

# Making *better* happen



Sustainability Report 2024

an  
post



# Table of Contents

2024 Achievements at a Glance	1
Our Strategy and Purpose	2
Message from our CEO	3
Q&A with our Chief Sustainability Officer	4
About An Post	5
Public Sector Obligations and Reporting	6
Highlights from our Progress against the UN SDGs	7

## APPENDICES

Governance	22
Climate Risks and Opportunities	23
Stakeholder Engagement	24
Material Indicators	26
Metrics and Targets	27
Awards and Memberships	31
Sustainability Reporting and Certifications	32
Global Reporting Index (GRI)	33



# 2024 Achievements at a Glance

At 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 2024 include:



**Maintaining a zero Gender Pay Gap for a fourth consecutive year**



**Female representation in the Senior Management Group reaching 47%**



**Achieving zero waste to landfill for the seventh consecutive year**



**Restoring an additional 32,000m<sup>2</sup> of our available land for biodiversity**



**Achieving 39.8% of our fleet being alternatively fuelled**



**Supporting the resale revolution with our national campaign to encourage the Circular Economy transition in Ireland**



**Introducing a Responsible Divestment Protocol, as a pledge to the future of local communities while ensuring an open and transparent approach to property divestment**



**Ranking fourth in the world in the International Postal Corporation's Sustainability Measurement and Management System, meeting our objective to be ranked in the top 5 for the fourth year in a row**



**Organising a national beach and waterways clean-up day to protect and preserve Ireland's marine life and waterways for future generations, in conjunction with the issue of two new marine life stamps**



# Our Strategy and Purpose

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 in empowering local communities for the betterment of Ireland. We can do this because we know people and place like no other company in Ireland. With the unrivalled reach of our Post Office network and postal operatives, we're here to keep Ireland connected, trading and thriving every day to not only make better happen for the nation but for the planet too.

We recognise that An Post touches every county, community, household and business in Ireland: we are one of the country's largest employers, with one of the largest vehicle fleets and with Ireland's largest retail network, we are embedded in every community. It is because we know people and place in Ireland better than anyone else, that 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.

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:

- Committing to support the Circular Economy transition in Ireland, acting as the key delivery channel within the resale market
- Revolutionising our operations to reduce waste, source sustainably and improve efficiency
- Collaborating and sharing what we have learned with others to ignite innovation
- Making a positive impact on our communities and our planet
- Leading the way in making sustainable living commonplace in Ireland.





# Message from our CEO

Sustainability is not a fashion. It is a way of life and business.

This Sustainability Report shows that An Post is committed as strongly as ever to the United Nations' Sustainable Development Goals, despite the change in U.S. political culture and policy. Our commitment is a matter of An Post's purpose "to act for the common good" regardless of what is regulated or directed.

In addition to our long-standing, world-leading adoption of electric vehicles, and our national leadership in gender equality in our workforce, this year we see An Post leading in Ireland on the Circular Economy. Re-use is good for the planet, great for our customers, and excellent business for An Post. Whether it be reselling of clothes through Vinted, recycling items for Oxfam, or our Heritage Buildings Protocol, we look for every possibility to drive the circular economy.

In a fast growing company (An Post's revenues grew by 11% in 2024) and with a massive volumetric change as letters are replaced by parcels, the challenge to reduce emissions is especially tough. Our emissions per delivery are falling, and we remain confident despite the business growth that An Post will achieve its 50% carbon reduction target by the end of 2025.

Adopting SDG 10 "Equality" is a natural fit for An Post. For the third year in a row we have reported a zero gender pay gap. Our support for LGBT has been very visible in recent years. And I was delighted when the Postal team arranged free postage to the Vatican for those who wished to send condolences on the death of the Pope. Diversity means recognising every group in our Society.

I want to acknowledge the excellent leadership of Nicola Woods in her last year as Chief Sustainability Officer. She has raised the standards and built a professional framework for An Post's Sustainability competence. And I want to thank every employee in An Post for being outstanding ambassadors for An Post and for their local communities. The employees define what we mean and do for Sustainability.



David McRedmond  
An Post CEO

# Q&A with our Chief Sustainability Officer



## **What progress have you made in advancing the Circular Economy transition?**

This year, we have made significant strides in advancing the Circular Economy transition by expanding our range of services and initiatives aimed at promoting circular living. We have introduced innovative solutions and adapted our products to empower people across Ireland to embrace circularity. This has resulted in an 86% increase in business customers using our Circular Economy solutions as well as 30% growth in use of our prepaid packaging. We are making it easier for people to return, repair, reuse, repurpose, resell, and recycle items by leveraging the postal system and Post Office network and ensuring that they are more accessible and convenient than ever before. Our continued efforts are helping reduce waste, extend the lifecycle of products, and support a greener, more sustainable future for communities across Ireland.

## **How has governance of sustainability evolved within An Post this year?**

Strengthening governance of sustainability is more critical than ever as ESG issues increasingly influence business success and impact on society. Strong oversight ensures that sustainability strategies continue to be embedded in our business model and are also aligned with our core long-term goals. With growing consumer demand for ethical practices, as well as increasing regulation, strong governance will help us to better navigate risks and seize new opportunities as they arise. That's why in 2024, we created a new Sustainability Steering Committee at the executive level, as well as a new Board sub-committee - the People and Sustainability Committee - to foster transparency, accountability, and innovation while driving resilience and growth.

## **Why are you re-aligning your strategic focus to include UN SDG 10 - Reduced Inequalities?**

We're committed to promoting equality and inclusivity at An Post. That's why in 2024, we shifted our focus from SDG 9 (Industry, Innovation, and Infrastructure) to SDG 10 (Reduced Inequalities). We believe that everyone has the right to better opportunities, better services, a better environment, and a better society. By focusing some of our actions and initiatives to reduce inequalities and promote inclusivity, we're not just helping to achieve SDG 10, but also staying true to our core values of fairness, respect, and social responsibility. By aligning with SDG 10 and our other four key SDGs, we're making progress on climate action, whilst also taking care of our employees, encouraging equality and inclusivity, fostering sustainable communities, and embracing circularity. In this year's Sustainability Report, you'll see how our work aligns with these five SDGs.

## **How are you progressing against your emissions targets?**

In 2024, we expanded the size of our electric vehicle (EV) fleet by 31.5%, as part of our fleet replacement programme. Additionally, we made significant strides in adopting hydrotreated vegetable oil (HVO) as a diesel alternative, boosting its use by 43% year-on-year. Despite these advancements, we experienced another record-breaking year in the volume of packets and parcels delivered across Ireland, and we also delivered over 50 million items on behalf of the State as part of the European, Local and General Elections, which led to a 6.2% rise in our emissions. Emission reduction doesn't always follow a linear path, especially in a growing and successful business. However, we are confident that the ongoing rollout of EVs and the greater adoption of HVO will ensure that we meet our ambitious 2025 targets. By the end of 2025, 50% of our fleet will be powered by alternative fuels and we will have reduced emissions from our own operations by 50%.

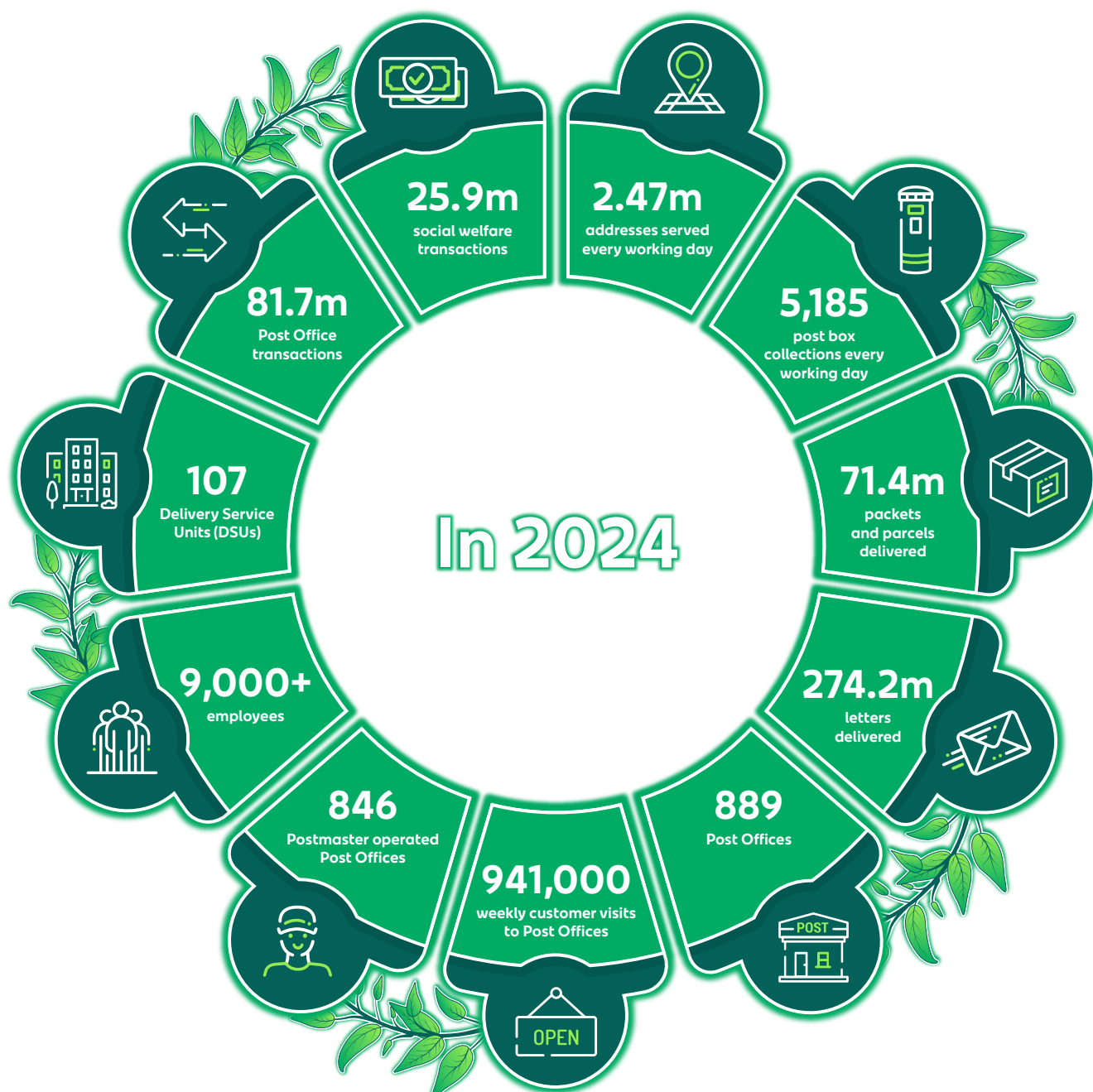
Furthermore, although there was a slight increase in our electricity consumption in 2024, our total usage remains 37% below our 2009 baseline. With additional energy efficiency measures and expanded use of solar energy planned in 2025, we remain on track to achieve a 40% reduction in electricity consumption across our buildings by the end of 2025.

