



# Leaving a Mark. WE'RE Proud of.



SUSTAINABLE CITIES & COMMUNITIES



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**an  
post**

For your world

# 2022 Achievements at a Glance

In An Post, we are doing more than making commitments and creating plans. We are taking action to drive sustainability and some of our achievements in 2022 include:



Maintained zero gender pay gap for a second consecutive year



Supported Ukrainian refugees arriving in Ireland



Reduced our carbon emissions by 12% year-on-year and by 35% since 2009



30% of our fleet runs on alternative fuel sources



Zero waste to landfill for 5th consecutive year



Performed a first-of-its-kind assessment in Ireland of nature-related impacts and dependencies as well the associated risks and opportunities for the business



Ranked third in the world by the International Postal Corporation's Sustainability Measurement and Management System



Inaugural Irish business to sign up to the "Beat the Peak" initiative reducing electricity usage from 5pm - 7pm



Met our ambition to replace all lighting with energy efficient lighting by 2022



Named as Ireland's most reputable organisation in the Ireland RepTrak® 2022 study



Collected over €2.1m in charitable donations for Ukraine and Creeslough through our Post Office network



Became the first company in Ireland to be accredited for running a year-long employee engagement programme on sustainability

# Our Strategy and Purpose

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

We believe that everyone has the right to better: better opportunities, better services, a better environment and a better society. By achieving these, we can leave a mark that we can be proud of and protect the planet's precious resources for future generations.

We also recognise that An Post has an impact on every county, community, household and business in Ireland: we are one of the country's largest employers, we maintain one of the largest fleets and with the country's largest retail network, we have a presence in every community. As such, we are uniquely positioned to make a positive environmental and social impact, ensure equality for all and create everyday opportunities to make sustainable living commonplace for all citizens, communities and businesses.

We aim to achieve this by embedding sustainability in everything we do in An Post. Every day, sustainability informs all aspects of our business and enables us to deliver benefits to our employees, our customers and the communities we serve. In particular, we are:

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

Our steps to make a positive, community-wide impact are guided by the United Nations Sustainable Development Goals (UN SDGs). Like other European postal operators, we are focussed on the five UN SDGs relevant to our sector, as we believe these are where we have the greatest capacity for impact and action (see our materiality assessment on page 63). These five SDGs guide the development of our sustainability strategy as making progress on climate action is not possible without taking care of our employees; investing in sustainable infrastructure; supporting and being part of sustainable communities; and adopting a circular economy business model. By prioritising these, we can address the biggest challenges which face our business and will impact our future growth. Nonetheless we also understand the holistic and inter-connected nature of all seventeen Goals and remain committed to supporting the achievement of all of them.



# Commitments

At the centre of our sustainability strategy is our ambition. This is reflected in our achievements to date and in the commitments, targets and metrics which put our strategy into action and by which we track our progress and ensure transparency in our reporting. A full list can be found in the Metrics and Targets Appendix on page 64. Our commitments include:

## Net zero carbon



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

## Gender pay



Achieve and maintain zero gender pay gap

## Fleet



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

## Sustainable communities



A Post Office in every community of over 500 people

## Sustainable procurement



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

## Financial inclusion



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

# Message from our CEO

It was supposed to be the great reawakening from the pandemic, but perhaps 2022 could be best described as a tentative step into a normalised world. Efforts to reignite and accelerate action to drive sustainability were hard yards, and I commend Nicola Woods, An Post's Chief Transformation Officer, and the Sustainability Forum at An Post for real progress:

- Emissions reduced by 12% vs 2021
- An Post was ranked third most sustainable postal service in the world by the International Postal Corporation's sustainability index
- We maintained a zero gender pay gap
- We were named as Ireland's most reputable company in the Ireland RepTrak® 2022 study.

Living the UN Sustainable Development Goals has been An Post's commitment for a number of years now, and the framework continues to structure our actions. Decent Work is at the heart of all we do: the guarantee of good work, with reasonable terms and conditions, backed up with a strong pension fund, ensures that An Post's employees can fully partake in everyday life in every community across Ireland. Our focus now extends to ensuring real diversity, reflecting a changing Ireland, to match the achievement of closing the gender pay gap. Ethnicity and disability representation are to the forefront.

But our purpose is about our communities more than ourselves. Free parcel post to Ukraine has seen the country become the third largest destination from Ireland for parcels. And we collected over €2.1m in charitable donations for Ukraine and for the victims of the tragic explosion in Creeslough Co Donegal.

An Post's presence, with a Post Office in every community over 500 people, was strengthened by a landmark deal between Government and Postmasters, recognising how vital a service An Post provides. Agency banking "Your bank is in your Post Office" is the most obvious commitment to rural Ireland, as of our 911 Post Offices over 400 are located in communities with no bank.

The delivery service, which did so much during the pandemic to keep Ireland trading, is also a vital link for every household and business with the world. It is possible to live anywhere in Ireland and have the same access to goods as in central London or New York. It remains therefore a massive challenge for An Post to achieve its target of 50% emissions' reduction from our own operations by end-2025, and net-zero by end-2030.

The development of new technology, greater use of digital data, and a drive for efficiency will be the focus to achieve our emissions' target. The Circular Economy is a particularly tough challenge as we work with supply chains to minimise the negative impacts on sustainability of the e-commerce industry.

So this report is essential: it outlines clearly our commitments, and is an honest appraisal of the things we've done. It enumerates and details An Post living to its Purpose to "act for the common good, now, and for generations to come"



**David McRedmond**  
An Post CEO



# Q&A with our Chief Transformation Officer

## 1. What have An Post's key climate action achievements been in 2022?

We are acutely aware of the urgency of climate action, and following the impact of the pandemic on our emissions and the emerging energy challenges in 2022, we re-doubled our efforts to ensure that we are minimising our environmental impact to leave a better world that can thrive for generations. Our efforts were rewarded and resulted in a reduction in our combined Scope 1 and 2 emissions by 12% year-on-year, and by 35% since 2009. This means that we are on track to meet our commitment of reducing our carbon emissions from our own operations by 50% by 2025.

We also achieved a reduction in our total energy usage by 9.5% year-on-year as a result of improvements in managing the heating and air conditioning systems in our properties as well as reducing the number of kilometres travelled by our vehicles and litres of fuel they utilised. We also supported ESB Networks' "Beat the Peak" initiative and reduced our electricity demand by 34 MWh over the winter, during the peak national usage times of 5pm to 7pm.



## 2. You introduced a new biodiversity strategy last year. How has this strategy developed in 2022?

We continue to strive to lead the conversation on business and biodiversity in Ireland. We began our biodiversity journey with colonies of native Irish honeybees and exploring the potential for our land banks to be re-wilded and store carbon. In 2021 we developed a wider and more comprehensive biodiversity strategy and in 2022 we performed a first-of-its-kind assessment in Ireland of nature-related impacts and dependencies as well the associated risks and opportunities for the business, and which aligned with requirements in the new TNFD reporting framework. This assessment will assist in the ongoing development and enhancement of our biodiversity strategy over the next few years and in the development of site-specific landscaping plans.

## 3. An Post has become a more gender inclusive workplace over the past few years. What are some of the key achievements in 2022?

We are striving to develop an inclusive workplace and in 2022 we became the first major employer in Ireland to report a zero gender pay gap for the second consecutive year. We also made great strides in improving the representation of women across the business. Representation of women in our Senior Management Group increased to 41% in 2022 and we are committed to continuing to improve representation at all levels of the business by ensuring that our actions are driving meaningful change.

But inclusivity is not just limited to gender, and we are also committed to ensuring that we take actions to ensure that An Post is a workplace where every employee feels they belong and where our employees are reflective of the communities that we serve.



# Q&A with our Chief Transformation Officer

## 4. Climate Action Plan 2023 emphasises the importance of climate literacy and improving people's capacity to act. How have you been building this awareness?

Being able to deliver on our ambitions also means coming together and supporting our communities by creating opportunities to make sustainable living commonplace. In 2022 we took actions to increase the national awareness of climate change by providing accessible and interactive information through a series of [articles](#) about the UN SDGs to explain how they can form part of our everyday life. We demonstrated how sustainable living is both possible and achievable, by empowering individuals to make positive changes to improve their quality of life and create a better society for future generations.

We know that our employees are the best messengers for our commitment to sustainability. They help us to achieve a positive environmental and social impact across the country for all citizens, communities, and businesses. In 2022, we became the first company in Ireland to be accredited for running a year-long employee engagement programme on sustainability. This programme empowered our employees to take action on climate change by demystifying sustainability and bringing our sustainability strategy to life in an engaging way.

Actions like these contributed to An Post being named as Ireland's most reputable organisation in the Ireland RepTrak® 2022 study. We will continue to search for ways that we can play our part in the community, the economy, and the environment, dealing with the big issues that we face today, in Ireland and globally.



## 5. What is a "Concept Property" and why did you develop them?

In order to meet our commitment of net zero emissions from our own operations by 2030 we need to begin retrofitting our properties as soon as possible, but with over two million square feet of property within our portfolio, this is by no means going to be an easy task! So, in 2022, we created two "Concept Properties" to explore the optimum use of various different energy systems and alternative energy sources to achieve maximum efficiency and to understand the costs, issues and opportunities that may arise in the process of achieving our commitment. We also used the opportunity to trial other sustainable living strategies at the properties - providing community access to our EV chargers and implementing biodiversity enhancement measures. We are now in the process of using these buildings as templates for retrofitting the rest of our property portfolio.



# About An Post

We are Ireland's national postal operator serving 2.3 million addresses every working day and more than 950,000 Post Office customers every week. We are one of Ireland's largest companies, employing more than 9,000 people throughout our national networks, and contracting with 809 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.



# Awards, Memberships and Knowledge Sharing

## 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 2022:

- **All Ireland Marketing Awards**  
Winner of the Sustainability Award
- **Business and Finance Awards**  
Finalist of Environmental, Social & Governance Award
- **Chambers Ireland Sustainable Impact Awards**
  - Winner of Outstanding Achievement Award
  - Winner of Excellence in Environment Award
  - Finalist of Communication Award, Workplace Award and Community Programme Award
- **Facilities Management Awards**  
Winner of Excellence in Sustainability
- **Grad Ireland Awards**  
Awarded bronze under the Diversity category
- **Green Awards**
  - Winner of Green Public Sector Organisation of the Year
  - Winner of Green Financial Services Award
  - Finalist of Green Business Award, Green Large Organisation Award, Sustainability Team of the Year Award, Green Transport Award and Sustainable Energy Achievement of the Year Award
- **Ireland RepTrak® Sustainability Index**  
Ranked the Most Sustainable Organisation in Ireland
- **National Council for the Blind in Ireland Vision 2022 Awards**  
Winner of Visible Difference Industry Award.
- **National Procurement Awards**  
Winner of Green Procurement Project of the Year
- **Parcel and Postal Technology International Awards**  
Winner of the Environmental Award
- **PwC Business Post Sustainable Business Awards**
  - Winner of the "Grand Prix"
  - Winner of Transport Innovation Award
  - Finalist of Sustainable Business (Medium-Large) Award and The Sustainable Business Leader Award (Nicola Woods)
- **SEAI Energy Awards**
  - Finalist of Energy Team of the Year Award
  - Finalist of Leadership in the Public Sector Award.



## Memberships

Collaboration is key to our success which 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.



## Knowledge sharing

We want to promote a collaborative environment and inspire others to make sustainable living commonplace in Ireland. We are keen to share what we have learnt and to work with others to deliver actions that will benefit and protect individuals, communities, and businesses. Achieving sustainability is a global challenge and sharing insights and best practice helps everyone. In 2022 we worked closely with several leading Irish corporates as well as engaging with the following national and international bodies and organisations:



We also enjoyed speaking at various sustainability events and educational opportunities in 2022 about our initiatives, some of which included:

- 100 Women in Finance NextGen webinar
- ARVO /SEAI: ICT webinar
- Association for Petroleum & Explosives Administration
- Chartered Accountants Ireland webinar on sustainability
- Dublin Chamber webinar on sustainability communications
- Eolas: Public Procurement Conference 2022
- Global Aviation Sustainability Day
- Green Public Procurement Conference 2022 hosted by the Office of Government Procurement
- Ibec - launch of Gender Pay Reporting
- Irish Human Rights Equality Commission (IHREC) - launch of Gender Pay Reporting
- Institute of Directors - guest speaker for Leading Sustainability course
- Leaders in Logistics Summit
- NUI Galway - guest speaker on Sustainability for Financing Net Zero summer school programme
- Public Affairs Ireland - guest speaker for ICM Certificate in Public Procurement
- PwC Ireland webinar on sustainability
- SEAI Energy Show

# 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. We then take appropriate actions to improve our performance where required. The way we report continues to evolve, in line with the changing reporting landscape at domestic, EU and global levels.

## Global reporting

- **CDP (Carbon Disclosure Project)**  
Through our annual CDP reporting, we disclose environmental information. In 2022 we were delighted to remain 3rd in Ireland for Climate Change and to increase our overall score from B to A-. We remain committed to being ranked in the Top 5 for CDP in Ireland.
- **EcoVadis**  
EcoVadis is a global platform for environmental, social and ethical performance ratings. In 2022 we maintained our Bronze medal with a score in the 66th percentile in the EcoVadis Sustainability Rating. We will continue to make improvements to our policies to meet our objective to achieve a Silver medal.
- **GRI (Global Reporting Initiative)**  
GRI has become the standard framework for companies to report against globally. Detailed information about how we are aligning to GRI can be found in the Appendix on page 67.
- **SBTi (Science-Based Targets Initiative)**  
As part of our support for Ireland's Climate Bill and the 2015 Paris Agreement we have committed to the SBTi and we are the only logistics company to date in Ireland to commit to it. We have committed to the targets of 1.5°C for Scope 1 and Scope 2 and "well below 2°C" target for Scope 3. We are currently undergoing the validation process with SBTi and we hope to complete this process in 2023.
- **TCFD (Taskforce on Climate-related Disclosure)**  
TCFD focuses on the reporting of climate-related financial information, such as climate-related risks and opportunities, and is also a steppingstone towards meeting the requirements of CSRD. Our TCFD disclosure can be found on page 73.
- **TNFD (Taskforce on Nature-Related Financial Disclosure)**  
TNFD is a new framework focussing on nature-related risks. In 2022 we performed a business and biodiversity assessment to enhance our biodiversity strategy and which aligned with TNFD requirements. This was a first-of-its-kind assessment in Ireland and details can be found on pages 47-48.
- **UNEP FI - Principles for Responsible Banking**  
In 2021 we became a signatory to the Principles for Responsible Banking. As part of our commitment to this sustainable banking framework we report annually on how we have aligned our strategy, decision-making, lending and investment with the SDGs and the Paris Climate Agreement. Detailed information about our UNEP commitments can be found in the Appendix on page 76.
- **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 Sustainable Development Goals (SDGs) into our business. This year An Post was one of four Irish companies to volunteer to trial the new digital reporting platform as part of the UN Global Compact Early Adopter Programme.

## European reporting

- **CSDDD (Corporate Sustainability Due Diligence Directive)**  
These new reporting rules will ensure that we address adverse impacts in our value chain. We are currently assessing the implications and taking actions to improve our supplier management in preparation for these reporting requirements.
- **CSRD (Corporate Sustainability Reporting Directive)**  
We are preparing for mandatory CSRD reporting to ensure that we are ready to report in line with the requirements in our 2025 Sustainability Report.
- **EU Taxonomy**  
We are working with other European postal companies to ensure the industry is in alignment and we are carrying out readiness activities in preparation for our 2025 Sustainability Report.

## Domestic reporting

- **Climate Action Framework**  
The Climate Action Framework was introduced in 2022 for the commercial semi-state sector to address climate action objectives. An Post already voluntarily meets, and in some cases exceeds, the vast majority of the commitments within the Framework.
- **SEAI M&R (Monitoring and Reporting) System**  
We report annually to the SEAI on our energy performance. In addition to our 2025 target to reduce emissions from our own operations by 50%, we remain committed to SEAI's 2030 public sector targets, as set out in the Climate Action Plan 2023:
  - Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 average base year)
  - Achieve a 50% improvement in energy efficiency (2009 base year).

## Industry reporting

- **IPC SMMS (International Postal Corporation Sustainability Measurement and Management System)**  
This is an independently audited reporting programme to address the sustainability objectives of the postal sector. In 2022, An Post was ranked third in the world in the annual assessment, meeting our objective to be ranked in the top 5, for the second 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:



Furthermore, An Post is currently aligning with ISO 20400 - Sustainable Procurement.



# SDG 8: Decent Work and Economic Growth





# Decent Work and Economic Growth

## UN Definition

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

## Our Contribution

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

Providing good employment and promoting inclusivity and respect attracts the best talent and encourages people to develop their full potential. With over 9,000 employees that live in every community across Ireland, we are committed to providing all of our employees with secure careers that offer genuine fulfilment and opportunities for professional development, whatever their role or skill base.



## Achievements at a glance



Maintained zero gender pay gap for a second consecutive year



Increased representation of women in our Senior Management Group to 41%



Became the first company in Ireland to be accredited for running a year-long employee engagement programme on sustainability



Signed up to the Business in the Community Elevate Pledge





## Zero-hour contracts and the living wage

An Post is against the excesses of the gig economy. We are committed to providing all of our employees with fulfilling, secure careers with opportunities for professional development and ensuring that our employees receive fair pay for a good job. In 2022, we maintained our commitment to no zero-hour contracts and all employees were paid at or above the current living wage in Ireland.

## Diversity, equity and inclusion

We are striving to develop an inclusive workplace where everyone feels accepted, supported and valued - a place where every employee feels they belong and where our employees are reflective of the communities that we serve. To help us achieve this, we conducted our first inclusion survey in 2022 to learn more about our workplace and our people, and understand what more we need to do. We have developed a four-pillar action plan in response to the results:

1. Promoting a positive work environment for all employees in An Post through new and existing policies e.g. Dignity at Work.
2. Introducing a Reasonable Accommodation Passport to support colleagues with disabilities.
3. Ensuring all employees have equal access to opportunities and development supports.
4. Developing a career support framework to enable employee promotion and succession.

### High-level survey findings include:

**64% of respondents feel they belong in An Post**

**65% of respondents believe that inclusion is a priority for An Post**

**71% of respondents believe employees with different cultural backgrounds are treated fairly by An Post**



## Elevate Pledge

In 2022 we signed up to the Business in the Community Elevate Inclusive Workplace Pledge to publicly demonstrate our commitment to building an inclusive workplace, as well as making a positive impact on our communities by supporting the values of inclusion, equality and opportunity in Irish society. This pledge asks signatories to hold a mirror up to their organisation, to develop a diversity profile of their workforce and to commit to taking tangible actions to support inclusion at all levels within the business. This collective campaign provides us with a methodology for assessing our performance on inclusion, benchmarked against other signatories, and a measurement framework for accountability.





