

Living leaves a Mark

TOGETHER LET'S LEAVE ONE WE'RE Proud of.



Sustainability
Report 2023

an
post

For your world

Table of Contents

2023 Achievements at a Glance	1
Our Strategy and Purpose	2
Message from our CEO	3
Q&A with our Chief Transformation Officer	4
About An Post	5
Highlights from our progress against the UN SDGs	6

APPENDICES

Governance	18
Climate Risks and Opportunities	19
Stakeholder Engagement	20
Material Indicators	22
Metrics and Targets	23
Awards and Memberships	27
Sustainability Reporting and Certifications	28
Global Reporting Index (GRI)	29



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2023 Achievements at a Glance

In An Post, we are doing more than making commitments and creating plans. We are taking action to drive sustainability and some of our achievements in 2023 include:

The infographic consists of a 3x3 grid of achievement cards. Each card features a circular icon in the top right corner, a text box with the achievement details, and a small leafy branch graphic extending from the top or side of the card. The icons represent: a building (LEED), a cardboard box (emissions), a person at a laptop (gender pay gap), a recycling symbol (waste), a greenhouse (biodiversity), a globe with a leaf (Sustainability Measurement and Management System), a map of Ireland (reputability), a delivery truck (eco-driving), and a stack of books (BookTok Book Club).

- Became the first postal service in the world to operate in a LEED Platinum and Nearly Zero Energy Building (NZEB) headquarters**
- Reduced emissions related to the delivery of letters by 12% and by 4.4% for packets and parcels year-on-year**
- Maintained zero gender pay gap for a third consecutive year**
- Zero waste to landfill for 6th consecutive year**
- Implemented biodiversity actions, upgrading over 6,500m² of our landscaping footprint**
- Ranked second in the world by the International Postal Corporation's Sustainability Measurement and Management System**
- Named as the second most reputable organisation in Ireland in the 2023 Sustainability RepTrak[®] Index**
- Met our ambition to train all of our delivery drivers in eco-driving**
- Launched the first of its kind in Ireland BookTok Book Club, reaching over 1.7 million users and building a community of more than 11,200 book lovers**

Our Strategy and Purpose

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

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

We also recognise that An Post 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:

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



Message from our CEO

The virtue of An Post's approach to sustainability has always been that it is rooted in the culture of our people, especially our frontline staff serving communities across the State. And being human about sustainability will always be our hallmark.

But this report highlights a step change in An Post's science-based approach, and a professionalism in measurement and reporting. We have done the right things up to now, but now we measure and report to make sure we meet the imperative ambitions for a major organisation.

Climate Action remains the most elemental demand of society today. It is gratifying to report that An Post is on target to reach net-zero by 2030, and a 50% reduction on our [2009] baseline by 2025 - less a long-term aspiration, and more a short-term real-time plan to address emissions.

The broader range of initiatives across the Sustainable Development Goals is class-leading both within the postal industry (with An Post measured as #2 of all [220] global postal organisations for Sustainability); and within the geography of Ireland.

Huge challenges remain. The most exciting is to promote the circular economy, putting reuse above manufacture. In 2024 An Post will launch major services for consumers and SMEs to resell goods to each other; while we make every effort to reuse and recycle within our own activities.

Improving biodiversity, for an island nation rooted in agriculture, is also a priority for An Post's people and customers. Whether by promoting clean beaches and rivers, local planting initiatives, or preserving endangered species, An Post wants to be at the heart of a better biodiverse culture.

I want to acknowledge the work on sustainability of An Post employees in every community across Ireland, for their heartfelt passion for the beautiful planet we inhabit, and their genuine desire to help An Post serve its purpose "to act for the common good, now and for generations to come".

I also thank Nicola Woods and the Sustainability Team for bringing a deep professionalism and energy to An Post's sustainability strategy; and acknowledge the real commitment and expertise of the An Post Board.

We will not tire in our efforts to create a better future.