# About An Post

We are Ireland's national postal operator serving 2.47 million addresses every working day and more than 941,000 Post Office customers every week. We are one of Ireland's largest companies, employing more than 9,000 employees throughout our national networks, and contracting with 781 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.





# Public Sector Obligations and Reporting

The public sector can inspire climate action in wider society to reduce Ireland's greenhouse emissions. As a commercial semi-state organisation, An Post is actively reducing carbon emissions, implementing sustainable practices, and aligning with Ireland's net-zero ambitions for 2050. In addition to our own ambitious climate action targets, we have committed to report against the following key performance indicators, which are monitored by the Sustainable Energy Authority of Ireland (SEAI), as well as report on the Climate Action Framework, details of which can be found in the Appendix: Metrics and Targets on p. 27.

- Achieve a 51% reduction in absolute carbon emissions (2016 - 2018 average base year) by 2030
- Achieve a 50% improvement in energy efficiency (2009 base year) by 2030

In addition, we must ensure that our workforce is representative of Ireland's diverse society, by ensuring disability representation within our workforce of at least 4.5% in 2024. By fulfilling these obligations, we not only comply with legislative frameworks but also position ourselves as leaders in responsible corporate citizenship, contributing to both the nation's climate goals and the broader movement for equality and inclusion in Ireland.



# Highlights from our Progress against the UN SDGs

Our steps to make a positive, community-wide impact are guided by the United Nations Sustainable Development Goals (UN SDGs). The SDGs guide the development of our sustainability strategy, so in 2024 we performed a review of the five UN SDGs we focus on, to ensure that they continue to offer the greatest capacity for our impact and action. As a result of this review, we decided to shift our focus from SDG 9 (Industry, Innovation & Infrastructure) to SDG 10 (Reduced Inequality), which aligns with our ambitions and initiatives to foster inclusivity and social equity in Ireland.

With this realignment, we are strengthening our efforts to reduce inequality within our workforce and throughout Ireland, ensuring that no one is left behind. This refocus to SDG 10 reinforces our commitment to fairness, respect, and social responsibility in everything we do. With a focus on reducing inequality, we are not only strengthening our business but also making everyday life better and more inclusive for our employees, customers, and communities we serve.



By prioritising these five SDGs, 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 17 Goals and remain committed to supporting the achievement of all of them.

In this section, you will find highlights of key actions and initiatives we have undertaken in 2024 that have had positive environmental and social impacts and have created everyday opportunities to make sustainable living commonplace across the country for our employees, citizens, communities, and businesses.

## An Post's commitment to enhancing urban living



An Post remains committed to enhancing urban living through initiatives that promote both positive environmental and social benefits. Key initiatives that we supported in 2024 were:

### The Dublin City Taskforce

In May 2024, Taoiseach Simon Harris invited our CEO, David McRedmond, to chair the Dublin City Taskforce, a major initiative to revitalise Dublin City Centre and make it a more attractive, accessible, and dynamic place for residents, businesses, and visitors. The Taskforce brought together key agencies with a broad range of stakeholders from community groups, hospitality, retail, health, arts, and business sectors. Following extensive consultation, the Taskforce developed a set of recommendations aimed at delivering real, tangible improvements



to the city. These focus on: cleaner, safer streets; improved transport infrastructure; social housing regeneration; and the creation of vibrant cultural spaces to enhance quality of life. The recommendations also highlight the need to repurpose vacant buildings for residential use and expand security measures to improve public safety.

An Post actively supported the Taskforce and the recommendations offer a clear roadmap for sustainable urban renewal, aligning with An Post's commitment to environmental and social responsibility. An Post is proud to have participated in this opportunity to reshape Dublin for the better, creating a city that is not only thriving but one that people are proud to call home.

### Project SENATOR

An Post is committed to driving urban sustainability through innovative initiatives that reduce environmental impact. As part of this commitment, we are leading Project SENATOR, a Horizon 2020-funded initiative aimed at transforming last mile delivery in Dublin. In partnership with Correos, the Spanish city of Zaragoza, and Dublin City Council, Project SENATOR addresses the challenges of congestion, emissions, and the growing demand for deliveries driven by the rise of e-commerce. Now in its third year, Project SENATOR has developed a trial of an integrated smart platform that streamlines urban freight operations, optimising the movement of goods in urban environments. By reducing the number of delivery vehicles entering city centres, the project aims to reduce emissions, ease traffic congestion, and cut noise pollution. Through Project SENATOR, we continue to push the boundaries of what is possible in sustainable logistics, making a tangible impact on the future of urban delivery systems while supporting Ireland's decarbonisation goals and helping to shape the future of sustainable urban mobility.

## Leading Ireland's Circular Economy transition



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

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

Recognising the growing trend of buying and selling pre-loved items online, we removed weight restrictions on our prepaid boxes and packaging bag solutions to support the resale of pre-loved items. This change was made to facilitate the selling and sending of pre-loved items with ease, by providing certainty for sellers of the cost of posting and packing their items. Our national campaign was launched with a fashion show and live broadcast from the GPO and featured second-hand style icon Fionnuala Jay,



along with special guests from the "I'm Grand Mam" podcast, as well as Courtney Smith and Zeda. The event also featured an upcycling station with Dublin-based fashion and sewing school When Poppy Met Daisy, showcasing creative ways to give new life to old clothes. By engaging with the public in the second-hand and pre-loved clothing market, we are educating consumers about how they can extend product life cycles and significantly reduce textile waste.



## Empowering business customers in circularity

Our commitment to circular living includes the creation of new, and adaptation of our existing, products and services for our business customers so that they too can actively participate in the Circular Economy. In 2024, we launched campaigns, piloted new services and highlighted opportunities for our business customers to move towards more sustainable practices:

- **Reuse** - launch of our new Marketplace API with Vinted: We developed a Marketplace API, enabling resellers to connect directly with An Post's labelling system, further simplifying the logistics of circular e-commerce and reducing friction for users. We launched this service with Vinted, Europe's leading customer-to-customer platform for second-hand fashion and more, upon their entry into the Irish market.
- **Return** - ReSculpted: In partnership with Sculpted by Aimee we introduced the "ReSculpted" programme, enabling their customers to return empty product packaging, at no cost, through An Post's network.
- **Repair** - Zara pre-owned: The most sustainable garments are the ones you already own. Supporting Zara's commitment to sustainability, An Post continued to provide collection and delivery services for garments returned to Zara for repair. This service encourages customers to extend the lifecycle of their clothing, promoting textile circularity.
- **Recycle** - Nespresso capsule recycling: We continue to collaborate with Nespresso to offer a returns service that collects used coffee capsules from customers' homes or local Post Office. Collected capsules are sent to a recycling centre where the aluminium is transformed into new products like beverage cans, and the coffee grounds are repurposed into soil improvers and renewable energy.
- **Rent** - Rented Threads: In our "Keep it Circular" campaign, we showcased the process for renting an outfit from Rented Threads that is delivered and returned by An Post.

To ensure that our circular initiatives have long-term impact, we have set two new metrics to measure and monitor our progress, details of which can be found in the Appendix: Metrics and Targets on p.27.



## Stronger together: supporting mental health

We recognise the crucial role that mental health plays in the overall wellbeing of our employees and communities, which is why we are committed to creating a supportive and open environment for all. In 2024, we significantly advanced our efforts to support the mental health of our employees as we were certified as a "See Change" workplace, recognising our commitment to training managers and employees, opening up conversations about mental health, and providing support to our people.



In collaboration with our union partners, and a dedicated team of 40 mental health volunteers from across An Post, we developed a Mental Health Support Policy and Discussion Guide. The policy launch featured inspiring talks from mental health advocates Brent Pope and Barbara Brennan. We also introduced “Misneach” as part of the “Elephant in the Room” movement to encourage open conversations about mental health. “Misneach”, meaning courage in Irish, symbolises faith, hope, and encouragement, has already travelled to many of our sites across Ireland. Additionally, over 900 employees participated in live mental health sessions throughout the year, and more than 400 employees engaged one-on-one at sites across the country to promote the new policy. We also hosted a live session with Aware on World Suicide Prevention Day, featuring insights from Dr. Susan Brannick aimed to foster an open and compassionate dialogue about suicide.



To mark Mental Health Awareness Month, we launched two new stamps and proudly sponsored the Mental Health Matters **video series**, which is freely available to everyone in Ireland. This initiative is part of our wider efforts to support positive mental health in our communities.



## Shaping sustainable communities through responsible divestment



An Post is a key part of communities across Ireland, and we understand our role in creating sustainable, accessible, and future-ready spaces. By focusing on sustainability in how we manage our properties, we're making real progress toward building a stronger, more efficient property network that benefits both our customers and the environment.

As we continue to evolve, we are modernising our properties to better meet customer needs while making sustainability a priority. We are moving from older buildings, originally designed for letters and counter services, to modern, fit-for-purpose premises that suit the needs of e-commerce, financial services, and a low-carbon future. During this transition we are committed to ensuring that our vacant properties are repurposed in ways that benefit both An Post and the wider community. As a result, in 2024 we introduced a Responsible Divestment Protocol, which provides a transparent framework for working with stakeholders and finding the best sustainable future uses for our properties. This approach ensures that the intrinsic value of these buildings is realised, contributing to local development and providing long-term environmental benefits.