## Gender

Following on from our achievement in 2021, where we were the first major company in Ireland to achieve a zero gender pay gap, we are delighted to have maintained this position for a second consecutive year in 2022. This result demonstrates that the actions we have implemented have been effective and are key to our continued progress. Read more about our positive changes in the [2022 Gender Pay Gap Report](#).

Our actions are not just about the elimination of the gender pay gap, we are improving the representation of women across the business and ensuring that every employee has the opportunity to thrive at all stages of their career. We have achieved significant progress in increasing the representation of women in our Senior Management Group, with representation increasing from 34% in 2021 to 41% in 2022. We have achieved this as a result of:

- Using gender balanced shortlists
- Designing more people-centric role profiles which align to an applicant's competency, behaviours and organisational fit rather than only aligning to their experience in functional areas
- Implementing software to remove gender bias from role profiles
- Simplifying job advertisements
- Targeting promotion of roles to encourage women to apply
- Rolling out development programmes, including the Aspire Female Talent Acceleration programme.



Whilst there have been significant achievements at a senior level, the representation of women among our front line postal sorting, collection and delivery employees remains low and we are committed to improving representation at all levels of the business.

In 2022 we also surveyed women across the business for the first time to learn about the impact of our actions and to ensure that we are driving meaningful change. 61% agree that we have made significant progress over the past few years, however the results also demonstrated that we have more to do.

In 2022 we signed the Women in Finance Charter. This Charter allows financial services firms operating in Ireland to devise commitments to progress gender diversity. Signatories commit their organisations to improving the number of women in management and board level positions, to achieve better gender balance and a more inclusive working environment.

To celebrate International Men's Day, some of our male employees joined together for a talk to learn more about the range of cancers that can affect men





## Ability

4.22% of our employees have disclosed a disability to An Post, which exceeds the 3% employment target for persons with disabilities that is specified by the Disability Act 2005. However, this figure has continued to decline, due to employee retirement. In addition, our inclusion survey indicated more than 5% of respondents preferred “not to say” if they have a disability. Therefore, we may have some employees that have a disability but are not comfortable disclosing this. To address this, and support new and existing employees who have disabilities, we implemented a series of measures, which will also help bring us back on track to reach our target of maintaining a minimum of 5% disabled representation in our workforce.

In 2022 we:

- Delivered disability awareness training in collaboration with our partners, Ability Focus, as part of our commitment to bring greater awareness on disabilities across the organisation.
- Redeveloped our Disability and Equality policies.
- Introduced a new Reasonable Accommodation policy and a Reasonable Accommodation Passport to support employee requests for accommodation.
- Updated our job advertisements to include details of our revised Equal Opportunities Employer Statement and Reasonable Accommodation policies.
- Revised our career page on the An Post website to provide information on Diversity, Equity and Inclusion in An Post.
- Continued to raise awareness of disabilities through internal events:
  - We collaborated with Sinéad Burke, author and activist, to promote inclusion to help inform our plan of action.
  - We welcomed Jack Kavanagh, a diverse ability activist, to join us on International Day for People with Disabilities to celebrate the work we have done to date and to encourage our employees to continue to do more.
- Continued to support our partnerships with a range of organisations, including the Trinity Centre for Person’s with Intellectual Disabilities (TCPID). In 2022 we also supported the National Council for the Blind in Ireland (NCBI) by providing support for a recruitment day.



## Intergenerational

We understand the benefits of a generationally diverse workplace and appreciate the unique habits, behaviours and preferences that different generations have. To offer tailored support for our intergenerational employees we engaged in research to identify the challenges and nuances of having five generations working together, this will inform the actions we will take in 2023.

In 2022 we continued to support 14 graduates through the second year of their graduate programme and celebrated the graduation of another 14 who had completed the programme, having started in 2020 during the pandemic. We also partnered with GradIreland to help broaden our talent pool and increase our potential to reach the most diverse candidates possible.

## Ethnicity

Our inclusion survey indicated that more than 71% of respondents believe employees with different cultural backgrounds are treated fairly by An Post, yet we know we are at the beginning of our journey to ensure that our employees are fully reflective of the communities that we serve.

In 2022 we collaborated with Human Collective as part of Black History Month to deliver a thought-provoking session titled “One race, the human race”. The purpose of the session was to discuss true belonging and the importance of hearing from our employees from diverse backgrounds.



## LGBTQ+

We actively support the LGBTQ+ community and strive to create an inclusive and diverse workforce. Our LGBTQ+ Employee Resource Group, Bród, developed a guide to enable line managers to better support LGBTQ+ colleagues, which was launched on Transgender Day of Remembrance.

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

## Employee wellbeing

The health and wellbeing of our employees remains a top priority. We know how important it is to put in place the right supports to ensure that we do as much as possible to foster a happy and healthy organisation.

As we came out of the pandemic, we recognised the importance of providing regular structured wellbeing updates to address all areas of health. So, in 2022 we issued quarterly bulletins that enabled all employees to join live wellbeing sessions to read, watch, reflect and listen to useful information and access wellbeing resources. We also introduced Wellbeing Wednesdays, which focussed on building work/life boundaries, managing anxiety, reconnecting and building relationships post-pandemic. On World Mental Health Day, we launched a “Wellbeing Week” which offered five mental health talks every day with qualified psychologists. We also offered webinars on “digital wellbeing in a hyper connected world” and on “financial wellbeing”, focusing on how we can help employees to protect, grow and manage their money in the face of rising inflation and the cost of living and energy crises.

In 2022 we decided to pause attainment of the Ibec KeepWell Mark as we are going through significant transformation in our operations and we will revisit this once the transformation has been completed.

Additional initiatives run in 2022 to support our employees on health and wellbeing matters included:

- Rolling out a number of Breast Health clinics in Dublin and Cork.
- Organising an information session on the services provided by our Occupational Health Services team.
- Following on from the success of the “Big Step Challenge” last year, our employees took part in an initiative for Pieta House where we completed five million steps in five days, donating €5,000 in support of this challenge.
- Continuing to increase engagement with our Employee Assistance Programme, which enables access to information on lifestyle, nutrition, or digital gym sessions. There was a 20% increase in new sign ups in 2022.





## Shaping our World

We continued implementing our Shaping our World culture programme, which aims to enhance what is good about our culture and reshape elements that may be holding us back so we are ready for the future. This programme focuses on three critical behaviours that will help build our culture in the direction that will ensure we are best prepared for the future:

- Include everyone, show respect and recognise success
- Work together to wow our customers
- Be obsessed with continuous improvement

To bring these behaviours to life, in 2022 we rolled out cultural nudge actions:

Behaviour	Action	Purpose
Work together to wow our customers	Be the voice of the customer	Whether you interact with customers on a daily basis or rarely have direct contact, this action is about making sure we all keep our customers at the heart of An Post, and put our efforts and energy into serving their needs.
Include everyone, show respect and recognise success	Include everyone	Encouraging you and me to make more deliberate choices in our every day to be more inclusive.
Be obsessed with continuous improvement	Lessons Learnt	Lessons Learnt helps us to develop a growth mindset, enabling us to share improvement ideas, learn from previous experiences and implement best practices.
Work together to wow our customers	Work Together	Working collaboratively, instead of individually, helps improve productivity, gives employees a sense of shared purpose and delivers greater quality for our customers.
Include everyone, show respect and recognise success	Recognise Effort	Recognition motivates employees, providing a sense of accomplishment and making you feel valued. Recognition from peers and other teams across the organisation building a sense of confidence in achieving shared goals.

In 2022 we also refreshed our employee ideas programme, Bright Ideas, to give all employees the opportunity to share their suggestions on how to improve our business and receive feedback on how their idea is progressing. By providing an opportunity to listen to all employees, this initiative shows how we are developing our behaviour to “Be obsessed with continuous improvement”.

## VIPs

This year we had our first Values in Practice (VIP) recognition awards in person at the GPO since the pandemic. Over 100 employees joined us from across the business and the country to celebrate employees who live our values. In 2022 over 150 employees were nominated and we had 24 quarterly winners.

During the event one of our employees received our overall Heroic Citizen Award for saving a life. While out on duty one of our TV License Inspectors from Cork came across a women trying to help her choking child in a car. As a result of the swift action of our employee, a child’s life was saved.





## Employee engagement campaign

In 2021, we began our pioneering employee engagement sustainability programme to demystify sustainability and bring our sustainability strategy to life in an engaging way. We continued the campaign in 2022 to provide more regular, accessible and interactive information to all our 9,000+ employees, through the Post People App, with learning material covering everything from eco-transport to sustainable finance, and renewable energy to climate action. This campaign provided practical information and ideas for taking action to enable us all to really live our Purpose and achieve our sustainability goals.



As a result, in 2022, we became the first company in Ireland to be accredited for running a year-long employee engagement programme on sustainability and empowering our employees to take action on climate change. The impact of the campaign was measured by a third party verified baseline and repeat survey and revealed an increase in knowledge, motivation and action.

**93% of respondents were motivated to take action to be more sustainable and 66% said they took actions both at work and at home**



## Sustainability training for the An Post Board

Our Board recognises the importance of integrating sustainability into our overall strategy and the importance of tangible results and action to make sustainable living commonplace. As the sustainability landscape is moving quickly, it is important that our Board members remain knowledgeable about key issues and increasing stakeholder expectations. This is why we rolled out training in 2022 to upskill our Board members and to help them to effectively carry out their roles. The training programme focussed on our climate risks, employee and stakeholder engagement, and strengthening internal accountability and governance of sustainability.

## Developing future talent

Our talent management strategy enables our people to reach their full potential and helps An Post to build the skills and capabilities we need for the future. In 2022 we delivered 4,821 training days to 6,363 employees.

### Green Institute

Following the successful launch of the An Post Green Institute in 2021, we continued to support 189 of our future leaders through our leadership and management programmes. The An Post Green Institute is part of our commitment to developing our management and leadership pipeline and includes:

- Strategic leadership, mentoring, female talent acceleration support and front line manager programmes.
- Our Education Support Scheme, which financially supports employees to advance their education and build their capabilities.





37 managers attended our new customised front line manager programme, Elevate. The overall aim of the Elevate People Management Programme is to develop the people management skills of our new and existing front line managers to achieve business and transformation objectives.

## Lean training

Our strategy is about transforming how we work and expanding our expertise by adopting lean, agile and innovative practices, whether working at home or in the office. To enable us to achieve this, in 2022 we rolled out lean management principles training to over 300 senior and middle managers in our head office. This will build capabilities and support leaders and their teams in working smarter and have:

- Greater clarity on their team's daily workload and how best to manage it.
- Timely sight of problems before they become big issues.
- Reduction in the time spent on non-value add tasks.
- An empowered team that brings solutions and works collaboratively.

## Creating a Safe and Supportive Culture

### The pandemic

We continue to monitor the situation regarding Covid-19. Our Covid-19 Response Team, whilst currently stood down, are prepared to act swiftly based upon the advice of the Government Chief Medical Officer and the HSE expert team. We work closely with our national regulatory bodies and our international postal organisation partners to ensure our response, if or when required, will be fully informed, appropriate and timely.

Despite cessation of travel restrictions in May 2022 and the easing of all pandemic related restrictions within Ireland, we continue to provide the necessary support to our employees, including the ongoing provision on demand, of:

- Hand sanitiser
- Type IIR (Medical) disposable face masks
- FFP2 disposable face masks
- Nitrile gloves - for use where indicated
- Anti-viral sanitising wipes and sprays.

### Remote working

As we came out of the pandemic, we transitioned to a hybrid working model which requires employees to work two days in the office, two days from home, and the final day depending on business requirements. We ran a "test and learn" phase and collated feedback on how the new model was operating, what needed to change, and what additional supports were required and then published our new "Ways of Working". We also launched a remote working hub as an alternative to working from home in the Athlone Mail Centre.

### Health and safety

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. To keep everyone safe, we assess, train and provide guidance to all our drivers on topics such as: driver awareness and vehicle familiarisation, pro-driving, eco-driving, speed monitoring, preventing rollaway incidents and daily vehicle checks. Through our training programmes and awareness initiatives,

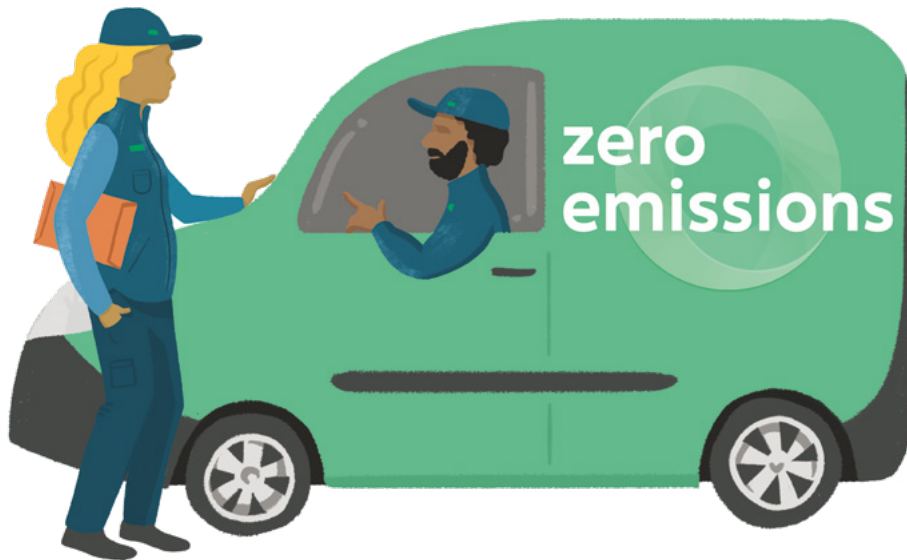
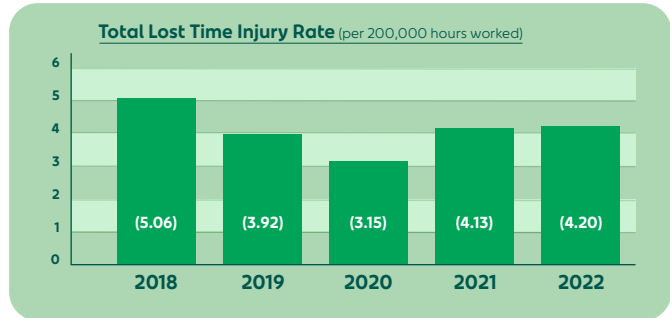
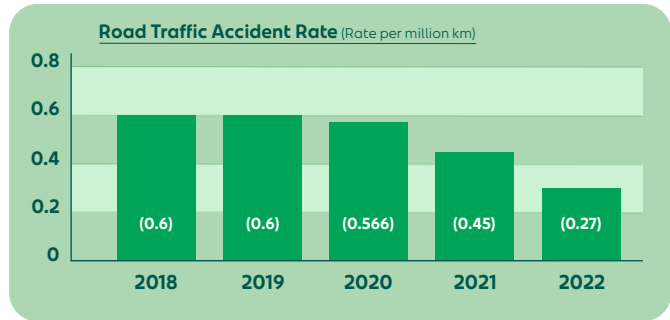


**40% improvement in our  
Road Traffic Accident Rate**



we are continuously improving our road safety record. As a result, we saw a 40% improvement in our Road Traffic Injury Rate, falling from 0.45 in 2021 to 0.27 per million km in 2022.

Although there was actually a decrease in the number of injuries which resulted in lost time in 2022, our Lost Time Injury Rate increased from 4.13 in 2021 to 4.20 hours total lost time per 200,000 hours worked (1.7%). This is largely due to the 4.9% reduction in hours worked in 2022 compared to 2021, as a result of driving efficiencies into our operations.







## Making sustainable living commonplace

**We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2022 we:**

- Continued our sponsorship of Dublin, Mullingar and Cork Pride with 95 employees and their families taking part in the Dublin parade marching alongside our electric vehicles and e-trikes on behalf of An Post. We followed up with a community set-up in Merrion Square to welcome families to join in on the fun.
- Promoted inclusivity by removing titles from our products and services where possible. For financial services products that require titles (e.g. State Savings products, foreign exchange cash and postal money orders) we are working to include an Mx option by the end of 2023.
- Raised the Pride and Transgender flags on the GPO.
- Launched a set of five special stamps celebrating Irish Women in Sport for International Women's Day 2022. As well as celebrating the outstanding achievements of Irish sporting legends Sonia O'Sullivan, Ellen Keane, Rachael Blackmore, Katie Taylor, Kellie Harrington and the Irish Women's Hockey Team, the stamps provided a platform for a wider focus on women in sport and how we can better encourage more women to get involved in, and to stay involved in, sporting activities. The stamps received worldwide accolades for the subject matter as well as the quality of the design by leading Irish agency, Unthink.
- Continued our tailored education training programmes for our Postmasters, focussing on the skills required for retail operations and postal distribution.
- Continued to offer free delivery of packages containing certain literature, articles adapted and material specially designed or adapted for use by the blind.





## Looking forward to 2023 and beyond



In addition to the initiatives discussed above, the following are key areas of focus for 2023 and beyond:

### Inclusive workplace

- Roll out a “Show Respect” campaign promoting Dignity at Work across the organisation.
- Introduce a Menopause Toolkit supporting our women at a key transitional time of their life.
- Celebrate global intergenerational week, supporting multiple generations to appreciate the preferences of another generation.
- Embed sustainability objectives into our business objectives, making sure how they are achieved is connected to sustainability.
- Bring greater awareness to different types of culture and traditions experienced by our employees.
- Sign up for Bronze Accreditation with the Irish Centre for Diversity.
- Continue to run an annual inclusion survey to enable us to measure and benchmark our inclusion practices year-on-year and review our progress on our culture programme.
- Conduct a survey across our property portfolio to assess the accessibility of our properties for people with disabilities.



### Equality of opportunity

- Develop an Aspire Alumni programme which will bring together women who have been part of the Aspire Female Talent Acceleration programme, providing further networking opportunities and inspiration to develop their careers.
- Continue to implement new initiatives to increase the representation of women among our front line postal sorting, collection and delivery employees by:
  - Re-designing the recruitment process for postal operatives
  - Diversifying our job advertising channels to actively recruit diverse talent for postal operative roles
  - Refreshing our careers page on the An Post website
  - Training operational managers on inclusive recruitment.
- Continue to implement our disability awareness campaign targeting employees in specific business units.
- Continue to look for opportunities to expand the use of Mx titles in our internal systems.



