustainability throughout the business and deliver benefits to our employees, our customers and the communities we serve. An Post also reports to or is aligned with a number of sustainability frameworks, organisations and bodies. These include:

- CDP (Carbon Disclosure Project)
- Climate Action Framework
- SEAI M&R (Monitoring and Reporting) System
- IPC SMMS (International Postal Corporation Sustainability Measurement and Management System)
- EcoVadis
- Global Reporting Initiative (GRI)

## Risk Governance

Risk management is a core element of An Post's governance framework. The Audit and Risk Committee oversees the implementation of the Group Risk Management Framework, which includes sustainability risks. Each risk is subject to defined controls, ownership, and monitoring processes. This approach ensures that risk is embedded in decision-making and supports the resilience and transparency of our sustainability strategy.

## Sustainability Governance Framework



# Sustainability Strategy, Governance & Reporting

## Double Materiality Assessment

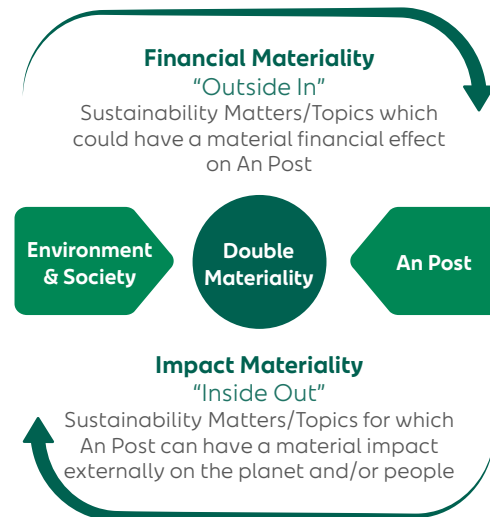
In preparation for CSRD, An Post undertook a robust Double Materiality Assessment (DMA) to establish our mandatory European Sustainability Reporting Standards (ESRS) disclosure topics and identify key impacts, risks, and opportunities across our operations. This DMA analysis applied a dual lens of materiality, as outlined below. Informed by engagement with critical internal and external stakeholders, the DMA was carried out in accordance with the ESRS and EFRAG (European Financial Reporting Advisory Group) guidance (See DMA Process). This process identified a number of material topics, across the following ESRSs:

- **ESRS E1:** Climate Change
- **ESRS S1:** Own Workforce
- **ESRS S2:** Workers in the Value Chain
- **ESRS S3:** Affected Communities
- **ESRS S4:** Consumers and End-Users
- **ESRS G1:** Business Conduct

The outputs from this DMA continue to assist in shaping our approach to Sustainability and support progress of our sustainability ambitions. Throughout 2025, An Post advanced this work through data collection and the development of disclosures in relation to our identified material topics (see Sustainability Performance Reporting & Governance section for more details). Additionally, An Post conducted an internal review to confirm that no material changes have occurred to our operational and/or

organisational structure since the DMA was completed. As such, the original DMA findings remain relevant and applicable to An Post.

The revised ESRS, introduced through the EU Omnibus directive, have simplified and streamlined the DMA process. An Post will continue to strengthen sustainability performance reporting and revisit the results of our Double Materiality Assessment (DMA) in line with the revised European Sustainability Reporting Standards (ESRS). These efforts will ensure that An Post continues to make positive strides towards CSRD readiness while also embedding sustainability across our operations.



## DMA Process

The DMA for An Post was performed in accordance with the European Sustainability Reporting Standards (ESRS). The below steps were performed:



### Top Down Assessment

- Reviewed An Post's Sustainability Report
- Peer Benchmarking



### Value Chain & Stakeholder Analysis

- Prepared Value chain maps
- Identified key actors and activities across the upstream and downstream value chain
- Identified key dependencies
- Determined stakeholder engagement approach



### IRO Identification & Shortlisting

- Created an IRO long list using relevant ESG related information
- Held workshops with key An Post individuals to review IRO long list and assess applicability and completeness



### Stakeholder Engagement

- Issued stakeholder survey
- Conducted stakeholder engagement
- Incorporated stakeholder feedback into IRO long list
- Scored IROs based on likelihood and magnitude



### Validation and Approval

- Validated IROs and material topics
- DMA results will be published in the FY27 annual report
- DMA process and results will be reviewed in 2026, to reflect changes to the revised ESRS.

# Our Stakeholders and Collaboration

At An Post, collaboration is central to how we deliver on our sustainability commitments and supports our goal of making sustainable living commonplace in Ireland. Our key stakeholder groups include Government, employees, staff representatives, citizens, customers, suppliers, partners, industry associations and the wider business community. Listening to and responding to the needs, challenges and concerns of these stakeholders is fundamental to shaping our strategy and ensuring our sustainability approach reflects shared priorities and practical realities. Their insights help strengthen governance, guide decision-making and ensure our actions remain meaningful and future-focused.

We work closely with Government departments and public bodies to support national priorities such as climate action, sustainable mobility and the UN Sustainable Development Goals. Through our participation in national and international industry forums focused on fleet electrification, alternative fuels, sustainable procurement and workforce diversity, we contribute operational insight and share learning across the sector.

Partnerships with retailers, marketplace platforms and recycling organisations support reuse, repair and recycling initiatives, enabling greater participation in circular economy activities. Across our supply chain, we promote responsible sourcing through structured engagement and sustainability evaluation, strengthening transparency and accountability.

Through purposeful collaboration, active stakeholder engagement and open knowledge sharing, An Post contributes to wider environmental and social progress while enhancing sustainability performance across our operations.

This is why we enjoy being active members of a range of organisations and industry groups which support sustainability. By participating in global and national partnerships, we can work closely with peers on industry initiatives to manage our shared challenges. This is crucial to ensuring that we can achieve our ambitions. We continue to maintain and expand these memberships and relationships every year.



# Our Stakeholders and Collaboration

## Spotlight:

### UN Global Compact

An Post has been a signatory to the UN Global Compact since 2010, aligning our business practices with its Ten Principles on human rights, labour, the environment and anti corruption. These principles guide our approach to responsible business and support our contribution to the UN Sustainable Development Goals. We report annually to the UN Global Compact on our progress embedding the Ten Principles and the SDGs across our business.

Our leadership in the UN Global Compact Network Ireland network provides practical opportunities to learn from peers, participate in working groups and keep pace with emerging expectations on due diligence, human rights and climate action—supporting continuous improvement and stronger governance across our operations and supply chain.

### BITC

An Post is an active member of Business in the Community Ireland (BITC), the national network for responsible and sustainable business. BITC brings together over 100 leading companies to advance a more inclusive, low carbon economy, and provides practical support through advisory services, peer learning and collaborative initiatives.

Through this membership, An Post participates in knowledge sharing sessions, network events and cross industry working groups that help strengthen our approach to sustainability, community engagement and responsible business practices. Our partnership with BITC also enables meaningful community impact. As the headline sponsor of Time to Read and Time to Count, An Post volunteers support primary school children by providing reading and numeracy assistance, helping to build confidence and foster positive learning experiences. Being part of BITC enhances our ability to collaborate with peers, contribute to national sustainability initiatives and support more inclusive communities across Ireland.



# Environmental Leadership

With a presence in every corner of Ireland, An Post is uniquely positioned to champion sustainability and drive positive environmental change. We are delivering on our environmental commitments through investments in EVs and charging infrastructure, the adoption of Hydrotreated Vegetable Oil (HVO) fuel for our middle mile fleet, renewable energy powering our buildings, property upgrades, and initiatives that promote circularity and biodiversity across Ireland.


**In this section:**

 **Climate and Emissions**

 **Energy Consumption**

 **Public Sector Energy & Emission Obligations**


 **Decarbonising our delivery fleet**

 **Energy efficiencies in our buildings**

 **Delivering Circular Economy solutions at scale**

 **Advancing circular waste management**

 **Nature & Biodiversity**

 **Embedding sustainability in procurement**



# Climate and Emissions

## Delivering on our Commitments

In 2017 we set an ambition of reducing our scope 1 & 2, emissions by 50% by the end of 2025 and to Net Zero by 2030, from a baseline of 2009. Over the past decade we have been working relentlessly to reduce our emissions from our operations, in particular to decarbonise our fleet and our properties.

2025 was a year of action and delivering on those promises that we made nearly a decade ago.

In 2025, we achieved a 50% reduction in carbon emissions<sup>1</sup> three months ahead of schedule, becoming one of the first national postal organisations in the world to reach this milestone.

This represents the implementation of key initiatives to decarbonise our operations;

- 99% of our buildings are now powered with green energy<sup>2</sup>,
- more than half of our delivery routes are now electrified by the nation's largest electric vehicle fleet,
- 95% of fuel used for our heavy goods vehicles has been switched to renewable HVO fuel. HVO is a premium renewable, fossil-free fuel produced entirely from waste materials including used cooking oil. It delivers up to 90% fewer emissions than conventional diesel and requires no vehicle modifications.



### Footnote

1. Calculation of emissions is based on An Post's total Scope 1 and Scope 2 (market-based) emissions, excluding fugitive emissions. An Post's emissions first fell below 50% of the 2009 baseline level by the end of Q3 2025 and have remained below this threshold since. For the full year 2025, An Post achieved an emissions reduction of 42% relative to the full year 2009 baseline. However, since achieving our ambitious target, An Post's run rate for the final quarter of 2025 remained below 50% of the 2009 baseline, reinforcing the sustained downward trend in operational emissions.

2. Green energy refers to the electricity supplied to An Post being sourced from renewable generation, in accordance with the Commission for Regulation of Utilities Green Source Product Verification process.

# Climate and Emissions

## Greenhouse Gas Emissions

An Post calculates our scope 1 and 2 Greenhouse Gas (GHG) emissions in line with the GHG Protocol Corporate Accounting and Reporting Standard (2004) and EN ISO 14064-1:2018.

Scope 1 GHG emissions refers to the direct emissions that result from An Post activities within our control. For An Post, this predominantly relates to the emissions from our fleet.

Scope 2 GHG emissions relates to electricity consumed within our buildings and used for charging our EV fleet. Market-based emissions are calculated based on the electricity we purchase. While location-based emissions are calculated based on the national grid average emission intensity (SEAI).

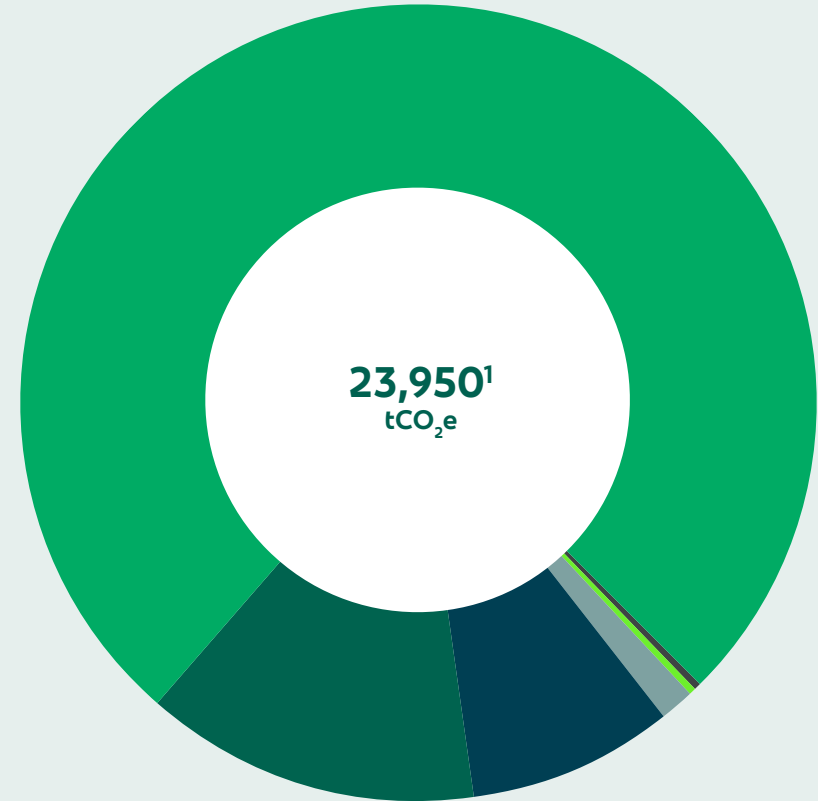
**23%** of our emissions relate to our buildings.