David McRedmond
An Post CEO



Q&A with our Chief Transformation Officer

1. How are you progressing against your emissions targets?

We have made significant progress on reducing our emissions, achieving a reduction of over 34% in scope 1 and 2 emissions since 2009. But emission reduction does not always follow a linear path, particularly in a growing and thriving business. 2023 was a record breaking year in terms of the volume of packets and parcels that we delivered across Ireland and this inevitably resulted in an increase in emissions. However, we did succeed in reducing average emission levels per letter delivered by 12% year-on-year, and by 4.4% for packets and parcels.

We will continue to adapt our operations to market changes, increasing the size of our fleet vehicles, reducing their emissions by investing in electric vehicles and further incorporating the use of hydro-treated vegetable oil (HVO) as an alternative to diesel. With these plans in place, in 2024 we will continue to grow our parcels business without any further increase in emissions and we remain on track to meet our target to reduce emissions by 50% from our own operations by 2025.

We are also on track to meet our target of a 40% reduction in the use of electricity in our buildings by 2025, having reached a 38.2% reduction in 2023. Our use of solar PV panels also means that An Post properties are not just consuming renewable energy but are also producing renewable energy that feeds into the national grid, helping others in our communities to live and work more sustainably too.



2. Why did you decide to develop a new Circular Economy strategy this year?

With consumption now exceeding the natural resource capacity of the planet, the business strategy of "take-make-waste" is no longer justifiable. We began our Circular Economy journey by focussing on actions within our own operation to reduce and separate waste and minimise the use of paper. We also introduced compost bins, reduced packaging waste and have been exploring up-cycling opportunities for end-of-life furniture and equipment.

With our extensive network we are uniquely positioned to do more as an enabler in Ireland's Circular Economy transition, making it easier for citizens to return, repair, reuse, repurpose, resell and recycle items through the postal system and Post Office network. For this reason, we are now going beyond our original commitments to become more circular in our own operations, and we will be providing better opportunities to make circular living more accessible for people across Ireland, through new and adapted products and services.

3. What are the key changes to An Post's Sustainability Report in 2023?

Our Report this year is more concise, focussing on key highlights of the progress we have made over the past year and the priority areas of focus for An Post and for our stakeholders.

As a fast-moving organisation, with a unique portfolio of products and services, the way we voluntarily report against sustainability frameworks continues to evolve, in line with the changing reporting landscape at domestic, EU and global levels. We have decided not to pursue additional alignment with the Taskforce on Climate-Related Financial Disclosures (TCFD) reporting framework beyond the qualitative assessment of climate opportunities and risks that we have already undertaken. These risks are integrated and managed through our Group Risk Management Framework and align with our strategy to embed sustainability in everything that we do.