### Learning and development

- Launch a career support framework to support employees on their career journeys.
- Implement our new Human Resources Management System, which will support identification of talent and ensure learning and development is accessible to everyone.
- Continue to roll out our Lean Management principles training to build capabilities and skills to enable us to ignite efficiencies and support future leaders in their teams.



### Wellbeing

- Sign up to the See Change Workplace Pledge as we recognise the growing need to support our people with their mental health. The Pledge will help us to create an open culture around mental health by challenging the stigma around it.
- Support our employees’ financial wellbeing by partnering with taxback.com to help our employees claim tax refunds.
- Partner with Family Carers of Ireland so they can offer support and guidance to those employees with caring responsibilities.





# SDG 9: Industry, Innovation, and Infrastructure





# Industry, Innovation and Infrastructure

## UN Definition

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

## Our Contribution

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

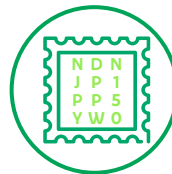
We are working to address some of the biggest challenges facing our industry such as decarbonisation, transitioning to sustainable deliveries and retrofitting of properties, all of which contribute towards making a mark we can be proud of. To achieve this, collaboration and championing technological innovation are key to creating forward-thinking solutions. Our unique position in Irish life lets us establish partnerships at all levels of society and collaborate to promote responsible industry, innovation and infrastructure that will transform our operations and minimise our environmental impact.



## Achievements at a glance



Extended the use of hydro-treated vegetable oil (HVO) as an alternative fuel to a total of 17 of our HGV fleet



Launched a digital stamp



€25m of sustainability capital expenditure since 2018



127,000 km of additional travel (and associated emissions) by our customers saved by redirecting missed deliveries to local Post Offices in Galway



## Alternative fuels

Although we have been a pioneer in the roll out of electric vehicles in our light commercial fleet, we know that one of the biggest challenges that we are facing is how to decarbonise our heavy goods vehicles (HGV) fleet, which produces over 8,000 tonnes of carbon annually. We are keen to act early and to anticipate new arrivals in fuel innovation which is why we are improving our understanding and knowledge so that we can make informed decisions when the technologies become available.



As an interim solution, and following the success of our hydro-treated vegetable oil (HVO) trial as a fuel for 5 HGVs in Galway in 2021, we expanded the initiative in 2022 to 12 HGVs in Cork. HVO is a renewable fuel made from certified waste oils and fats and has showed excellent results with no performance difficulties. Since the HVO trials in Galway and Cork we have found:

- HVO uses 0.5 litres of fuel less per 100 km on average than its diesel equivalent
- There has been a 91.8% reduction in carbon emissions in the trial fleet, compared to diesel fuel.

**Our Galway and Cork fleets use approximately 4,000L of HVO fuel per week**



We know the value of collaboration when it comes to sustainability challenges and through working closely with organisations such as Hydrogen Ireland, EV100, Post Europ's Green Mobility Forum, and as chair of

ALICE, we are at the forefront of alternative fuel innovation and development. Through these collaborations, we are sharing knowledge and creating a network of communication between supply, demand and facilitators. This will enable us to progress further on our journey to net zero, whilst also supporting other organisations along the way.

In 2022 we took part in industry events and discussions on how to progress manufacturing availability and infrastructure developments, to understand what the realistic options are for zero emission vehicles and decipher what the market choice is for sustainable HGVs. We undertook a survey of the Original Equipment Manufacturers (OEMs) to understand the journey they are on and the results clearly indicated that electric vehicles are still the solution for our "final mile" fleet and that these vehicles are in various stages of production. The results for the "middle mile" fleet (HGVs) were however not as clear and we will continue to monitor developments.

## Capital expenditure

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



## Digital stamp

In 2022 we launched a digital stamp, which is a world first and marked a major advancement in digital postal services. This “stamp” can be purchased via the An Post app and a unique code is provided to the customer which is then hand written on the envelope. This digital innovation has helped to meet the changing demands of our customers who want convenient products that work for everyone. Since October 2022, the digital stamp has been used more than 59,000 times highlighting the importance of An Post providing an easy to use, paperless product.



## Delivery manager

An Post now offers customers a logged in delivery manager, known as “my deliveries”. It allows customers to select a safe place for delivery, enabling first time delivery for customers in a location of their choosing. Customers can also use their online profile to send post using “click and post” and bring the payment to a Post Office, where a label is affixed to the item at the Post Office counter, removing the need for printing in the customer’s home.

In 2022 we also launched a new version of “post alert” which provides an estimated time of delivery, to help customers to plan their day.

## SENATOR

SENATOR is an international “last mile” delivery project between An Post, Correos, the Spanish city of Zaragoza, and Dublin City Council, funded by the European Commission’s Horizon 2020 programme. The project, now in its third year, aims to optimise freight collections and deliveries to reduce the number of delivery vehicles entering European cities. This is in line with the ambition set out in Climate Action Plan 2023, to consider the role and placement of logistics hubs and consolidation centres to enable greater integration and low-carbon alternatives for “last mile” delivery.

In 2022, in conjunction with Dublin City Council, we hosted a logistics stakeholder workshop in Dublin. The aim of the workshop was to understand the barriers to collaboration and how we can make deliveries in Dublin City Centre more sustainable and efficient. We also represented the Irish cohort of SENATOR at the Global Mobility Call conference to promote collaboration and to contribute to the development of sustainable mobility in cities and rural areas.



## Limerick CityxChange

An Post continues to take part in the Limerick CityXChange project which aims to create a positive energy block in the Georgian Quarter in Limerick City. In 2022 we completed the upgrade of all lighting to LED, reducing our energy consumption by 6,000 kWh. In 2023 we have committed to install 10kW of solar energy and to participate in Ireland’s first micro-generation market as part of this project. This will enable us to achieve a further reduction in energy use from the electricity grid and to share any spare energy generated with our local neighbours, reducing energy losses in the grid due to transmission losses.



## Making sustainable living commonplace

**We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2022 we:**

- Installed fast chargers for community access to our EV charging network at two of our properties, in Carlow and Wexford. Since their installation, the fast chargers have provided the public with 3,370 kWh of green electricity to power their cars.
- Added Money Manager (a personal financial management budgeting tool) into the An Post Money app to help customers regain control over their finances. More than 50% of our app users have engaged with the tool, enabling them to see at a glance and set budget limits for their spending by category, see their spending categorised and gain insights into how they can better manage their spending.
- Enhanced our PUDO (Pick Up and Drop Off) strategy: As Ireland emerged from lockdown and consumers returned to their workplaces in 2022, first time delivery of parcels could not always be achieved. Customers then have to travel to our delivery service units to collect their item. In order to offer a more convenient and sustainable service to our customers, with collection points closer to their homes, as well as Saturday opening times, we trialled the redirection of missed deliveries to local Post Offices in Galway. In 2022, 65 postal routes were successfully trialled, resulting in savings of over 127,000 km of additional travel (and associated emissions) by our customers. A rollout plan for more areas of the country is being developed for 2023.





## Looking forward to 2023 and beyond



In addition to the initiatives discussed above, the following are key areas of focus for 2023 and beyond:

### Sustainable Deliveries

- Dynamic route optimisation: Improve delivery solutions for our customers and reduce our carbon emissions by creating data led, efficient and dynamic routes for delivery.
- Drones: Investigate the use of drone technology as an alternative delivery option.
- SENATOR: Continue our partnership with SENATOR and carry out a trial to identify the most sustainable and efficient ways to deliver post in European cities along with other logistics companies.
- PUDO: Continue to evolve the PUDO strategy to leverage and expand the use of the Post Office network to drive increased convenience and choice for the consumer at delivery stage, as well as reduce emissions.



### EU Taxonomy and Capital Expenditure

- Work with other European posts to ensure the industry is in alignment and carry out readiness activities in preparation for our 2025 Sustainability Report.



### Alternative Fuels and Energy

- Continue to explore using hydrogen as a potential fuel alternative for our HGV fleet and expand the use of HVO to new cities to increase the number of HGVs powered by HVO.
- Limerick CityxChange: Install 10kW of solar photovoltaic panels and participate in Ireland's first micro-generation market.



### Digital Solutions

- Enable every person living in Ireland to better manage their money with our Money Manager tool, which will be available to all customers irrespective of who they bank with.
- Continue to develop digital solutions to help customers take back control over their finances.
- Develop a current account proposition that caters to the younger generation who are not enrolled in full-time education, as part of our focus on inclusive banking and making banking more accessible. This new account will be made available to those involved in an apprenticeship, trade training, or working in a family business and are unable to avail of a "traditional" student account from a Bank.







# SDG 11: Sustainable Cities and Communities





# Sustainable Cities and Communities

## UN Definition

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

## Our Contribution

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

At An Post we believe in the right to better and this conviction translates into making a real, visible and measurable difference to life in Ireland. We operate at the heart of every community and so we understand its importance; we know that community is about reaching out with compassion, staying connected and sending love to each other; and we believe that everyone has the right to feel included and thrive. Drawing on our unique skills and resources, 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 children to develop their literacy skills, supporting Ukrainian refugees as they arrive in a new country and creating everyday opportunities to make sustainable living commonplace.



To ensure we leave a better mark, we continue to invest so that Post Offices remain valuable community assets as cornerstones within these thriving social networks, giving urban, rural and offshore populations easy access to our products and services.

## Achievements at a glance



Supported Ukrainian refugees arriving in Ireland



Collected over €2.1m in charitable donations for Ukraine and Creeslough through our Post Office network



Provided free postage for over 90,000 letters and parcels to Ukraine



Sent over 21,000 free parcels to care and nursing homes over the Christmas period



Processed 5.4m agency banking transactions in our Post Offices



Raised over €22,000 for the Children's Health Foundation and Cork University Hospital Charity sending "Céad Míle Hugs" postcards around the world for St Patrick's Day



# Ukraine

## An Post steps up to support Ukrainians arriving in Ireland

By connecting with our communities, we are in a unique position to understand what is happening and how best we can respond, so in 2022 we focussed our resources on how we could best support Ukrainian refugees arriving into Ireland. We quickly identified practical ways in which we could ease the stress of starting a new life in an unknown country. By working closely with government departments, we developed key supports and created informational videos in Ukrainian, which were shared via social media directly within the Ukrainian community. Some of the **initiatives** developed included:

Removing fees on money sent to or received from Ukraine, through our partner Western Union, in Post Offices.



Providing over 15,600 An Post Mobile sim cards with one month of free credit, as well as free calls and texts to the Ukraine for those arriving into Ireland following the Russian invasion.



Assisting with the opening of over 2,800 current accounts, that were fee free for 12 months.



Accepting over €1.25m in donations at local Post Offices, with donations going to the UNICEF and Irish Red Cross Ukraine support appeals, and for which we waived our handling fees.



Offering a physical postal address for those who did not yet have a permanent fixed address through our Address Point service, enabling access for Ukrainians to any social welfare payments to which they are entitled.



Providing free postage for over 90,000 letters and parcels to Ukraine, working with our partners in the Polish postal service and Ukrainian postal service, Ukrposhta, which continues to operate despite the massive challenges facing its staff and distribution systems.



“

“This year has been tough but with your support we could adjust to our new reality and stand up to the challenges. Your hearts have been beating in one rhythm with Ukrposhta, for which we are endlessly grateful.”

- **Ukrposhta, the Ukrainian postal service**

”

Polina Afanasyeva is a Ukrainian journalism student who fled the war in Ukraine and found a home with a host family in Dublin. She joined An Post as a member of our communications team based in the GPO. During her time with An Post Polina worked on a variety of communications projects including documenting An Post's range of supports for Ukrainian refugees in Ireland.



“

“Millions of Ukrainians have fled their homes and have gone abroad in search of refuge, it is so dangerous to stay there. Irish people have come together and helped, your sincerity has so impressed me. I want the war to end. I also want to say 'Thank You'- Ireland has done everything to support Ukraine and has done everything to support us here ”

- **Polina Afanasyeva**

”

Our employees also volunteered to support the Irish Red Cross in managing the large response from people across Ireland who pledged to help accommodate Ukrainians arriving in March 2022.

“

“An Post and most especially the staff stepped up when it was needed. ... without the assistance of An Post, we would not have been able to respond as quickly as we did.”

- **Liam O'Dwyer, General Secretary of the Irish Red Cross in Ireland**

”



## Community Focus initiatives

We are proud of the positive impact and the dedication of our employees with their ongoing support of our Community Focus initiatives. We will continue to search for new ways to work with people, communities, and businesses and to always evolve with their changing needs.



## Post Offices as the heart of the community

Post Offices are valuable assets in the community, and we are proud of our continued commitment to ensuring that urban, rural and offshore populations have access to our products and services. We have 866 Postmaster operated Post Offices that are serving our communities six days a week and 45 Post Offices that are run directly by An Post.

To help build sustainable businesses in the community we partnered with a number of Postmasters and ran community business breakfast events during the year. These events invited more than 500 businesses into local Post Offices to network and hear about how An Post could help them to thrive.

We placed teams into Ulster Bank branches to assist customers to migrate their current account to An Post. This was particularly important in rural areas for vulnerable and marginalised customers. Our Postmasters know their customers and are skilled at making all customers, but in particular, customers that may need a helping hand, to feel comfortable and valued when visiting to collect social welfare, pensions, send a parcel, or pick up a gift.

### Our Commitments

 <p>In rural areas 95% of the population will be within 15km of at least one Post Office</p>	 <p>In urban areas 95% of the population will be within 3km of at least one Post Office</p>	 <p>Offshore islands will retain their Post Offices</p>	 <p>A Post Office in every community of over 500 people</p>
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## Cresslough

In the immediate aftermath of the heart-breaking Cresslough tragedy which occurred on 7th October 2022, An Post moved quickly to activate a mechanism through which people all over the country could donate at any Post Office to a dedicated Cresslough community support fund, to be managed by the Irish Red Cross. An Post and its contractors waived the usual transaction fees so that every cent of every donation went directly to the fund. This helped channel the national outpouring of sympathy and support into a vital, practical fund to help the families of those who lost their lives, were injured and whose homes and jobs were destroyed in the explosion. Other retailers joined the initiative to provide additional channels for customer donations to the fund which reached a final tally of more than €1.5m, more than half of which came through Post Office donations. The fund is being administered by a committee in Cresslough, comprising Irish Red Cross representatives working in tandem with the local community and government support services.

## Literacy

We continued to promote a number of important literacy initiatives in 2022 aimed at equipping people, across all generations, with essential skills in:

- Reading and writing
- Financial literacy and wellbeing; and
- Climate literacy

We remain committed to, and passionate about, using our position in the community to support children and adults throughout their education. Our steadfast support of these programmes brings to life our Purpose of improving the quality of life for people, now and for generations to come.





## Reading and Writing

### An Post Irish Book Awards - shining a spotlight on the very best of Irish writing

Since 2018, An Post's commitment to championing the written word has been clearly expressed by our continuing sponsorship of the An Post Irish Book Awards, showcasing the best books in Ireland and shining a spotlight on the country's most talented authors.



### Brain Busters

During the 2021/2022 school year, we underlined our commitment to supporting students and schools with our Brain Busters programme which is now in its second year. An ambitious drive to help develop reading, writing, numeracy, problem-solving and teamwork skills, Brain Busters set a number of challenges for primary and post primary students.

### Send Grá Junior Handwriting Competition

Our longstanding school handwriting competition was re-launched in 2022. We were overwhelmed by the number of entries from across the country which clearly showed the enduring popularity of this competition.



### Encouraging early reading

Reading to very young children has long been recognised as an invaluable stimulus during early development. Creating an environment where books are commonplace not only helps the transition to school but can also create life-long reading habits. We continue to proudly support Children's Books Ireland which champions literacy throughout our communities, and through our new reading guides we can help children choose the right book for themselves. The [Bedtime Reading Guide](#) helps steer parents and guardians towards books that children aged between 0 and 10 will enjoy.



### Dolly Parton's Imagination Library and family support services

An Post's support of the Dolly Parton Imagination Library programme, a literacy initiative whereby children receive a book by post every month from birth up to age five, went from strength to strength in 2022. We have covered the cost of delivering more than 200,000 books to young children in the Dublin 24 postal district since 2017, while almost 14,000 books were delivered to youngsters in Cork city in 2022. This continuity of service underpins a broader family literacy support service which helps ensure children from underprivileged families are ready to start school on an equal footing and have a positive introduction to more formal education.

### NALA

Reading and writing are fundamental life skills that unlock countless opportunities and possibilities. Through our steadfast support of NALA (National Adult Literacy Agency) we encourage anyone who is uncomfortable with their reading abilities to engage with NALA's many initiatives and programmes. Being part of their programmes can have a transformational outcome, and on International Literacy Day, we launched "[Legends](#)", a collection of stories about Irish sporting stars written for new adult readers. We used our social media channels to spread the word and raise awareness of NALA's services to help people across Ireland develop skills they might have previously thought were unattainable, by highlighting [Linda's inspiring story](#), championing "Legends" and raising awareness of NALA's services.



## Financial literacy and wellbeing

### Financial Confidence

We launched a Financial Confidence programme to help improve financial literacy and wellness, as part of our support for the UNEP commitment to financial inclusion. Some of the activities which we carried out in 2022 included:

- Developing a guide which was distributed to vulnerable customers at Christmas. This guide highlighted a number of An Post services that help vulnerable customers take back control over their money, such as budgeting tools and savings services, including Bill Pay, our free Household Budget service, Money Manager budgeting tool, lodgement and savings services and information on MABS (Money Advice and Budgeting service). 1 million of these leaflets were distributed to customers via our Post Offices.
- Developing a financial confidence e-book with John Lowe, giving our customers an in-depth understanding of all financial matters across the key areas of spending, borrowing, saving and investing. This is distributed to all new current account customers as part of the onboarding process.



### Our Financial Inclusion Objective:

Develop and deliver at least two new financial inclusion services for the community annually to 2025. In 2022 we:

- Launched Money Manager to support customers with budgeting
- Launched a financial confidence e-book to help with educational support

## Climate literacy

Our customers and our communities deserve the right to a cleaner planet, so in 2022 we took actions to increase awareness of climate change and sustainability by providing accessible and interactive information to empower people to make positive changes that improve their quality of life and create a better society for future generations.

### Marking Ireland's first Sustainable Development Goals Week

In September 2022, we invited the community to embrace sustainable living. In partnership with TheJournal.ie, we published [a series of engaging articles](#) around the UN SDGs to explain how they can be made real and form part of our everyday lifestyles. These articles presented practical ways to warm our homes during the winter months and highlighted the importance of supporting local suppliers and using public transport where possible. Readers were also encouraged to test their own green knowledge and even share their own sustainability diaries to demonstrate how sustainable living is realistic and achievable.