**77%** of our scope 1&2 emissions relate to our fleet, both final mile and middle mile.



## An Post 2025 Scope 1 & 2 Emissions



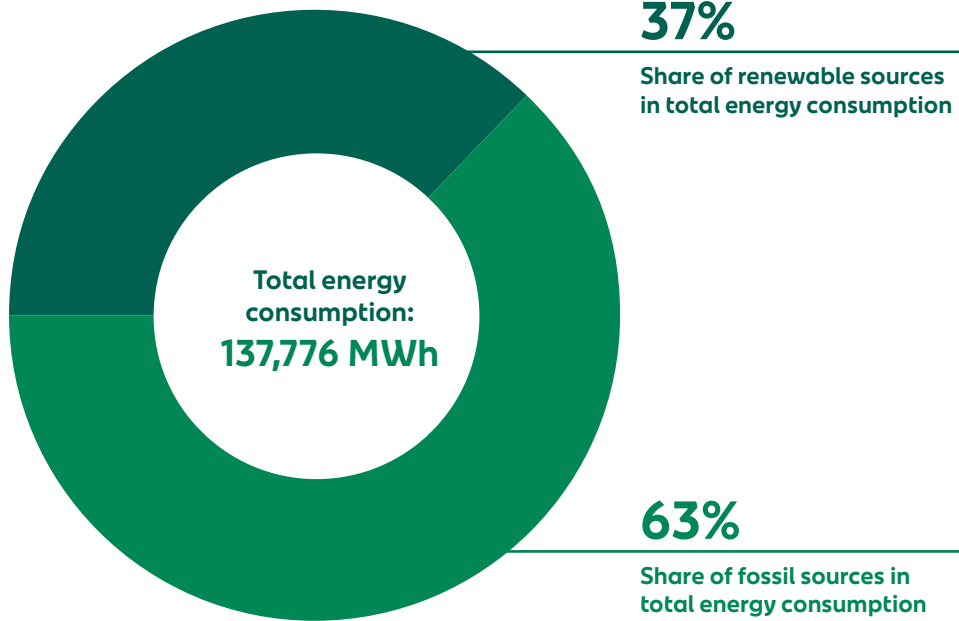
- Diesel: 76.2%
- Natural Gas: 13.5%
- Fugitive Emissions: 8.6%
- Heating - Other: 1.2%
- HVO: 0.4%
- Electricity: 0.1%

### Footnote

1. Calculation represents total Scope 1 and 2 marked-based emissions, including fugitive emissions, calculated in line with GHG Protocol Corporate Accounting and Reporting Standard (2004) and EN ISO 14064-1:2018.

# Energy Consumption

Overall energy consumption is tracked by An Post on an ongoing basis to ensure we are managing our energy use as efficiently as possible across our operations.



In 2025, we reduced the share of energy consumption from fossil fuel sources and increased the energy consumption from renewable sources through the rollout of EV's in our final mile fleet and the use of HVO in our middle mile fleet.

	Fuel consumption from coal and coal products (MWh)	0
	Fuel consumption from crude oil and petroleum products (MWh)	71,063
	Fuel consumption from natural gas (MWh)	15,850
	Fuel consumption from other fossil sources (MWh)	0
	Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh)	60
	Total fossil energy consumption (MWh)	86,973
	Consumption from nuclear sources (MWh)	0
	Fuel consumption for renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh)	29,364
	Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	21,359
	The consumption of self-generated non-fuel renewable energy (MWh)	80
	Total renewable energy consumption (MWh)	50,803

# Public Sector Energy & Emission Obligations

In An Post, we monitor and report on our progress against key sustainability objectives and targets to which we commit, many of which are ambitious in nature. In addition to our own ambitious climate action targets, we have committed to report against the following key performance indicators (see table below), as well as report on the Climate Action Framework.

By fulfilling these obligations, we not only comply with legislative frameworks but also position ourselves as leaders in contributing to the nation's climate goals.



## 1. Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 baseline) by 2030

	Average 2016-2018 Baseline	2025
<b>Absolute Carbon emissions (tCO<sub>2</sub>e)<sup>1</sup></b>	32,126	26,714 <sup>2</sup>
<b>% Improvement against baseline</b>	-	17%

## 2. Achieve a 50% improvement in energy efficiency (2009 baseline) by 2030

	Baseline	2024	2025
<b>Energy Performance Indicator (EnPI)<sup>3</sup> (kWh/Composite)</b>	163,067	88,540	95,378
<b>Change in EnPI since baseline</b>	-	45.7% <sup>2</sup>	41.5%

### Footnote

1. Total absolute carbon emissions excludes fugitive emissions

2. An Post reports its energy and emissions data annually to the Sustainable Energy Authority of Ireland (SEAI) through the Monitoring and Reporting (M&R) System. SEAI independently calculate and track An Post's progress against national energy and climate policy targets. SEAI releases its official data on an annual in arrears basis, generally during H2 of the subsequent year. To estimate for 2025, An Post has disclosed an indicative calculation of our projected performance using the data available at the time of reporting.

3. The energy performance indicator (EnPI) measures An Post's energy performance. It considers how efficiently An Post is using energy, while also accounting for changes in activity level related to energy use. The EnPI is calculated by dividing total energy consumption, expressed as the primary energy requirement by An Post's activity metric. The primary energy accounts for energy that is consumed and/or lost in transformation, transmission and distribution processes. An Post uses a composite activity metric, which factors in our tonnes of Mails and Parcels; and the m2 of our properties.

# Decarbonising our delivery fleet

**Parcel volumes have increased by more than 300% since our baseline in 2009, rising from 20 million to 73 million items in 2025.** The growth in parcel delivery and e-commerce has led to a shift in our fleet operations, with more parcels and letters now delivered by our fleet of more than 4,000 vehicles. Despite this sustained growth, An Post continues to decouple logistics activity and parcel volumes from emissions through a structured transition to low carbon transport. Transport now accounts for approximately 77% of An Post's Scope 1 and 2 emissions, underscoring the critical importance of decarbonising our fleet.


In 2025, transport emissions fell by **4,491 tonnes of CO<sub>2</sub>e**, compared to 2024, a 20% reduction. This reflects continued progress in electrification, renewable fuels and operational efficiency. Overall, 55%

of An Post's total fleet now operates on alternative fuel sources, combining zero-emission electric vehicles in our final-mile fleet with renewable HVO across middle-mile operations.

Now with over 2,000 EVs in operation, representing a 38% increase since 2024, more than half of our final mile fleet is electric and over 50% of delivery routes are served by zero emission vehicles. This transition is supported by one of Ireland's largest private EV charging networks, which expanded by 31% in 2025 and now includes more than 2,000 chargers nationwide.

Our EV fleet travelled almost 19 million kilometres in 2025, avoiding almost 2 million litres of diesel, saving 13.4 million kWh of energy. EVs also recorded significantly fewer breakdowns than diesel vehicles, supporting operational reliability alongside environmental performance. In 2021, we successfully trialed HVO fuel in five of our heavy goods vehicles (HGVs) in Galway resulting in significantly reduced emissions from the trial. In 2025, we progressed the national transition of our

heavy goods vehicle fleet from diesel to renewable HVO. By November, 95% of fuel used by our 200+ HGVs was HVO. The move from diesel to HVO is expected to eliminate approximately 6,000 tonnes of CO<sub>2</sub> from An Post's operations annually. Dedicated fuelling bunkers were installed at our key Mail centres to support the transition.



**In 2025, emissions per letter were 8.1 g CO<sub>2</sub> and emissions per parcel were 267.6 g CO<sub>2</sub>, representing a 10% reduction in emissions per letter and a 18% reduction in emissions per parcel compared to 2024. This demonstrates continued progress in reducing emissions intensity across both mail and parcel operations, ongoing growth in parcel volumes.**





**Looking ahead**  
An Post remains committed to achieving net zero emissions by 2030. We will continue expanding fleet electrification, with the overall objective of transitioning 100% of our final-mile delivery fleet to electric vehicles.

Renewable HVO will remain central to reducing emissions across middle-mile operations, supporting lower-carbon transport while maintaining operational resilience. We are also reviewing alternative vehicle technologies and

collaborating across industry to identify practical low-emission solutions aligned with our 2030 target.

Through targeted investment in vehicle technology, charging infrastructure and renewable fuels, we will further decouple logistics growth from carbon emissions.

**In our fleet we currently have:**

 <b>2,005 EVs</b>	 <b>138 E-Trikes</b>
 <b>214 HGVs powered by HVO</b>	 <b>2020 EV Chargers Installed</b>

**55% of our total fleet running on Alternative Fuels.**



# Energy efficiencies in our buildings

Our buildings across Ireland act as local hubs, servicing communities throughout the year with a focus on operational efficiency.

**23% of our emissions relate to our buildings.**



Property related emissions increased by 1,818 tonnes (25.3%) year on year, primarily attributable to a revised calculation methodology for fugitive emissions.

In 2025, electricity consumption across our buildings totalled 15,134 MWh, a marginal increase of 0.32% compared to 2024. This

represents a 36% reduction against our 2009 baseline. Our target was to reduce electricity use within buildings by 40% by 2025, and while we made substantial progress towards this goal, we did not fully achieve the required reduction by year end. However, this is with the backdrop of significant business growth. Parcel volumes have increased by over 300% since 2009, rising from 20 million to 73 million items in 2025, driving expanded operating days, longer processing hours and increased seasonal heating demand. These operational requirements mean that energy performance must be considered within the broader context of a rapidly scaling business.



**2.64% decrease in total energy usage in our properties in 2025.**

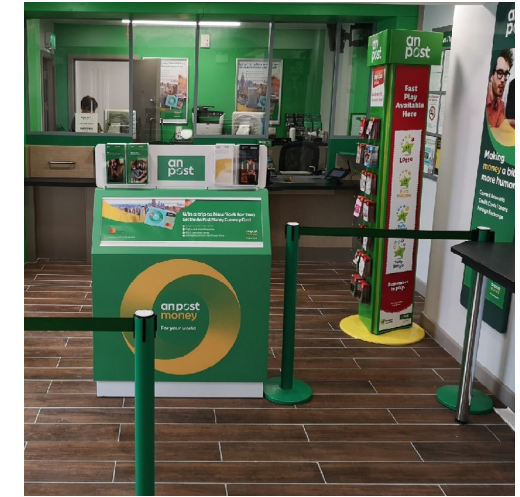


Despite increased operational demands, total energy use across our properties, including electricity and building heating fuels, decreased by 2.64% in 2025, demonstrating the impact of our ongoing energy efficiency measures and optimisation projects.

We continue to improve overall energy performance, achieving a 45.7% energy efficiency improvement versus our 2009 baseline in 2024, according to the latest SEAI Monitoring & Reporting dataset (see Public Sector Obligations, p. 14). In addition, 99% of our buildings are powered by green electricity<sup>1</sup>, and our onsite solar installations generated approximately 80,000 kWh during the year. We remain committed to energy optimisation and expanding renewable generation across our estate.

#### Footnote

1. Green energy refers to the electricity supplied to An Post being sourced from renewable generation, in accordance with the Commission for Regulation of Utilities Green Source Product Verification process.



**99% of our buildings are powered by green electricity<sup>1</sup>**



# Energy efficiencies in our buildings

## An Post's HQ at the Exo

Our headquarters at the EXO building in Dublin continues to support how we work today and into the future. The building is certified to high environmental standards, including LEED Platinum and Nearly Zero Energy Building (NZEB), and incorporates energy-efficient systems, sustainable water management and enhanced air quality controls. Its location provides strong public transport connections, bicycle facilities and electric vehicle charging points to support more sustainable commuting. In 2025, total energy use at the EXO was 250 MWh lower than in 2024, reflecting continued optimisation of building systems and day-to-day operations.

## Going forward

Looking ahead, we will continue to manage energy usage across our property portfolio through targeted efficiency improvements and increased use of renewables. This includes expanding onsite solar installations, progressing upgrades to improve Building Energy Ratings (BER), and enhancing energy management systems, including the increased rollout of smart heating controls to optimise performance across our estate. We will also continue to review our property portfolio to ensure it remains operationally efficient, applying our Responsible Divestment Protocol where properties are no longer aligned with business requirements.



## Strategy in Action: An Post Insurance, Athlone Solar PV

In 2025, An Post Insurance installed a rooftop solar photovoltaic (PV) system at its Athlone site to support renewable energy generation and reduce reliance on grid electricity. The installation includes 180 high-efficiency panels, providing a 107 kW system that has been generating renewable electricity since April 2025. The system is expected to reduce the site's annual reliance on grid electricity by approximately 30%.

This project forms part of An Post's wider approach to increasing onsite renewable energy across its property portfolio. Early performance indicates strong generation potential, with the system designed to support both onsite consumption and future electricity export to the grid. The installation demonstrates how renewable energy can be integrated into operational sites to support lower-carbon operations.

**anpost**  
insurance



# Delivering Circular Economy solutions at scale

Ireland is transitioning to a Circular Economy, where waste is minimised and resources are kept in use for longer. As a key player in the Irish economy, An Post is committed to advancing this transition by providing practical solutions that help people and businesses reuse materials and embrace circular living across communities.

## Sell it. Send it. Cash it in.

Recognising the continued growth in peer-to-peer resale, we positioned our prepaid packaging range as a practical enabler of circular commerce. By removing weight restrictions and introducing flat-rate pricing – **'if it fits, it ships'** – we simplified the process of sending pre-loved items and provided greater cost certainty for customers.



Building on this approach, An Post continues to support resale platforms through its Marketplace API integration with Vinted. This service enables prepaid shipping labels to be generated directly within the Vinted platform, simplifying the logistics of peer-to-peer selling.

This resulted in an increase in both domestic and international transactions from the previous year and reflects the continued growth of resale activity supported by An Post's network.



## Oxfam PostBack and Pre-Loved Initiatives

In 2025, An Post partnered with Oxfam to deliver "PostBack", a service enabling households across Ireland to donate pre-loved items by post. Customers can order a free donation bag online, fill it with clothing, books or other household items (up to 10kg), and return it free of charge through their local Post Office or via home collection by An Post. The initiative supports the reuse of goods and contributes to Oxfam's work tackling poverty and inequality.



During 2025, 28,800 donation bags were ordered, with 13,400 bags returned through An Post. Of those returned, 71% were collected directly from donors' homes, representing a 47% return rate, with collections peaking in November.

As part of this partnership, pop-up events were held at St Andrew Street Post Office to support Oxfam's Second Hand September campaign and a 'Send Pre-Loved at Christmas' initiative. These events promoted second-hand purchasing and gifting, reinforcing circular economy principles and encouraging greater participation in reuse activities.