## Empowering our people: professional development and continuous learning



In 2024, we took a significant step in supporting employee growth and development with the launch of “MyHR,” giving all our employees easier access to HR services, personal information, and career development tools. This transformation has streamlined processes, enhanced visibility of skills across the organisation, as well as strengthened how we support our people. Employees can now engage with training at their own pace, equipping them with the right resources to develop their skills and progress in their careers. We also rebranded and expanded the An Post Institute, now offering four specialised academies: Leadership, Digital, Business Agility, and Career Development. These academies, combined with new technology and expert input, provide our employees with the tools they need to succeed in a modern, fast-changing workplace. These initiatives and programmes help reinforce our ongoing focus on learning and professional development across the organisation.

**MyHR** | **an post**

## Community Focus - continuing to support vulnerable groups in society



An Post is committed to making a real, visible, and measurable impact on the quality of life in Ireland. Operating at the heart of every community, we draw on our diverse skills to support vulnerable groups in society. In 2024, we:



Continued the free delivery of packages weighing up to 1kg to care and nursing homes in partnership with Carepack.ie. Over the Christmas period, more than 26,400 parcels and 22,000 letters were sent, helping to bring joy to residents during the festive season.



Made significant progress in providing individuals without a fixed home with a secure personal address to receive regular post and access essential services. 6,006 personal addresses were generated through our Address Point service, marking an increase in use of the service by 92% from the previous year. This increase is due to: a refreshed communications campaign targeting homeless support charities and agencies nationwide; greater awareness among outreach workers; and greater use by long-term customers as they travel between areas.



Continued our support for homeless charities with the hosting of "Eric's Party" at the GPO, in partnership with Dublin Lions Club, the Defence Forces, and An Garda Síochána. More than 300 guests from homeless and sheltered housing charities across Dublin City attended this annual event.



Supported We Make Good, a social enterprise offering meaningful employment for individuals facing barriers to work, with the production of 750 wooden decorations and 130 candles for the An Post Irish Book Awards. By using sustainable materials, this initiative advanced both social inclusion and environmental sustainability.



## Inclusive support for employees and customers with diverse abilities



We are committed to fostering a diverse and inclusive workplace where all employees feel valued and supported. To meet our obligations under the Disability Act 2005 and track progress towards the 4.5% public sector target for disability representation, we conducted an anonymous disability survey in 2024. Combined with our Occupational Health records, the survey indicated that 6.15% of our workforce has a disability.

Formally disclosing a disability is a very personal choice, and only 3.99% of our employees have made a formal disclosure, which falls short of both the public sector target and our company target of 5%. We understand that privacy concerns and stigma may influence disclosure, and we are committed to creating a supportive and open environment where employees feel safe to share their experiences. In 2025, we will take further steps to enhance our culture of inclusion, including additional education, training, and tailored support. Our goal is not just to meet disability representation targets but to ensure all employees, regardless of ability, feel valued, respected, and empowered to contribute their best. We understand that achieving meaningful progress requires ongoing efforts and we are committed to continuously improving our practices and support structures to create a truly inclusive workplace.



As part of our ongoing commitment to inclusion, we continued our partnership with the Trinity Centre for People with Intellectual Disabilities, offering two internship positions. In 2024, we also continued to support our vulnerable customers with the assistance they need, including the elderly, people with diverse abilities, and those with limited capacity. Our employees are trained to provide empathetic and practical support, such as awareness of the legal agreements available for vulnerable individuals and problem-solving skills to address the unique needs of vulnerable customers, whether that is help to navigate our apps, making accommodations for their specific needs, or dealing with a third party appointed to act on their behalf. To further help our customers access the right support when they need it we launched a new **webpage**, with information on financial abuse, fraud awareness and the Assisted Decision-Making Act as well as "How To" videos for our An Post Money app.

## Strengthening communities: evolving and expanding access to our products and services



Our Post Offices operate at the heart of every community, looking after our most vulnerable, providing support to small businesses, and key access points to cash, banking and government services. With almost one million customers a week in our Post Offices in 2024 and many more engaging with our services through our PostPoint services points in over 1,400 retailers across the country, as well as our 50 Rural Social Welfare Agents, we truly are Ireland's largest retail service provider.



In 2024, we continued to evolve and enhance our diverse portfolio of products and services: enabling online Click and Post services; rolling out self-service parcel drop off kiosks in our Post Offices; and enhancing our PostPoint service points with full parcel pick up/drop off services. These enhancements ensure that we are offering easy and accessible options for all our customers to engage with us in the ways that work for them best. We are committed to improving our Post Office network to better serve our customers and we plan to keep innovating and developing new and more sustainable Post Office designs for rural locations with lower transaction volumes, thereby offering a better opportunity to maintain a Post Office that



would otherwise be unsustainable and likely close. Therefore, while the number of Post Offices has declined and will likely continue to do so as our customers migrate to other engagement channels, we will continue to offer accessible, evolving, value-added service offerings to the citizens of Ireland so that our Post Offices remain valuable community assets, giving urban, rural and offshore populations easy access to our products and services.

## Championing a diverse and inclusive workplace: embracing cultural and generational diversity and supporting LGBTQ+ employees



We are committed to fostering an inclusive workplace where everyone feels accepted, supported, and valued – a place where every employee belongs and where our workforce reflects the diverse communities we serve. In 2024, we:

- Highlighted the story of Bhumika Rajani, our employee who moved to Ireland from New Delhi in 2022. Bhumika's experience reflects both her Indian heritage and the cultural integration she's embraced in Ireland. Her perspective on multi-generational living and the challenges of settling in a new country emphasised the importance of valuing diverse backgrounds and fostering inclusion across cultures and generations at An Post.
- Marked Global Intergenerational Week at our Waterford sorting office by showcasing knowledge-sharing across four generations, highlighting the value of generational diversity in promoting respect, strengthening teams, and driving innovation.
- Reaffirmed our support for the LGBTQ+ community by sponsoring Pride festivals in Wexford, Mullingar, and Longford, and actively participating in Dublin Pride. We also partnered with Pride Vibes radio for a live broadcast from Outhouse, and reissued our "Bród" stamps to promote inclusivity. Additionally, we sponsored the Arthouse charity auction, raising funds for Outhouse, further demonstrating our commitment to supporting LGBTQ+ people across Ireland.



## Protecting human rights



Respect for human rights is fundamental to the way we conduct business at An Post, ensuring that all individuals within our business and value chain are treated with dignity and respect. We believe that everyone is entitled to have their human rights and freedoms respected, whoever they are and wherever they live and work. Our commitment to responsible business practices and safeguarding human rights involves continuous assessment of both actual and potential human rights impacts. We integrate any findings into our operations, policies and procedures, tracking responses, and transparently communicating the measures taken to address any impacts identified. **Our approach** is reinforced through our policies and underpinned by:

- High standards and ethical conduct: Setting rigorous standards to embed respect for human rights and ethical practices throughout our business operations.
- Collaboration with suppliers and partners: Working closely with our suppliers and partners to uphold responsible business practices within our value chain, ensuring that our collective actions respect human rights.
- Guided by International Principles: Adhering to the United Nations Guiding Principles for Business and Human Rights, we carefully consider the impact of our actions and decisions on individuals.
- Alignment with legal standards: Aligning with internationally recognised standards, including the European Convention on Human Rights Act and the Public Sector Equality and Human Rights Duty, reinforcing our commitment to ethical conduct.



## Progressing together with purpose: tackling representation and gender equality



We firmly believe that increasing female representation drives significant positive change within An Post, enhancing innovation, collaboration, and overall success.

Our **2024 Gender Pay Gap Report** highlights our continued progress towards gender equality:

- **Zero gender pay gap:** For the fourth consecutive year, we reported a zero gender pay gap – the first major employer in Ireland to do so. In 2024, the mean hourly pay gap was -2.8% in favour of female employees, and the median hourly pay gap stood at 0.7%.
- **Progress in female representation:**



**Senior Management:**  
Female representation in our Senior Management Group increased by 4% to 47% in 2024.



**Management Group:**  
Representation in the Management Group rose by 3%, from 37% in 2023 to 40% in 2024.



**Frontline Roles:**  
The proportion of female Postal Operatives reached 15% in 2024, reflecting our ongoing efforts to diversify traditionally male-dominated roles.

We recognise that there is still more to do to improve gender balance in our Postal Operative employee group and we remain committed to making steady progress as vacancies arise. In 2024, we also continued to invest in career development through initiatives such as the Aspire Female Talent Acceleration Programme, which supports our female employees in advancing their careers and is specifically designed to develop and strengthen the female talent pipeline within An Post. These efforts underscore our dedication to equality and inclusion, striving to create a workplace where everyone has equal opportunities to succeed.

Beyond the workplace, An Post continued to celebrate the contributions of women in society in 2024:

- **St Brigid's Day stamps:** We launched stamps honouring both Brigid the Saint and Brigid the Goddess, celebrating women's cultural significance.
- **International Women's Day event:** We hosted an event featuring authors Emer McLysaght and Nuala O'Connor, along with a performance by Susan O'Neill, emphasising the importance of storytelling in sharing women's experiences.





## Empowering financial confidence across Ireland



Financial literacy is key to helping people manage their money, reduce stress, and plan for the future. At An Post, we are committed to offering easy-to-understand financial education and tools to boost people's confidence with their finances. By continuously evolving our financial literacy offerings and digital tools, we are helping people take control of their finances and plan for a more secure future. In 2024, we enhanced our financial literacy initiatives through:

- **Ask Paul Partnership:** We partnered with financial advisor Paul Merriman to provide expert-led content, including **web articles**, social media posts, and free online money masterclasses through Instagram Live. This collaboration provided accessible, practical financial guidance for those looking to improve their money management skills.
- **Educational Content:** Our **Money Hub webpage** continued to serve as a key resource, with new blog posts and articles throughout the year. We also continued our "Money Mondays" series on social media, delivering financial tips and advice.



To further support customers in managing their finances securely and efficiently, we introduced:

- **Dynamic CVV:** A new security feature enabling An Post Money Current Account customers to generate a unique CVV code in the An Post Money app for each online transaction, adding an extra layer of fraud protection.
- **Automated Budgets and Customised Budget Dates:** Enhancements to An Post Money Manager that simplify budgeting by automatically generating spending plans based on transaction data and allowing users to set custom budget start and end dates.