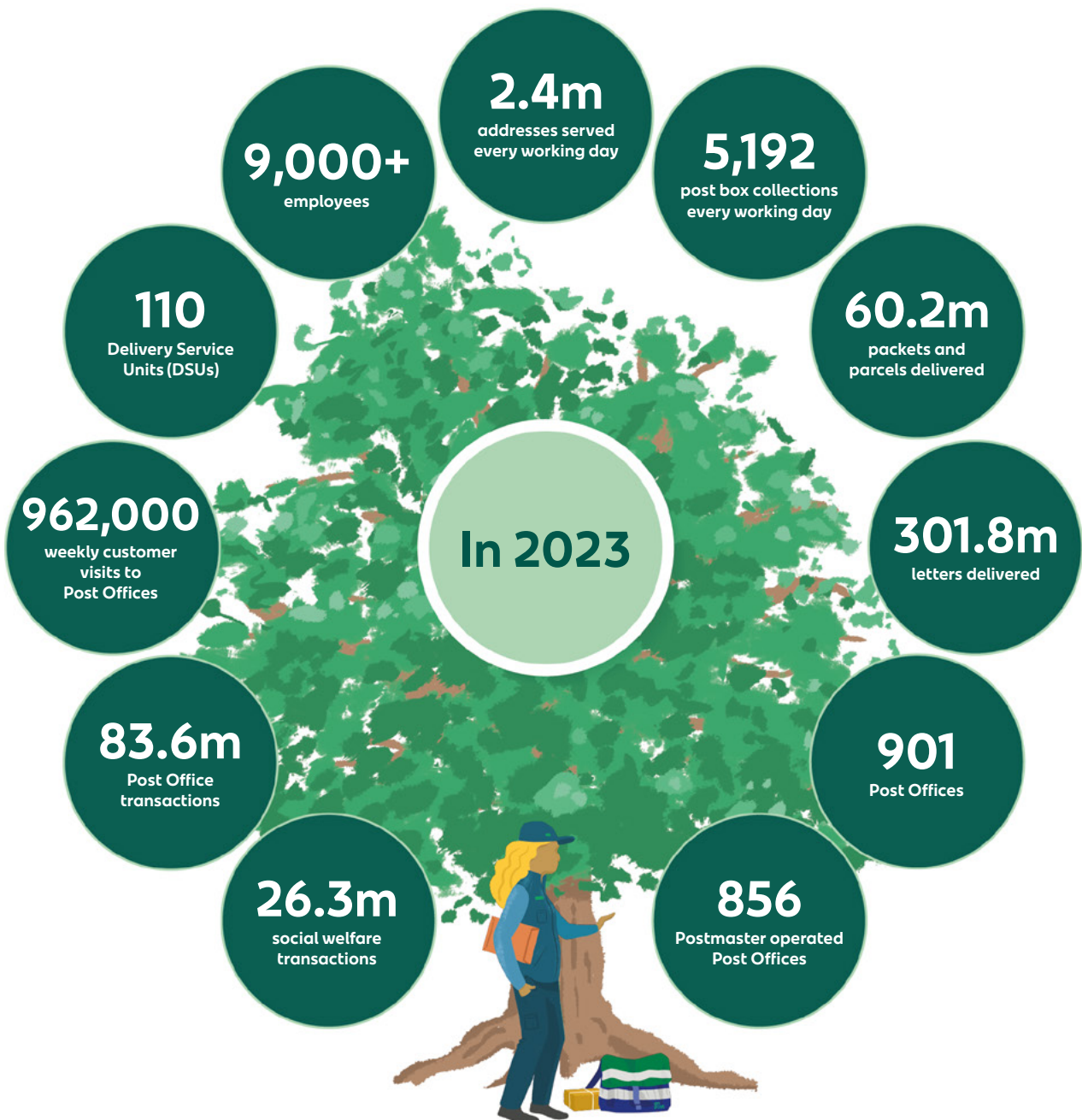
As we continue to focus on reporting in line with the requirements of the Corporate Sustainability Report Directive, we have also decided to discontinue reporting under the UN Environment Programme Finance Initiative (UNEP FI) Principles for Responsible Banking. We have made considerable progress incorporating sustainability considerations into our financial products and services and we continue to actively promote a sustainable banking industry. We also remain committed to supporting financial health and inclusion and will continue to develop financial confidence, literacy and education initiatives outside of the UNEP reporting framework.

About An Post

We are Ireland's national postal operator serving 2.4 million addresses every working day and more than 962,000 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 783 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.



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). Like other European postal operators, we are focused on the five UN SDGs relevant to our sector. We believe they offer us the greatest capacity for impact and action (see our materiality assessment on page 22).



These five SDGs guide the development of our sustainability strategy as we believe that making progress on climate action is not possible without taking care of our employees, investing in sustainable infrastructure, supporting and being part of sustainable communities, and adopting a circular economy business model. By prioritising these 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 seventeen Goals and remain committed to supporting the achievement of all of them. However, by focusing on our five priority UN SDGs, we believe that we can address the biggest challenges which face our business and which will impact our future growth.

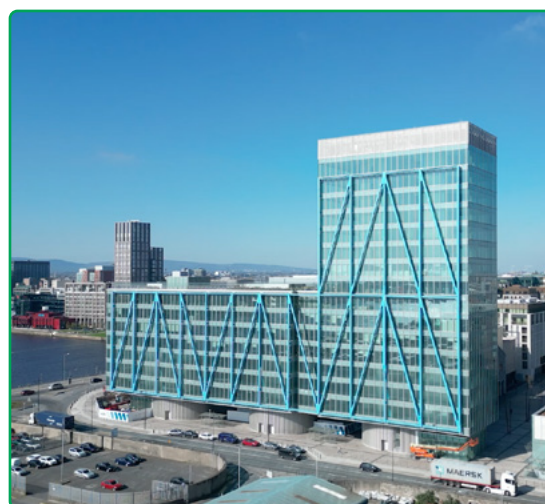
In this section, you will find highlights of key actions and initiatives we have undertaken in 2023 that have had positive environmental and social impacts and have created everyday opportunities to make sustainable living commonplace across the country for our employees, citizens, communities, and businesses.