# Delivering Circular Economy solutions at scale

## Nespresso capsule return service

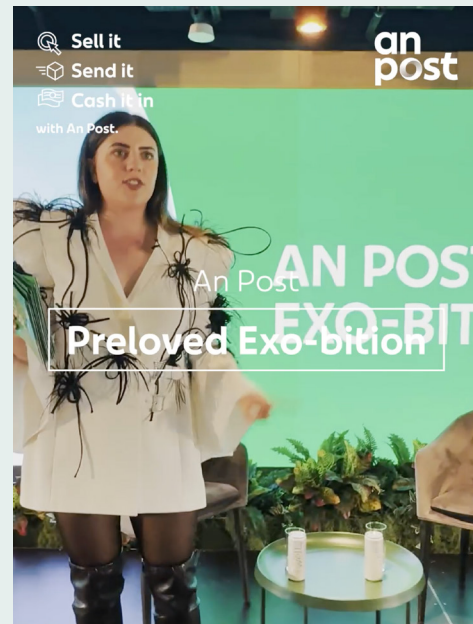
An Post continues to partner with Nespresso to facilitate the return and recycling of used coffee capsules. Customers can return filled recycling bags via home collection or through their local Post Office.



In 2025, 90,200 Podback bags were returned through An Post, a 17% increase from 2024. Aluminium from returned capsules is recycled into new products, while coffee grounds are repurposed for soil improvers and renewable energy.

## Promoting circular participation Circular Economy Exo-bition

In June 2025, An Post hosted its second annual Circular Economy event at EXO headquarters. The 'Pre-Loved Exo-bition' brought together customers and partners to demonstrate practical approaches to reuse, repair, rental and resale. Panel discussions explored sustainable fashion and consumer behaviour, while participating organisations highlighted how postal and logistics services support circular business models. Related social media content generated 4.7 million video views.



## Promoting pre-loved gifting

During the Christmas period, An Post delivered a four-part social media series promoting the purchase and sending of pre-loved items. Informed by e-commerce research, the initiative addressed common concerns around quality and suitability and highlighted practical second-hand gifting options. Each video achieved an average of 861,500 impressions.

## Vision Ireland "Post & Part" initiative

An Post partnered with Vision Ireland through its "Post & Party" initiative at summer events, including Electric Picnic, enabling customers to purchase prepaid envelopes on-site and send second-hand purchases home directly, supporting both convenience and charitable retail activity.



# Advancing circular waste management

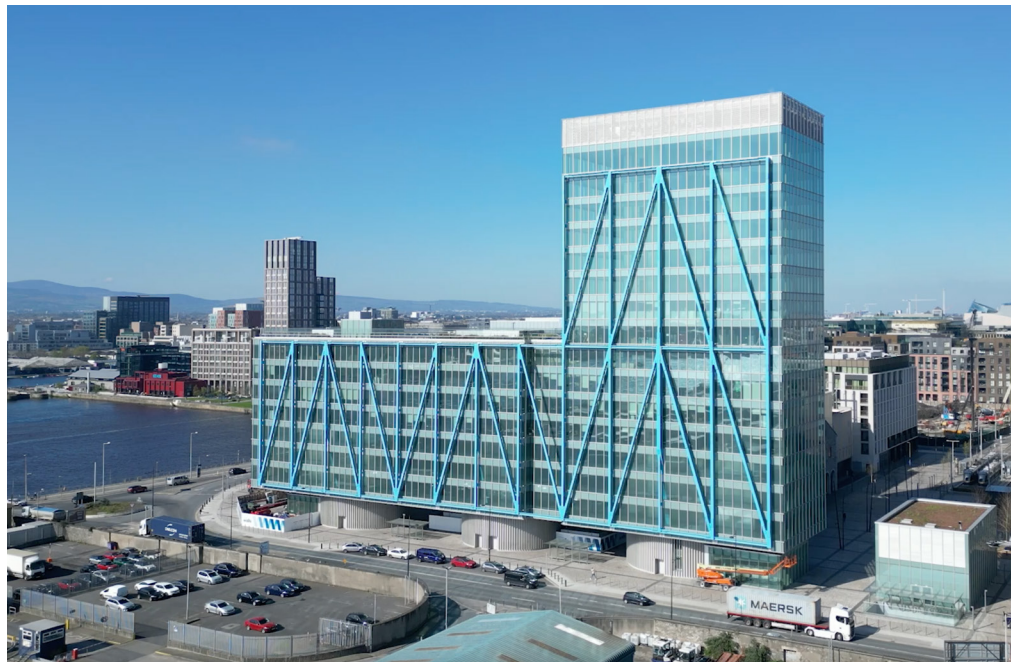
Effective waste management is central to improving resource efficiency across our operations. Through strengthened segregation practices, increased recycling performance and consistent onsite monitoring, we continue to reduce waste impacts while maintaining high environmental standards across our estate.

## Packaging & Waste Management

In 2025, An Post maintained its commitment to responsible waste management, achieving zero waste to landfill for the eighth consecutive year. We continued to strengthen our circularity performance, increasing our recycling rate

by 4 percentage points to 88% (2024: 84%) and surpassing our internal target of 75% by 13 percentage points.

A programme of targeted engagement supported these improvements. At our EXO headquarters, enhanced staff education delivered through town halls, alongside clearer and more intuitive waste segregation signage, resulted in a 22% increase in recycling. In addition, our waste contractor now conducts monthly onsite waste practice audits across three key locations, helping us identify opportunities for improvement and embed consistent, high quality waste handling standards across the business.

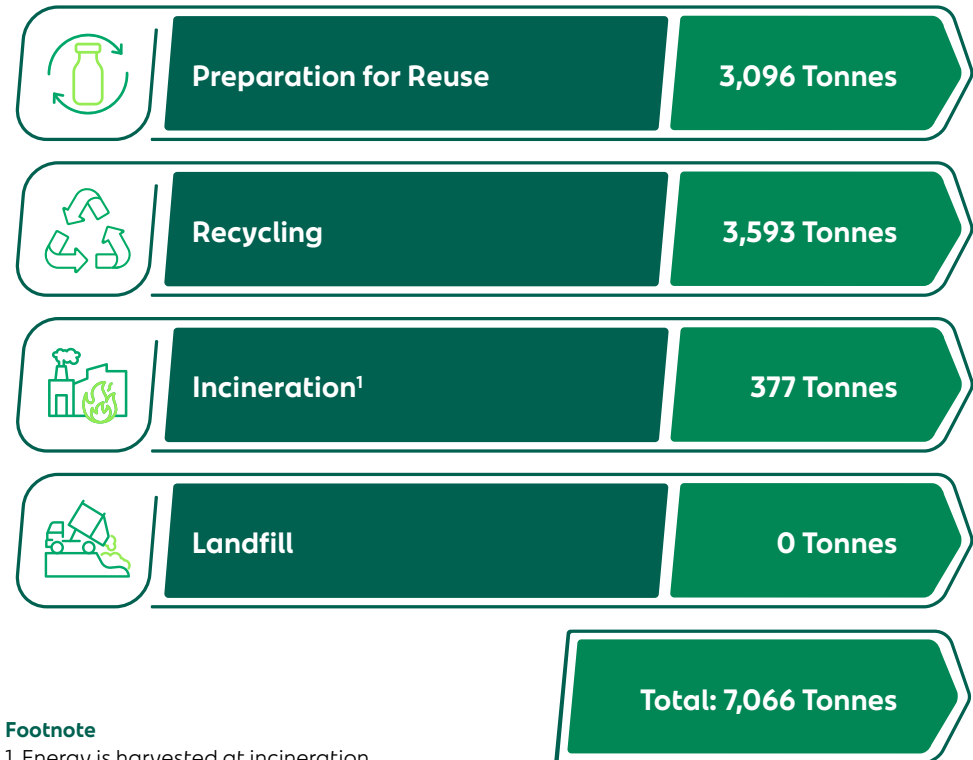


## Supporting community initiatives through the Re-turn scheme

In 2025, we expanded our voluntary Re-turn for Children initiative, which aligns with Ireland's national Deposit Return Scheme. Originally piloted at our EXO headquarters, the programme was extended to additional sites, supporting circular economy principles while generating funds for community causes.

Across the network, local teams have also used the scheme to support community organisations. In Limerick, the DSU team collected bottles and cans throughout the year and returned them through the national scheme. The funds raised were used to purchase items from a wish list provided by St Camillus Community Hospital, demonstrating how small-scale recycling initiatives can deliver meaningful local impact.

## Waste from An Post's Operations



**Footnote**  
1. Energy is harvested at incineration.

# Nature & Biodiversity

An Post remains committed to advancing biodiversity restoration and enhancement across our operations. Our initiatives not only foster healthier local ecosystems but also contribute to the goals outlined in Ireland's National Biodiversity Action Plan. An Post has set the goal of restoring biodiversity within our land and property portfolio to 1984 levels by 2030. This ambition is informed by a first-of-its-kind assessment in Ireland of our nature-related impacts and dependencies, and the associated risks and opportunities for the business. In 2025, we continued to implement the findings of this assessment. This work has included rewilding, planting native trees, restoring land and installing bird and bat boxes. To date we have completed restoration projects across 54% of our available land and at 30% of our properties.

## Celebrating Autumn: seasonal Leaf stamps unveiled

In 2025, An Post released a set of three seasonal stamps featuring autumn leaves from native Irish trees: Silver Birch, Rowan and Hawthorn. The stamps celebrate Ireland's botanical heritage and reflect the natural changes associated with the autumn season.

Issued ahead of National Tree Day in October, the collection highlights the importance of native tree species and Ireland's biodiversity. Designed with embossed detailing, the stamps were unveiled at the National Botanic Gardens and are available nationwide.



# Embedding sustainability in procurement

Procurement plays an important role in An Post's sustainability performance, as many of the goods and services we rely on are sourced through our supply chain. The choices we make when purchasing products and services can influence carbon emissions, waste, resource use and labour standards beyond our own operations. We continue to strengthen how sustainability considerations are embedded in sourcing decisions and supplier management.

In 2025, we strengthened our Sustainable Procurement Policy to further align with Green Public Procurement (GPP) principles and national sustainability frameworks. Enhancements included clearer governance structures, alignment with national strategies such as the Climate Action Plan and Buying Greener. A structured Procurement Training and Development Plan was introduced to support ongoing learning and continuous improvement.

During the year, the Procurement function worked closely with Sustainability and HR colleagues to support a range of independent reviews and reporting processes. These reviews help ensure that our sustainability commitments are applied consistently and transparently across procurement activities.

**100%** of tenders, where sustainability was deemed applicable, included sustainability as part of the tender process, in 2025.



# Empowering People

Our people are central to delivering An Post's purpose and long-term strategy. Building a safe, inclusive and future-ready workforce enables us to serve communities effectively, adapt to change and sustain strong organisational performance.

Through our focus on Diversity, Equity and Inclusion, employee wellbeing, learning and development, health and safety, human rights and a culture of recognition, we are investing in the skills, supports and standards that empower our people to thrive and contribute to Ireland's sustainable future.

## In this section:

-  **Embedding Diversity, Equity and Inclusion**
-  **Progressing gender equality and representation**
-  **Championing inclusion and equality in our communities**
-  **Advancing accessibility**
-  **Health & Safety**
-  **Championing employee wellbeing**
-  **Recognising those who make better happen**
-  **Learning and Development**
-  **Human Rights**
-  **Learning and Development**



# Embedding Diversity, Equity & Inclusion

An Post is committed to creating a workplace where everyone feels accepted, supported and valued, a place where everyone feels a sense of belonging. A place where diversity is appreciated, employees are empowered to reach their full potential, and access to supports, opportunities and career development are available to all.

In 2025, we unveiled a new Diversity, Equity and Inclusion (DEI) Strategy grounded in employee feedback and Management Board advocacy. The strategy focuses on three strategic pillars:

- Accountability & Leadership,
- Inclusive Recruitment & Retention,
- Continuous Advancement

and sets out a clear roadmap for progress. It integrates inclusion into how we lead, recruit and develop our people, ensuring that DEI principles are embedded in day-to-day operations and that accountability is reinforced at every level of the organisation. The strategy also supports our ambition to be one of Ireland's most inclusive and forward-thinking employers.

Throughout the year, An Post continued to invest in a safe, inclusive and skills-led workplace, strengthening leadership capability, accelerating digital enablement and supporting employee wellbeing. Building on our Green Light 2028 strategy, we advanced the An Post Institute as the cornerstone of enterprise learning, deepened our inclusive culture through targeted DEI initiatives, enhanced recognition and performance practices, and scaled recruitment to meet business demand.



In 2025, we delivered enterprise Inclusive Leadership training for more than 300 people managers, introduced a customised seven-module DEI e-learning curriculum, progressed data gathering campaigns to enrich demographic insights, and continued community partnerships and accessibility initiatives.



# Progressing gender equality and representation

We believe that increasing female representation strengthens decision-making, enhances collaboration and supports long-term organisational performance. Advancing gender equality remains a priority for An Post, and we continue to take practical steps to ensure equal opportunity across all levels of the organisation.

In 2025, An Post maintained a Zero Gender Pay Gap for the fifth consecutive year. Female representation continued to increase across key areas of the business, including a 2% increase at management level and greater participation of women in operational roles. In May 2025, we launched an 18-month national talent attraction campaign to diversify our talent pipeline and attract candidates from a wider range of backgrounds. The campaign aims to support increased representation of women in frontline operational roles, where the workforce remains predominantly male.