### Green Postal Day

An Post, along with 18 other international postal companies, serving close to 330m households, celebrated Green Postal Day and invited other industries to adopt a sector approach to address climate change. The day was an opportunity to reiterate our commitment to contribute to a more sustainable economy and society, in line with the UN SDGs and directly respond to consumer demand for low carbon delivery.

### Green Hub

Our Green Hub is a one-stop shop for information for homeowners on:

- Home energy upgrades, in partnership with SSE Airtricity
- Low-cost green loans for home improvements; and
- Low-cost loans for electric vehicles for greener living.



Across the market, 2022 saw a significant increase in consumer demand for home retrofit services. This was driven by a mix of pent up demand following the pandemic and government announcements on increased grant support for retrofit projects. The increased demand, however, created major supply chain challenges and spiraling costs to complete works. This, together with wider economic uncertainty and cost of living increases resulted in many customers withdrawing from undertaking the works. Further to this, SEAI launched an online database of providers for consumers to help find approved companies, which had a material impact on the Green Hub's traffic. As a result, we are significantly behind on our ambition to assist 30,000 homeowners to retrofit their homes by 2030.



As the retrofit market remains in a state of significant change, we will take 2023 to review how we can best serve the citizens of Ireland with our Green Hub as we move forward and what the associated ambitions for this should be.

## Sustainable Finance

In 2022 we focussed on where we could make the greatest impact - responsible and accessible banking. Following the closure of high-street bank branches over the past few years, we have stepped up to make sure that everyone has easy access to banking services, no matter where they live. Our Post Offices are ideal locations for banking, which is why we ran a successful campaign highlighting "Your bank is in your Post Office" to raise awareness on how accessible banking can be.

**Agency banking - In 2022 5.4m everyday banking transactions and €2.1bn was processed in our Post Offices on behalf of AIB, Bank of Ireland and Ulster Bank customers**



Day-to-day banking can be difficult for some customers which is why we also provide enhanced support to our vulnerable customers. In 2022 we hired a Vulnerable Customer Officer who will be responsible for setting out how our customers can expect to be treated fairly, providing training to our employees to raise awareness of this complex issue, and setting out our vulnerable customer strategy going forward.

## Green lending

In 2021, we developed a new commitment to extend the number of green lending propositions in the Irish market, with a minimum of two green lending products offered by 2025. This is part of our effort to provide sustainable finance options to our customers. More information on our green lending initiatives can be found in the UNEP Appendix on page 76.

## Cost of living

Many Irish families and businesses have been struggling to cope with increasing prices for essentials like food, electricity, gas and oil. In order to help keep Ireland trading and transacting, in 2022 we continued to offer customers a discount if they bought a 10 stamp booklet, or businesses if they bought bundles of 100 stamps or more, along with promotional offers throughout the year. For Christmas 2022 we offered stamps for €1 when purchasing the Christmas stamp booklet. We also offered small businesses discounts with our Advantage Card for sending parcels in Ireland, helping them to grow their e-commerce business.





## Sending hugs with Adam for St Patrick's Day

We believe that community is about reaching out with compassion, staying connected, and sending love to each other. To celebrate St Patrick's Day, we teamed up with six-year-old Adam King to encourage people to send "virtual hugs" around the world. 2.5m "Céad Míle Hugs" postcards were made available at Post Offices and a "hug" postmark was added to all letters. We made a donation for every card that was posted and raised over €22,000 for the Children's Health Foundation and Cork University Hospital Charity.



## Eric's Party

Once again, we hosted "Eric's Party" at the GPO, a very special evening event in which Dublin Lions Club, the Defence Forces, the Garda Síochána and An Post collaborate to throw a party for people who are homeless or living in sheltered or supported accommodation. A hot 3-course meal and refreshments, entertainment, goody bags, photographs and stamped postcards were provided to almost 300 people at the GPO. Dublin's Lord Mayor visited and there was singing and dancing along to two live bands on the evening.



## Projections onto the GPO

An Post supports national and city centre initiatives throughout the year by way of projected images and colours onto the GPO facade:

- **Adam's Virtual Hug:** Adam King's Virtual Hug was projected onto the GPO in honour of National Hugging Day.
- **Herstory:** to celebrate St Brigid's Day, the GPO was illuminated as part of the Herstory Light show.
- **St Patrick's Day:** We facilitated light projections for the St Patrick's Festival weekend.
- **Vicki Phelan:** A digital image of campaigner Vicky Phelan was projected on to the GPO to announce a feature documentary about her life. The projection was repeated to mark her death later in the year, in honour of her memory.
- **Winter Lights:** We continued to support the Dublin City Council's "Dublin Winter Lights" event, where the GPO is lit up with festive lights. In line with our sustainability agenda, these installations are powered by biofuel (HVO).





## Looking forward to 2023 and beyond



In addition to the initiatives discussed above, the following are key areas of focus for 2023 and beyond:

### Community Focus

- Continue to develop our Community Focus initiatives.
- Continue to raise attention to critical issues and money for organisations in need with our national stamp programme.
- Continue to check-in on elderly and vulnerable members of society.
- Continue to offer free postage to care and nursing homes throughout 2023.
- Launch a campaign to share details about our historical post boxes across Ireland and asking customers to tell us interesting stories about their local post box.



### Literacy

- Continue to support the National Adult Literacy Agency's work to improve adults' reading and writing skills.
- Launch the An Post "Time to Read" programme with Business in the Community Ireland to help primary school students build confidence and fluency.
- Continue to work with Children's Books Ireland to deliver thousands of books for free to children all over the country on days such as World Book Day.
- Continue to build on our Financial Confidence programme to help improve financial literacy and wellness in communities throughout Ireland.





# SDG 12: Responsible Consumption and Production





# Responsible Consumption and Production

## UN Definition

Ensure sustainable consumption and production patterns.

## Our Contribution

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

We believe that future generations have a right to live on an unspoilt planet. To leave a mark we can be proud of, we understand the importance of minimising the environmental and social impacts of the products and services throughout our supply chain.

This guides how we work with hundreds of suppliers as we seek innovative and sustainable solutions to our needs. In practical terms, this means ensuring suppliers align with our values, applying effective supply chain management and embedding sustainability into everything we do.



## Achievements at a glance



Performed a first-of-its-kind assessment in Ireland of nature-related impacts and dependencies as well as the associated risks and opportunities for the business



Zero waste to landfill for a 5th consecutive year



Reduction of 782 tonnes in our total waste in 2022



97% of tenders included sustainability criteria as an evaluation category, where applicable



## Sustainable Procurement

We manage a diverse supply base to support our business operations and to provide the products and services necessary to meet our customers' needs. Across our organisation, sustainability continues to be a key strategic goal and this is evident in our Sustainable Procurement policy, alongside our best practices and guidelines which were updated in 2022. Through these policies and procedures, we have committed to conducting business responsibly and being advocates for sustainable procurement by promoting sustainable supply chain practices.

In 2022, we continued to demonstrate commitment to sustainable procurement through our selection and onboarding of suppliers. We introduced a new process which incorporates sustainability in advance of tendering, which enables us to include sustainability throughout the appropriate stages of the tender process. We also continued to monitor progress through our sustainable procurement KPI, which aims to ensure that 90% of An Post tenders include sustainability criteria as an evaluation category where applicable.

As part of our efforts to drive consistency in responsible sourcing and transparency, we also revised our supplier sustainability questionnaires and trialled completing these assessments through an independent platform, Sedex. Suppliers are assessed through this platform on labour standards, health and safety, environment, and business ethics and we supported 30 of our suppliers to become members of this platform. These suppliers, which we are working closely with to complete the assessment, were selected based on spend and whether they fell within risk categories against key sustainability risks. In line with these enhancements, we have also updated our KPI to reflect the expansion of these assessments to more of our suppliers. Going forward we are aiming to conduct a sustainability assessment of 20 suppliers annually.

97%

of tenders included sustainability criteria in 2022

## Circular Economy

Our circular economy strategy covers our property, transport and operations. This recognises the importance of reducing the volume of waste we produce and maximising the use and reuse of materials, reinforcing our commitment to making a positive impact on our communities.



### Properties

With over two million square feet of property within our portfolio, there are many opportunities to think creatively about its use to ensure we are getting the best value for us and our communities.

Over the course of 2022, two of our vacant properties in Mayo and Kildare were offered to the Housing Association, initially under the Circular Economy/Housing for All initiatives, to help repurpose and revitalise main street and town centre locations, whilst also providing residential accommodation in the midst of the accommodation crisis. The properties were also

offered to the Local Authorities in both regions. Over the course of 2022 we have worked with both the Housing Association and Local Authorities, as well as the Land Development Agency, to ensure all due diligence information was shared for assessment. Following the process, one property continues to be assessed and the other has been declined. The two vacant properties (along with others) were also offered as potential options following the government request for accommodation for Ukrainian families.



## Uniforms

Finding solutions to upcycle and repurpose our redundant uniforms has been a challenge for us. In 2022 we investigated how to upcycle our old uniforms and found two options, but neither proved viable at this point in time. We will continue to investigate alternative options as they are developed.

## Reusable products/recycled packaging

We strive to ensure that our products are reusable, recyclable or compostable and have been making progress in sustainable packaging innovation. Our pre-paid gifting boxes are made from 93% recycled material and our pre-paid packaging bags are made from 40% recycled materials and are certified as 100% recyclable.



## Pricing

We are incentivising our e-commerce business customers, who make up the vast majority of our parcel deliveries, to use less packing material when preparing their goods for postage, by utilising volumetric pricing. They can avail of improved pricing for parcels that are lighter and have smaller dimensions. This means that households that receive parcels can reduce the volume of packaging material that requires recycling.

## Waste

### Recycling rates

Waste management requires constant monitoring, measurement and engagement with employees. As part of our efforts to increase employee engagement on waste segregation, in 2022 we created a waste management video which was rolled out company wide. This video complemented other waste initiatives, such as our annual environmental awareness training, efforts to minimise paper waste and the introduction of waste segregation signage for internal waste stations. We also introduced compost bins in our headquarters and larger sites which have busy canteens. We were delighted that these measures helped us to reduce our total waste by 38% and our general waste by 24% in 2022 compared to 2021. Due to this overall reduction in waste, our recycling rate decreased from 80% in 2021 to 76% in 2022. Two initiatives contributed to this reduction:

- Less paper was used on sites in 2022, due to the completion of our laptop rollout as part of our hybrid working policy and the increased use of double sided printing as a default setting.
- In 2022 we had significantly less cardboard waste than in 2021, as a large volume of cardboard waste was generated following the upgrade of IT items across our Post Office network nationwide.

We anticipate that the move from our GPO headquarters to our new office in the EXO building in 2023 will have an impact on this KPI and we are working hard to ensure that items are recycled, reused or repurposed.

**For the 5th consecutive year we sent zero waste to landfill**





## Packaging Waste

In 2021 we recorded a 64% reduction of packaging waste due to changes in our ways of working resulting from the pandemic. In 2022, we achieved a further reduction of packaging waste by 7% due to reduced volumes of envelopes and headed paper purchased for our offices. Following engagement with Repak, we will be updating the scope of our metric in 2023 to include the packaging used in the shipping of the goods from our business customers to our distribution centres, for example shrink wrap.

## Biodigester

We are always looking to identify new opportunities to limit the impact of waste. In 2022 we collaborated with several suppliers to install a biodigester at our Dublin Mail Centre (DMC). This converts food waste into a dry, safe, and usable by-product that deals with waste at source, closing the waste loop, and helping us to implement circularity. This valuable by-product has been used at our DMC site to replenish soil with carbon, ammonia and phosphorus. Our biodigester has also reduced emissions associated with the transportation and disposal of food waste off-site for onward processing. This has avoided over 300kg of general waste per month which equates to approximately 76 tonnes of carbon emissions annually.



## Water footprint

This year, we continued to monitor our water usage with our 34 smart water meters, which enables us to quickly detect and resolve leaks as part of our objective to reduce annual water usage by 5% per annum. We also continued to use our vehicle steam washing system to eliminate the use of chemicals and reduce waste water. These two initiatives reduced water usage by over 14,800m<sup>3</sup> in 2022 compared to 2021.

## Biodiversity

With our national footprint, we have a responsibility to not only ensure that our ecological footprint is as small as possible, but to ensure we restore and enhance natural capital on our properties. Integral to our biodiversity strategy are our five ambitions which guide our actions:

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



This year, as part of delivering on our biodiversity strategy, we conducted a first-of-its-kind assessment of nature-related impacts and dependencies as well the associated risks and opportunities for the business. This assessment reviewed a wide range of data including site locations, employee numbers, fleet composition and property and landscape maintenance schedules, to unearth potential recommendations and assist the ongoing development of our biodiversity strategy.



Our reliance on nature differs compared to primary industries, such as agriculture, however it is still vital to carry out impact assessments to understand the implications of biodiversity loss and the risks this poses to our operations. This is why we complemented the natural capital assessment with a visit to two of our sites in Carlow and Wexford. While both sites are low in biodiversity value due to their urban locations, it was found that both have the potential to support more local species, if we carry out a few key actions. Potential enhancements include:

- Planting native hedgerows along our boundary fences to encourage birds
- Installing swift boxes in the eaves of our roofs
- Planting wildflowers and native trees that bear fruit and berries
- Carrying out lighting adjustments to help encourage safe nesting for birds and bats; and
- Installing a living wall which may benefit from a rainwater harvesting irrigation system.

In 2022, we took steps to develop a new landscaping maintenance programme for all of our properties. This was created following a review of all of our sites, which has allowed us to map and measure the potential area for change in the landscape we manage. This review has indicated that approximately 20 acres is available to dedicated landscaping across our property portfolio. Instead of developing a landscaping plan at a national level for the 2022 growing season, we have updated our biodiversity strategy and we are developing a menu of options for site-specific landscaping plans that improves biodiversity. We will continue to update this based on our learnings and as our biodiversity strategy evolves. This menu will be rolled out to ten key locations across the country to ensure that we have chosen the appropriate plants for local conditions, as what grows well in Caherciveen may not grow as well in Dundalk. The strategy will encompass the replacement of ornamental flowers with pollinating plants, the planting of native shrubs along our property lines, the re-wilding of grass and wildflower seeding. In addition, we will investigate how we can support nature in town centre properties through the installation of bird/bat boxes and living walls.



## GPO bees

Since we first placed colonies of native Irish honeybees on the GPO roof in 2019, more companies decided to start urban bee-keeping. As a result, there is a concern that there may now be an overabundance of honey bees in Dublin city centre which are not endangered, to the detriment of other bees and pollinators which are. As such there is a possibility that our wild bee population is being put under stress as they are all competing for the same food sources. So, we made a change in 2022 and moved our GPO bees to an "out apiary" in north County Dublin where they are happily foraging among the hedgerows. We are also focussing our support on pollinators more in need of help in our biodiversity strategy, as our wild bees and pollinators (moths, wasps, flies, hoverflies, butterflies) all need food, shelter and safety to preserve the natural capital of Ireland.





## Making sustainable living commonplace

**We are committed to making a positive impact on our communities by creating everyday opportunities to make sustainable living commonplace for everyone in Ireland. In 2022 we:**

- Held pollinator workshops at our Carlow and Wexford sites to raise biodiversity awareness. These interactive workshops were hosted by the Irish Wildlife Trust and attendees identified solitary mining bees, butterflies, hoverflies and birds.
- Created a more sustainable Christmas TV commercial using the AdGreen carbon calculator, which analysed the carbon footprint of the Christmas campaign, assessed the environmental impact of our production activities, and helped us to identify opportunities to reduce emissions. This prompted us to take positive action during the commercial production period, such as managing waste, using hydro-treated vegetable oil to run onsite generators, and opting for sustainable catering options.





## Looking forward to 2023 and beyond



In addition to the initiatives discussed above, the following are key areas of focus for 2023 and beyond:

### Circular Economy

- Continue to explore reducing our environmental footprint and extracting more value from our products and properties to support the principles of a circular economy.
- Explore how decommissioned electric vehicle batteries can be repurposed to store electricity from solar panels.
- Continue to explore how we can upcycle redundant uniforms.
- Expand the use of our biodigester by-product to other An Post sites.
- Explore partnerships to upcycle our IT equipment at end of life for repurposing or reuse.
- Explore options for redundant furniture with our move to a new headquarters.
- Conduct a survey of the single use packaging used by our catering suppliers to further eliminate waste.



### Waste

- Launch reusable packaging that will have two adhesive strips but can be reused multiple times with a new label purchased at the Post Office. These labels could also be used with existing prepaid packaging, enabling reuse and reducing waste.
- Continue to engage with the EPA on attaining a waste management license for circular economy initiatives.
- Ensure that our waste management system in the EXO building is designed to help us to increase our recycling rates and ensures that electronic waste is collected and disposed of correctly.
- Align with LEED certification to ensure that 15% of materials used in our office fit out in the EXO building are from recycled sources or are FSC certified.



### Biodiversity

- Continue to investigate the most suitable landscaping for our sites and how we can improve measurement of biodiversity.
- Launch a campaign to encourage employees to become involved in the National Biodiversity Data Centre's monitoring programmes to increase available biodiversity data and information.
- Carry out baseline surveys in key sites to establish what animal, bird and insect species are present and how best to encourage them as well as ensuring any landscaping does not disturb them.



### Sustainable Procurement

- Expand the scope of sustainability within our procurement processes by including accessibility, diversity and inclusion within the pre-procurement planning process, where appropriate. This will prompt conversations in relation to additional or specific needs of customers, employees and communities who may be accessing or using the goods and services being procured.





# SDG 13: Climate Action





# Climate Action

## UN Definition

Take urgent action to combat climate change and its impacts.

## Our Contribution

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

We are acutely aware of the impacts of climate change and the urgency of climate action. In striving to leave a mark we can be proud of, we are committed to net zero carbon emissions from our own operations by 2030, with a 50% reduction by 2025. We continue to monitor and report on this progress and are on track to achieve our 2025 target.

We operate one of Ireland's largest vehicle fleets and have over two million square feet under management in our property portfolio. Consequently, the transition to a sustainable transport fleet and using renewable energy sources in our properties is at the heart of our decarbonisation strategy.

Our continuing support of the Business in the Community Ireland Low Carbon Pledge underlines our belief that everyone has the right to live on a cleaner planet, now and in the years to come.