## Championing wellbeing: empowering employees to thrive and flourish



We recognise that a healthy, supported workforce is essential to fostering a positive and productive work environment. In 2024, we continued to support our employees through annual observation days, quarterly wellbeing bulletins, and Wellbeing Week, which culminated in the "Liffey Loop Walk" in aid of Aware. These initiatives complement our holistic approach to promoting a healthy, inclusive, and stigma-free work environment. Other health and wellbeing initiatives in 2024 included:

- Partnering with Breast Cancer Ireland to deliver sessions to raise awareness about breast health and the importance of early detection.
- Partnering with Taxback to support employee financial wellbeing and to provide advice on tax issues. This helped to secure over €200,000 of tax refunds for An Post employees.
- Continuing our partnership with Family Carers Ireland to provide one-on-one supports and live CareTalk sessions.
- Providing tips on enhancing and maintaining core strength and mobility through a session with Joey Boland, An Post Postal Operative, chartered physiotherapist and former Dublin senior hurler.
- Providing tips on coping strategies, positive mental health and the importance of exercise for a healthy lifestyle through a session with Alan Quinlan, former Munster and Ireland rugby international.
- Providing tips on coping with problems such as stress, emotional disorders, mental distress, bereavement, grief, anxiety and addictions through a session with Dr Aine Lombard, chartered psychologist.
- Providing vaccine clinics for flu and COVID-19 for our employees at our sites across the country.



## Leading sustainable procurement for a greener tomorrow



Our environmental impact extends beyond our own operations and includes the practices of our suppliers and partners. We are committed to transparency and sustainability throughout our supply chain, actively working to integrate Circular Economy principles and broader sustainability practices into our procurement processes.

Our procurement policies ensure our suppliers meet environmental standards and contribute to our sustainability goals. We also offer support and resources to help them adopt sustainable practices, including:

- **Code of Conduct for suppliers:** We outline our expectations for suppliers to follow all relevant laws and regulations. Our Code of Conduct also sets out our objectives and expectations, to encourage and enable a supply chain that is sustainable and has a long-term positive impact on our local and global economy.
- **Supplier Resource Guide:** We provide our suppliers with tools and training to enhance their environmental awareness and improve sustainability efforts across their operations.
- **Environmental Protection Agency Green Public Procurement (EPA GPP) Guidance:** We encourage our suppliers to adopt the EPA's GPP guidance, which promotes sustainable practices in areas such as transport, textiles, food, and catering. We also contributed to the latest guidance and shared a case study about our catering services tender to demonstrate its application in practice.
- **Pre-procurement planning:** We systematically assess waste minimisation and the integration of Circular Economy principles. We also consider factors such as recycled content, product durability, and environmental impacts to ensure that sustainability is effectively incorporated into our procurement decisions, where applicable.
- **Supplier review meetings:** We ensure that sustainability is a core part of our supplier discussions, with ongoing collaboration to promote sustainable practices and minimise carbon emissions throughout our supply chain.

Through these initiatives, we continue to embed sustainability throughout our supply chain, supporting suppliers in making meaningful environmental improvements.



**100% of tenders included sustainability criteria as an evaluation category, where applicable, in 2024**



## Nurturing lifelong literacy and numeracy



An Post is committed to supporting reading, writing and numeracy, ensuring equal opportunities for all. Through partnerships with key organisations, we help raise awareness of unmet literacy needs and support programmes that make a tangible impact:

- As the headline sponsor of Business in the Community Ireland's Time to Read and Time to Count programmes, 36 An Post volunteers provided over 400 hours of paired reading and numeracy support to 56 children across four schools in 2024.
- We continued our long-standing support of Children's Books Ireland, delivering over 3,500 books to charities on World Book Day and sponsoring the **Pride Reading Guide**.
- The Dolly Parton Imagination Library remains a cornerstone of our literacy work, providing free books to children from birth to age five in Dublin and Cork. In 2024, we reached a major milestone in Dublin, delivering our 300,000th book since 2019. By the end of 2024, a total of 350,339 books had been delivered to 14,497 children across Dublin and Cork.



- The An Post Junior Handwriting Competition continued to thrive, with over 8,000 entries from 300+ schools, encouraging children to write letters envisioning a better Ireland by 2030.
- Through the An Post Irish Book Awards and our BookTok Book Club, we promoted reading nationwide. In 2024, our BookTok community grew to over 12,000 members, with 16 million social media views. We also launched New Voices: 20 Best New Irish Writers, spotlighting emerging talent through nominations from publishers, booksellers, and librarians.
- During December, An Post helped Santa design, print and post 130,000 free replies to children in Ireland who had sent letters to him. We have partnered with Vision Ireland Library Access Service since 2009 to help Santa produce and distribute replies to letters he receives from visually-impaired and blind children. With our support, Vision Ireland produced 50 braille, 100 audio and 150 large print replies, helping to bring the magic of Christmas to life whilst ensuring equality and dignity for children across the country.



## Championing climate literacy and the UN SDGs



An Post is proud to continue our commitment to sustainability through the use of the United Nations Sustainable Development Goals (SDGs). In 2024, we advanced from being an SDG Champion to become an SDG Ambassador. An initiative of the Department of the Environment, Climate and Communications to raise public awareness, our role is to inspire and guide others



in climate action and social justice, as well as leading by example to create a more sustainable future for all. We ran several campaigns throughout 2024 to inspire sustainable living. We launched our Keeping it Circular campaign, followed by our SDG Week campaign, which focused on raising awareness of the Circular Economy. Through these initiatives, we highlighted the importance of sustainability and showed how simple actions can contribute to a more circular and sustainable Ireland.

We also hosted the launch of the United Nations Global Compact (UNGC) Ireland Network in the EXO building in 2024. Over 150 senior leaders from businesses and organisations across Ireland attended this milestone event, reinforcing Ireland's commitment to the SDGs.





## Adapting our fleet for parcel growth

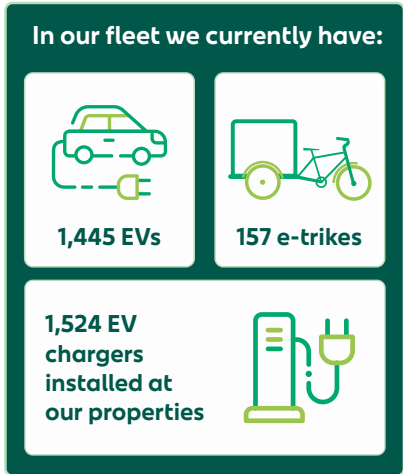


2024 was another record-breaking year for us in terms of e-commerce deliveries, reaching more than 2.4 million parcels each week during the busiest weeks in the run up to Christmas. This growth has resulted in us travelling more kilometres and using more fuel in our final mile fleet to make deliveries. In addition, our fleet vehicles have become larger to meet our growing capacity needs. These challenges contributed to an increase in our transport emissions by 1,083 tonnes of CO<sub>2</sub>e, a 4.9% rise.

Despite these challenges, we accelerated our transition to alternative fuels and remain focused on expanding our low-carbon fleet to enhance operational efficiency and reduce emissions. Electrification of our fleet remains central to our decarbonisation strategy, and we continue to invest in the necessary infrastructure to support this transition. In 2024, our EV fleet grew by 31.5%, from 1,099 to 1,445 vehicles. These vehicles covered nearly 10 million kilometres, avoiding 1,043,780 litres of diesel, saving 7.3 million kWh of energy and reducing emissions by 1,657 tonnes.



In our middle mile fleet, we increased the use of HVO fuel by 42.7% year-on-year, reducing emissions by 753 tonnes of CO<sub>2</sub>e, and by the end of 2024, 39.8% of our fleet operated on alternative fuels, keeping us on track to meet our target of 50% reduction in emissions from our own operations by the end of 2025.



We continue to track emission factors for our letters, packets and parcels to provide our customers with information on the average emissions emitted as well as track whether we are becoming more efficient at reducing emissions as our e-commerce business grows. We will continue to improve our methodology, with calculations determined from the average weight of letters and parcels, and relating this to the emissions generated. In 2024, we continued to reduce our emissions per item, achieving a 9% reduction in emissions per letter and a 3.3% reduction per packet / parcel.

Letters	Packets & Parcels
8.98 grams	324.7 grams

## Enhancing energy efficiency of our buildings



In 2024, we faced several challenges that impacted our energy consumption. 2024 was colder, with a 4.7% increase in Heating Degree Days compared to 2023, resulting in greater heating and electricity usage to maintain comfortable indoor temperatures for our employees. Additionally, expanding office hours to six days per week at certain sites, to support business needs, further increased energy demand. The continued retention of the General Post Office (GPO) in our property portfolio also affected our energy savings. Until the GPO is officially transferred to the Office of Public Works (OPW), we are unable to realise the anticipated energy efficiencies associated with relocating to our new headquarters in the EXO building.

Consequently, our heating-related CO<sub>2</sub>e emissions rose by 16% in 2024, and electricity consumption (kWh) increased by 2%. Despite these challenges, we are 3% away from our 2025 target of achieving a 40% reduction in electricity usage compared to our 2009 baseline and we remain committed to improving energy performance and reducing emissions to meet our target next year.



## Biodiversity achievements: expanding conservation and community engagement



An Post remains committed to advancing biodiversity restoration and enhancement across our operations. Our initiatives not only foster healthier local ecosystems but also contribute to the goals outlined in Ireland's National Biodiversity Action Plan. In 2024, we have made great progress against our ambition to restore biodiversity within the An Post land and property portfolio to 1984 levels by 2030, as well as engaging with communities and raising awareness about the importance of biodiversity. The following are some key outcomes of our efforts in 2024:

- We continued our initiatives to meet our ambition to designate 100% of available land to biodiversity activities which support and protect endangered species by 2030, by restoring over 32,000 m<sup>2</sup> of our landscaping footprint through the planting of wildflower meadows and native tree/ hedgerow species. This brings our total to date to 39,836 m<sup>2</sup> or 41.7% of our available land. Our activities included:



Rewilding over 13,265m<sup>2</sup> of grassland



Planting 127 native Irish trees



Planting 315m<sup>2</sup> of hedgerows and 175m<sup>2</sup> of perennial flowering plants, all selected for their high biodiversity value



Installing an additional 57 swift nest boxes, 10 small bird nest boxes, and 30 bat nest boxes to support local wildlife

- We also expanded the implementation of our new landscaping plan to an additional 37 sites in 2024, creating biodiversity-rich spaces across An Post locations.