[Click here for our Gender Pay Gap Report](#)



## Zero Gender Pay Gap (All)

In 2021, we became the first large company in Ireland to close the gender pay gap, a position we have maintained every year since.

All	Mean	Median
2021	-0.16%	3.75%
2022	-0.86%	0.49%
2023	-3.80%	-0.20%
2024	-2.80%	0.70%
<b>2025</b>	<b>-4.85%</b>	<b>0.93%</b>



## Increased Female Representation

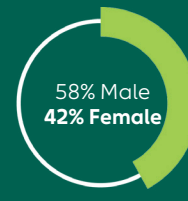
Female representation is increasing across key areas of our business.



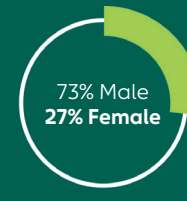
Management Board



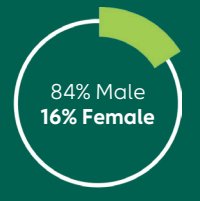
Senior Management Group



An Post Management Group



Process Area Managers



Postal Operatives

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### Zero Gender Pay Gap 5 years in a row

**Zero Gender Pay Gap (All)**

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2024	-2.80%	0.70%
<b>2025</b>	<b>-4.85%</b>	<b>0.93%</b>

**Increased Female Representation**

Female representation is increasing across key areas of our business.

Area	Male	Female
Management Board	50%	50%
Senior Management Group	53%	47%
An Post Management Group	58%	42%
Process Area Managers	73%	27%
Postal Operatives	84%	16%

**Gender Pay Gap (Part-Time & Temporary Contracts)**

Women in part-time roles consistently earn slightly more than men. Women on temporary contracts typically earn less than men.

	Part-Time Mean	Part-Time Median	Temporary Contract Mean	Temporary Contract Median
2021	N/A	N/A	N/A	N/A
2022	-7.70%	-7.28%	2.30%	1.92%
2023	-11.43%	-6.68%	-5.44%	7.50%
2024	-4.04%	-2.02%	5.61%	6.19%
2025	-5.31%	-4.60%	3.03%	3.33%

**Pay Quartiles**

Women are increasingly represented in both the highest and lowest pay quartiles, with small but steady gains over time.

Quartile	Male	Female
Lower	67.30%	32.70%
Lower middle	81.27%	18.73%
Upper middle	83.88%	16.12%
Upper	66.76%	33.24%

**Employee Benefit-in-Kind**

No significant gender disparity in access to Benefit-in-Kind (0.02% difference).

Year	Male	Female
2022	0.02%	0.02%
2023	0.02%	0.02%
2024	0.02%	0.02%
2025	0.02%	0.02%

**Performance-related Bonus Remuneration**

Women received smaller performance bonuses than men, the gap has narrowed significantly since 2022.

Category	Mean
Hourly Performance-related Bonus Gender Pay Gap (All)	2.36% €241
Hourly Performance-related Bonus Gender Pay Gap (All)	5.44% €464

2025 statistics are based on data from 23 June 2024 to 22 June 2025.

# Championing inclusion and equality in our communities

An Post is committed to promoting equality, inclusion and belonging across our workplace and the communities we serve. Through partnerships, employee engagement and national initiatives, we continue to support environments where people feel respected, valued and able to participate fully in society.

## LGBTQ+

In 2025, An Post continued to support LGBTQ+ colleagues and communities through the work of our employee resource group, Bród. We strengthened inclusion

and allyship within the organisation by hosting a learning session with BeLoNG To focused on supporting LGBTQ+ youth and promoting effective allyship. We continued to participate in and support national Pride initiatives and community events, including sponsorship of the Community Organisation Award at the annual GALA LGBTQ+ Awards and the An Post Love Run. We also maintained our partnership with Outhouse, supporting fundraising initiatives through the donation of Bród artwork and the provision of shipping for auctioned pieces.



## The Galas LGBTQ+ Awards



Supporting LGBTI+  
Young People in Ireland



## Spoken Word Event at GPO celebrating Marriage Equality

To mark 10 years of marriage equality, an event was held in the GPO as part of An Post's Letter to My Future Self campaign, inviting reflection on how far Ireland has come and what lies ahead. The evening featured spoken word contributions from Ranae Von Meding and Sarah Creighton Keogh, was hosted by Rory O'Neill (Panti Bliss), and included a special musical performance by SOAK. Through storytelling, poetry and music, the event honoured the legacy of the marriage equality referendum while encouraging participants to reflect on progress, identity and continued commitment to equality.

## Everyone fits here stamp

In 2025, An Post issued the 'Everybody fits here' stamp in collaboration with Belvedere Youth Club to celebrate the role of youth clubs in communities across Ireland. The design, featuring handprints from children at the club, highlights the value of welcoming local spaces where young people can connect and belong.



The stamp forms part of our ongoing support for inclusive community activity and reinforces the importance of belonging, respect and participation for people of all ages. It was released as part of our special issue series and is available at selected Post Offices and online.



# Advancing accessibility

We are committed to creating an accessible and inclusive workplace where employees and visitors of all abilities can participate fully and with dignity. Meeting our statutory obligations, strengthening representation and embedding inclusive design across our estate remain central to this commitment.

In 2025, we continued to strengthen accessibility and inclusion across the organisation. Our EXO headquarters was fully sensory-audited, with sensory maps now available on every floor to support a positive and accessible experience for employees and visitors.

The building has also achieved a Gold accessibility rating from Mobility Mojo, recognising the high standards of inclusive design embedded across the workplace.

Since 2025, An Post have a minimum statutory employment target for persons with a disability of 6%. The 2025 Annual Disability Survey, indicated that representation of employees with disabilities was in excess of this 6% target.



People Focus

## Annual Disability Survey 2025

- Open until Tuesday, 30<sup>th</sup> September 2025
- Takes just 1 minute to complete
- 100% Anonymous - Responses cannot be traced back to individuals
- For every An Post employee to complete



Post People

Please scan the QR code with your phone to access the survey or go to the Post People app tile 'Disability Survey' for a direct link.

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# Health and Safety

An Post is firmly committed to doing all that is reasonably practicable to provide a safe and healthy place of work and to protect the safety, health and welfare of employees, contractors, customers and all others affected by our activities. This commitment is delivered through the provision of safe systems of work, preventative risk management and continuous improvement, in line with the Company Safety Statement and applicable legislative requirements.

## Governance, Systems and Assurance

Health and Safety is governed through clear leadership accountability and structured oversight at Board and Executive level, ensuring safety risks are integrated into operational and strategic decision making. Senior leaders are accountable for the effective implementation of safety controls within their areas, supported by the central Safety Team and local management structures.

An Post operates a comprehensive Occupational Health and Safety Management System aligned to ISO 45001:2018. In 2025, following a six day external surveillance audit, An Post successfully retained ISO 45001 certification, providing independent assurance on the effectiveness and maturity of safety governance, risk management and continuous improvement processes.

## Safety Performance and Culture

The 2025 safety performance reflects a stable and maturing safety culture, achieved against a backdrop of significant operational growth, increased parcel processing complexity and a diverse working environment spanning more than 200 sites and a national fleet of approximately 4,200 vehicles. Despite these pressures, safety controls remained effective and targeted improvement initiatives continued to strengthen risk management in higher hazard activities.



Employee consultation and participation remained central to An Post's approach. A targeted campaign to increase participation and uptake of Safety Representative roles strengthened frontline engagement and employee voice, while a dedicated Safety Culture and Leadership workshop was delivered to senior leaders within An Post Commerce, reinforcing the role of visible leadership in shaping safety outcomes.

# Championing employee wellbeing

An Post recognises that supporting employee wellbeing is essential to fostering a positive, inclusive and productive workplace. Through our Live Well strategy, we promote physical, mental, financial and social wellbeing by providing practical supports, expert guidance and accessible resources throughout the year.

## Elevating Employee Wellbeing

Our 'Live Well' strategy supports physical, mental, financial and social wellbeing through targeted programmes and communications. In 2025, we delivered new health podcasts based on employee feedback, exercise routines specifically for An Post employees, and offered personalised physiotherapy sessions to Mail Centre staff. We sponsored national events like Shine's green ribbon campaign, Mental Health Matters poster and postcard competition, and Aware's Liffey Loop 5km walk. These initiatives complement ongoing mental health campaigns and resources introduced in recent years.



**People Focus**

**Live Well**  
Supporting our people

**Wellbeing Week 2025**

**Monday 6th October**  
**Get moving with An Post!**  
Discover our custom **Exercise Routines** designed for every fitness level. Available on the Post People app 'Live Well' tile or via the intranet [here](#).

**Tuesday 7th October - Live session**  
**'ADHD at Work: Understanding Minds, Unlocking Potential'**  
Live session with Dr Blanaid Gavin, 2:00 - 2:45pm. Click [here](#) to register.

**Wednesday 8th October**  
Don't miss the **Live Well** podcast series on:  
1. Foundations of Physical Health & Injury Prevention,  
2. Managing your Digestive Health, & 3. Demystifying Diabetes.  
Available on the Post People app 'Live Well' tile or via the intranet [here](#).

**Thursday 9th October**  
**'Addiction: Exploring Causes, Consequences & Paths to Recovery'**  
Live session with Prof. Colin O'Gara, 3 - 4pm. Click [here](#) to register.

**World Mental Health Day - Friday 10th October**  
**'Let's talk Mental Health - the Elephant in the Room'**  
Live session with the An Post An Post Occupational Support Specialists, 10:00 - 10:45am. Click [here](#) to register.

**an post** | Making better happen

## Wellbeing Week

During our annual Wellbeing Week, An Post hosted a series of expert-led live sessions designed to support both the mental and physical wellbeing of our people. Colleagues engaged in learning on topics including ADHD in the workplace with Dr Blanaid Gavin, addiction awareness with Prof. Colin O'Gara, and a World Mental Health Day conversation led by our Occupational Support Specialists. These sessions provided practical strategies, greater understanding of key wellbeing challenges, and guidance on where to access support.



## Family Carers Ireland

Throughout 2025, An Post continued its partnership with Family Carers Ireland (FCI) to support colleagues balancing work and caring responsibilities. As part of the Caring Employers Programme, FCI delivered a series of targeted Care Talk webinars, providing practical guidance, emotional support and up to date information for family carers. These expert led sessions were complemented by confidential, one to one guidance for employees seeking personalised support. Together, these initiatives strengthened An Post's commitment to supporting carers by ensuring access to relevant, compassionate and trusted resources throughout the year.

## Cycle to Work & Travel Pass Scheme

Nearly 300 employees now choose to commute the greener way through An Post's Cycle to Work Scheme – a powerful reflection of our commitment to healthier people and a healthier planet. By supporting the purchase of bikes, e bikes and cargo e bikes through salary sacrifice, we're enabling our workforce to cut emissions, reduce congestion and adopt more active travel habits. This continued growth shows how everyday choices by our people directly contribute to An Post's sustainability ambitions.



Each year, around 130 employees opt into the TaxSaver Commuter Scheme, choosing low carbon public transport over private vehicles. Through discounted annual tickets for bus, rail and Luas services, the scheme not only reduces commuting costs but also significantly lowers our collective carbon footprint. With more colleagues shifting to sustainable transport modes, An Post continues to embed climate positive behaviours across the organisation.

# Recognising those Making Better Happen

'Making Better Happen' is at the heart of An Post's brand and purpose, reflecting our commitment to improving everyday life in Ireland through trusted, community-focused services. Throughout 2025, we celebrated colleagues, Postmasters and community members whose actions embody this commitment – whether through exceptional service, innovation, volunteering or community leadership.

## Recognising local heroes Making Better Happen

During 2025, An Post honoured our local heroes who make a difference where it matters most - our communities. We ran a nationwide campaign in which local Post Office Branch Managers and Postmasters nominated a local champion who are 'Making Better Happen' every day in their community.

### The winners were:



Noreen Minihan, who is ninety years old and hails from Clonakilty, was nominated for her lifelong dedication to education and community service which has left a legacy in the town.



In Youghal, Patrick McCarthy, or 'Mac' as he is better known, was recognised for his service as a paramedic and always being just a call away responding to emergencies with unmatched speed and calm.



Mayfield nominated Noel Keohane from Mayfield's Men's Shed, founded in 2019. With the help of Noel, the shed became an outlet for the men of the community.



From the village of Kilronan on Inis Mór, Mary Frances Beatty, was recognised for creating and managing an Islander WhatsApp Group during Covid. What started as a way to keep in touch during social distancing has now become a cornerstone of daily life, acting as an island communication hub.



From Rathkeale, Co. Limerick, Noel White was nominated for his tireless commitment to The Butterfly Club, a voluntary organisation crucial to the community. It offers essential care for children with severe intellectual and physical disabilities as well as providing much-needed support for their parents.

## Evolving our culture of workplace recognition

Throughout 2025, we focused on evolving our culture of recognition through the introduction of a new digital peer-to-peer recognition tool to support daily interactions, showing appreciation for each other and celebrating work milestones.

In support of our Green Light strategy and our goal to become a DigiCorp, we are introducing a new Digital Innovation award in 2026. The purpose of this award is to inspire senior leaders and their teams to adopt a digital first mindset and to continuously innovate in how we deliver for our customers.

## Postmaster Excellence Awards

Introduced in October 2025, the Postmaster Excellence Awards is a quarterly recognition programme celebrating the contribution of Postmasters across three key areas: Commercial Growth, Community Focus and Operational Standards. By the end of Q4 2025, 57 nominations had been received across the three categories, representing 30 Post Offices nationwide. The majority of nominations were submitted by Postmasters themselves. Shortlists have been established for each category, with winners receiving a commemorative trophy and a One4all Gift Card, presented by a senior member of the Management Team.