## Achievements at a glance



12% reduction in our carbon emissions year-on-year



35% reduction in our carbon emissions since 2009



Met our ambition to replace all lighting with energy efficient lighting by 2022



9.5% reduction in our total energy usage year-on-year



Inaugural Irish business to sign up to "Beat the Peak" initiative reducing electricity usage from 5pm - 7pm



30% of our fleet runs on alternative fuel sources



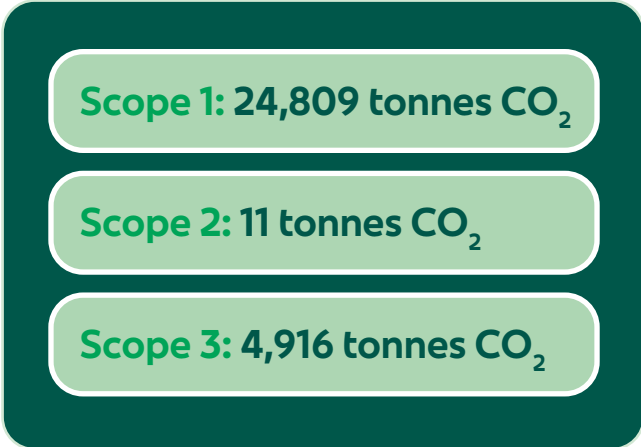
## Reducing our emissions

We keep a close eye on our carbon emissions. In order to reduce our emissions it is important to quantify them and understand the sources. Our carbon emissions are categorised as Scope 1, Scope 2 and Scope 3.

We reduced our Scope 1 and 2 emissions in 2022 by 3,395 tonnes of carbon, representing a reduction of 12% year-on-year and a 35% reduction since 2009.

This was achieved as a result of ongoing improvements in energy management as well as in managing the heating and air conditioning systems in our properties. The continuing electrification of our fleet and the introduction of HVO fuel has contributed to a reduction in our Scope 1 transport fleet emissions by 2,683 tonnes of carbon. Additionally, emissions from road transport (tonnes of NOx, SOx, particulate matter) declined by 11% in 2022 as an additional 2.7 million km were travelled in our electric fleet and there are no NOx emissions from electric vehicles.

In 2022 we also maintained zero emission deliveries in all 6 major cities in Ireland - Dublin, Waterford, Cork, Limerick, Galway and Kilkenny.



### Carbon emissions of postal items

In 2022 we committed to sharing data with our peers in the IPC SMMS programme on emission factors for postal items and we will continue to work with our industry partners to standardise reporting of the emission factors. Additionally, the new ISO 14083 due for publication in March 2023, will establish a common methodology for the quantification and reporting of greenhouse gas emissions arising from transport chain operations.

In advance of these, we have been working on providing an indicative calculation of emission factors for our letters, packets and parcels so as to provide our customers with information on the average emissions emitted.

The emissions have been calculated on the basis of identifying the average weight of the letters and parcels and dividing this by the emissions in transporting them to their destination. We calculate the average weight as follows:

- Packets and parcels: by using the average weight of the items processed through our sorting machines
- Letters: using statistical sampling analysis to calculate the average weight of the letters we process.



### Carbon emissions per item (2022)

Letters	10.6 grams
Packets & Parcels	359 grams



## Energy management

We continue to take steps to improve energy and environmental performance. In 2022, we reduced our overall energy usage by 12,795,406 kWh. This represents a reduction of 9.5% year-on-year and a 10.8% reduction from our pre-pandemic levels in 2019. In addition, we have improved the electrical usage efficiency per m<sup>2</sup> from 72 kWh to 65 kWh, achieving a 14.47% improvement in efficiency in the electricity used.

However, we did not succeed in our ambition to reduce electricity use within buildings by 40% by 2022 from a 2009 baseline. Instead we have achieved a reduction of 35.3%. This target was missed in part due to the very cold weather in December which resulted in an additional 241,047 kWh of electricity used in December 2022

compared to December 2021. We will be extending this target to reduce the energy consumption within our properties by 40% to 2025 as we need to re-assess this target in light of our move to our new office in the EXO building in 2023. Nevertheless, we reduced the overall electricity usage in our properties by 4.7% to 15,342,434 kWh in 2022.

### In 2022 we undertook a number of energy management initiatives:

#### Energy efficient lighting

Following on from our successful replacement of all external lighting in our offices with energy efficient lighting in 2021 we completed the installation of internal energy efficient lighting throughout our property portfolio, meeting our ambition of replacing all lighting with energy efficient lighting in 2022. Our upgrade to energy efficient lighting has contributed to a reduction in our electricity usage by over 1 million kWh since 2019.



**Successfully replaced all lighting with energy efficient lights**

#### Heating

We continued our heating controls installation programme in 2022, with the development of a new energy monitoring data base. We undertook additional energy management measures such as increasing the temperature that our cooling systems operate at during the summer in our mail centres, returning heating and ventilation systems to pre-pandemic status and implementing new measures, in line with government guidelines, which set our heating temperatures to 19 degrees Celsius and our heating being turned off two hours before offices close.

In 2022 we also converted the bulk supply of our Liquid Petroleum Gas (LPG) to Bio LPG in 25 properties, saving approximately 140 tonnes of carbon emissions in 2022, and with an expectant saving in excess of 200 tonnes of carbon annually.

Together these initiatives have improved efficiencies in our offices and resulted in a reduction of 660 tonnes of carbon emissions.





### Concept properties

One of our key achievements in 2022 was the launch of our "Concept Properties" programme, which aims to test innovative technologies and sustainable living across selected An Post sites. This programme focussed on two properties in Wexford and Carlow which acted as templates to explore the optimum use of different energy systems, alternative energy sources and public access to fast EV charging points, as we move towards retrofitting our property portfolio. These properties will allow us to identify the costs, issues and opportunities that arise in the retrofitting process, which will enable us to invest smartly going forward and achieve the maximum efficiency possible in our buildings.

We are aiming to retrofit our property portfolio to a minimum of BER (Building Energy Rating) "B3" standard, which will involve several strategies that balance energy demand across our premises such as:

- Improving insulation
- Installing heat pump systems
- Installing solar PV cells and battery electric storage systems
- Implementing smart energy management systems
- Upgrading of lighting systems to the highest energy standards.



### Green electricity

We renewed our electricity contract in 2022 and continue to purchase 100% green electricity from our electricity supplier, which is certified as being from renewable sources. Our electricity supplier guarantees that 100% of the electricity supplied to An Post is sourced from renewable generation, in accordance with the Commission for Regulation of Utilities Green Source Product Verification process. The green electricity is a premium product and is purchased at an additional cost to An Post. Whilst we accept that the green electricity consumed uses the recognised practice of "Mass Balance", the purchase of green electricity under this practice remains the only option currently available to us where we can supply the whole of An Post with green electricity.

We are also producing our own green electricity and in September 2022, we installed 219 solar photovoltaic (PV) panels in our Carlow and Wexford Delivery Service Units which, along with our PV panels in Monaghan DSU, have generated 17.69 MWh of renewable electricity on our sites, over 800 kWh of which was given back to Ireland's electricity grid to be used by the public and other companies.



## Our fleet

We can make a significant environmental impact by decarbonising our fleet. We currently have 1,020 electric vehicles (EVs), 172 e-trikes and three 7.5 tonne electric trucks in our fleet.

### Light commercial vehicles

In 2022, we reviewed our transport strategy to accommodate for supply chain challenges with electric vehicles as well as the availability of alternative fuel options and dynamic route planning.

We remain committed to replacing diesel vans with EVs, and with over 1,300 chargers installed to date, we have the largest private electric vehicle charging network in Ireland. We continue to review the introduction of new DC fast chargers to enhance the utilisation of our EVs. In doing so we reduce charging time, resulting in greater flexibility in turning EVs around for evening collections and deliveries.



### Heavy goods vehicles (HGVs)

Our memberships of EV100, the Alliance for Logistics Innovation through Collaboration in Europe (ALICE), and the Freight Transport Association of Ireland (FTAI) ensure we are at the forefront of the developing technology of clean energy generation for HGVs and support the development of our strategies for the decarbonisation of our HGV fleet.

### Alternatively fuelled vehicles

30% of our fleet currently runs on alternative fuel sources to diesel. This includes our EVs and our HGVs that run on HVO fuel. We are on track to meet our target of 50% of the fleet to run on alternative fuel sources by 2025.

### Fleet efficiency

While electrification of our fleet is critical to our decarbonisation strategy, our drivers also have a key role to play in accelerating our progress. In 2022 we continued with our successful eco-driver training programme to improve fleet efficiency and limit fuel consumption in our diesel vehicles. 72% of our drivers have now completed eco-driver training and we are on track to achieve our target to train 100% of drivers in eco-driving by 2023.

In 2022 we achieved a 2.2% improvement in our fleet efficiency against our target of a 3% improvement per annum to 2025. We did not meet our target improvement of 3% as we instead focussed on relaxing some of the measures we implemented during the pandemic. We plan to bring our fleet efficiency back on target by increasing the number of employees being trained under our eco-driver training programme, the onboarding of new vehicles and leveraging improvements generated in our fleet telematics systems. Nevertheless, we avoided €1.52m in fuel costs in 2022 through a combination of our fleet efficiency measures and fuel savings from traveling fewer kilometres.

### Home garaging

In 2022 we investigated EV home garaging by running a pilot to install monitored EV charging points at employees' homes. While the trial was successful and it was possible to identify accurately the power supplied by the employees' home supply for the charging of their EVs, it did not resolve the key issue of employees having to pay for the charging and being out of pocket for periods of time before reimbursement.



Travelled less kilometres  
**8,581,519 km**  
less than 2021



Used less litres of fuel  
**846,240 litres**  
of fuel saved in 2022



Increased efficiency by  
**2.2%**  
compared to 2021

Avoided  
**€1.52m**  
in fuel costs





## Climate risk and opportunity assessments

In 2022 we considered our resilience against key climate-related risks and opportunities. In this assessment, we recognised the relevant physical risks and opportunities, caused by increased severity of climate change, and transitional risks and opportunities, such as those associated with regulatory changes and technology advances. These were analysed in a qualitative sense. Through engagement with relevant stakeholders, we are identifying ways to further embed climate-related issues into our risk management system and processes. Further details can be found on p.75.

## Public sector targets

The government, as part of the Climate Action Plan 2023, has asked the public sector to inspire the necessary climate action in wider society and to reduce Ireland's greenhouse emissions, shifting to a carbon neutral economy and society. Therefore, we have committed to achieving the targets set out below, and monitored by the SEAI, in addition to our own climate action targets, to set Ireland on a path to reach net-zero emissions by 2050:

- Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 average base year)
- Achieve a 50% improvement in energy efficiency (2009 base year).

We are confident that, with renewed effort and further strategic planning to secure resources and investment, that we will be on track to achieve these new targets. We will include them as additional metrics against which we will track our progress going forward. Further details on progress to date can be found in the Metrics and Targets Appendix on p. 64-66.





## Making sustainable living commonplace

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

In 2022 we were the first business in Ireland to take a number of pledges as part of ESB Networks' "Beat the Peak" initiative, where we put in place a number of measures over the winter period to significantly reduce our peak electricity consumption, while fully maintaining our services during the busiest time of year. We reduced our electricity demand during the peak national usage time of 5pm to 7pm by 34MWh between 10th November and 30th December, exceeding our ambition of 30 MWh, with initiatives such as:

- Limiting automated heating systems in our offices to 19 degrees Celsius and the development of a similar fix for manual systems.
- Staggering the recharging schedules of our EVs so that only 50% of the fleet was charged between 5pm and 7pm.
- All non-essential equipment and technology in Post Offices, mails depots and other buildings, such as the GPO, were switched off fully overnight (i.e. not left on standby) and all decorative (i.e. non-security or operational) lighting turned off at 6pm.
- We also encouraged our 9,000+ employees to get involved in the domestic "Beat the Peak" challenge, helping us all to leave a mark we can be proud of.





## Looking forward to 2023 and beyond



In addition to the initiatives discussed above, the following are key areas of focus for 2023 and beyond:

### Emissions

- Continue to roll out programmes to target the reduction of Scope 3 emissions.
- Review carbon removal strategies available on the island of Ireland.



### Climate Risk

- Undertake quantification of our climate-related risk analysis and fully embed it in our risk management processes.



### Property

- Continue the process of retrofitting buildings within our property portfolio, improving BER ratings.
- Achieve LEED platinum certification for our new office in the EXO building.
- Identify further opportunities to reduce energy usage.
- Continue to convert our LPG heating systems to Bio LPG where suitable.
- Improve control of our building management systems.
- Expand security programming in our buildings to ensure that unnecessary lights are turned off at night.
- Complete a second review of lighting in our buildings to upgrade older sustainable lighting with more efficient, newer models.
- Investigate additional options that may be available in the market for green energy usage.
- Investigate alternatives to the purchase of 100% green electricity using the practice of "Mass Balance" as these become available.



### Fleet

- Purchase additional EVs for our Light Commercial fleet.
- Continue to expand the use of HVO fuel in our HGV fleet.
- Continue to implement initiatives to improve fleet efficiency.
- Extend our emission-free deliveries to more towns across Ireland.
- Develop a strategy to enable public access to our EV charging network.
- Review our charging network to meet the requirements of the new generation of EVs that we are purchasing to ensure that our electrical infrastructure continues to be suitable.



# Appendices

# Appendix: Stakeholder Engagement

We have a presence in every Irish community, as well as being one of the largest employers in Ireland. As a result, our stakeholders are varied and we recognise that their views about our future role in society and the economy are key. Listening to, engaging with and responding to stakeholders is fundamental to being a responsible business. We are committed to engaging proactively with partners and stakeholders on the topic of sustainability to build a clear understanding of complex challenges and risks to our business by understanding their needs, challenges, and concerns. By gathering broad stakeholder input, and appropriately considering their insights and feedback, our sustainability strategy and approach can be informed, shaped and refined.

Our key stakeholder groups are: government, employees, staff representatives, citizens, customers, suppliers, partners, industry associations and the business community. We will continue to review our stakeholders to ensure that we have representation of all those involved. The following are examples of interactions we had with stakeholders during 2022:



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

Stakeholder Group	Means of Engagement	Subjects of Engagement
<b>Staff Representatives</b>	<ul style="list-style-type: none"> <li>Partnership meetings</li> </ul>	<p>We work closely with our unions through agreed consultation structures and in 2022 this engagement helped to identify key priorities for the company and its employees. Key themes included: business performance, safe working environment, fair employment and trading practices, sustainability, remote working, Covid-19 support, wellbeing, employee engagement, recognition and reward, culture, and ways of working.</p> <p>As a result of this engagement policies were reviewed, our Disability and Equality policies were renewed and our Reasonable Accommodation Policy developed.</p>
<b>Citizens</b>	<ul style="list-style-type: none"> <li>Community initiatives</li> <li>Social media channels</li> <li>Award programmes</li> <li>Sustainability Report and website</li> <li>Focus groups</li> </ul>	<p>As a key player in Irish society, we have many touch points within the community. Key themes discussed in 2022 included: diversity in the community, biodiversity, our sustainability strategy, supporting Ukrainian refugees and the Cresslough community, raising charitable donations, electric vehicles and reducing emissions, the cost of living crisis, making sustainable living commonplace and education. More detail about our community engagement initiatives can be found in <a href="#">SDG 11: Sustainable Cities and Communities</a> on p.32-41.</p>
<b>Customers</b>	<ul style="list-style-type: none"> <li>Green Hub</li> <li>An Post Money app</li> <li>Financial literacy</li> <li>Supporting transitioning customers</li> <li>Supporting vulnerable communities</li> <li>Social media channels</li> </ul>	<p>Key themes discussed in 2022 include: digital stamps, electric vehicles and reducing emissions, diversity in the community, making sustainable living commonplace, financial literacy, education, the cost of living crisis, protecting our vulnerable customers, supporting new customers transition from Ulster Bank, supporting Ukrainian refugees and the Cresslough community.</p>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Sustainable procurement questionnaire</li> <li>Bona fides</li> <li>Tender process</li> <li>Supplier review meetings</li> </ul>	<p>Our performance against our procurement KPI ensures the appropriate engagement with suppliers. Through our supplier questionnaire, we supported 30 suppliers to become members of this platform and we engaged with 24 selected suppliers through the Sedex platform in 2022 on issues such as due diligence, human rights, ethical sourcing, and environmental management systems.</p>
<b>Partners, Industry Associations and Business Community</b>	<ul style="list-style-type: none"> <li>Direct partnerships</li> <li>Sponsorship programmes</li> <li>Third-party audits</li> <li>Industry collaboration and partnerships</li> <li>NGOs</li> </ul>	<p>Other key stakeholder engagements are also important, as being active members of organisations and bodies which support sustainability is key to maintaining momentum and focus towards achieving our sustainability ambitions. We regularly engaged with industry groups, other businesses, sustainability / non industry NGOs and auditing bodies on issues such as electric vehicles, alternative fuels, increasing diversity within the workforce, financial inclusion and evaluating our sustainability performance against third-party standards.</p> <p>Details of our <a href="#">Awards, Memberships and Knowledge Sharing</a> can be found in full on p.9-11.</p> <p>Details of our <a href="#">Sustainability Reporting and Certifications</a> can be found on p.12-13.</p> <p>Details of sustainability/non-industry NGOs that we have supported and collaborated with can be found in <a href="#">SDG 11: Sustainable Cities and Communities</a> on p.32-41 and <a href="#">SDG 8: Decent Work and Economic Growth</a> on p.14-25.</p>

# Appendix: Governance

Good governance is essential in helping us to meet our ambitious goals and to ensure we are building a resilient and transparent organisation. Our governance structure sets out how we integrate sustainability at all levels of decision making within An Post and enables us to measure our performance and meet our commitments. 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.

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

## The Board

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

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

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

## The Executive

The An Post Management Board holds the primary role of overseeing the delivery of our Purpose and sustainability commitments. They review and approve sustainability proposals and provide guidance on the strategic direction. This includes providing oversight on relevant due diligence processes to inform key strategic sustainability related decisions.

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

## Management Executive Audit and Risk Committee

This committee considers, reviews and monitors the management and reporting of sustainability related activities, including climate-related risks and opportunities. The committee reviews progress against relevant targets, metrics and KPIs on a quarterly basis and also oversees and monitors the implementation of the Group Risk Management Framework and the policies as relating to sustainability risks.

## Sustainability Forum

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

## Policies

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

- Anti-Fraud and Anti-Money Laundering
- Anti-Bribery & Corruption
- Code of Conduct for Employees and Directors
- Complaints
- Disability, Dignity at Work and Equality
- Domestic Abuse and Coercive Control
- Energy and Environment
- Errors
- Internal Communications

- Occupational Health and Safety
- Product Governance
- Protected Disclosures
- Reasonable Accommodation
- Remote Working
- Retirement
- Right to Disconnect
- Sustainable Procurement
- Vulnerable Customer

# Appendix: Material Indicators

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

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

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

We plan to refresh our materiality assessment exercise by applying the double materiality assessment approach to align with CSRD reporting requirements. Whilst there are no significant changes to the current standing of the material topics, we acknowledge that these topics will need to be further assessed, taking into account the new lens of “financial materiality” and “impact materiality” (in the context of our strategy, operations and our value chain) as defined by CSRD, which potentially could result in the emergence of new material topics and shifts in relative priority ratings.