We continued to champion the national conversation on biodiversity in 2024, through the following initiatives:

- Beach and Waterways Clean-Up Day:** In June, in conjunction with the issue of two new marine life stamps, we organised a national Beach and Waterways Clean-Up Day to protect Ireland's marine life and waterways. In partnership with Panda Waste Management, industrial bins were placed at key coastal locations across Ireland to encourage community participation in reducing litter. Prominent conservationists, including young environmentalist Flossie Donnelly, sustainability advocate JP McMahon, and biologist Éanna Ní Lamhna, supported this collaborative effort. This campaign reached 1.15 million people and addressed critical environmental issues, such as overfishing, pollution, and climate change.
- Bee Stamp Series:** To celebrate World Bee Day on 20<sup>th</sup> May, we issued a new series of honeycomb-shaped stamps, dedicated to Native Irish Bees and highlighting the vital role these pollinators play in Ireland's ecosystem. The campaign reached over 306,000 people and generated more than 317,000 video views across our social media channels.
- No Mow May:** We continued our support of the national No Mow May campaign through our social media channels, to encourage people to allow pollinators and wildflowers to thrive during the month of May, reaching over 10,000 people and generating over 14,500 video views.



## Smarter waste management for a greener tomorrow



In 2024, we continued to reduce waste in our operations and for the seventh consecutive year we sent zero waste to landfill, as well as achieving a primary recycling rate of 84% and a secondary recycling rate of 16%. To further strengthen our waste management approach, we introduced several new initiatives:

- **Paper reduction:** we saved 1.35 tonnes of paper in 2024, the equivalent to preserving 23 trees, due to the implementation of new scanning processes in our Post Office network to eliminate the need for paper receipts and pouches.
- **Food waste management:** our biodigester at the Dublin Mails Centre processed organic waste, generating 385kg of compost and offsetting 1,051 kg of CO<sub>2</sub>e.
- **Deposit return scheme:** while our employee restaurants are exempt from the national deposit return scheme, we recognise the importance of supporting this national initiative. Therefore, we collaborated with Re-turn for Children to collect bottles and cans from our employee restaurants. The proceeds of this initiative were donated to children's charities, supporting both sustainable practices and a good cause.
- **Operational packaging and strapping:** we increased the recycled content of our pouches, provided free to business customers for shipping products through our network, from 40% to 80%. With around 500,000 pouches used annually, this change allowed us to reduce our use of virgin plastic by 7.8 tonnes each year. Additionally, we tackled the challenge of our waste provider being unable to recycle the strapping used to secure postal items. By finding an alternative solution to repurpose this material into bin liners and flowerpots, we successfully recycled 45 tonnes of strapping.





# Appendices

# 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. 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 and oversees the delivery of our Purpose and sustainability commitments. They review and approve sustainability proposals, providing guidance on strategic direction. Detailed information can be found in our [Annual Report](#).

The Audit and Risk Board Sub-Committee plays a prominent role in overseeing the interaction between sustainability and risk appetite.

The People and Sustainability Board Sub-Committee has oversight of all sustainability matters, including the quarterly review of progress against metrics and targets.

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 Sustainability 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

The Audit and Risk Committee oversees the implementation of the Group Risk Management Framework, which includes sustainability risks.

## Sustainability Steering Committee

In 2024, we replaced our Sustainability Forum with a Sustainability Steering Committee. Led by the Chief Sustainability Officer, the Steering Committee meets regularly throughout the year to ensure our policies, practices and initiatives align with our values, strategy, and stakeholder expectations, as well as tracking progress against sustainability commitments, metrics, and targets. The Steering Committee is attended by the Management Board and employees from across the organisation that are leading on sustainability related activities and work streams within our sustainability programme.

## Sustainability 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:

<ul style="list-style-type: none"><li>• <b>Anti-Fraud and Anti-Money Laundering</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Mental Health Support Policy &amp; Discussion Guide</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Anti-Bribery &amp; Corruption</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Menopause</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Code of Conduct for Employees and Directors</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Occupational Health and Safety</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Complaints</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Product Governance</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Disability, Dignity at Work and Equality</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Reasonable Accommodation</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Domestic Abuse and Coercive Control</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Recruitment &amp; Selection</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Energy and Environment</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Remote Working</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Equality, Diversity &amp; Inclusion</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Retirement</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Errors</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Right to Disconnect</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Internal Communications</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Sustainable Procurement</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Maternity, Parental Leave</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Vulnerable Customer</b></li></ul>

# Appendix: Climate Risks and Opportunities

## Risk Management

Climate-related risks and opportunities are integrated into our standard 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 and is reviewed by the Board bi-annually.

## Scenarios

An Post used two scenarios for this qualitative assessment, one favourable and one unfavourable: 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: $\leq 2^{\circ}\text{C}$ (1.5/2 $^{\circ}\text{C}$ ) Likelihood	Scenario 2: 4 $^{\circ}\text{C}$ 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

Scenario	1	2
Transition Scenario Source	IEA (International Energy Agency)	IEA (International Energy Agency)
Physical Scenario Source	IPCC	IPCC
Temperature in 2050	$\leq 2^{\circ}\text{C}$ (1.5/2 $^{\circ}\text{C}$ )	4 $^{\circ}\text{C}$
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: 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. The following are examples of interactions we had with stakeholders during 2024:



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> <li>• Department of the Taoiseach Climate Action Unit</li> </ul>	Through open and transparent dialogue, our ambition is to provide the Irish 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 2024</li> <li>• Sustainable urban mobility</li> <li>• The UN Sustainable Development Goals</li> <li>• The Climate Action Framework for commercial semi states</li> <li>• An Post's sustainability journey</li> <li>• Responsible divestment</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 campaign</li> <li>• Inclusion survey</li> <li>• PostPeople app</li> <li>• Team meetings</li> <li>• Noticeboards</li> <li>• Town Hall meetings</li> <li>• Employee focus groups</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 PostPeople 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, values, 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> <li>Joint Conciliation Forums</li> </ul>	<p>An Post held Partnership Fora with our Group of Unions where we kept them abreast of all major developments affecting the Company in 2024. We also ran a series of Joint Conciliation Conferences (JCCs) to address issues raised by the Group of Unions and have a range of subcommittees addressing diversity, inclusion and welfare, safety, security, learning and development, policy communication, data protection and employee accommodation.</p> <p>In 2024, we also commenced meeting with our Group of Unions on a range of Fora agreed under our Transformation Agreement.</p>
<b>Citizens</b>	<ul style="list-style-type: none"> <li>Community initiatives</li> <li>Literacy initiatives</li> <li>Social media channels</li> <li>Sustainability Report and website</li> </ul>	<p>As a key player in society, with touch points within every community in Ireland, we are committed to having a positive environmental and social impact, equality for all and creating everyday opportunities for consumers to live a more sustainable life. Key themes for engagement in 2024 included: championing literacy initiatives throughout Ireland, providing products, services and inspiration to support the Circular Economy in Ireland, championing diversity within and outside An Post, continued support of vulnerable groups and continued support and awareness of how to make sustainable living commonplace.</p> <p>More detail about our community engagement initiatives can be found in the <b>"Highlights from our progress against the UN SDGs"</b> section on p.7-20.</p>
<b>Customers</b>	<ul style="list-style-type: none"> <li>An Post Money app</li> <li>An Post Money Manager</li> <li>Social media channels</li> <li>TV, radio, email and print campaigns</li> <li>An Post Money Hub website</li> <li>An Post Green Hub</li> <li>Social media channels</li> </ul>	<p>Key themes discussed in 2024 included: low-cost green loans for home improvements and electric vehicles, diversity in the community, making sustainable living commonplace, financial literacy, climate literacy, the Circular Economy, reading and writing, education, and protecting our vulnerable customers.</p>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>Pre-market engagement</li> <li>Tender process</li> <li>Sustainable procurement</li> <li>Bona fides</li> <li>Supplier review meetings</li> <li>Supplier relationship management</li> <li>Code of Conduct and resource guide for suppliers</li> </ul>	<p>Our performance against our procurement metric ensures the appropriate engagement with our suppliers.</p> <p>More detail about our supplier engagement initiatives can be found in the section <b>"Leading sustainable procurement for a greener tomorrow"</b> section on p16.</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>Collaboration is key to our success and being active members of organisations and bodies, which support sustainability is important 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, electric vehicle charging and power infrastructure, CSRD, biodiversity, hydrogen fuels, third level support to students studying sustainability, increasing diversity within the workforce, sustainable procurement, literacy, inequality, financial inclusion and evaluating our sustainability performance against third-party standards.</p> <p>Details of our Awards and Memberships can be found in <b>"Appendix: Awards and Memberships"</b> on p.31.</p> <p>Details of our Reporting and Certifications can be found in <b>"Appendix: Sustainability Reporting and Certifications"</b> on p.32.</p> <p>Details of some of the sustainability/non industry NGOs that we have supported and collaborated with can be found in the <b>"Highlights from our progress against the UN SDGs"</b> section on p.7-20.</p>

## 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.

In advance of refreshing our materiality assessment to meet the requirements of reporting against the Corporate Sustainability Reporting Directive (CSRD), in 2024 we performed a review of the five UN SDGs we focus on, to ensure that they continue to offer the greatest capacity for our impact and action. As a result of this review, we decided to shift our focus from SDG 9 (Industry, Innovation & Infrastructure) to SDG 10 (Reduced Inequality), which aligns with our ambitions and initiatives to foster inclusivity and social equity in Ireland. Whilst there are no significant changes to our current material indicators, we acknowledge that a double materiality assessment could potentially result in emergence of new material topics and shifts in relative priority ratings going forward.

### 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.

	Meets Expectations		Below Expectations
	Exceeds Expectations		Getting Back on Track

We have re-aligned the reporting of some metrics in 2024 to support our shift in focus from SDG 9 Industry, Innovation, and Infrastructure to SDG 10 Reduced Inequalities. We have also added new metrics in 2024. Some metrics have been removed since we reported in 2023, and others have been amended but this has not resulted in any restatement of prior year numbers. Where amendments or restatements have been made for any metric, the reasons are discussed in the notes below the table.