# Recognising those who make better happen

## Our Heroic Citizens

Two of our employees – Leon Matthews, a postman in Mullingar, and Network Driver Anthony Welby – were individually awarded An Post Heroic Citizen Awards during the year for coming to the aid of people in need of urgent medical attention while the team in Tralee Post Office were awarded for their collective efforts in helping a customer. These awards recognise those who have made a huge impact to another person's life, in work or in our communities.



## PMC deliver fundraising, support, and team spirit

At the heart of Portlaoise Mails Centre (PMC) is a team committed to making a difference. While keeping operations running smoothly, the staff consistently go the extra mile for good causes, organising charity events, fundraising activities, and supporting local community projects.

This year alone the team have fundraised for a wide range of causes including the Cuisse Cancer Support Centre in Portlaoise. Over the summer, they raised much-

needed funds for domestic abuse services in their area.

A Jersey Day fundraiser raised money for an international charity and the team also held a Christmas Jumper Night in support of a colleague's family going through a difficult time.



The team also regularly support the Irish Heart Foundation, the Friends of the General Hospital, the Kolbe Special School and the Laois Society for the Prevention of Cruelty to Animals (LSPCA). They have taken part in Movember, raising funds for men's health awareness and research into prostate and testicular cancer.



## Pedal Power in Dundalk community

Mark Duffy, alongside his colleagues Niall Connelly, Sean McKenna, Ciaran O'Sullivan and Aaron Kelly from Dundalk DSU, really know the meaning of Making better Happen. They do this not only in their day job, but in their spare time too. They are all members of the Louth Disability Cycling Club, described as 'the best disability cycling organisation in the country!' Mark is co-founder and Fundraising Manager for Louth Disability Cycling Club which is dedicated to giving those with both physical and mental disabilities a little bit of their life back and to help keep people going.



The work of Blood Bikes East is vital. Whether it's collecting blood samples from families with very sick children, linking up with other Blood Bike groups to get urgent samples where they're needed, or making sure hospitals from all over Dublin and Leinster get what they need, these volunteers are always ready to help. Most of their work happens when many of us are at home, between 7pm and 6am, and all through the weekend.



## A helping hand from our Blood Bikes East volunteers

At the Dublin Mail Centre and Dublin Parcel Hub, six colleagues, Jackie Gallagher, Brendan Keating, John McPartland, Christophe Ponson, Michael Wade (retired) and Brian Supple, are proud members of Blood Bikes East. This incredible group of over 130 volunteers give up their evenings and weekends to deliver blood samples, important files, and even donor milk to hospitals and labs across the region.

# Learning and Development

An Post is committed to building a future-ready workforce through continuous learning and career development. The An Post Institute remains the cornerstone of this approach, offering structured learning across leadership, digital capability, business agility and career development, aligned with our Green Light Strategy. Employees have access to accredited programmes, on-demand learning, masterclasses and education supports, including financial assistance and study leave.



Our career frameworks and learning pathways support employees to build relevant skills, navigate career opportunities and adapt to evolving business needs. We are committed to inclusive access to learning, ensuring opportunities are equitable and accessible across our workforce. By investing in our people, we strengthen organisational resilience and support long-term sustainable performance.

## 2025 Learning Highlights

2025 was a landmark year for capability building across An Post, powered by the continued growth and impact of the An Post Institute (API). As the central hub for learning, skills development and career pathways, the Institute brought together structured programmes, digital pathways, leadership development and on demand learning. Its mission, to help every colleague grow the skills needed for the future of work—became increasingly visible through enhanced access, smarter learning journeys and stronger alignment to our DigiCorp ambitions.

A major milestone was the successful launch and expansion of Digital Pathways, offering four structured routes: Foundations, Drivers, Excellence and Digital Leadership. These guided learning experiences supported 201 colleagues

in 2025, helping them build confidence in digital tools, data literacy, safe data handling, automation fundamentals and emerging technologies. At the digital leadership level, all Senior Manager Group members took part in a blended digital learning journey to support them in adopting the mindset and tools to lead our on their digital agenda.

Engagement in digital learning surged across the organisation. 1,272 people attended Copilot webinars, reinforcing confidence in AI powered productivity tools and supporting the rapid rise of AI adoption. MyHR Learning continued to accelerate uptake, with over 4,000 online e-learning courses completed, including nearly 1,200 digital focused e-learning modules, reflecting the appetite for flexible, self directed learning.

A standout moment of the year was the Future of AI Masterclass, which explored how AI is reshaping work, decision making and customer engagement. The session generated strong attendance and feedback, sparking curiosity, conversations and experimentation across teams. Together with our AI/Copilot supports, this positioned colleagues to engage meaningfully with emerging technologies rather than simply observe them. 2025 also introduced Digital Badges, developed in partnership with Credly, to formally recognise progress across digital and leadership programmes.

Meanwhile, Learning Week engaged over 400 participants and generated 537 competition entries, driving organisation wide visibility of API supports and digital learning opportunities.

With the Digital Academy, Digital Pathways and AI focused upskilling fully embedded, we are well positioned to grow a confident, future ready workforce capable of delivering the next phase of our DigiCorp transformation.



# Learning and Development

## Career Paths for our Retail Network

In 2025, we progressed the introduction of Career Paths for our Retail Network, a framework available through our Training and Learning platform to support branch staff and Postmasters in exploring progression opportunities and identifying the skills required for development. The framework encourages proactive career planning and supports long-term workforce resilience across our Post Office network.

## Digital Upskilling through the An Post Institute

The An Post Institute delivers enterprise wide learning, 2025 highlights include, the Institute supporting: 200+ leadership development participants, 445 participants in masterclasses focused on core capabilities and 130 employees supported through our education support programme, our largest number to date. In parallel, 4,000 online courses were completed on our new Learning Management platform marking the company's first full scale deployment of online learning.



In line with our Greenlight strategy, the An Post Institute launched multi-level Digital Pathways available for all employees, 200+ employees having completed the pathways to date and a larger ramp up expected in 2026.

To support a continuous learning mindset, Learning Week this year focused solely on development planning and using our career development framework which is soon to have a new AI career coaching agent.



## Empowering Access to Opportunity: MyHR, Talent Profiles and Opportunity Marketplace

We have enabled an integrated, skills based talent ecosystem through the expansion of MyHR Learning, Performance Management & Development and the introduction of Talent Profiles and a Job Opportunity Marketplace. Employees can showcase skills and aspirations, receive personalised opportunity alerts, and navigate career pathways with greater transparency, while leaders gain richer data for succession planning and internal mobility. These tools complement on the job learning, formal programmes and mentoring to make career progress more agile and data driven.

## Building digital capability in our Post Office network

As part of our sustainability strategy, An Post is investing in initiatives that support branch staff in developing the skills required for an increasingly digital environment. Strengthening digital capability helps reduce reliance on paper-based processes, improve operational efficiency and enhance the service experience for customers.

## MyHR | an post

In 2025, a pilot programme introduced laptop access in selected Post Offices, enabling staff to engage with MyHR, Microsoft 365 and online training platforms. The initiative supports flexible learning, builds digital confidence and provides improved access to internal systems and customer-facing tools. Following positive engagement, the pilot was extended to additional offices, with a view to broader rollout subject to continued uptake and impact.

# Human Rights

Respect for human rights is fundamental to the way An Post conducts business. We are committed to upholding responsible business practices to protect human rights and we are continuing to refine and strengthen our human rights due diligence efforts.

Our commitment to protecting human rights is reinforced through our respect for all applicable laws, regulations and protection standards.

An Post recognises the particular importance in protecting the rights of specific groups as outlined in treaties such as the UN Convention on the Elimination of Discrimination Against Women, the UN Convention on the Rights of the Child, and the UN Convention on the Rights of Persons with Disabilities.

In line with EU Directives, An Post is committed to embedding good governance in our business practices to ensure that decisions and actions are

guided by careful consideration of any potential impact on human rights.

This is consistent with our Purpose: “to act for the common good and to improve the quality of life in Ireland, now and for generations to come”.

## Principles in Practice

- An Post conducts its business in a manner that respects the rights and dignity of all people.
- All employment with An Post is voluntary. The use of forced labour in any of our operations is strictly prohibited.
- An Post respects and fully complies with legislation establishing a minimum age for employment and conditions of employment protecting young persons. The use of child labour is strictly prohibited.
- An Post is committed to the elimination of discrimination on grounds such as age, civil status, disability, family status, gender identity, membership of the traveller community, race, religion or sexual orientation.
- An Post respects our employees' right to collective bargaining, to choose to join or not join a trade union, and to have representation in accordance with Irish legislation.
- An Post abides by all laws and regulations regarding pay practices and working hours.
- An Post is committed to the highest standards of safety and security to protect our employees, our suppliers, our business partners, and the communities we serve.
- An Post is committed to abiding by all laws and regulations regarding the protection of privacy.

In line with the Irish Human Rights and Equality Commission, An Post publishes policies, plans and approach to human rights on our website: [Anpost.com/sustainability/human-rights](https://anpost.com/sustainability/human-rights). Further information on our principles in practice and raising matters of concern are available on this website.



# Inclusive and Resilient Services

As Ireland's national postal service, An Post plays a vital role in connecting people, supporting communities and enabling access to essential services. Acting for the common good is central to our purpose, and we recognise that our impact extends beyond our core operations.

Through partnerships that promote literacy and lifelong learning, initiatives that strengthen financial confidence, supports for vulnerable groups and local communities, inclusive customer services, and the continued evolution of our Post Office network, we are working to ensure that our services remain accessible, relevant and beneficial to communities nationwide.

## In this section:



**Nurturing lifelong literacy & numeracy**



**Empowering financial confidence across Ireland**



**Acting for the common good in our communities**



**Supporting Every Customer, Every Day**



# Nurturing Lifelong Literacy and Numeracy

Literacy and numeracy are essential to equal opportunity, inclusion and lifelong learning. As part of our purpose to improve quality of life in Ireland, An Post supports initiatives that promote reading, writing, language and communication across communities nationwide. Through partnerships with schools, literacy organisations and cultural institutions, we work to increase access to books, encourage a love of reading and support inclusive communication for all.

## Nurturing Lifelong Literacy and Numeracy

An Post has a long-standing commitment to supporting literacy and numeracy programmes so that every child and adult has equal access to opportunity. By working closely with our partners in literacy, we aim to raise awareness of unmet reading and writing needs and to champion organisations dedicated to addressing these challenges.

## Time to Read & Time to Count



Since 2023, An Post has been the headline sponsor of Business in the Community Ireland's Time to Read and Time to Count programmes. Our staff volunteer in local schools, providing paired-reading sessions and one-to-one support that help unlock children's potential. Volunteers are matched with a student reading buddy and work together through a range of books designed to improve literacy through enjoyment.

In 2024/2025, the programme expanded to four schools in Dublin and one in Cork. A total of 46 volunteers took part, supporting 85 students and delivering more than 474 volunteering hours across a 16 week period.

## World Book Day 2025

To celebrate World Book Day 2025, An Post together with Children's Books Ireland and World Book Day UK gifted and delivered an additional 42,000 free books to children across Ireland who needed them most. We believe that every child deserves to receive a book on World Book Day and to experience the joy and escape that a brilliant story can bring.

## Supporting Literacy Programmes Nationwide

In 2025, we continued our sponsorship of the Children's Books Ireland Reading Guide, and sustained our support for the Dolly

Parton Imagination Library. By the end of 2025, a total of 78,147 books had been delivered to 8,218 children across Dublin and Cork. Through this literacy initiative, children receive a free book by post every month from birth to age five. Since 2019, An Post has covered the cost of delivering books to young children in parts of Cork and the Dublin 24 area to inspire a love of reading from the earliest age.

## An Post Handwriting Competition 2025

Our annual Handwriting Competition open to pupils from junior infants to sixth class invited students to write a letter on the theme "Caring for our Community." The continued strength of this initiative is clear: last year, schools from every county in Ireland participated, with 7,390 entries received from 338 schools, across English, Irish, and special categories.



Overall winner Holly Hogan with local postman Martin McKenna.

# Nurturing Lifelong Literacy and Numeracy

## An Post Irish Book Awards & Readers Wanted

An Post's sponsorship of the An Post Irish Book Awards aligns directly with our purpose to improve the quality of life in Ireland, now and for generations to come. Encouraging reading is one meaningful way in which we bring this purpose to life, given the many benefits books offer to wellbeing, empathy, and lifelong learning. An Post has renewed its headline sponsorship agreement of the annual Irish Book Awards. First partnering with the initiative in 2018, this new agreement extends the sponsorship through to 2027, marking a decade of support from An Post for Irish literature and the prestigious awards.

## An Post Book Club Initiative 2025



Launched in 2025 as part of the wider Readers Wanted and Irish Book Awards activity, the An Post Book Club initiative continued to build strong nationwide engagement. Its flagship community challenge invited book clubs across the country to enter by submitting their club details and taking part in themed weekly content challenges. Public voting took place on the An Post Instagram page, creating an accessible and creativity-led format.

Campaign impact included:

- 69 book clubs entered nationwide
- 36 content challenges created
- 12,500 votes cast across three challenges over 120 hours
- Six Instagram posts generating over 300,000 views, with 83% from non-followers
- 120,000 unique reach to new audiences and hundreds of new followers

The campaign culminated in a live Green Carpet announcement during the awards livestream and BOTY TV integration, converting strong social momentum into broadcast scale visibility. Together, the Battle of the Book Clubs strands demonstrated growing participation, strong social traction, and sustained interest from reading communities - reinforcing An Post's position at the heart of Irish literary culture.