## Materiality Approach Considerations

















# Appendix: Metrics and Targets

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

	<b>Meets Expectations</b>		<b>Below Expectations</b>
	<b>Exceeds Expectations</b>		<b>Getting Back on Track</b>

We have added some new metrics in 2022. No metrics have been removed since we reported in 2021. Some metrics from 2021 have been amended but this has not resulted in any restatement of prior year numbers. Where amendments have been made, the reasons are discussed in the Notes below the table.

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Our Progress
<b>SDG 8: Decent Work &amp; Economic Growth</b>	No zero hour contracts within An Post	Number of zero hour contracts	0	0	0	0	0	
	Reduce employee absenteeism due to injuries year-on-year <sup>N1</sup>	Total lost time injury rate (per 200,000 hours worked)	5.06 hrs	3.92 hrs	3.15 hrs	4.13 hrs	4.20 hrs	
	Reduce road traffic accident rate year-on-year	Road traffic accident rate (rate per million km)	0.60 accidents/million km	0.60 accidents/million km	0.566 accidents/million km	0.45 accidents/million km	0.27 accidents/million km	
	Strive for ISO 45001 certification at all An Post sites <sup>N2</sup>	% of sites with ISO 45001 certification	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% ISO 45001 certified	100% ISO 45001 certified	
	Increase the proportion of women in senior management positions year-on-year	% of management positions held by women	73% Male/ 27% Female	73% Male/ 27% Female	65% Male/ 35% Female	66% Male/ 34% Female	59% Male/ 41% Female	
	Reduce the mean gender pay gap	Mean gender pay gap	n/a	n/a	1.41%	-0.16%	-0.86%	
	Maintain minimum 5% disabled representation in workforce <sup>N3</sup>	% disabled employees	5.20%	5.20%	4.6%	4.4%	4.22%	
<b>SDG 9: Industry, Innovation &amp; Infrastructure</b>	An Post have committed to spending €100m on sustainability capital expenditure by 2025	Sustainability capital expenditure each year	€750,000	€5,000,000	€16,000,000	€2,395,000	€854,357	
<b>SDG 11: Sustainable Cities &amp; Communities</b>	In rural areas 95% of the population will be within 15km of at least one Post Office	95% of rural population within 15km of at least one post office	95% achieved	95% achieved	95% achieved	95% achieved	95% achieved	
	In urban areas 95% of the population will be within 3km of at least one Post Office	95% of urban population within 3km of at least one Post Office	95% achieved	95% achieved	95% achieved	95% achieved	95% achieved	
	Offshore islands will retain their Post Offices	Offshore islands % retention of their Post Office	100% (8 offshore island Post Offices)	100% (8 offshore island Post Offices)	100% (8 offshore island Post Offices)	100% (8 offshore island Post Offices)	100% (8 offshore island Post Offices)	
	A Post Office in every community of over 500 people.	% of communities of over 500 with a Post Office	100%	100%	100%	100%	100%	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Our Progress	
<b>SDG 12: Responsible Consumption &amp; Production</b>	Maintain zero waste to landfill <sup>N4</sup>	Primary recycling rate	85.50%	83.50%	76%	80%	76%		
		Secondary recycling rate	14.50%	16.50%	24%	20%	24%		
	Reduce water usage 5% annually	% reduction in water usage	n/a	n/a	31%	25%	11%		
	Reduce the packaging that An Post place on the Irish market by 5% per annum <sup>N5</sup>	% reduction of material waste to market	n/a	18%	11%	64%	7%		
	Achieve and maintain ISO 14000	Has An Post achieved and maintained ISO 14000	No	Yes	Yes	Yes	Yes		
	Conduct a Sustainability Assessment of 20 suppliers annually <sup>N6</sup>	Number of suppliers assessed	n/a	n/a	29 suppliers audited	23 suppliers audited	3 suppliers assessed		
	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	n/a	n/a	n/a	92%	97%		
<b>SDG 13: Climate Action</b>	Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from our own operations by 2030	Total carbon emissions (Scope 1 and Scope 2) <sup>N7</sup>	26,383 tonnes CO <sub>2</sub>	25,459 tonnes CO <sub>2</sub> (-3.5%)	29,426 tonnes CO <sub>2</sub> (15.4%)	28,215 tonnes CO <sub>2</sub> (-4%)	24,820 tonnes CO <sub>2</sub> (-12%)		
		Total energy kWh used	121,136,935 kWh	120,140,280 kWh (-0.8%)	137,289,324 kWh (+14.2%)	134,696,226 kWh (-1.9%)	121,900,820 kWh (-9.5%)		
		Emissions from road transport (tonnes of NOx, SOx, particulate matter)	190 tonnes	205 tonnes (+7.8%)	246 tonnes (+20%)	79 tonnes (-67.8%) <sup>N8</sup>	70 tonnes (-11.4%)		
	Achieve calculation and reporting of Scope 3 emissions for An Post by 2020 and for An Post service providers by 2021	Scope 3 emissions <sup>N9</sup>	n/a	n/a	4,796 tonnes	5,578 tonnes	4,916 tonnes		
	Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 average base year) by 2030 <sup>N10</sup>	Reduction in carbon emissions (%)	New to the 2022 report					10.03%	
	Achieve a 50% improvement in energy efficiency (2009 base year) by 2030 <sup>N11</sup>	Energy efficiency saving (%)	New to the 2022 report				33.4% by the end of 2020	39.54%	
	Reduce electricity use within buildings by 40% by 2022 from 2009 baseline <sup>N12</sup>	Electricity used within buildings	17,323,658 kWh	16,539,340 kWh (-4.5%)	16,422,164 kWh (-5.2%)	16,094,629 kWh (-1.9%)	15,342,434 kWh (-4.7%)		
		Renewable electricity used in buildings	100%	100%	100%	100%	100%		
	Replace all lighting with energy efficient lighting by 2022	% of programme complete	54%	57%	64%	78%	100%	Achieved	
	50% of the fleet to run on alternative fuel sources to diesel by 2025 <sup>N13</sup>	% of fleet running on alternative fuel sources	n/a	n/a	n/a	28%	30.8%		
	Train 100% of drivers in eco-driving by 2023 <sup>N14</sup>	% of drivers trained in eco-driving	0%	10.2%	32%	62%	72%		
	Improve fleet efficiency metrics by 3% per annum to 2025 <sup>N15</sup>	Efficiency savings (%)	n/a	n/a	n/a	5.7%	2.2%		

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Our Progress
Sustainability Reporting	Develop and deliver at least 2 new financial inclusion services for the community annually to 2025	Number of new services	n/a	n/a	n/a	n/a	1. Money Manager 2. Launch of the Financial Confidence e-book	→
	An Post to be ranked in Top 5 for the Carbon Disclosure Project (CDP) in Ireland	An Post Carbon Disclosure Project Ranking	10th	10th	12th	3rd	3rd	→
	An Post to be ranked in Top 5 for International Postal Corporation SMMS Programme	An Post International Postal Corporation SMMS programme ranking	10th	10th	12th	3rd	3rd	→
	Achieve a silver medal in the EcoVadis sustainability rating	An Post Ecovadis rating	n/a	n/a	n/a	Bronze medal	Bronze medal	→

## Notes

- N1** See [“Health and safety”](#) section on p.22-23.
- N2** The health and safety management metric aligns with our compliance with ISO 45001, which we migrated to in 2021. This certification has replaced OHSAS 18001. 2018, 2019, and 2020 data refers to OHSAS 18001.
- N3** See [“Ability”](#) section on p.18.
- N4** See [“Recycling rates”](#) section on p.45.
- N5** In the Report next year, we will be updating the scope of this metric to include the packaging used in the shipping of the goods from our business customers to our distribution centres, for example shrink wrap.
- N6** We have amended this metric from “Incorporate an auditing programme of our top 20 suppliers” to align with the language used by our 3rd party platform, Sedex, and to expand the assessment to more of our suppliers and not just our top 20. This does not result in any restatement of prior year numbers. The decrease in the number of suppliers who completed assessments in 2022 is due to our move away from assessing suppliers using an An Post questionnaire to assessing them through a platform. We supported 30 suppliers to become members of this platform and are working closely with them to complete the assessment.
- N7** Scope 1 emissions are direct emissions from owned or controlled sources (e.g. fuel combustion, company vehicles). Scope 2 emissions are indirect emissions from purchased utilities (e.g. purchased electricity). The baseline year for Scope 1 and 2 is 2009 and we use ISO 14064-1 methodology to calculate emissions.
- N8** The reduction in 2021 can be attributed to a change in reporting metrics for NOx emissions, which was recommended by both our ISO 50001 and IPC auditors as being the appropriate reporting standard for us to utilise in Ireland.
- N9** Scope 3 emissions include all sources not within an organisation’s Scope 1 and 2 boundary (e.g. employee commuting, waste disposal, etc).
- N10** New commitment. See details in [“Public sector targets”](#) section on p.56.
- N11** New commitment. See details in [“Public sector targets”](#) section on p.56.
- N12** We did not succeed in our ambition to reduce electricity use within buildings by 40% by 2022 from a 2009 baseline. Instead we have achieved a reduction of 35.3%. This target was missed in part due to the very cold weather in December 2022. We will be extending this target to reduce the energy consumption within our properties by 40% to 2025 as we need to assess this target in light of our move to our new office in the EXO building in 2023. See [“Energy management”](#) section on p.53.
- N13** In 2021, we replaced our metric of “2000 electric vehicles by 2022” and created a new metric of “50% of the fleet to run on alternative fuel sources to diesel by 2025” to better represent our move to different sources of alternative fuels within our fleet. We will not be restating prior years.
- N14** Our eco-driver training is a combination of three programmes: eVan training, Pro-Drive, and CPC mandatory training for C Licence holders.
- N15** In 2022 we achieved a 2.2% improvement in our fleet efficiency against our target of a 3% improvement per annum to 2025. We plan to bring our fleet efficiency back on target by increasing the number of employees being trained under our eco-driver training programme, the onboarding of new vehicles and leveraging improvements generated in our fleet telematics systems.



# Appendix: Global Reporting Index (GRI)

## Global Reporting Initiative (GRI) Content Index

We have reported in accordance with the GRI standards for the period from 1 January 2022 to 31 December 2022.

In this appendix, we provide more detail on the progress we have made in our adherence to the GRI sustainability reporting standards. This year we updated our reporting practice by transitioning from GRI 2016 Standard to GRI 2021, taking into consideration the updates to the General Disclosure requirements. 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. 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 p.60-61. In 2019, we engaged with internal and external stakeholders to understand what sustainability topics matter most to An Post and our stakeholders. The views and issues raised by stakeholders have been considered to inform the material topics discussed in this Report.

## Sustainability Context

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

## Materiality

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

## Completeness

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



# GRI Content Index

The Report covers the period 1 January 2022 to 31 December 2022.

Reference	Disclosure	Reference or Response												
2-2	Organisational details	See <b>"About An Post"</b> , on p.8 See <b>"Consolidated Financial Statements"</b> , section in the latest An Post Annual Report												
2-2	Entities included in the organization's sustainability reporting	See <b>"About An Post"</b> , on p.8												
2-3	Reporting period, frequency and contact point	1 January to 31 December 2022 Annual report An Post Sustainability Ground Floor GPO Dublin 1 D01 F5P2 anpostsustainability@anpost.ie												
2-4	Restatements of information	None												
2-5	External assurance	The Report content has been reviewed and approved by the An Post Management Board. Internal controls and review processes have been established to ensure that the relevant data and information reported is complete and accurate. An Post will seek to obtain independent external assurance over material KPIs reported in our 2025 Sustainability Report, in accordance with CRSD requirements.												
2-6	Activities, value chain and other business relationships	See <b>"About An Post"</b> on p.8												
2-7	Employees	Total number of employees by employment contract (permanent and temporary), by gender: <table border="1"> <thead> <tr> <th>Employee Category</th> <th>Male (No. or %)</th> <th>Female (No. or %)</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td>6,189</td> <td>1,909</td> </tr> <tr> <td>Temporary</td> <td>949</td> <td>364</td> </tr> <tr> <td><b>Total</b></td> <td><b>7,138</b></td> <td><b>2,273</b></td> </tr> </tbody> </table>	Employee Category	Male (No. or %)	Female (No. or %)	Permanent	6,189	1,909	Temporary	949	364	<b>Total</b>	<b>7,138</b>	<b>2,273</b>
Employee Category	Male (No. or %)	Female (No. or %)												
Permanent	6,189	1,909												
Temporary	949	364												
<b>Total</b>	<b>7,138</b>	<b>2,273</b>												
2-8	Workers who are not employees	A majority of workers performing work for An Post are employees												
2-9	Governance structure and composition	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-10	Nomination and selection of the highest governance body	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-11	Chair of the highest governance body	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-12	Role of the highest governance body in overseeing the management of impacts	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-13	Delegation of responsibility for managing impacts	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-14	Role of the highest governance body in sustainability reporting	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												
2-15	Conflicts of interest	See <b>"Corporate Governance - Board Responsibilities"</b> and <b>"Corporate Governance - Directors' Independence"</b> section in the latest An Post Annual Report												
2-16	Communication of critical concerns	See <b>"Corporate Governance - Raising Matters of Concern"</b> section in the latest An Post Annual Report												
2-17	Collective knowledge of the highest governance body	See Appendix <b>"Governance"</b> on p.62												
2-18	Evaluation of the performance of the highest governance body	See Appendix <b>"Governance"</b> on p.62 See <b>"Corporate Governance"</b> section in the latest An Post Annual Report												

2-19	Remuneration policies	See <a href="#">“Corporate Governance - Board Committees”</a> section in the latest An Post Annual Report for the role of the Remuneration Committee
2-20	Process to determine remuneration	See <a href="#">“Corporate Governance - Board Committees”</a> section in the latest An Post Annual Report
2-21	Annual total compensation ratio	See details of our mean, median and ratio of gender pay and bonuses in the <a href="#">2022 Gender Pay Gap Report</a>
2-22	Statement on sustainable development strategy	See <a href="#">“Message from our CEO”</a> on p.5 See <a href="#">“Strategy and Purpose”</a> on p.3
2-23	Policy commitments	See <a href="#">“Policies”</a> section on p.62
2-24	Embedding policy commitments	See Appendix <a href="#">“Governance”</a> on p.62
2-25	Processes to remediate negative impacts	See <a href="#">“Strategy and Purpose”</a> on p.3 See <a href="#">“Corporate Governance - Raising Matters of Concern”</a> section in the latest An Post Annual Report See <a href="#">An Post Code of Conduct for employees</a> on the An Post website
2-26	Mechanisms for seeking advice and raising concerns	See Appendix <a href="#">“Stakeholder Engagement”</a> on p.60 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
2-27	Compliance with laws and regulations	See <a href="#">“Notes to the Financial Statement”</a> section in the latest An Post Annual Report
2-28	Membership associations	See <a href="#">“Awards, Memberships, and Knowledge Sharing”</a> on p.9-11
2-29	Approach to stakeholder engagement	See Appendix <a href="#">“Stakeholder Engagement”</a> on p.60
2-30	Collective bargaining agreements	As of the 31 December 2022, all but 53 of our employees were covered under the terms of collective agreements.  At least 91.4% of employees are members of trade unions, although this figure could potentially be higher as not all employees have their union subscriptions paid directly through our payroll systems.
3-1	Process to determine material topics	See Appendix <a href="#">“Material Indicators”</a> on p.63
3-2	List of material topics	See Appendix <a href="#">“Material Indicators”</a> on p.63

## Topic Specific Disclosures

Material topic	Reference	Disclosure	Reference or Response
<b>1. Climate Change</b>	3-3	Management of material topics	See <a href="#">“SDG 9: Industry, Innovation and Infrastructure”</a> on p.26-31 See <a href="#">“SDG 13: Climate Action”</a> on p.50-58  We hold both ISO 14001 and ISO 50001 accreditations and we are the only postal service in the world with ISO 50001 accreditation covering our entire operations.
	305-1	Direct (Scope 1) GHG emissions	See <a href="#">“SDG 13: Climate Action - Reducing our emissions”</a> section on p.52 See Appendix <a href="#">“Metrics and Targets”</a> on p.64-66. The baseline year for Scope 1 is 2009 and we use ISO 14064-1 methodology to calculate emissions.
	305-2	Energy indirect (Scope 2) GHG emissions	See <a href="#">“SDG 13: Climate Action - Reducing our emissions”</a> section on p.52 See Appendix <a href="#">“Metrics and Targets”</a> on p.64-66. The baseline year for Scope 2 is 2009 and we use ISO 14064-1 methodology to calculate emissions.
	305-3	Other indirect (Scope 3) GHG emissions	See <a href="#">“SDG 13: Climate Action - Reducing our emissions”</a> section on p.52 See Appendix <a href="#">“Metrics and Targets”</a> on p.64-66
	305-5	Reduction of GHG emissions	See <a href="#">“SDG 13: Climate Action - “Reducing our emissions”</a> section on p.52
<b>2. Indirect Economic Impacts</b>	3-3	Management of material topics	See <a href="#">“SDG 11: Sustainable Cities and Communities”</a> on p.32-41
	203-2	Significant indirect economic impacts	See <a href="#">“SDG 11: Sustainable Cities and Communities - An Post steps up to support Ukrainians arriving in Ireland”</a> section on p.34, <a href="#">“Community Focus initiatives”</a> section on p.35, <a href="#">“Post Offices as the heart of the community”</a> section on p.35, <a href="#">“Literacy”</a> section on p.36-39