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Performance 2023	Performance 2024	Our Progress
SDG 8: Decent Work & Economic Growth	No zero-hour contracts within An Post	Number of zero-hour contracts	0	0	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	3.92	3.15	4.13	4.20	4.32	5.12	
	Reduce road traffic accident rate year on year	Road traffic accident rate (rate per million km)	0.60	0.60	0.566	0.45	0.27	0.41	0.39	
	Strive for ISO 45001 certification at all An Post sites	% of sites with ISO 45001 certification	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% OHSAS 18001 certified	100% OHSAS 4501 certified	100% OHSAS 4501 certified	100% OHSAS 4501 certified	
SDG 10: Reduced Inequalities <sup>N2</sup>	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	57% Male/ 43% Female	57% Male/ 43% Female	
	Reduce the mean gender pay gap	Mean gender pay gap	n/a	3.7%	1.41%	-0.16%	- 0.86%	- 3.80%	-2.80%	
	Maintain minimum 5% diverse abilities representation in workforce <sup>N3</sup>	% disabled employees	5.20%	5.20%	4.60%	4.40%	4.04%	3.85%	3.99%	
SDG 11: Sustainable Cities & Communities	In rural areas 95% of the population will be within 15 km of at least one Post Office	95% of rural population within 15 km of at least one Post Office	95% Achieved	95% Achieved	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 3 km of at least one Post Office	95% Achieved	95% Achieved	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)	100% (8 offshore island Post Offices)	100% (8 offshore island Post Offices)	
	Provide access to An Post services in communities across Ireland <sup>N4</sup>	80% of the total population to be within 5km of An Post services	New to the 2024 report						87.8%	
	Develop and deliver and deliver at least 2 new financial inclusion services for the community annually to 2025	Number of new services	New to the 2021 report			n/a	1. Money Manager (customers) 2. Financial confidence e-book	1. Money Manager (beyond customers) 2. 'Follow the leader' programme 3. Money Hub website	1. Dynamic CVV 2. Financial Partnership with Paul Merriman 3. Automated Budgets 4. Customised budget dates	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Performance 2023	Performance 2024	Our Progress
SDG 12: Responsible Consumption & Production <sup>NS</sup>	Maintain zero waste to landfill	Primary recycling rate	85.50%	83.50%	76%	80%	76%	75%	84%	
		Secondary recycling rate	14.50%	16.50%	24%	20%	24%	25%	16%	
	Make circular living more accessible for people across Ireland	Achieve an 8% increase in business customers using our Circular Economy solutions per year to 2030	New to the 2024 report						86%	
		Achieve an 8% growth in our prepaid packaging per year to 2030	New to the 2024 report						30%	
	Reduce water usage 5% annually	% reduction in water usage	n/a		31%	25%	11%	14%	6.4%	
	Reduce the packaging that An Post place on the Irish market by 5% per annum <sup>NS</sup>	% reduction of material waste to market	n/a	18%	11%	64%	7%	9%	8%	
	Achieve and maintain ISO 14001	Has An Post achieved ISO 14001	No	Yes	Yes	Yes	Yes	Yes	Yes	
	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	New to the 2021 report			92%	97%	100%	100%	
	Designate 100% of available land to biodiversity activities which support and protect endangered species by 2030	% year on year	New to the 2023 report					6.5%	33.9%	
	Develop and implement a biodiversity strategy for 100% of buildings within An Post's property portfolio by 2030	% year on year	New to the 2023 report					9%	23.3%	
	Include biodiversity implications as part of the Environmental Impact Assessment for new properties to the An Post Property Portfolio	% of new properties with biodiversity implications included in Environmental Impact Assessments	New to the 2023 report					100%	100%	
SDG 13: Climate Action	Reduce carbon emissions by 50% by 2025 from 2009 baseline and to net zero from own operations by 2030	Total carbon emissions (Scope 1 and Scope 2) <sup>NS</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> (-10 %)	25,253 tonnes CO <sub>2</sub> (+1.7%)	26,820 tonnes CO <sub>2</sub> (+6.2%)	
		Total Energy kWh used <sup>NS</sup>	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%)	125,145,846 kWh (+2.7%)	135,111,720 kWh (+8%)	
		Emissions from road transport (tonnes of NOx, SOx, particulate matter)	190 tonnes	205 tonnes (+7.8%)	246 tonnes (+20%)	79 tonnes (-67.8%)	70 tonnes (-11.4%)	74 tonnes (5.7%)	70 tonnes (-5.7%)	
	Achieve calculation and reporting of Scope 3 emissions for An Post service providers by 2021	Scope 3 emissions <sup>NS</sup>	n/a	n/a	4,796 tonnes	5,578 tonnes	4,916 tonnes	5,473 tonnes	11,936 tonnes	
	Achieve a 51% reduction in absolute carbon emissions (2016-2018 average base year) by 2030	Reduction in carbon emissions (%)	New to the 2022 report				11.31%	-1.59%	-0.58%	
	Achieve a 50% improvement in energy efficiency (2009 base year) by 2030	Energy efficiency saving (%)	New to the 2022 report			33.4% by the end of 2020	39.20%	39.61%	47.91%	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Performance 2023	Performance 2024	Our Progress
SDG 13: Climate Action	Reduce electricity use within buildings by 40% by 2025 from 2009 baseline	Electricity used within buildings <sup>N10</sup>	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%)	14,633,336 kWh (-4.6%)	14,942,853 kWh (+2.12%)	
		Renewable electricity used in buildings <sup>N11</sup>	100%	100%	100%	100%	100%	99.17%	99.88%	
	50% of the fleet to run on alternative fuel sources to diesel by 2025	% of fleet running on alternative fuel sources	New to the 2021 report			28%	30.8%	31.6%	39.8%	
	Improve fleet efficiency metrics by 3% per annum to 2025 <sup>N12</sup>	Efficiency savings (%)	New to the 2021 report			5.7%	2.2%	-6.5%	-1.5%	
Sustainability Reporting <sup>N13</sup>	Spend €100m on sustainability capital expenditure by 2025 <sup>N13</sup>	Sustainability capital expenditure each year	€750,000	€5,000,000	€16,000,000	€2,395,000	€854,357	€46,240,779.52	€24,409,138.64	
	An Post to achieve a B grade or higher for the Carbon Disclosure Project (CDP) in Ireland <sup>N14</sup>	An Post grade achieved	10th	10th	12th	3rd	3rd	17th	B grade	
	An Post to be ranked in Top 5 for International Postal Commission SMMS Programme	An Post International Postal Commission SMMS programme ranking	10th	10th	12th	3rd	3rd	2nd	4th	

## Notes

- N1** A number of factors have continued to negatively impact this metric in 2024, including: the significant increase in our parcel delivery volumes year-on-year, an increase of incidents in Q4 due to peak season activities, and a reduction in the number of total effective work hours.
- N2** We have re-aligned the reporting of these metrics in 2024 to SDG 10 Reduced Inequalities. In previous years we reported these metrics under SDG 8 Decent Work.
- N3** Although 6.15% of our workforce identifies as having a disability, only 3.99% have made a formal disclosure, which falls short of our company target of 5%. See section "Inclusive support for employees and customers with diverse abilities" on p.12 for further information.
- N4** We have replaced our metric "A Post Office in every community of over 500 people" with a new metric "Provide access to An Post services in communities across Ireland" to better represent the diverse channels through which we provide An Post services to our customers today and will do so into the future. This new metric will provide a reference measure of how easy it is, and will continue to be, for our customers to do business with us. This metric includes Post Offices, social welfare agents in rural settings and retail agents offering mail and parcel services 7 days a week from 7am in the morning to 11pm at night. We will not be restating prior years.
- N5** We have removed our metric "Conduct a Sustainability Assessment of 20 suppliers annually". In 2024, we made a strategic decision to stop tracking this metric. Instead, we now prioritise recognised third-party accreditations, such as CDP and EcoVadis making it easier for our suppliers, and particularly small businesses, to do business with us. We also offer support and resources to help our suppliers to adopt sustainable practices. See section "Leading sustainable procurement for a greener tomorrow" on p.16 for further information.
- N6** In 2024, we achieved a further 8% reduction in the waste we put to market, using the same calculation method as in 2023. Following a Repak audit we have identified additional items in our waste streams and we will work to reflect these new items from 2025. We will not be restating numbers for prior years.
- 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 calculate our emissions in accordance with ISO 14064-1. The increase in our emissions in is due to travelling more kilometres and using more fuel in our final mile fleet to make deliveries of the record volume of e-commerce, as well as a colder year and longer operating hours. The final mile fleet replacement programme and increased use of HVO fuel will bring this metric back on track in 2025, and we expect to meet our target of 50% reduction in emissions from our own operations by the end of 2025.
- N8** Total energy use increased by 9,965,874 kWh in 2024, due to increased business activity, resulting in travelling more kilometres and using more fuel in our final mile fleet. The final mile fleet replacement programme will bring this metric back on track in 2025.



## Notes

- N9** Scope 3 emissions include all sources not within an organisation's Scope 1 and 2 boundaries (e.g. employee commuting, waste disposal etc). The increase in this metric reflects better measurement and we expect these emissions factors to continue to increase as we continue to improve our data collection and measurement processes as well as implement guidance in best practice in the gathering of Scope 3 data. We will not be restating numbers for prior years.
- N10** In 2022, we extended our target to reduce the energy consumption within our properties by 40% to 2025. We are currently tracking at 37% vs the 2009 baseline and we remain on track to meet our new target. See section in "Enhancing energy efficiency of our buildings" section on p.18 for further information.
- N11** We continued to lease a number of temporary premises due to the record volume of e-commerce to be processed. Unfortunately, due to the nature of the leases, utilities did not include the use of green electricity, certified as being from renewable sources. In 2024, we have reduced this to 3 remaining sites and we will continue work to rectify this in 2025.
- N12** In 2024, fleet efficiency declined by 1.5% due to travelling more kilometres and using more fuel in our final mile fleet to make deliveries of the record volume of e-commerce. We plan to bring our fleet efficiency back on target by increasing the number of zero emission vehicles in the delivery fleet. This will be achieved as part of our final mile fleet replacement programme as we increase the size of our EV fleet and transition to HVO fuel in our HGV fleet.
- N13** We have removed the metric "Achieve a silver medal in the EcoVadis". In 2024, we took a decision to stop tracking this metric due to significant changes in the EcoVadis scoring system, which now uses percentile rankings to determine medal eligibility. However, we remain committed to transparency and will continue to report to EcoVadis and will include our results in the section "Appendix: Sustainability Reporting and Certifications" on p.32 going forward.
- N14** We have re-aligned the reporting of this metric in 2024 to Sustainability Reporting. In previous years we reported this metric under SDG 9: Industry, Innovation and Infrastructure. Total sustainability capital expenditure since 2018 is €95,649,275. We are working towards reporting in line with the EU Taxonomy for FY 2027 in 2028.
- N15** We report annually to the CDP on our environmental impact. In 2024, we reviewed our voluntary reporting frameworks and updated this metric to "achieve a B grade or higher" rather than being "ranked in the top 5 in Ireland". When we first began voluntary reporting to CDP, fewer organisations participated, allowing for a ranking-based metric. However, with the increase in reporting organisations, ranking has become less effective as a measure. To ensure clarity and consistency, we have now set a minimum target of a B grade.