## Sustainable Merchandise & Social Impact

An Post Irish Book Awards merchandise was sustainably produced in 2025 and played a significant role in supporting We Make Good, a social enterprise. The production of 750 wooden decorations helped provide employment opportunities for individuals rebuilding their lives after prison and young adults with visual disabilities -fostering inclusion, skills development, and meaningful work.

## Celebrating the language of Lámh

An Post celebrated the language of Lámh with a special hand-shaped 'Hello' stamp launched in October 2025.



Developed in Ireland, Lámh signing is a manual sign system used in tandem with spoken words which helps adults and

children who need signs to support their spoken communication with others. It is a vital stepping stone to communicating with the world.

## Santa Braille

During December, An Post helped Santa design, print and post 130,000 free replies to children in Ireland who had sent letters to him. We have partnered with Vision Ireland Library Access Service since 2009 to help Santa produce and distribute replies to letters he receives from visually-impaired and blind children. With our support, Vision Ireland produced 50 braille, 100 audio and 150 large print replies, helping to bring the magic of Christmas to life whilst ensuring equality and dignity for children across the country.

## Supporting the Irish language

As part of our commitment to culture, inclusion and lifelong learning, An Post provided staff with the opportunity to participate in online Irish language classes in 2025. Delivered over 10 weeks and available at different proficiency levels, the classes were held outside working hours to support flexible participation.

A total of 64 employees registered for the programme, reflecting continued interest in strengthening Irish language skills across the organisation and supporting the use of Gaeilge in our workplace and communities.

# Empowering financial confidence across Ireland

Financial confidence is essential to social inclusion, economic resilience and the transition to a more sustainable future. Through An Post Money, we support households and communities by improving access to responsible finance, promoting financial literacy and enabling practical low-carbon choices.

## Enabling low-carbon choices through green finance



Supporting the transition to a low-carbon economy, An Post Money provides green finance options that help households reduce energy use, lower emissions and improve energy efficiency. To help the people of Ireland make their homes more energy efficient, An Post Money joined the SBCI Home Energy Upgrade Loan Scheme in February 2025, offering low-cost loans that make it easier for homeowners to invest in upgrades such as insulation, heat pumps and solar panels, resulting in

warmer, more energy-efficient homes with lower carbon footprints. An Post Money also provides loans for electric and plug-in hybrid vehicles, supporting the shift to lower-emission transport. By improving access to green finance for both home energy improvements and cleaner mobility, An Post helps customers make practical, sustainable choices that contribute to Ireland's climate and energy goals.

## Building Financial Literacy

In 2025, we expanded our customer education activity through a mix of webinars and Instagram Live sessions, complemented by in person and virtual staff events at the EXO and on Microsoft Teams with financial wellbeing expert Paul Merriman. We also launched a dedicated Financial Literacy webpage to bring guidance and tools together in one place.

**Budget 2026:**  
What it means for your money

Final webinar of the year with Paul Merriman

**Tuesday, 14th October 7:00pm**

an post money

## Practical Resources and Partnerships

To make financial information more accessible, we produced new Financial Literacy videos for our network and online channels, and worked with the Dublin Education and Training Board to develop a Financial Literacy Resource Book for wider community use.



## National Financial Literacy Strategy initiatives

Under Ireland's National Financial Literacy Strategy, we delivered a series of actions during the year, including more than 50 in network sessions on scam and fraud awareness and participation at the Higher Options Show for Young Adults. We also released a dedicated fraud awareness video to help customers recognise and avoid common scams.



## Everyday tools that make a difference

We continue to promote Money Manager as a practical tool to help customers stay in control of their finances, with over 80,000 people having downloaded and used the app to date.

# Acting for the common good in our communities

An Post's purpose is to act for the common good and to improve the quality of life in Ireland, both now and for generations to come. This commitment to local communities is reflected in the notable projects outlined below.

## Customer check-ins and free delivery to nursing and care homes

Conscious of our older and vulnerable customers, An Post staff continue to check in on customers, particularly those living alone in isolated rural areas and during spells of bad weather.

The free delivery service for all letter and parcels up to 1kg posted to residents of Nursing and Care homes in the State also continues. Over the Christmas period, more than 27,000 parcels and 24,000 letters were sent, helping to bring joy to residents during the festive season. The An Post-sponsored free Carepack service, for example, has reached over 120,000 residents since 2020.



## Mass cards to the Vatican

An Post provided free delivery to customers wishing to send cards to the Vatican following the death of Pope Francis. In total, almost 4,000 Mass and sympathy cards were sent direct from Ireland from Irish people to the Vatican in Rome.



## Eric's Party

Continued our support for homeless charities with the hosting of "Eric's Party" at the GPO, in partnership with Dublin Lions Club, the Defence Forces, and An Garda Síochána. 280 guests from homeless and sheltered housing charities across Dublin City attended this annual event.

## Address Point

The Address Point service continued to support people experiencing homelessness to vote and access essential services, with over 7,054 accounts created in 2025 – a

17.5% increase on 2024. This rise reflects the significant increase in homelessness nationally during the year, reinforcing the importance of the service as a secure point of connection for those without a fixed home.

## Advantage Card

Continued discounts for small businesses through the Advantage Card delivered over €4 million in savings in 2025 across four discounted products (two stamp packs and two label options), reflecting both in-store and online usage.

## Supporting healthy starts for schoolchildren - Tesco Stronger Starts Food Program

In 2025, An Post partnered with the Tesco Stronger Starts Food Programme to support children's health and wellbeing in communities across Ireland. Under the initiative, An Post delivers fresh food packs containing seasonal fruit and vegetables to 240 DEIS primary schools on a weekly basis, helping to ensure access to nutritious food for schoolchildren and their families. The service leverages An Post's nationwide delivery network to reach schools efficiently, supporting a community-focused programme that contributes to healthier eating and food security.



# Supporting Every Customer, Every Day

We are committed to providing a service that is accessible, respectful and responsive to the needs of every customer. By listening carefully, strengthening our supports and continually improving how we engage, we ensure that everyone who relies on An Post receives the help, understanding and experience they deserve – every day, in every community.

## JAM Card and Inclusive Customer Service

An Post continues to support inclusive and accessible services through its partnership with the NOW Group, whose JAM Card enables customers with invisible disabilities or communication barriers to discreetly request additional time and support when completing transactions in Post Offices.

In 2025, headquarters staff and indoor administration officers completed JAM Card training, equipping colleagues to recognise and respond appropriately to customers who may require extra assistance. Training will continue to roll out across our network in 2026, supporting respectful and inclusive interactions nationwide.

## Strengthening our Complaints Framework

An Post recognises that customer feedback, including complaints, plays an important role in improving our services. In 2025, we introduced a new Complaints Framework to ensure a consistent and structured approach to managing and resolving customer concerns.



The framework captures and categorises complaints, supports timely resolution and helps identify trends requiring operational or service improvements. By embedding clear processes and accountability, we are strengthening transparency and enhancing customer experience across the organisation.



## Evolving our Post Office network

Our Post Offices operate at the heart of every community, looking after our most vulnerable, providing support to small businesses, and key access points to cash, banking and government services. With almost one million customers a week in our Post Offices in 2025 and many more engaging with our services through our PostPoint services points in over 1,400 retailers across the country, as well as our 50 Rural Social Welfare Agents, we truly are Ireland's largest retail service provider.

In 2025, we continued to develop the

Post Office Express model to support the sustainability of services in rural locations where the traditional standalone Post Office model is no longer in operation. Post Office Express integrates postal services within an existing retail premises, allowing the majority of An Post products and services to be delivered alongside the main store till.

This approach maintains access to essential services for local communities with the vast majority of day-to-day transactions remaining accessible.

# Appendices

# Sustainability KPIs 2025

We have updated the reporting of certain metrics in 2025 to reflect our refreshed sustainability strategy and evolving reporting practices. Some metrics have been removed as KPIs but are still reported elsewhere in this report. Where amendments have been made for any metric, clarifications are provided in the notes section. KPIs reported in this section relate to An Post and do not include subsidiaries.

## ENVIRONMENTAL LEADERSHIP

	Objective	KPI	2025	2024	Baseline	Progress
Emissions	Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from own operations by 2030	Total carbon emissions (tCO <sub>2</sub> e) <sup>1</sup> (Market based scope 1 & 2 - excluding fugitive emissions)	21,893	26,820	37,934	● -42%
		Total Energy used <sup>2</sup> (kWh)	137,776,000	135,111,720	122,532,353	● 12%
		Emissions from road transport year on year (YOY) (tonnes of NO <sub>x</sub> , SO <sub>x</sub> , particulate matter)	59	70	-	● -16% YOY
	Calculate and report Scope 3 emissions for An Post service providers	Total Scope 3 emissions (tCO <sub>2</sub> e)	GHG emission figures reported exclude Scope 3 emissions. Work is ongoing to further enhance the calculation of our Scope 3 GHGs.			
	Achieve a 51% reduction in absolute carbon emissions (2016-2018 average base year) by 2030	Total carbon emissions (tCO <sub>2</sub> e) <sup>3,4</sup> (Location based scope 1&2 - excluding fugitive emissions)	26,714	30,717	32,126	● -17%

● Target achieved ● Target on track ● Target missed or behind ● N/A

### KPI Notes

1. Calculation of emissions is based on An Post's total Scope 1 and Scope 2 (market based) emissions, excluding fugitive emissions. An Post's emissions first fell below 50% of the 2009 baseline level by the end of Q3 2025 and have remained below this threshold since. For the full year 2025, An Post achieved an emissions reduction of 42% relative to the full year 2009 baseline. However, since achieving our ambitious target, An Post's run rate for the final quarter of 2025 remained below 50% of the 2009 baseline, reinforcing the sustained downward trend in operational emissions.
2. Total energy use increased by 12% in 2025 versus the baseline, reflecting a significant rise in business output and operational activity despite this, year-on-year carbon emissions decreased.
3. Total absolute carbon emissions excludes scope 1 fugitive emissions and Scope 3 GHGs.
4. An Post reports its energy and emissions data annually to the Sustainable Energy Authority of Ireland (SEAI) through the Monitoring and Reporting (M and R) System. SEAI independently calculate and track An Post's progress against national energy and climate policy targets. SEAI releases its official data on an annual in arrears basis, generally during H2 of the subsequent year. To estimate for 2025, An Post has disclosed an indicative calculation of our projected performance using the data available at the time of reporting.

# Sustainability KPIs 2025

## ENVIRONMENTAL LEADERSHIP

	Objective	KPI	2025	2024	Baseline	Progress
Energy	Achieve a 50% improvement in energy efficiency (2009 base year) by 2030 <sup>5</sup>	Energy Performance Indicator (EnPI) (kWh/Composite)	-	88,540.3	163,066.7	● -
		Change in EnPI since baseline	-	45.7%	-	● 45.7%
	Reduce electricity use within buildings by 40% by 2025 from 2009 baseline	Electricity used within buildings <sup>6</sup> (kWh)	15,133,982	14,942,853	23,652,590	● -36%
		Renewable electricity used in buildings <sup>7</sup>	99.9%	99.9%	-	● -
	50% of the fleet to run on alternative fuel sources to diesel by 2025	% of fleet running on alternative fuel sources	55%	39.8%	-	● Target Achieved
Improve fleet efficiency metrics by 3% per annum to 2025	Efficiency savings (%)	9%	-1.50%	-	● Target Achieved	

● Target achieved   ● Target on track   ● Target missed or behind   ● N/A

### KPI Notes

- The Energy Performance Indicator (EnPI) measures energy efficiency by relating total primary energy consumption to business activity using a composite metric. EnPI data is reported annually to SEAI through the Monitoring & Reporting system and published on an in-arrears basis; updated energy performance data for 2025 was not available at the time of reporting. For further details, please see Public Sector targets on pg 14.
- Electricity use in buildings fell by 36% compared to the 2009 baseline in 2025. While the 40% target was not met, total energy use across properties decreased year on year despite increased operational demand.
- Temporary premises leased to manage record e-commerce volumes did not have access to certified green electricity due to lease arrangements. This was reduced to three sites in 2025, with remediation ongoing.

# Sustainability KPIs 2025

## ENVIRONMENTAL LEADERSHIP

	Objective	KPI	2025	2024	Baseline	Progress
Waste and circular	Maintain zero waste to landfill	% waste sent to landfill	0%	0%	-	● -
	Increase the proportion of waste recycled across our operations.	Primary recycling rate %	88%	84%	-	● 4% YOY
		Recovery rate <sup>8</sup> %	12%	16%	-	● -
	Make circular living more accessible for people across Ireland	Achieve an 8% increase in business customers using our Circular Economy solutions per year to 2030 (% growth of returns labels generated)	24%	86%	-	● 24% YOY
Achieve an 8% growth in our prepaid packaging per year to 2030 <sup>9</sup> (prepaid packaging units sold)		919,633	936,060	-	● -1.75% YOY	
Water	Reduce water usage 5% annually. We are continuing to roll out Smart Flow devices across our property portfolio for more accurate reporting. The inclusion of meters at Dublin Mail Centre and Dublin Parcel Hub has significantly increased reported water usage year on year.	% reduction in water usage (Litres used)	43,855,191	36,839,765	-	● 19% YOY
Biodiversity	Designate 100% of available land to biodiversity activities which support and protect endangered species by 2030. Not all An Post sites are applicable to implement biodiversity strategies.	Available land given to biodiversity activities complete in year (m2)	11,083	32,379	95,246	● 54% of total land
	Develop and implement a biodiversity strategy for 100% of buildings within An Post's property portfolio by 2030. Not all An Post sites are applicable to implement biodiversity strategies.	Number of sites with a biodiversity strategy implemented in reporting year	8 sites	38 sites	155 Sites	● 30% of total sites
Procurement	90% of An Post tenders to include sustainability criteria as an evaluation category where applicable*	% of tenders completed which should have and did include sustainability criteria	100%	100%	-	● -

● Target achieved ● Target on track ● Target missed or behind ● N/A

### KPI Notes

8. Recovery rate reflects the proportion of waste sent to incineration, where energy is recovered as part of the process.