<b>3. Health &amp; Safety</b>	3-3	Management of material topics	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23  Our Health and Safety team lead the management of our health and safety risk assessments and help to review and annually update our Occupational Health and Safety Policy, which is communicated to all employees. It sets out our compliance with all relevant statutory provisions and codes of practice. An Post is certified to the ISO 45001:2018 - Occupational Health and Safety Management System Standard, which demonstrates our commitment to managing all our activities in a safe and effective manner.  Health and Safety KPIs include total lost time injury rate and road traffic accident rate can be found on p.22-23. An Post also manages health and safety by tracking additional KPIs such as slips, trips, and falls and accident frequency rate.									
	403-1	Occupational health and safety management system	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23  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	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23									
	403-4	Worker participation, consultation, and communication on occupational health and safety	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23									
	403-6	Promotion of worker health	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23									
	403-9	Work-related injuries	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Creating a safe and supportive culture”</a></b> section on p.22-23 See Appendix <b><a href="#">“Metrics and Targets”</a></b> on p.64-66									
<b>4. Diversity, equity and inclusion</b>	3-3	Management of material topics	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Diversity, equity and inclusion”</a></b> section on p.16-19									
	405-1	Diversity of governance bodies and employees	See details of our Senior Management and workforce level diversity in the <b><a href="#">2022 Gender Pay Gap Report</a></b>									
	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 <b><a href="#">2022 Gender Pay Gap Report</a></b>									
<b>5. Employee Engagement</b>	3-3	Management of material topics	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Employee wellbeing”</a></b> section on p.19									
	401-1	New employee hires and employee turnover	<table border="1"> <thead> <tr> <th>Item</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>No. new employee hires</td> <td>310</td> <td>237</td> </tr> <tr> <td>Employee turnover rate</td> <td>11%</td> <td>6%</td> </tr> </tbody> </table>	Item	Male	Female	No. new employee hires	310	237	Employee turnover rate	11%	6%
			Item	Male	Female							
	No. new employee hires	310	237									
Employee turnover rate	11%	6%										
401-2	Benefits provided to full-time employees	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Employee wellbeing”</a></b> section on p.19  We are committed to acting responsibly and have devised policies to cover a range of areas including family-related leave. In 2022, 54%(4,644) of our employees took family-related leave. A break-down by gender is shown below:  <table border="1"> <thead> <tr> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>3,389</td> <td>1,255</td> </tr> </tbody> </table>	Male	Female	3,389	1,255						
Male	Female											
3,389	1,255											

6. Learning & Development	3-3	Management of material topics	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Developing future talent”</a></b> section on p.21-22	
	404-1	Average hours of training per year per employee	<b>Male</b>	<b>Female</b>
			33	31
			<b>Employee category</b>	<b>Average training hours per employee</b>
Senior Management			25	
Middle Management			38	
Postal Operative			40	
Mail Centre Operative			32	
Retail	45			
Others	30			
<p>The reduction in average hours in senior and middle management categories can be mainly attributed to the growing evolution/demand for shorter but more focussed training courses, that are shorter in duration but more focussed and targeted at specific learning outcomes. The actual numbers of attendees and number of training courses delivered remains relatively static in these categories in 2022.</p> <p>The “Others” category has grown in average hours due to the increasing requirement for specialised courses required for certain jobs and sectors e.g. Contact Centre.</p> <p>The imbalance in hours of male vs female employees can be attributed to the high volume of training completed in the Postal Operative grade, which is predominantly male. This imbalance, in that specific grade, skews the overall figures somewhat in favour of the male training hours, although the difference has reduced slightly in 2022.</p>				
404-2	Programs for upgrading employee skills and transition assistance programs	See <b><a href="#">“SDG 8: Decent Work and Economic Growth – Developing future talent”</a></b> section on p.21-22		
404-3	Percentage of employees receiving regular performance and career development reviews	<p>Our Performance Management and Development (PMD) process is applied across our management structure from the Management Board to operational front line managers (circa. 767 Managers). This represents 84% of the total An Post manager/supervisor employees. They actively participate in objective setting and have regular performance reviews. In our 2022 survey of PMD in An Post, 79% agreed they “value the opportunity to have a performance conversation with my manager”.</p> <p>Our focus for 2023 is ensuring that managers are equipped to facilitate employee development.</p>		
7. Water Consumption	3-3	Management of material topics	<p>See <b><a href="#">“SDG 12: Responsible Consumption and Production - Water footprint”</a></b> section on p.46</p> <p>Our Environmental Policy includes details of our approach to water management. Water is monitored through Irish Water invoices and our Smartflow alert system.</p>	
	303-5	Water consumption	See <b><a href="#">“SDG 12: Responsible Consumption and Production - Water footprint”</a></b> section on p.46	
8. Waste Management & Recycling	3-3	Management of material topics	See <b><a href="#">“SDG 12: Responsible Consumption and Production”</a></b> on p.42-49	
	306-1	Waste generation and significant waste-related impacts	See <b><a href="#">“SDG 12: Responsible Consumption and Production - Circular Economy”</a></b> section on p.44 and <b><a href="#">“Waste”</a></b> section on p.45-46	
	306-2	Management of significant waste-related impacts	<p>See <b><a href="#">“SDG 12: Responsible Consumption and Production - Circular Economy”</a></b> section on p.44 and <b><a href="#">“Waste”</a></b> section on p.45-46</p> <p>In 2022, 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.</p>	



9. Biodiversity	3-3	Management of material topics	See <b><u>"SDG 12: Responsible Consumption and Production - Biodiversity"</u></b> section on p.46-47 for more details of our biodiversity strategy in the context of restoring and protecting Ireland's natural capital.
10. Sustainable Procurement	3-3	Management of material topics	See <b><u>"SDG 12: Responsible Consumption and Production"</u></b> on p.42-49
	308-2	Negative environmental impacts in the supply chain and actions taken	See <b><u>"SDG 12: Responsible Consumption and Production - Sustainable Procurement"</u></b> section on p.44
	414-2	Negative social impacts in the supply chain and actions taken	See <b><u>"SDG 12: Responsible Consumption and Production - Sustainable Procurement"</u></b> section on p.44

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

At An Post, we are aligning to TCFD and we have been continually making progress against the recommendations and enhancing our climate-related financial disclosures. This is the second time we have reported on alignment with TCFD and we will continue to assess and develop our disclosures, taking into account relevant guidance and evolving best practice.

		Recommended Disclosures	An Post Disclosure
<b>Governance</b>	Disclose the organisation's governance around climate-related risks and opportunities.	Describe the board's oversight of climate-related risks and opportunities.	<p>The Audit and Risk Board Sub-Committee plays a prominent role in overseeing the interaction between sustainability, strategy and risk appetite, as well as tracking progress against sustainability commitments, metrics and targets on a quarterly basis. The Audit and Risk Board Sub-Committee also plays a role in overseeing climate-related risks and opportunities on behalf of the Board.</p> <p>We rolled out training in 2022, which included climate risk, to upskill our Board members and to help them to effectively carry out their role.</p> <p>We will continue to strengthen Board oversight of climate-related risks as needed to support the embedding of our sustainability strategy and to meet new reporting requirements as they arise.</p> <p>See Appendix <b>"Governance"</b> on p.62 for further details.</p>
		Describe management's role in assessing and managing climate-related risks and opportunities.	<p>Our CEO and Management Board are actively involved with meeting our climate ambitions.</p> <p>The Management Executive Audit and Risk Committee considers, reviews, and monitors the management and reporting of sustainability related activities, including climate-related risks and opportunities, on a quarterly basis. The Committee also oversees and monitors the implementation of the Group Risk Management Framework. All climate-related issues are reviewed by the Management Executive Audit and Risk Committee before they are reviewed by the Audit and Risk Board Sub-Committee.</p> <p>See Appendix <b>"Governance"</b> on p.62 for further details.</p>
<b>Strategy</b>	Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material.	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	<p>We carried out a qualitative scenario analysis in 2022 which focussed on the development of a credible and realistic shortlist of priority climate-related risks and opportunities, aligned to our current and future commercial activities, across short (2 - 5 years), medium (5 - 10 years), and long (over ten years) term time horizons.</p> <p>The results can be found in <b>"Climate Risk and Opportunity Assessment"</b> below.</p>
		Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	We have integrated climate risks and opportunities into our Group Risk Management Framework. We will further develop our qualitative analysis around the impact of climate-related risks and opportunities at An Post.
		Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	We will look to carry-out quantitative scenario analysis to determine our resilience when taking into consideration different climate-related scenarios.

		Recommended Disclosures	An Post Disclosure
<b>Risk Management</b>	Disclose how the organisation identifies, assesses, and manages climate-related risks.	Describe the organisation's processes for identifying and assessing climate-related risks.	In 2022 we retained our ISO 14001 Environmental Management Systems (EMS) accreditation. This EMS register identifies all business activities, products and services that have an environmental impact and potential climate-related risks across short-, medium-, and long-term time horizons e.g. risk of flooding on our premises.  The climate-related risks and opportunities were identified and assessed through a series of workshops and reviews with relevant subject-matter experts. We embedded climate risk into our Group Risk Management Framework in 2022, through consideration of climate risk as its own principal risk. The same risk assessment framework is used for all risks.  Our approach to climate risk management is guided by national regulation and legislation, such as the Climate Action Framework and the Climate Action Plan 2023. See " <a href="#">Sustainability Reporting and Certifications</a> " on p.12 and See " <a href="#">SDG 13: Climate Action - Public sector targets</a> " section on p.56 for further details.
		Describe the organisation's processes for managing climate-related risks.	We set up risk identification and management processes and prioritisation for climate-related risks and opportunities via our Group Risk Management Framework.
		Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	We will further develop processes to improve the integration of climate-related risks and opportunities in our overall Group Risk Management Framework, based on the output of the " <a href="#">Climate Risk and Opportunity Assessment</a> " below.
<b>Metrics and Targets</b>	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	We report on the following metrics to assess climate-related risks and opportunities: <ul style="list-style-type: none"> <li>Total carbon emissions (Scope 1, Scope 2, and 3 - absolute emissions metric tonnes CO<sub>2</sub>)</li> <li>Total Energy kWh</li> <li>Emissions from road transport (tonnes of NOx, SOx, particulate matter)</li> </ul>
		Disclose Scope 1, Scope 2, and if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Scope 1: 24,809 tonnes CO <sub>2</sub> Scope 2: 11 tonnes CO <sub>2</sub> Scope 3: 4,916 tonnes CO <sub>2</sub>  We have our Scope 1, 2 and 3 emissions verified each year. This is completed to ISO 14064-3 standard by ECS. Our Scope 1, 2 and 3 emissions are subject to audit each year by the International Post Corporation.
		Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	We report on the following targets to assess climate-related risks and opportunities: <ul style="list-style-type: none"> <li>Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from own operations by 2030.</li> <li>Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 average base year).</li> <li>Achieve a 50% improvement in energy efficiency (2009 base year).</li> <li>50% of the fleet to run on alternative fuel sources to diesel by 2025.</li> <li>Improve fleet efficiency metrics by 3% per annum to 2025.</li> <li>Train 100% of drivers in eco-driving by 2023.</li> <li>Reduce electricity use within buildings by 40% by 2022 from 2009 baseline.</li> <li>Replace all lighting with energy efficient lighting by 2022 - this target was achieved in 2022.</li> <li>Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.</li> </ul> We are also planning to retrofit our property portfolio to a minimum of a BER B3 standard. Scope 1 and Scope 2 base year is 2009 and we followed ISO 14064-1 methodology. We report Scope 2 emissions using the market-based method.

# Climate Risk and Opportunity Assessment

## Risk Management

Climate-related risks and opportunities are integrated into the Group Risk Management Framework at An Post. Risks are assessed by the following categories: strategic risk, operational risk, financial risk, people risk, legal and regulatory risk and sustainability risk, and are ranked according to impact and likelihood. The risks are included in the Risk Register which details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific employees. This was the first year that we carried out a climate-related risk and opportunity assessment and it will be reviewed by the Board bi-annually as part of the Group Risk Management Framework going forward.

## Scenarios

TCFD guidance highlights that a critical aspect of scenario analysis is the selection of a set of scenarios that covers a reasonable variety of future outcomes, both favourable and unfavourable. An Post used two scenarios for this qualitative assessment: the first scenario is based on the Net Zero Emissions by 2050 Scenario (NZE) and the Sustainable Development Scenario (SDS) and the second scenario is based on the Announced Pledges Scenario (APS) and Stated Policies Scenario (STEPS).

Summary of higher scoring climate-related risks and opportunities identified:

Type	Climate-related risk/opportunity		Potential Impact	Risk Impact	Scenario 1: ≤ 2°C (1.5/2°C) Likelihood	Scenario 2: 4°C Likelihood
Physical Risks	Acute	Disruption of supply chain and distribution networks due to extreme weather	Higher frequency of shortages in raw materials/components for vehicles, equipment and operational supplies.	Very significant	Possible	Almost bound to happen
	Acute	Impact on operations, infrastructure, and assets from extreme weather	Disruption at exposed operational facilities, critical road infrastructure and increase damages to buildings and distribution assets (e.g. vehicles).	Major damage	Unlikely	Almost bound to happen
	Chronic	Sea level rise	Damage to infrastructure and buildings due to flooding at onshore premises.	Very significant	Unlikely	Almost bound to happen
Transition Risks	Market	ESG induced changes in consumer behaviour	Reduction in shipped volumes caused by shifting shopping trends and increased digitisation of services.	Major damage	Likely to occur	Unlikely
	Technology	Capital investment	Potential increase in costs to meet changing regulation and policies.	Major damage	Almost bound to happen	Rare
Transition Opportunities	Products and Services	Increased customer demand for clean delivery mechanisms and products	Increased customer (consumer and business) demand presents new commercial opportunities.	Significant opportunity	Likely to occur	Rare
	Resource Efficiency	Circular economy transition	Increased opportunities to leverage existing footprint and scale of the business in the transition towards a circular economy.	Major opportunity	Almost bound to happen	Unlikely

Physical Risk	Transition Risk	Transition Opportunity
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 sources.

Scenario	1	2
Transition Scenario Source	IEA (International Energy Agency)	IEA (International Energy Agency)
Physical Scenario Source	IPCC	IPCC
Temperature in 2050	≤ 2°C (1.5/2°C)	4°C
Based on	Net Zero Emissions by 2050 Scenario (NZE) and the Sustainable Development Scenario (SDS) IPCC Scenarios SSP1-1.9 and SSP1-2.6	Announced Pledges Scenario (APS) and Stated Policies Scenario (STEPS) IPCC Scenarios SSP3-7.0 and SSP5-8.5

Impact - Likelihood Rating		
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

# Appendix: UN Environment Programme Finance Initiative (UNEP FI)

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

## Principle 1: Alignment

**We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.**

### Business model

Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities across the main geographies in which your bank operates or provides products and services. Please also quantify the information by disclosing e.g. the distribution of your bank's portfolio (%) in terms of geographies, segments (i.e. by balance sheet and/or off-balance sheet) or by disclosing the number of customers and clients served.

It is our aim to provide a Community Banking service throughout Ireland by way of the provision of financial products and services, which combine with our other community-focussed initiatives, to serve the Irish population. We serve both small and large communities and have a strategy that in rural areas 95% of the population will be within 15 km of at least one Post Office and in urban areas 95% of the population will be within 3 km of a Post Office. These Post Offices provide banking products and services as well as postal and other services. Our financial products and services are predominantly consumer-focussed with traditional products and services such as cash transactions, current accounts, credit cards, foreign exchange and money transfer being the key services provided throughout each Post Office.

See "[SDG 11: Sustainable Cities and Communities - Sustainable Finance](#)" section on p.39  
See Appendix "[Metrics and Targets](#)" on p.64-66

### Strategy alignment

Does your corporate strategy identify and reflect sustainability as strategic priority/ies for your bank?  Yes

Please describe how your bank has aligned and/or is planning to align its strategy to be consistent with the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks.

**As part of our support for Ireland's Climate Bill and the 2015 Paris Agreement we have committed to the Science Based Targets Initiative (SBTi). We have committed to the targets of 1.5°C for Scope 1 and Scope 2, and "well below 2°C" target for Scope 3. We are currently undergoing the validation process with SBTi, and we hope to complete this process in 2023.**

**See "Our Strategy and Purpose" on page 3 for information on how the SDGs guide the development of our sustainability strategy.**

Does your bank also reference any of the following frameworks or sustainability regulatory reporting requirements in its strategic priorities or policies to implement these?

UN Global Compact

Any applicable regulatory reporting requirements on environmental risk assessments, e.g. on climate risk - please specify which ones: -TCFD

As a distributor of financial products and services solely within the Irish economy, the identification and review of activity alignment is based on the following relevant frameworks:

1. Sustainable Development Goals (SDGs)
2. Climate Action Plan 2019
3. National Development Plan 2021-2030
4. Ireland's Sustainable Finance Roadmap 2021
5. Climate Action Bill 2021
6. EU Sustainable Finance Action Plan 2018

Renewed Sustainable Finance Strategy

Our sustainability strategy is based on the five SDGs identified in our materiality assessment which can be found in the "[Material Indicators](#)" Appendix of this Report. This assessment identified five material topics and we report on our progress in addressing those issues in this Report. Based on our initial impact analysis, we have determined that Financial Inclusion and Financial Confidence are areas where we, as a Community Bank, can make the most impact. As outlined in "[Our Strategy and Purpose](#)" in this Report, we take a holistic view of sustainability, encompassing all seventeen of the UN SDGs. Therefore, the secondary SDGs that we closely align to in the development of our plans to implement our targets are:

1 - No Poverty, 4 - Quality Education, and 10 - Reduced Inequalities.

See "[Material Indicators](#)" on p.63  
See "[Our Strategy and Purpose](#)" on p.3

## Principle 2: Impact and Target Setting

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

### 2.1 Impact Analysis (Key Step 1)

Show that your bank has performed an impact analysis of its portfolio/s to identify its most significant impact areas and determine priority areas for target-setting. The impact analysis shall be updated regularly and fulfil the following requirements/elements (a-d):

**a) Scope:** What is the scope of your bank's impact analysis? Please describe which parts of the bank's core business areas, products/services across the main geographies that the bank operates in (as described under 1.1) have been considered in the impact analysis. Please also describe which areas have not yet been included, and why.

An impact analysis was conducted in 2021 and took into account the following:

1. The fact we don't hold a banking licence but are a distributor of financial products and services, which are distributed exclusively in the Republic of Ireland
2. The products and services that we provide are predominantly consumer banking. We provide agency banking services through our extensive Post Office network in addition to current accounts, credit cards, foreign exchange and money transfer services. The strongest current concentration of activities in the banking segment relate to the provision of agency banking services as opposed to the issuance of lending products.

See "[SDG 11: Sustainable Cities and Communities - Sustainable Finance](#)" section on p.39

See [An Post money](#) website

**b) Portfolio composition:** Has your bank considered the composition of its portfolio (in %) in the analysis? Please provide proportional composition of your portfolio globally and per geographical scope

- i) by sectors & industries for business, corporate and investment banking portfolios (i.e. sector exposure or industry breakdown in %), and/or
- ii) by products & services and by types of customers for consumer and retail banking portfolios.

**Scale of Exposure:** We conduct banking services for consumers only and therefore exposure is to consumers only. We do enable withdrawals and deposits through our Post Office network for SMEs but this is transactional only. There is no specific exposure to industries or technologies.