# Appendix: Awards and Memberships

## 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 2024:

- **Business and Finance ESG Awards 2024 -**  
Winner of Sustainable Procurement Award
- **The National Procurement Awards 2024 -**  
Winner of Sustainable Procurement Champion 2024 (Dara O'Sullivan)
- **Irelands Climate Change Leadership Awards 2024 -**  
Winner of Sustainable Procurement Team 2024
- **L&D Awards 2024 -** Winner of Best Leadership Development Initiative
- **PwC Business Post Sustainable Business Awards 2024:**
  - Winner of Sustainable Public Body/Commercial Semi-State of the Year
  - Winner of Rising Star (Rosie O'Neill)
- **Green Awards 2024:**
  - Winner of Green Public Sector Organisation of the Year
  - Shortlisted for Sustainability Team of the Year 1000+ Employees
- **Ireland RepTrak® Sustainability Index -** Ranked as Ireland's sixth most sustainable organisation
- **Chambers Ireland Sustainable Business Impact Awards 2024 -** Shortlisted for Environment & Biodiversity (LIC)
- **Leadership Excellence Awards 2024 -** Shortlisted for ESG Leader of the Year Award (Nicola Woods)

## 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.

- **30% Club**
- **ALICE (Alliance for Logistics Innovation through Collaboration in Europe)**
- **Banking and Payments Federation Ireland**
- **Business in the Community Ireland**
- **Business for Biodiversity**
- **Carbon Disclosure Project (CDP)**
- **Chambers Ireland**
- **Dublin Chamber of Commerce**
- **EV 100**
- **Freight Transport Association of Ireland (FTA Ireland)**
- **Hydrogen Ireland**
- **IAB Ireland**
- **Ibec**
- **International Post Corporation (IPC)**
- **Irish Management Institute (IMI)**
- **National Irish Safety Organisation (NISO)**
- **National Reuse and Repair Network**
- **Open Doors Initiative (ODI)**
- **PostEurop**
- **Repak Limited**
- **Skillnet**
- **Sustainable Energy Authority of Ireland (SEAI) Public Sector Programme**
- **Trinity Centre for People with Intellectual Disabilities**
- **United Nations Global Compact**
- **Universal Postal Union (UPU)**



# Appendix: Sustainability Reporting and Certifications

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

## Global reporting:

- **CDP (Carbon Disclosure Project):** We report annually to the CDP on our environmental impact. In 2024 we maintained our B grading.
- **EcoVadis:** EcoVadis is a global platform for environmental, social, and ethical performance ratings. In 2024, EcoVadis significantly changed their scoring model, resulting in An Post achieving a bronze medal.
- **GRI (Global Reporting Initiative):** GRI is the standard framework for companies to report against globally. Detailed information about how we are addressing GRI can be found in the Appendix on p.33.
- **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 most ambitious targets of 1.5°C for Scope 1 and Scope 2 and "well below 2°C" target for Scope 3 and in 2023 we achieved validation for this.
- **UN Global Compact:** In 2010 we became a signatory to the UN Global Compact and a key part of our commitment is to report annually on our progress of embedding the Ten Principles and the SDGs into our business.

## European reporting:

- **CSRD (Corporate Sustainability Reporting Directive):** We are preparing for mandatory CSRD reporting to ensure we are ready to report in line with the requirements for reporting in 2028.
- **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 reporting in 2028.

## Domestic reporting:

- **Climate Action Framework:** The Climate Action Framework was introduced in 2022 for the commercial semi-state sector to address climate action objectives. We report annually on the 5 Pillars.
- **SEAI M&R (Monitoring and Reporting) System:** We report annually to the SEAI on our energy performance, and remain committed to SEAI's 2030 public sector targets, as set out in "**Appendix: Metrics and Targets**" on p.27.

## Industry reporting:

- **IPC SMMS (International Postal Corporation Sustainability Measurement and Management System):**  
An independently audited reporting programme to address the sustainability objectives of the postal sector. In 2024, An Post ranked fourth in the world, meeting our objective to be ranked in the top 5 for the fourth year in a row.

## Accreditations:

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

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

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

In 2024, following a review of our voluntary reporting frameworks, we took a decision to pause recertification for the Business in the Community Business Working Responsibly Mark in order to focus our resources on meeting the requirements of CSRD. We plan to undertake annual reviews of our reporting frameworks to ensure that we continue to align with emerging regulations and best practices in sustainability reporting.



# Appendix: Global Reporting Index (GRI)

## Global Reporting Initiative (GRI) Content Index

An Post has reported in accordance with the GRI Standards for the period from 1 January 2024 to 31 December 2024.

In this appendix, we provide more detail on the progress we have made in our adherence to the GRI sustainability reporting standards. We have divided our reporting into a General Disclosures section (GRI 2) which provides an organisational context, and topic-specific GRI Standards (GRI 200 - Economic, GRI 300 - Environmental or GRI 400 - Social) for reporting on material topics, which were identified through the materiality assessment exercise conducted with key stakeholders, including new updates to GRI Standards 2021. Our responses on this are set out in Topic Specific Disclosures.

## GRI Reporting Principles

Where we have used the terminology of 'Management Approach' in our Topic Specific Disclosures, we have included information about where further information can be found in the Report. In the preparation of our Report, we have adhered to the GRI Reporting Principles, within the limitations and scope of information currently available.

### Stakeholder Inclusiveness

Our stakeholder groups are detailed on p.24-25. 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.3, **"Our Strategy and Purpose"** on p.2 and **"Highlights from our progress against the UN SDGs"** on p.7-20 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.

The report covers the period 1 January to 31 December 2024.

Reference	Disclosure	Reference or Response
2-2	Organisational details	See <b>"About An Post"</b> , on p.5. See <b>"Consolidated Financial Statements"</b> , 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.5.
2-3	Reporting period, frequency and contact point	• 1 January to 31 December 2024 • Annual report • An Post Sustainability Exo Building North Wall Quay Dublin 1 D01 W5Y2 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 accordance with CSRD requirements.
2-6	Activities, value chain and other business relationships	See <b>"About An Post"</b> , on p.5.

Reference	Disclosure	Reference or Response		
2-7	Employees	Total number of employees by employment contract (permanent and temporary), by gender on 31 December 2024:		
		<b>Employee Category</b>	<b>Male (No. or %)</b>	<b>Female (No. or %)</b>
		Permanent	6,070	1,915
		Temporary	1,556	822
		<b>Total</b>	<b>7,626</b>	<b>2,737</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.22. 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.22. 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.22. 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.22. 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.22. 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.22. 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> sections 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.22.		
2-18	Evaluation of the performance of the highest governance body	See Appendix <b>"Governance"</b> on p.22. See <b>"Corporate Governance"</b> section in the latest An Post Annual Report.		
2-19	Remuneration policies	See <b>"Corporate Governance - Board Committees"</b> in the latest An Post Annual Report for the role of the Remuneration Committee.		
2-20	Process to determine remuneration	See <b>"Corporate Governance - Board Committees"</b> in the latest An Post Annual Report.		
2-21	Annual total compensation ratio	See <b>"Corporate Governance - Board Committees"</b> in the latest An Post Annual Report.		
2-22	Statement on sustainable development strategy	See <b>"Message from our CEO"</b> on p.3. See <b>"Our Strategy and Purpose"</b> on p.2.		
2-23	Policy commitments	See Appendix <b>"Governance - Sustainability Policies"</b> on p.22.		
2-24	Embedding policy commitments	See Appendix <b>"Governance"</b> on p.22.		
2-25	Processes to remediate negative impacts	See <b>"Message from our CEO"</b> on p.3. See <b>"Our Strategy and Purpose"</b> on p.2.		

Reference	Disclosure	Reference or Response
2-26	Mechanisms for seeking advice and raising concerns	See Appendix <b>"Stakeholder Engagement"</b> on p.24-25. See <b>"An Post Code of Conduct for Employees"</b> on the An Post website. See <b>"An Post Code of Conduct for Directors"</b> on the An Post website.
2-27	Compliance with laws and regulations	See <b>"Notes to the Financial Statement"</b> section in the latest An Post Annual Report.
2-28	Membership associations	See Appendix <b>"Awards and Memberships"</b> section on p.31 and Appendix <b>"Sustainability Reporting and Certifications"</b> section on p.32.
2-29	Approach to stakeholder engagement	See Appendix <b>"Stakeholder Engagement"</b> on p.24-25.
2-30	Collective bargaining agreements	As of 31 December 2024, all but 52 of our employees are covered by collective bargaining agreements.  Our records show that 83.87% of our employees are making union deductions through payroll, though the number who are union members will be higher as some make contributions directly to their unions. It is reasonable to believe that over 90% of our employees are member of one of our three recognised unions.
3-1	Process to determine material topics	See Appendix <b>"Material Indicators"</b> on p.26.
3-2	List of material topics	See Appendix <b>"Material Indicators"</b> on p.26.