9. Prepaid packaging units sold reduced in 2025 vs the year prior due to the growth in other Circular Economy propositions.

# Sustainability KPIs 2025

## INCLUSIVE AND RESILIENT SERVICES

	Objective	KPI	2025	2024	Baseline	Progress
Inclusive and Resilient Services	In rural areas 95% of the population will be within 15 km of at least one Post Office	% of rural population within 15 km of at least one Post Office	99.5%	95%	-	● -
	In urban areas 95% of the population will be within 3 km of at least one Post Office	% of urban population within 3 km of at least one Post Office	95.2%	95%	-	● -
	Offshore islands will retain their Post Offices	Offshore islands % retention of their Post Office	100%	100%	-	● -
	Provide access to An Post services in communities across Ireland	% of the total population to be within 5km of An Post services	87.5%	87.8%	-	● -
	Develop and deliver at least 2 new financial inclusion services for the community annually to 2025	Number of new services	4	4	-	● Target Achieved

● Target achieved   ● Target on track   ● Target missed or behind   ● N/A

# Sustainability KPIs 2025

## EMPOWERING PEOPLE

	Objective	KPI	2025	2024	Baseline	Progress
Empowering People	Reduce employee absenteeism due to injuries year on year	Total lost time injury rate <sup>10</sup> (per 200,000 hours worked)	5.53	5.12	-	● 8% YOY
	Reduce road traffic accident rate year on year	Road traffic accident rate <sup>11</sup> (rate per million km)	0.43	0.39	-	● 10% YOY
	Increase the proportion of women in senior management positions year on year	% of management positions held by women	46% Female	47% Female	-	● -1% YOY
	Reduce the mean gender pay gap	Mean gender pay gap	-4.85%	-2.80%	-	● -

● Target achieved ● Target on track ● Target missed or behind ● N/A

### KPI Notes

10. Safety performance in 2025 remained stable overall, with accident severity improving despite increased operational intensity and volume growth. This figure was calculated at the end of the reporting year to ensure consistency in measurement.
11. A number of factors influenced this metric in 2025, including increased fleet activity and operational exposure. This figure was calculated at the end of the reporting year to ensure consistency in measurement.

# Awards

We are ambitious about setting and exceeding the highest standards which is why we are honoured 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 2025:

## Sustainability Awards



Repak Awards

- Winner in Circular Design category



Business and Finance ESG Awards - winner:

- Grand Prix
- Sustainable Logistics Excellence



PwC Business Post Sustainable Business Awards

- Winner of the Sustainable Semi-State/Public Body of the Year

## L&D and D&I



CIPD Awards winner

- 2025 Leading through learning and development - large organisation winner
- 2025 Strategic transformation and change winner

## Procurement Awards



PwC Business Post Sustainable Business Awards

- Winner of the Sustainable Semi-State/Public Body of the Year

## An Post Money



Repak Awards

- Winner in Circular Design category

# Climate Risks and Opportunities

## Risk Management

Climate-related risks and opportunities are considered and managed where relevant within An Post's Group Risk Management Framework, with risks classified under strategic, operational, financial, people, legal and regulatory and sustainability categories. Each risk includes defined controls, ownership and monitoring processes, and is reviewed bi-annually by the Board. In 2025, An Post completed an updated Climate Risk Assessment (CRA) aligned with ESR5 E1 under the CSRD.

## Scenario Analysis

As part of the 2025 Climate Risk Assessment, An Post selected two Network for Greening the Financial System (NGFS) scenarios to evaluate how climate related risks and opportunities may evolve under different policy and temperature pathways. These scenarios provide contrasting views of transition and physical climate risk across four time horizons (2025, 2030, 2040 and 2050). The scenarios applied are summarised below:

Scenario	Description	Risk Profile
Net Zero 2050	Early, coordinated climate action limiting warming to $\leq 1.5-2^{\circ}\text{C}$ . Higher short term transition risk; lower long term physical risk.	Higher transition risk
Nationally Determined Contributions (NDCs)	Current pledged national commitments resulting in $\geq 2.4^{\circ}\text{C}$ warming. Moderate transition risk but significantly higher physical risk.	Higher physical risk

# Climate Risks and Opportunities

Climate Risks and Opportunities Summary Table

Type	Climate related Risk / Opportunity	Potential Impact	Risk / Opportunity Impact	Scenario 1: NZ2050 (≤1.5-2°C) Likelihood	Scenario 2: NDCs (≥2.4°C) Likelihood
Physical Risks	Acute - Extreme weather disrupting operations & supply chain	Disruption of delivery routes; delays; damage to vehicles & infrastructure	Major / Very Significant	2 - Possible	4 - Almost bound to happen
Physical Risks	Acute - Storm events impacting operational facilities	Damage to buildings, depots and operational assets; service interruptions	Major	2 - Unlikely	4 - Almost bound to happen
Physical Risks	Chronic - Rising temperatures & precipitation changes	Heat stress for staff; increased cooling demand; increased pluvial flooding	Significant / Very Significant	1 - Unlikely	3 - Likely to occur
Transition Risks	Market - Changing customer sustainability expectations	Reduced parcel volumes or shifts toward low carbon competitors	Major Damage	3 - Likely to occur	2 - Unlikely
Transition Risks	Technology - Fleet electrification & technology obsolescence	Higher investment requirements; risk of stranded assets; grid dependency	Major Damage	4 - Almost bound to happen	1 - Rare
Transition Risks	Policy & Legal - Carbon pricing & compliance requirements	Increased operational costs; mandatory reporting; regulatory burden	Major / Very Significant	3-4 increasing	3 - Moderate
Transition Opportunities	Products & Services - Growth in low emission delivery services	Additional commercial demand for green delivery and low carbon offerings	Significant Opportunity	3 - Likely	1 - Rare
Transition Opportunities	Resource Efficiency - Circular economy services	New revenue from reuse/C2C logistics; reduced waste; resource savings	Major Opportunity	4 - Almost bound to happen	2 - Unlikely
Transition Opportunities	Electrification - EV rollout & renewable energy	Emissions reductions; long term fuel savings; enhanced sustainability positioning	Major Opportunity	3-4 increasing	3-4 increasing

Physical Risk	Transition Risk	Transition Opportunity	Impact - Likelihood Rating		
Risks related to the physical impacts of climate change. Physical risks resulting from climate change can be event driven (acute) or longer-term shifts (chronic) in climate patterns.	Risks related to the transition to a lower-carbon economy. Transitioning to a lower-carbon economy may entail extensive policy, legal, technology, and market changes to address mitigation and adaptation requirements	Efforts to mitigate and adapt to climate change also produce opportunities, such as the adoption of low-emission energy	Impact	Likelihood	Chance of Occurring
			Catastrophic	Almost unavoidable	Already occurring
			Major Damage	Almost bound to happen	75% - 95% chance
			Very significant	Likely to occur	50% - 75% chance
			Significant	Possible	25% - 50% chance
			Minor	Unlikely	5% - 25% chance
			Insignificant	Rare	<5% chance

# Sustainability Reporting and Certifications

Sharing relevant and accountable information about our business practices, supply chain, and our people is of utmost importance to us as it enables us to track our progress, be accountable for our ambitions, and learn from our actions. By regularly reporting to organisations and bodies, our progress is independently assessed, benchmarked, and verified. The way that we voluntarily report will continue to evolve, in line with the changing reporting landscape at domestic, EU and global levels.

## Global reporting:

- **CDP (Carbon Disclosure Project):** We report annually to the CDP on our environmental impact. In 2025, we maintained our B grading.
- **EcoVadis:** EcoVadis is a global platform for environmental, social, and ethical performance ratings. In 2025, we were delighted to achieve a gold medal for our sustainability efforts, placing us within the top 5% of assessed companies.
- **GRI (Global Reporting Initiative):** GRI is the standard framework for companies to report against globally. Detailed information about how we are addressing GRI can be found in the Appendix on p.49.
- **UN Global Compact:** In 2010 we became a signatory to the UN Global Compact, and a key part of our commitment is to report annually on our progress of embedding the Ten Principles and the SDGs into our business.

## European reporting:

- **CSRD (Corporate Sustainability Reporting Directive):** We are preparing for mandatory CSRD reporting to ensure we are ready to report in line with the requirements for reporting on FY 2027 in 2028.
- **EU Taxonomy:** An Post evaluated its operations and undertook an assessment to identify economic activities that could qualify as Taxonomy-eligible across the environmental objectives.

## Domestic reporting:

- **Climate Action Framework:** The Climate Action Framework was introduced in 2022 for the commercial semi-state sector to address climate action objectives.
- **SEAI M&R (Monitoring and Reporting) System:** We report annually to the SEAI on our energy performance, and remain committed to SEAI's 2030 public sector targets, as set out in "Public Sector Energy & Emissions Obligations" section on pg 14.

## Industry reporting:

- **IPC SMMS (International Postal Corporation Sustainability Measurement and Management System):** An independently audited reporting programme to address the sustainability objectives of the postal sector. In 2025, An Post ranked fourth in the world, meeting our objective to be ranked in the top 5 for the fourth year in a row.

## Accreditations:

In addition to these reporting frameworks, we have achieved the following accreditations, which verify and certify performance, but also require ongoing activities and audits in order to retain them:

- Irish Centre for Diversity 'Investors in Diversity' - Bronze Accreditation
- ISO 14001 - Environmental management systems
- ISO 45001 - Occupational health and safety
- ISO 50001 - Energy management
- ISO 9001 - Quality management systems

Furthermore, An Post is continuing to align with ISO 20400 - Sustainable Procurement and ISO 14083 - Greenhouse Gases

# Global Reporting Index (GRI)

## GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX

An Post has reported in accordance with the GRI Standards for the period from 1 January 2025 to 31 December 2025.

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 2) which provides an organisational context, and 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, including new updates to GRI Standards 2021. Our responses on this are set out in Topic Specific Disclosures.

### 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 pg 8 & 9. In 2023/2024 we engaged with internal and external stakeholders as part of our Double Materiality Assessment 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 "Message from our CEO" and "Our Strategy and Purpose" sections explain what sustainability means for An Post and how our refreshed 2025 strategy guides our environmental and social impact. The UN Sustainable Development Goals continue to provide an informing framework for our sustainability priorities.

#### Materiality

In our materiality assessment conducted in 2025 pg 7. 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.

The report covers the period 1st January to 31st December 2025.

# Global Reporting Index (GRI)

REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE								
2-2	Organisational details	See <a href="#">"About An Post"</a> , on pg 2. See the latest An Post Annual Report.								
2-2	Entities included in the organisation's sustainability reporting	See <a href="#">"About An Post"</a> , on pg 2.								
2-3	Reporting period, frequency and contact point	<ul style="list-style-type: none"> <li>1st January to 31st December 2025</li> <li>Annual report</li> <li>An Post Sustainability Exo Building North Wall Quay Dublin 1 D01 W5Y2</li> </ul>								
2-4	Restatements of information	None								
2-5	External assurance	Internal controls and review processes have been established to ensure that the relevant data and information reported is complete. An Post is preparing to obtain independent limited external assurance over future sustainability disclosures, in accordance with future CSRD requirements.								
2-6	Activities, value chain and other business relationships	See <a href="#">"About An Post"</a> , on pg 2. See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7. See <a href="#">"Our Stakeholders and Collaboration"</a> section on pg 8 & 9.								
2-7	Employees	<p>Total number of employees by employment contract (permanent and temporary). These figures include anyone who was employed in 2025, not a snapshot as of 31st of December.</p> <table border="1"> <thead> <tr> <th>Employee Category</th> <th>Number of Employees</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td>9,142</td> </tr> <tr> <td>Temporary</td> <td>458</td> </tr> <tr> <td>Total</td> <td>9,600</td> </tr> </tbody> </table> <p>An Post is not reporting this breakdown by gender for the 2025 reporting period. Figures are based on headcount.</p>	Employee Category	Number of Employees	Permanent	9,142	Temporary	458	Total	9,600
Employee Category	Number of Employees									
Permanent	9,142									
Temporary	458									
Total	9,600									
2-8	Workers who are not employees	The majority of An Post's workforce are permanent and temporary employees.								
2-9	Governance structure and composition	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7. See "Corporate Governance" section in the latest An Post Annual Report.								
2-10	Nomination and selection of the highest governance body	See "Corporate Governance" section in the latest An Post Annual Report.								