**c) Context:** What are the main challenges and priorities related to sustainable development in the main countries/regions in which your bank and/or your clients operate? Please describe how these have been considered, including what stakeholders you have engaged to help inform this element of the impact analysis. This step aims to put your bank's portfolio impacts into the context of society's needs.

**Context:** The impact analysis was conducted taking into account the most relevant frameworks both nationally and regionally. Our banking activities are concentrated in the provision of transactional banking services to communities throughout Ireland. We see our greatest impacts being on society and the economy, with a laser focus on financial inclusion with access to financial services, financial literacy and building financial confidence.

Based on these first 3 elements of an impact analysis, what positive and negative impact areas has your bank identified? Which (at least two) significant impact areas did you prioritize to pursue your target setting strategy (see 2.2)? Please disclose.

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

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

Given the focus of our activities, we have instead analysed our impacts in relation to the relevant national frameworks in Ireland. These frameworks are aligned with the Paris Agreement and the Net Zero Strategies for Ireland and the EU, as well as the Sustainable Development Goals. This enabled us to understand how our community initiatives aligned with the economic and societal goals of these frameworks and where we could continue to add value to Irish society. In addition, we looked at relevant regional and international frameworks such as the Sustainable Development Goals themselves and the EU Sustainable Finance Action Plan 2018 and the Renewed Sustainable Finance Strategy. These frameworks are also aligned with the Paris Agreement. We reviewed our banking activities on a line by line basis and mapped them against these frameworks to understand how our activities were contributing to these goals, or having a positive impact, and also how our activities may have been in any way inconsistent with these goals, or have a negative impact. From the list that we produced we were able to highlight those of most significant impact, which we are seeking to address in the coming years. We have refined our impact analysis to focus our efforts to the area of Financial Inclusion and protecting our most vulnerable customers.

**d) Performance measurement:** Has your bank identified which sectors & industries as well as types of customers financed or invested in are causing the strongest actual positive or negative impacts? Please describe how you assessed the performance of these, using appropriate indicators related to significant impact areas that apply to your bank's context.

## 1. Financial Inclusion

Following our first year review with UNEP, we agreed to focus our efforts on where we can have the greatest impact in Ireland - helping to build Financial Confidence and Inclusion for all, now and for generations to come. This is in line with our commitment to develop and deliver at least 2 new financial inclusion services for the community annually to 2025. We have a particular focus on a number of different consumer cohorts: Strivers ( 25-35 ABC1), Astute Families (BC1C2 families 35+) and Vulnerable Customers. During 2022, we put in place a number of Financial Confidence and Inclusion measures from which we will be able to measure the impact of our work over the next few years. These measures are as follows and will be measured against total population, Strivers and Astute Families:

- i. How supported consumers feel with financial tools which will help them to build better financial habits
- ii. How supported consumers feel in their ability to reach financial goals
- iii. How confident consumers feel in their ability to meet day-to-day financial needs
- iv. How confident consumers feel in their capacity to deal with financial shocks.

We have already seen positive movement in these scores since we embarked on this programme and we will continue to build on this in the years ahead. Note - initial results over 2022 were measured by Kantar. As Kantar have exited the Irish market, results will be measured by Irish research agency Behavior & Attitudes going forward.

## 2. Green Lending

Our second impact area is with respect to green lending. We have committed to extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.

### Self-assessment summary:

**Which of the following components of impact analysis has your bank completed, in order to identify the areas in which your bank has its most significant (potential) positive and negative impacts?**

Scope:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Portfolio composition:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Context:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress	<input type="checkbox"/> No
Performance measurement:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> In progress	<input type="checkbox"/> No

**Which most significant impact areas have you identified for your bank, as a result of the impact analysis?**

### Financial health & inclusion

**How recent is the data used for and disclosed in the impact analysis?**

- Up to 6 months prior to publication
- Up to 12 months prior to publication
- Up to 18 months prior to publication
- Longer than 18 months prior to publication

## 2.2 Target Setting (Key Step 2)

Show that your bank has set and published a minimum of two targets which address at least two different areas of most significant impact that you identified in your impact analysis.

The targets have to be Specific, Measurable (qualitative or quantitative), Achievable, Relevant and Time-bound (SMART). Please disclose the following elements of target setting (a-d), for each target separately:

**b) Alignment:** which international, regional or national policy frameworks to align your bank's portfolio with have you identified as relevant? Show that the selected indicators and targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks.

You can build upon the context items under 2.1.

Following completion of an impact analysis two targets have been identified in relation to areas of most significant impact:

**Target for Impact 1 - Financial Confidence and Inclusion:** Develop and deliver at least two new financial inclusion services for the community annually to 2025. The impact of these action will be measured by our Financial Confidence and Inclusion scores detailed above.

**Target for Impact 2 - Green Lending:** Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.

In addition to these we have other sustainability targets in place, which can be found in the Appendix "[Metrics and Targets](#)".

See Appendix "[Governance](#)" on p.62

**c) Baseline:** Have you determined a baseline for selected indicators and assessed the current level of alignment? Please disclose the indicators used as well as the year of the baseline.

You can build upon the performance measurement undertaken in 2.1 to determine the baseline for your target.

A package of indicators has been developed for climate change mitigation and financial health & inclusion to guide and support banks in their target setting and implementation journey. The overview of indicators can be found in the Annex of this template.

If your bank has prioritized climate mitigation and/or financial health & inclusion as (one of) your most significant impact areas, it is strongly recommended to report on the indicators in the Annex, using an overview table like below including the impact area, all relevant indicators and the corresponding indicator codes.

In case you have identified other and/or additional indicators as relevant to determine the baseline and assess the level of alignment towards impact driven targets, please disclose these.

Our baseline for Financial Confidence and Inclusion are the Kantar baseline scores:

Impact area	Indicator code	% of respondents		
		Total Population	Astute Families	Strivers
Financial health & inclusion		Total Population	Astute Families	Strivers
	Support with financial tools	32	45	47
	Support in reaching financial goals	32	42	51
	Confidence in ability to meet day - day financial needs	30	41	46

See Appendix ["Governance"](#) on p.62

We will also use measures including the number of consumers to whom we provide financial management tools and services and the number of training seminars and interactions we deliver, in addition to the number of participants availing of such supports. In 2022, we offered An Post Money customers our Money Manager tool, leveraging open banking. More than 30,000 of our customers have engaged and learned insights on their financial behavior with this tool. In 2023 we plan to extend this tool to all consumers irrespective of whether they are An Post customers or not, free of charge. This will enable all adults living in Ireland to budget and manage their money in one place irrespective of who or how they bank and with timely alerts and insights to support them in keeping spending on track.

In addition to financial management tools we continue to provide banking services to previously unbanked vulnerable customers and will provide adult financial literacy education to the wider community. This education will be supercharged in 2023 when we launch Money Manager on the open banking platform. Our actions and progress towards these targets will be measured and monitored together with our other sustainability commitments, metrics and targets, through our Governance structures.

Our baseline for Green Lending is to improve the number of green loans as a percentage of our overall personal lending base, to extend the green product range (covering consumer financing of electric vehicles and loans for the retrofitting of homes).

**d) SMART targets (incl. key performance indicators (KPIs)):** Please disclose the targets for your first and your second area of most significant impact, if already in place (as well as further impact areas, if in place).

Which KPIs are you using to monitor progress towards reaching the target? Please disclose.

**Key Targets for Financial Inclusion:**

- Increase the number of customers using our financial management tools from the current baseline of 30,000 to 40,000 in 2023.
- Roll out open banking to the nation and enable all consumers to use our financial management tools for free in 2023.
- Engage and educate our consumers on financial management with seminars/webinars and engaging content in 2023. Engagement levels will be measured by the number of consumers viewing our webinars and/or commenting on our social channels and engaging with our content.

A five-point increase in the baseline targets for Financial Confidence and Inclusion as outlined above. Please note a new baseline will be established when we move from Kantar in 2023. The five-point score will be linked to this new baseline.

**Key targets for Green Lending:**

- Increase the number of green loans from current 0.8% of total book to 3% as a percentage of our overall personal lending base by 2026.
- Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.



**Financial Confidence & inclusion Plan:** A comprehensive plan is in place to engage people in financial management and to build their literacy and confidence. The plan is rooted in a number of different initiatives:

- **Building capability with simple tools** - the roll out of our Money Manager tool to all consumers in 2023.
- **Building Financial literacy** with webinars/seminars/content and engagement.
- **Green Lending** - Extend the number of green lending propositions in the Irish market, with at least two new green lending products offered by 2025.

Extensive development work was carried out to deliver a green mortgage solution in 2023. However, this is now currently on hold. It is our ambition to have this in market for 2024 but this is dependent on securing a partner. We are a distribution company for credit products and so are dependent on having a partner in place. We continue to make improvements to our green loan products, extending the "Approval In Principle" time period from 6 to 12 months and rolling out a communications plan about the Electric Vehicle loan. Building our range of green lending products is a priority for us.

	Financial Inclusion	Green Lending	(If you are setting targets in more impact areas) ...your third (and subsequent) area(s) of impact: ... (please name it)
Alignment	Yes X In progress No	Yes X In progress No	Yes In progress No
Baseline	X Yes In progress No	Yes X In progress No	Yes In progress No
SMART targets	Yes X In progress No	Yes X In progress No	Yes In progress No
Action plan	Yes X In progress No	Yes X In progress No	Yes In progress No

### 2.3 Target implementation and monitoring (Key Step 2)

**For each target separately:**

Show that your bank has implemented the actions it had previously defined to meet the set target.

Report on your bank's progress since the last report towards achieving each of the set targets and the impact your progress resulted in, using the indicators and KPIs to monitor progress you have defined under 2.2.

**Or, in case of changes to implementation plans (relevant for 2nd and subsequent reports only):** describe the potential changes (changes to priority impact areas, changes to indicators, acceleration/review of targets, introduction of new milestones or revisions of action plans) and explain why those changes have become necessary.

**Financial Inclusion key achievements in 2022:**

- Roll out of Money Manager for An Post Money customers, with 30,000 participating to date
- Roll out of supports for vulnerable customers with extensive supports in place for Ukrainians moving to Ireland
- Roll out of key supports for dealing with cost of living crisis - 1m+ leaflets in nationwide Post Office network

**Green lending Achievements in 2022:**

- Increased the percentage of green loans in our overall book
- Rolled out support for Electric Vehicle loans

See "[SDG 11: Sustainable Cities and Communities - Financial Confidence](#)" section on p.38

See "[SDG 11: Sustainable Cities and Communities - Ukraine](#)" section on p.34

## Principle 3: Clients and Customers

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

### 3.1 Client engagement

Does your bank have a policy or engagement process with clients and customers in place to encourage sustainable practices?

X Yes      In progress      No

Does your bank have a policy for sectors in which you have identified the highest (potential) negative impacts?

Yes      In progress      X No

Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. It should include information on relevant policies, actions planned/implemented to support clients' transition, selected indicators on client engagement and, where possible, the impacts achieved.

**This should be based on and in line with the impact analysis, target-setting and action plans put in place by the bank.**

We have a range of policies in place to promote responsible relationships with our customers: Compliance Policies and Frameworks, Vulnerable customer definition, Vulnerable Customer Policy, Risk Management Framework, Product Governance Policy.

The Financial Services Product Governance Policy provides a framework to ensure financial services products are designed, built and perform in line with the objectives of the product. The policy includes a requirement to consider the needs of vulnerable customers and also to perform a risk assessment, including risks affecting third party stakeholders.

**Complaints Policy and Errors Policy:** These two policies seek to guide An Post in identifying, resolving and reporting on complaints and risk events which affect customers. Complaints can act as a key source of information about elements of our product offering which are not performing as designed and which require corrective action.

**Anti-Money Laundering Policy:** This policy seeks to protect society from the harmful effects associated with the laundering of illicit money and financing of terrorism. The policy sets out requirements and standards which seek to combat financial crime and has been supported by training delivered across our customer-facing and support employees.

#### Key Achievements in 2022:

- We hired a dedicated Vulnerable Customer Officer who will be identifying key areas for improvement, developing a framework and scope of work for 2023.
- We developed key supports at all Post Offices to help support Ukrainian refugees, by working with government departments, and our 3rd party providers. See details in "SDG 11: Sustainable Cities and Communities - Ukraine" section on p.34
- To make banking more accessible we ran a nationwide communications campaign highlighting "Your bank is in your Post Office" to drive awareness of our community banking services. This initiative supports all communities and is particularly valuable where banking services have diminished (due to move to digital). There remain cohorts of customers looking for more accessibility and want to deal with a person and want to go someplace that is close to home. This is particularly important for vulnerable groups. In 2022 we served customers with over 6 million transactions of depositing and withdrawing money from their bank account via the Post Office network.
- We developed a guide to distribute to vulnerable customers at Christmas. This leaflet highlights a number of key An Post services that can help vulnerable customers take back power/control over their money, given the cost of living crisis. These include Bill Pay, our free Household Budget service, our Money Manager budgeting tool, lodgment and savings services and information on MABS (Money Advice and Budgeting service). We also developed a financial literacy e-book, with Qualified Financial Advisor John Lowe, for distribution with all new current account customers.

See Appendix "Governance" on p.62

See "[SDG 11: Sustainable Cities and Communities - Ukraine](#)" section on p.34

### 3.2 Business opportunities

Describe what strategic business opportunities in relation to the increase of positive and the reduction of negative impacts your bank has identified and/or how you have worked on these in the reporting period. Provide information on existing products and services, information on sustainable products developed in terms of value (USD or local currency) and/or as a % of your portfolio, and which SDGs or impact areas you are striving to make a positive impact on (e.g. green mortgages - climate, social bonds - financial inclusion, etc.).

We recognise that our operations impact every county, community, household and business in Ireland. We are leading the way in making sustainable living commonplace in Ireland. Details about how we are working with our customers to encourage sustainable practices and enable sustainable economic activities can be found throughout the Report.

## Principle 4: Stakeholders

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

### 4.1 Stakeholder identification and consultation

Does your bank have a process to identify and regularly consult, engage, collaborate and partner with stakeholders (or stakeholder groups) you have identified as relevant in relation to the impact analysis and target setting process?

X Yes      In progress      No

Please describe which stakeholders (or groups/types of stakeholders) you have identified, consulted, engaged, collaborated or partnered with for the purpose of implementing the Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders, what issues were addressed/results achieved and how they fed into the action planning process.

We regularly host customer panels and focus groups to consult with on our Financial Confidence and Inclusion programme and on our Green Lending initiatives. We are key members of the Vulnerable Customer panel with our industry body Banking & Payments Federation Ireland (BPF). We are active members of the BPF panel set up to support those customers transitioning from exiting banks (Ulster Bank and KBC). We have a number of key customer listening posts in place including a rigorous Voice of the Customer programme, complaints forums and reputation tracking. Details of organisations and bodies we engage with can be found in the "Awards, memberships, certifications and knowledge sharing" section of this Report. All progress and actions will be tracked and reported through our governance structures. We will continuously review and identify additional stakeholders to ensure that we have representation of all those involved.

See "[Awards, Memberships and Knowledge Sharing](#)" on p.9-11

## Principle 5: Governance & Culture

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

### 5.1 Governance Structure for Implementation of the Principles

Does your bank have a governance system in place that incorporates the PRB?      Yes      X In progress      No

Please describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support the effective implementation of the Principles. This includes information about:

- which committee has responsibility over the sustainability strategy as well as targets approval and monitoring (including information about the highest level of governance the PRB is subjected to),
- details about the chair of the committee and the process and frequency for the board having oversight of PRB implementation (including remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected), as well as
- remuneration practices linked to sustainability targets.

All progress and actions will be tracked and reported through our governance structures as outlined in the "[Governance](#)" Appendix of this Report.

See Appendix "[Governance](#)" on p.62

### 5.2 Promoting a culture of responsible banking:

Describe the initiatives and measures of your bank to foster a culture of responsible banking among its employees (e.g., capacity building, e-learning, sustainability trainings for client-facing roles, inclusion in remuneration structures and performance management and leadership communication, amongst others).

We continue to focus and plan on raising awareness of our commitment to the Principles and our sustainability strategy, consulting and engaging with employees throughout the process and creating a space of ongoing dialogue, collaboration and feedback. We will do this using a multichannel approach through webinars, which senior leadership will speak at, and through anti-money laundering and anti-corruption training for all appropriate employees. We will continue to report on progress and consult on priorities to further foster a culture of responsible banking amongst our employees.

### 5.3 Policies and due diligence processes

Does your bank have policies in place that address environmental and social risks within your portfolio? Please describe. Please describe what due diligence processes your bank has installed to identify and manage environmental and social risks associated with your portfolio. This can include aspects such as identification of significant/salient risks, environmental and social risks mitigation and definition of action plans, monitoring and reporting on risks and any existing grievance mechanism, as well as the governance structures you have in place to oversee these risk.

All progress and actions are tracked and reported through our governance structures as outlined in the "[Governance](#)" Appendix of this Report. We will report on progress towards these targets in our next Report. In addition, as credit intermediaries, our targets will be included in quarterly business reviews with our partners and suppliers of our financial services products and services.

### Self-assessment summary

Does the CEO or other C-suite officers have regular oversight over the implementation of the Principles through the bank's governance system?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the governance system entail structures to oversee PRB implementation (e.g. incl. impact analysis and target setting, actions to achieve these targets and processes of remedial action in the event targets/milestones are not achieved or unexpected neg. impacts are detected)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does your bank have measures in place to promote a culture of sustainability among employees (as described in 5.2)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> In progress <input type="checkbox"/> No

## Principle 6: Transparency & Accountability

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

### 6.1 Assurance

Has this publicly disclosed information on your PRB commitments been assured by an independent assurer?

Yes  Partially  No

If applicable, please include the link or description of the assurance statement.

### 6.2 Reporting on other frameworks

Does your bank disclose sustainability information in any of the listed below standards and frameworks?

- GRI
- CDP
- TCFD

### 6.3 Outlook

What are the next steps your bank will undertake in next 12 month-reporting period (particularly on impact analysis, target setting and governance structure for implementing the PRB)? Please describe briefly.

In 2023 we intend to:

- Deliver on open banking platform to enable all consumers to have easy access to our free financial budgeting tool, Money Manager
- Continue to build out our overall Financial Inclusion proposition
- Continue on our work on our programme to support vulnerable customers in our communities and deliver a minimum of two initiatives annually
- Continue to support customers with the cost of living crisis through valuable in branch ways to pay bills
- Continue to make banking services more accessible to all customers, which is particularly important for vulnerable groups, with two major campaigns
- Progress our green lending propositions in collaboration with our lending partner.

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

For your world