## Topic Specific Disclosures

Material topic	Reference	Disclosure	Reference or Response
<b>1. Climate Change</b>	3-3	Management of material topics	We are committed to net zero carbon emissions from our own operations by 2030, with a 50% reduction by 2025. We continue to monitor and report on this progress and are on track to achieve our 2025 target.  We hold both ISO 14001 and ISO 50001 accreditations. We are the only postal service globally with ISO 50001 accreditation across our entire operations.
	305-1	Direct (Scope 1) GHG emissions	See Appendix <b>"Metrics and Targets"</b> on p.27-30. 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 Appendix <b>"Metrics and Targets"</b> on p.27-30. 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 Appendix <b>"Metrics and Targets"</b> on p.27-30.
	305-5	Reduction of GHG emissions	Absolute emission See Appendix <b>"Metrics and Targets"</b> on p.27-30.  Emission intensity See <b>"Adapting our fleet for parcel growth"</b> section on p.18 We calculate the average emission related to the delivery of letters and parcels. These emissions have been calculated on the basis of identifying the average weight of letters and parcels and dividing this by the emissions in transporting them to their destination. We calculate the average weight of packets and parcels by using the average weight of the items processed through our sorting machines. Statistical sampling analysis is used to calculate the average weight of the letters we process.
<b>2. Indirect Economic Impacts</b>	3-3	Management of material topics	We work hard to support our communities in every way available to us. This includes looking after our most vulnerable, providing support to SMEs, encouraging reading and writing skills in children and adults, helping customers with their financial literacy skills, supporting community initiatives, and creating everyday opportunities to make sustainable living commonplace. See <b>"Highlights from our progress against the UN SDGs"</b> section on p.7-20.
	203-2	Significant indirect economic impacts	See <b>"Empowering financial confidence across Ireland"</b> section on p.15, <b>"Inclusive support for employees and customers with diverse abilities"</b> section on p.12, <b>"Championing climate literacy and the UN SDGs"</b> section on p.17, and <b>"Nurturing lifelong literacy and numeracy"</b> section on p.16.



Material topic	Reference	Disclosure	Reference or Response									
3. Health & Safety	3-3	Management of material topics	<p>Our Health and Safety Team lead the management of our health and safety risk assessments. They 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. We successfully retained our ISO 45001 (Safety Management System) certification during 2024, upon completion of an 11-day multi-site surveillance audit.</p> <p>Health and Safety KPIs include total lost time injury rate and road traffic accident rate which can be found in Appendix <b>"Metrics and Targets"</b> on p.27-30. An Post also manages health and safety by tracking additional KPIs such as slips, trips, and falls (STF) and accident frequency rate.</p> <p>Information on the full range of supports that Family Carer's Ireland (FCI) provide can be found on our dedicated FCI intranet page under Diversity and Inclusion.</p> <p>With 20 additional units procured, we have also continued the roll out of automated external defibrillators (AEDs) to our sites and share the locations of our AEDs with the National Ambulance Service, so that they can be available to be called upon in by the emergency services, should the need arise. All An Post sites with over 50 employees have access to an AED either onsite or immediately adjacent, as part of community schemes. 161 employees across our estate received training in the use of AEDs during 2024.</p> <p>We continue to participate in the annual HSE campaign for the protection of outdoors workers from the effects of UV radiation and distributed in the region of 6,500 bottles of sunscreen to our employees in during the year. This campaign was supported internally with communications via our PostPeople App. A pilot distribution of wide brimmed sun hats was positively received, and distribution will be expanded in 2025.</p>									
	403-1	Occupational health and safety management system	An Post is certified to ISO45001:2018 (Occupational Health and Safety Management System Standard) which demonstrates our commitment to integrating management systems into our business processes.									
	403-2	Hazard identification, risk assessment, and incident investigation	<p>Hazards associated with our vehicle fleet, which is one of the largest in the country, have the potential to create great risks to our drivers and the communities that they serve. Through our training programmes and awareness initiatives, we are continuously striving to improve our road safety record.</p> <p>See Appendix <b>"Metrics and Targets"</b> on p.27-30.</p>									
	403-4	Worker participation, consultation, and communication on occupational health and safety	See Appendix <b>"Stakeholder Engagement"</b> on p.24-25.									
	403-6	Promotion of worker health	See <b>"Inclusive support for employees and customers with diverse abilities"</b> section on p.12.									
	403-9	Work-related injuries	See Appendix <b>"Metrics and Targets"</b> on p.27-30.									
	4. Diversity, equity and inclusion	3-3	Management of material topics	See <b>"Championing a diverse and inclusive workplace: embracing cultural and generational diversity and supporting LGBTQ+ employees"</b> section on p.13.								
405-1		Diversity of governance bodies and employees	See details of our Board, Senior Management and Workforce level diversity in the <a href="#">Gender Pay Gap Report</a> .									
405-2		Ratio of basic salary and remuneration of women to men	See details of our mean, median and ratio of gender pay and bonuses in the <a href="#">Gender Pay Gap Report</a> .									
5. Employee Engagement	3-3	Management of material topics	See <b>"Inclusive support for employees and customers with diverse abilities"</b> section on p.12.									
	401-1	New employee hires and employee turnover	<table><tr><th>Item</th><th>Male</th><th>Female</th></tr><tr><td>No. new employee hires</td><td>641</td><td>310</td></tr><tr><td>Employee turnover rate</td><td>4.13%</td><td>2.30%</td></tr></table>	Item	Male	Female	No. new employee hires	641	310	Employee turnover rate	4.13%	2.30%
			Item	Male	Female							
			No. new employee hires	641	310							
	Employee turnover rate	4.13%	2.30%									
401-2	Benefits provided to full-time employees	<p>See <b>"Inclusive support for employees and customers with diverse abilities"</b> section on p.12.</p> <p>Our employees are entitled to take family-related leave, if required. In 2024, 3,800 employees utilised family leave options (2,709 - Male, 1,091 - Female of all requested leave).</p>										

Material topic	Reference	Disclosure	Reference or Response	
6. Learning & Development	3-3	Management of material topics	See <b>"Empowering our people: professional development and continuous learning"</b> section on p.10.	
	404-1	Average hours of training per year per employee	Male	Female
			38	36
			Employee category	Average training hours per employee
			Senior Management	28
			Middle Management	43
			Postal Operative	45
			Mail Centre Operative	35
			Retail	45
			Others	31
	2024 saw a drop in training hours of 10%. However, there was a 4% increase in the no. of employees attending training year on year (7,784 v 7,539). This demonstrates more targeted, shorter learning bursts taking place for employees to support their growth and allowing better access to training that complements how they work. This decline in hours is also due to conclusion of our eco-driving campaign which targeted 4,000 final mile drivers over 3 years. We are now focusing training on e-Van familiarisation as we continue to roll out more EVs into our fleet.			
	404-2	Programs for upgrading employee skills and transition assistance programs	See <b>"Empowering our people: professional development and continuous learning"</b> section on p.10.  In 2024, we focused on bringing learning to all of our employees. This included undertaking our first dedicated "Learning Week" to promote continuous and future learning for all employees. We also focused on digital capabilities development, introducing new programmes around Data Literacy and Artificial Intelligence (MS Copilot). In total we had an increase of 45% of employees undertake these types of programmes in 2024. There were also programmes undertaken that required transition assistance for employees, such as new automated parcel sorting in mails processing, route redesigns in final mile and Post Office conversions.	
404-3	Percentage of employees receiving regular performance and career development reviews	Our Performance Management and Development (PMD) process is applied to employees in Manager roles at An Post. In 2024, our PMD process included 923 managers/employees including those in substantive permanent roles and those who "acted" into management roles on a temporary basis into PMD roles, making up 91% of our Manager population.  A key focus for 2024 was migrating our PMD process across to our new HR Management System, while also redesigning the PMD process.		
7. Water Consumption	3-3	Management of material topics	Our Environmental Policy includes details of our approach to water management. Water is monitored through Irish Water invoices and our Smartflow alert system.	
	303-5	Water consumption	The objective is to reduce annual water usage by 5% per annum. The water consumption metric can be found in the Appendix <b>"Metrics and Targets"</b> section on p.27-30.	

Material topic	Reference	Disclosure	Reference or Response
<b>8. Waste Management &amp; Recycling</b>	3-3	Management of material topics	See <b>"Leading Ireland's Circular Economy transition"</b> section on p.8. and <b>"Smarter waste management for a greener tomorrow"</b> section on p.20.
	306-1	Waste generation and significant waste-related impacts	See <b>"Leading Ireland's Circular Economy transition"</b> section on p.8. and <b>"Smarter waste management for a greener tomorrow"</b> section on p.20.
	306-2	Management of significant waste-related impacts	See <b>"Leading Ireland's Circular Economy transition"</b> section on p.8. and <b>"Smarter waste management for a greener tomorrow"</b> section on p.20.  In 2024, 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.  The KPI on maintaining zero waste to landfill and reducing packaging can be found in the Appendix <b>"Metrics and Targets"</b> section on p.27-30.
<b>9. Biodiversity</b>	3-3	Management of material topics	See <b>"Biodiversity achievements: expanding conservation and community engagement"</b> section on p.19.  An Post remains committed to advancing biodiversity restoration and enhancement across our operations. Our efforts support the objectives of Ireland's National Biodiversity Action Plan, focusing on both land and community engagement. In 2024, we expanded our biodiversity initiatives, including new landscaping plans, rewilding efforts, tree planting, and habitat creation to improve local ecosystems.  In line with our ongoing biodiversity strategy, we continued to assess nature-related impacts and dependencies, integrating them into our long-term goals. Our work this year included community-driven campaigns to raise awareness on biodiversity and foster local engagement, ensuring that our approach contributes to both environmental restoration and sustainable community practices.
<b>10. Sustainable Procurement</b>	3-3	Management of material topics	See <b>"Leading sustainable procurement for a greener tomorrow"</b> section on p.16.  Sustainability continues to be a key strategic goal, and this is evident in our Sustainable Procurement policy, alongside our best practices and guidelines. In 2024, we introduced our Sustainable Procurement Annual Plan to monitor and track sustainability objectives, targets, risks and opportunities and identify necessary actions and responsibilities. We will continue to be advocates for sustainable procurement and continuously improve our current processes, including building on our current pre-procurement planner to support the organisation's sustainable procurement focus. We ensure that relevant procurement policies, procedures, and guidelines are in place and updated annually.
	308-2	Negative environmental impacts in the supply chain and actions taken	See <b>"Leading sustainable procurement for a greener tomorrow"</b> section on p.16.
	414-2	Negative social impacts in the supply chain and actions taken	See <b>"Leading sustainable procurement for a greener tomorrow"</b> section on p.16.