

# **AN POST SUSTAINABILITY REPORT 2016**

# SUSTAINABILITY

While the Company continues to operate in a challenging market, our key goal is to deliver high quality, cost effective mails and retail products to our customers. An Post is aware of the requirement for assessment and accountability within the business community. We achieve transparency by incorporating sustainability principles and practise within the business. This enables us to broaden and deepen relationships with all of our stakeholders.

Having goals consistent with government targets as part of our business strategy is an essential part of our remit to operate. As a major employer and a large commercial State business, An Post must assess the impact of our activity on the Sustainable Development Goals (SDGs) and review our strategy accordingly. This work will take place as we develop our new medium-long term business strategy over the coming months. These SDGs will be incorporated into our business planning.

## Our environmental strategy

We are collecting, verifying and reporting new data to ensure that business operations across our value chain, support the government's energy saving goals. Environmental best practise is a central part of An Post's core business functions. Notable achievements during 2016 include:

- Gaining and retaining ISO50001 Energy Management Standard in buildings' energy use and using ISO50001 as a framework to implement a strategy of continuous improvement
- Awarding a Company-wide Energy Management tender as part of An Post's Facilities Management contract. This has resulted in the roll-out of a nationwide energy monitoring system in 2016/2017
- The ongoing roll-out of energy monitoring to manage An Post's significant energy users
- Confirmation that An Post will target ISO14001 Environmental Management System across our building portfolio, to be implemented by 2019
- Developing a sector and government reporting framework on carbon emissions and energy management performance
- Retaining silver status ranking within IPC EMMS, our international postal sector's carbon management performance programme, ranking 9th among 20 participating posts globally
- Winning 'Best Public Sector Organisation' at Ireland's Green Awards in 2016, for the second consecutive year. This award recognises the significant energy savings achieved by An Post over the past number of years

## Energy use

The vast majority of the Company's energy usage is comprised of:

- Heat and light within our facilities

- Fuel consumption within our transport fleet

In 2016 An Post consumed 117.57 GWh of energy throughout the Company. The breakdown of which is:

- 18.73 GWh of electricity
- 18.05 GWh of fossil fuels for heating and
- 80.79 GWh of fossil fuels for transport

Throughout 2016 we have continued working towards our strategic target of a 33% reduction in KWh and 20% reduction in CO<sub>2</sub>. The Company undertook the following initiatives and programmes:

- Incorporating energy efficiency initiatives into all new building works
- Installing 60 internet based heating control timers in An Post properties thereby saving 1,500 MWh
- Completing lighting upgrade works including LED car park lighting, lighting upgrades and installation motion sensors, saving 300 MWh
- Installing LED lighting and motion sensors in Delivery Service Units (DSUs) creating savings of 100 MWh
- Leading a Company-wide energy awareness campaign, delivering savings of 154 MWh
- Completing boiler upgrades in three buildings resulting in savings of 60 MWh
- Converting two existing buildings from oil heating/LPG to natural gas

## Actions planned for 2017:

The Company is committed to improving our energy and CO<sub>2</sub> reduction by undertaking the following initiatives for 2017:

- Completing the roll-out of internet based heating control timers in our properties
- Investing further in lighting upgrades and controls in our property portfolio
- Managing the roll-out of the energy improvement projects including:
  - Energy reduction initiatives targeted at our top 21 energy users, measured by size and energy use, KWh per m<sup>2</sup>
  - Completing the roll-out of an Energy Monitoring System to our properties
- Supporting our local offices to implement a Company-wide benchmarking system for energy usage. This will enable us to identify energy improvement opportunities in each office, capturing further energy savings opportunities and contributing to our overall energy performance targets in the medium term

# SUSTAINABILITY

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## Workplace

An Post has an established structure to ensure the provision of high quality working conditions for our staff of 9,190 Full Time Equivalent employees. Our framework includes policies, practices and procedures in the areas of occupational health and safety, staff well-being, training and development including the following:

- A documented and communicated Safety Statement
- The OHSAS 18001/2007 management system standard
- A training policy entitled 'Building Organisational Capacity'
- A staff education and support scheme
- Best-in-class policy and practice in relation to Diversity and Equality including co-operative working with the Disability Authority; and
- A Central Partnership Forum providing a regular opportunity to meet with staff representatives and to communicate with staff across all roles and locations in the Company

## Equality, Diversity and Inclusion

- The Company hosted the inaugural European Journalist Award on Diversity at the GPO, Dublin in October as part of the 7th EU Diversity Charters Annual Forum. The European Commission, in collaboration with the Department of Justice and the Irish Diversity Charter (of which An Post is a founding member) organised this year's Annual Forum. The event brought together representatives from businesses, civil society, governments and media
- An Post joined with over 600 companies as a 'participant employer' on National Job Shadow Day in April 2016. Within their roles as An Post employees 15 staff located in the GPO Dublin, Dublin and Portlaoise Mails Centres and a variety of other locations mentored 'shadowers' from various disability organisations. This nationwide initiative promotes equal employment opportunities for people with disabilities
- As a public body, under Part Five of the Disability Act, the target for the number of persons with disabilities employed by An Post is a minimum of 3%. We continue to exceed this figure annually and the figure for 2016 was 5.1%

## Marketplace

An Post is operating to a very high standard in relation to the collection and delivery of mails. 2016 saw the Company maintain outstanding quality of service figures. This reflects the continued focus on quality of service including the maintenance of the ISO 9001:2008 Quality Management System for which the Company retained its accreditation in 2016. Our Quality Management System includes:

- Targets for continuous improvement during 2017

- An 'end-to-end' view of the customer experience enshrined in our Customer Charter
- A defined complaints procedure
- Continuous monitoring of service performance and customer queuing time through rigorous monthly Mystery Shopping research
- Supports such as provision for hard-of-hearing and visually impaired customers

## An Post Supply Base

In 2016, An Post spent approximately €135m procuring goods and services from other companies. This is spread over nine portfolios including Fleet, Logistics, ICT and Property Services. In 2016 the Procurement team:

- Procured goods and services in line with EU Directive 2014/24/EU
- Continued to support Intertradelreland 'Meet the Buyer' events, presenting on supply opportunities for small and medium size enterprises (SMEs) with An Post
- Continued to utilise e-procurement by adopting the Irish government portal <http://www.etenders.gov.ie/>

An Post is a member of the Prompt Payment Code of Conduct, undertaking to pay suppliers on time, within the terms agreed at the outset of the contract, or in accordance with legislation

## Community

An Post is a long term partner to Irish cycling, from grassroots to elite level. For a decade the Company has leveraged our sponsorship of the sport:

- To create a strong and dynamic presence for the brand, raising awareness and affinity among our customers
- To increase the profile of the sport of cycling in Ireland and participation in the sport
- To bring social and economic benefits to the host towns for each of these volunteer, community run events

During 2016:

- 15,500 people participated in An Post Cycle Series, Ireland's biggest mass participation cycling event, held in five locations over the summer months
- An Post Rás and An Post Rás na mBan, the two premiere cycling racing events in the country showcased the best Irish racing talent competing against riders from around the world
- An Post was the official partner of the Irish Paracycling Team who competed at the Rio Paralympic Games in September 2016. The team won two gold, two silver and a bronze medal in competition

# SUSTAINABILITY

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## Education

Our online education resource, [www.anpostschoolbag.ie](http://www.anpostschoolbag.ie) offers a range of resources, all focused on aspects of An Post's business. With curriculum linked activities and real life Irish examples, more and more teachers and school children of all ages utilise the resources through the classroom or at home every year. Over 65,000 children participated in the An Post/INTO handwriting competition in 2016, with more than 20,000 visitors to [www.anpostschoolbag.ie](http://www.anpostschoolbag.ie)

During 2016, we hosted over 50 school visits to our Mail Centres and Delivery Service Units (DSUs), to teach children about the journey of a letter / parcel from posting to delivery and the importance of the postal service. Our staff visit local schools on or near their route, delivering a classroom pack which allows for 'post office role play' in classrooms and promotes the web resource and the business generally. We distributed 250 information packs to our post operatives and in response to enquiries from teachers to provide classroom resources.

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