# Global Reporting Index (GRI)

REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
2-11	Chair of the highest governance body	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7. See "Corporate Governance" section in the latest An Post Annual Report.
2-12	Role of the highest governance body in overseeing the management of impacts	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7.
2-13	Delegation of responsibility for managing impacts	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7.
2-14	Role of the highest governance body in sustainability reporting	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 6 & 7.
2-15	Conflicts of interest	See "Corporate Governance" section in the latest An Post Annual Report.
2-16	Communication of critical concerns	See "Corporate Governance" section in the latest An Post Annual Report.
2-17	Collective knowledge of the highest governance body	See "Corporate Governance" section in the latest An Post Annual Report.
2-18	Evaluation of the performance of the highest governance body	See "Corporate Governance" section in the latest An Post Annual Report.
2-19	Remuneration policies	See "Corporate Governance" in the latest An Post Annual Report.
2-20	Process to determine remuneration	See "Corporate Governance" in the latest An Post Annual Report.
2-21	Annual total compensation ratio	See "Corporate Governance" in the latest An Post Annual Report.
2-22	Statement on sustainable development strategy	See <a href="#">"Message from our CEO"</a> on pg 3. See <a href="#">"Our Strategy and Purpose"</a> on pg 5.
2-23	Policy commitments	An Post's commitment to responsible business conduct is embedded within its governance framework and sustainability strategy, as outlined in the Sustainability Strategy, Governance & Reporting section on pg 6 & 7. Sustainability is governed through the same policies, controls and oversight processes as all aspects of the business and overseen by the Board, its committees and the Executive. These commitments are supported by policies covering business ethics, labour practices, health and safety, equality and inclusion, environmental management, sustainable procurement and customer protection, including the Code of Conduct; Anti-Bribery & Corruption; Anti-Fraud and Anti-Money Laundering; Equality, Diversity & Inclusion; Occupational Health and Safety; Energy and Environment; Sustainable Procurement; Complaints; and Vulnerable Customer policies. See <a href="#">Human Rights</a> page for further information.
2-24	Embedding policy commitments	See <a href="#">"Sustainability Strategy, Reporting &amp; Governance"</a> section on pg 6 & 7 and GRI section 2-23. See <a href="#">Human Rights</a> page for further information.

# Global Reporting Index (GRI)

REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
2-25	Processes to remediate negative impacts	Remediation of negative impacts is addressed through established grievance mechanisms, which allow employees and stakeholders to raise concerns confidentially, with follow-up action and review. Additional processes to address negative impacts include policy review, corrective actions, and ongoing monitoring by relevant management teams. See <a href="#">Human Rights</a> page for further information on reporting concerns and remediation processes.
2-26	Mechanisms for seeking advice and raising concerns	See "Corporate Governance" section in the latest An Post Annual Report. See <a href="#">An Post Code of Conduct for Employees</a> on the An Post website. See <a href="#">An Post Code of Conduct for Directors</a> on the An Post website. See <a href="#">Human Rights</a> page for further information.
2-27	Compliance with laws and regulations	See "Report of the Directors" in the latest annual report. See <a href="#">An Post Code of Conduct for Employees</a> on the An Post website. See <a href="#">An Post Code of Conduct for Directors</a> on the An Post website. See <a href="#">Human Rights</a> page for further information on reporting concerns and remediation processes.
2-28	Membership associations	See <a href="#">"Our Stakeholders and Collaboration"</a> section on pg 8 & 9 and <a href="#">"Sustainability Reporting Certifications"</a> section on pg 48.
2-29	Approach to stakeholder engagement	See <a href="#">"Our Stakeholders and Collaboration"</a> section on pg 8 & 9.
2-30	Collective bargaining agreements	The figures below reflect employees who were employed at any point during the year, rather than a snapshot as at 31 December 2025. 99% of employees were covered by collective bargaining agreements. Our records show that 77% of employees made union deductions through payroll during 2025, though the number of union members is higher, as some employees make contributions directly to their unions. It is reasonable to believe that over 90% of employees are members of one of our three recognised unions.
3-1	Process to determine material topics	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 7
3-2	List of material topics	See <a href="#">"Sustainability Strategy, Governance &amp; Reporting"</a> on pg 7

## TOPIC SPECIFIC DISCLOSURES

MATERIAL TOPIC	REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
1. Climate Change	3-3	Management of material topics	We are committed to net zero carbon emissions from our own operations by 2030, with a 50% reduction by 2025. We hold both ISO 14001 and ISO 50001 accreditations.
	305-1	Direct (Scope 1) GHG emissions	The baseline year for Scope 1 is 2009 and emissions are calculated using ISO 14064-1 methodology. See <a href="#">"Climate and Emissions"</a> on pgs 11 and 12 and <a href="#">"Sustainability KPIs 2025"</a> on pg 40.
	305-2	Energy indirect (Scope 2) GHG emissions	The baseline year for Scope 1 is 2009 and emissions are calculated using ISO 14064-1 methodology. See <a href="#">"Climate and Emissions"</a> on pgs 11 and 12 and <a href="#">"Sustainability KPIs 2025"</a> on pg 40.
	305-3	Other indirect (Scope 3) GHG emissions	GHG emission figures reported exclude Scope 3 emissions. Work is ongoing to further enhance the calculation of our Scope 3 GHGs.
	305-5	Reduction of GHG emissions	See Appendix <a href="#">"Sustainability KPIs 2025"</a> on page 40 for GHG emissions reduction data, baseline, and methodology.
2. Indirect Economic Impacts	3-3	Management of material topics	We work hard to support our communities in every way available to us. This includes looking after our most vulnerable, providing support to SMEs, encouraging reading and writing skills in children and adults, helping customers with their financial literacy skills, supporting community initiatives, and creating everyday opportunities to make sustainable living commonplace. See our progress in <a href="#">"Empowering People"</a> and <a href="#">"Inclusive and Resilient Services"</a> sections starting on pg 22 and pg 33.
	203-2	Significant indirect economic impacts	See our progress in <a href="#">"Empowering People"</a> and <a href="#">"Inclusive and Resilient Services"</a> sections starting on pg 22 and pg 33.

## TOPIC SPECIFIC DISCLOSURES

MATERIAL TOPIC	REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
<b>3. Health and Safety</b>	3-3	Management of material topics	See <a href="#">"Health and Safety"</a> section on pg 26. An Post is committed to providing a safe and healthy workplace for all employees and others affected by our activities, in line with our Company Safety Statement and applicable legislation. The Health and Safety Team leads risk assessment processes and reviews the Occupational Health and Safety Policy annually. In 2025, An Post retained ISO 45001:2018 certification following a six day surveillance audit, demonstrating the effectiveness of our safety governance and management system. We continued to support key initiatives including participation in the SunSmart campaign, the rollout of AEDs across sites, increased engagement with Safety Representative roles, and enhanced safety communication through weekly P.O.S.T updates. Key health and safety indicators, including lost time injury rates and road safety metrics, are reported in the "Metrics and Targets" appendix.
	403-1	Occupational health and safety management system	An Post is certified to ISO45001:2018 (Occupational Health and Safety Management System Standard) which demonstrates our commitment to integrating management systems into our business processes.
	403-2	Hazard identification, risk assessment, and incident investigation	Hazards associated with our vehicle fleet, which is one of the largest in the country, have the potential to create great risks to our drivers and the communities that they serve. Through our training programmes and awareness initiatives, we are continuously striving to improve our road safety record. See <a href="#">"Health and Safety"</a> on pg 26 and <a href="#">"Sustainability KPIs 2025"</a> on pg 44.
	403-4	Worker participation, consultation, and communication on occupational health and safety	See <a href="#">"Health and Safety"</a> on pg 26
	403-6	Promotion of worker health	See <a href="#">"Advancing accessibility"</a> section on pg 26 and <a href="#">"Championing employee wellbeing"</a> on pg 27.
	403-9	Work-related injuries	See <a href="#">"Sustainability KPIs 2025"</a> on pg 44.
	<b>4. Diversity, equity, and inclusion</b>	3-3	Management of material topics
405-1		Diversity of governance bodies and employees	See details of our Board, Senior Management and Workforce level diversity in the <a href="#">Gender Pay Gap Report</a> .
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 <a href="#">Gender Pay Gap Report</a> .

## TOPIC SPECIFIC DISCLOSURES

MATERIAL TOPIC	REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE				
5. Employee Engagement	3-3	Management of material topics	See <a href="#">"Advancing accessibility"</a> section on pg 26.				
	401-1	New employee hires and employee turnover	<table border="1"> <thead> <tr> <th>Item</th> <th>Total No. of Employees</th> </tr> </thead> <tbody> <tr> <td>Employee Turnover rate</td> <td>8.85%</td> </tr> </tbody> </table> <p>An Post is not reporting this breakdown by gender for the 2025 reporting period. Figures are based on FTE.</p>	Item	Total No. of Employees	Employee Turnover rate	8.85%
	Item	Total No. of Employees					
Employee Turnover rate	8.85%						
401-2	Benefits provided to full-time employees	See <a href="#">"Advancing accessibility"</a> section on pg 26. Employees are entitled to take family related leave as required. In 2025, 257 employees utilised family related leave, comprising 122 male and 136 female employees. All employees are entitled to some form of family related leave had access to these supports.					
6. Learning and Development	3-3	Management of material topics	See <a href="#">"Learning &amp; Development"</a> section on pg 30 & 31.				
	404-1	Average hours of training per year per employee	See <a href="#">"Learning &amp; Development"</a> section on pg 30 & 31. In 2025, employees completed 68,679 hours of training, with 6,536 employees participating in learning activities during the year. This equates to an average of 6.1 training hours per employee, or 10.5 hours for those who took part in training. Consistent with our focus on flexible, accessible learning, 2025 saw strong uptake of digital programmes delivered through the An Post Institute, including Digital Pathways, AI/Copilot learning supports, online modules through MyHR Learning, and dedicated masterclasses. These initiatives supported wider adoption of digital tools, data literacy and future ready skills across the organisation. Note: Training hours by gender and employee category are not available for the 2025 reporting period.				
	404-2	Programs for upgrading employee skills and transition assistance programs	See <a href="#">"Learning &amp; Development"</a> section on pg 30 & 31. In 2025, we continued to expand learning opportunities for all employees through the An Post Institute, with a strong focus on digital capability and future ready skills. Key developments included the rollout of Digital Pathways, increased access to online learning through MyHR, and targeted upskilling in areas such as AI and data literacy. We also delivered Learning Week to promote development planning and support continuous learning. Transition supports were provided where required, including digital capability initiatives across our Post Office network and structured development pathways to assist employees in adapting to evolving roles.				
	404-3	Percentage of employees receiving regular performance and career development reviews	Our Performance Management and Development (PMD) process applies to employees in Manager roles at An Post. In 2025, 946 managers were eligible for PMD reviews, and all 946 participated, representing 100% of our eligible Manager population. A continued focus for 2025 was embedding the redesigned PMD process within our new HR Management System.				

## TOPIC SPECIFIC DISCLOSURES

MATERIAL TOPIC	REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
7. Water Consumption	3-3	Management of material topics	Our Environmental Policy includes details of our approach to water management. Water is monitored through Irish Water invoices and our Smartflow alert system.
	303-5	Water consumption	The objective is to reduce annual water usage by 5% per annum. The water consumption KPI can be found in the Appendix " <a href="#">Sustainability KPIs 2025</a> " section on pg 42.
8. Waste Management and Recycling	3-3	Management of material topics	See " <a href="#">Delivering Circular Economy solutions at scale</a> " section on pg 18 & 19 and " <a href="#">Advancing circular waste management</a> " section on pg 20.
	306-1	Waste generation and significant waste-related impacts	See " <a href="#">Delivering Circular Economy solutions at scale</a> " section on pg 18 & 19 and " <a href="#">Advancing circular waste management</a> " section on pg 20.
	306-2	Management of significant waste-related impacts	See " <a href="#">Delivering Circular Economy solutions at scale</a> " section on pg 18 & 19 and " <a href="#">Advancing circular waste management</a> " section on pg 20. In 2025, 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. See " <a href="#">Sustainability KPIs</a> " section on pg 42 has further details on the KPIs relating to this topic.
9. Biodiversity	3-3	Management of material topics	See " <a href="#">Nature &amp; Biodiversity</a> " section on pg 21. An Post remains committed to advancing biodiversity restoration and enhancement across our operations. Our efforts support the objectives of Ireland's National Biodiversity Action Plan, focusing on both land and community engagement. In 2025, we expanded our biodiversity initiatives, including new landscaping plans, rewilding efforts, tree planting, and habitat creation to improve local ecosystems. In line with our ongoing biodiversity strategy, we continued to assess nature-related impacts and dependencies, integrating them into our long-term goals. Our work this year included community-driven campaigns to raise awareness on biodiversity and foster local engagement, ensuring that our approach contributes to both environmental restoration and sustainable community practices.

## TOPIC SPECIFIC DISCLOSURES

MATERIAL TOPIC	REFERENCE	DISCLOSURE	REFERENCE OR RESPONSE
10. Sustainable Procurement	3-3	Management of material topics	See <a href="#">"Embedding sustainability in procurement"</a> section on pg 21. Sustainability continues to be a key strategic goal, reflected in our Sustainable Procurement Policy, best practices and guidelines. In 2025, we strengthened our Policy to further align with Green Public Procurement (GPP) principles and national sustainability frameworks, supported by clearer governance structures and a new Procurement Training and Development Plan that reinforces continuous improvement. We ensure that relevant procurement policies, procedures and guidelines remain in place and are reviewed annually.
	308-2	Negative environmental impacts in the supply chain and actions taken	See <a href="#">"Embedding sustainability in procurement"</a> section on pg 21.
	414-2	Negative social impacts in the supply chain and actions taken	See <a href="#">"Embedding sustainability in procurement"</a> section on pg 21.