A new headquarters reflective of our transformation



This year we moved to our new headquarters, the EXO building on Dublin's North Wall Quay, just a stone's throw from the Port and the financial district where Ireland trades and transacts with the rest of the world. The move marks the next phase of our business transformation and is an inspiring new workplace designed for how we work now and how our ways of working will evolve in the future, with sustainability at our heart.

The EXO building is the highest office building in Dublin and is light-filled with sustainable water, air-filtration and waste systems. It has multiple public transportation links and provides bicycle parking and charging facilities for electric vehicles. The building has been constructed to the highest standards of sustainability: it is certified as Platinum level Leadership in Energy and Environmental Design (LEED); has a very high energy performance as a Nearly Zero Energy Building (NZEB); and a BER rating of A3. As part of the building fit-out process, we ensured that materials used were from recycled sources or Forest Stewardship Council (FSC) certified, where possible.



Our waste management system was designed to help us to increase our recycling rates and to ensure that electronic waste is collected and disposed of correctly. The move also brought an opportunity to upcycle our end-of-life equipment and unclaimed belongings:

- To ensure the responsible and sustainable disposal of end-of-life IT assets, whilst also maximising their value, all of our old IT equipment and hardware has been either upcycled or recycled. This resulted in over 14,500kg of electronic goods being upcycled and 245 individual items being recycled, repurposed and resold, equating to over 2.6 tonnes in avoided CO₂ emissions.
- Working with a specialised asset management company, we found new homes for items no longer required, redistributing them to schools, businesses and charities across Ireland, avoiding over 2,500kg of CO₂ emissions.

Employee wellness was a key consideration in our move to the EXO. The roof garden has been designed to support workday wellness, with living plant walls, native beach grasses and seating to encourage employees to take their breaks in the open air. A number of wellbeing rooms are available to employees such as a reflection room and a parent room for breastfeeding mums. The “library” area is designed to provide a peaceful environment where employees are encouraged to take a break, reflect, and utilise the space for quiet time.



Enhancing energy efficiency of our buildings



We continued to successfully reduce the energy consumption in our properties by a further 4.9% this year (1,611,179 kWh). We also enhanced the energy intensity per m² in our buildings from 65 kWh to 62 kWh, achieving a 4.6% improvement. We are on track to achieve our target of 40% reduction in our buildings' electricity use by 2025, with the current reduction at 38.2%. This was achieved by upgrading LED lighting, the installation of heating controls and through our planned preventative maintenance programme.



Thrive and flourish: championing health and wellbeing



The health and wellbeing of our employees remains a key priority. We know how important it is to put in place the right supports to enable us to foster a happy and healthy organisation.

Continuing to increase engagement with our Employee Assistance Programme, which enables access to information on lifestyle and nutrition, digital gym sessions, and individual consultations with financial, legal, and mental health experts, we ran online sessions to encourage employees to access the benefits. This resulted in a 30% increase in the number of employees registered in 2023.

To support employees experiencing mental health issues, in 2023 we signed up to the See Change “Six-Step Workplace Pledge Programme”. More than 300 employees engaged with workshops and mental health-related stigma reduction training sessions. To raise awareness of mental health difficulties and to help end mental health stigma and discrimination in the community, 350 Post Offices participated in the “See Change Green Ribbon” campaign.

At An Post, we appreciate that 1 in 8 people juggle work with a caring responsibility at home. That is why in 2023 we partnered with Family Carers Ireland to provide support and guidance to our employees caring for children or adults with additional needs, including physical or intellectual

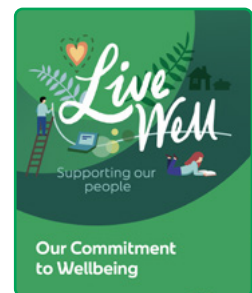


disabilities, older relatives, those with illnesses or living with life changing injuries, those needing palliative care, and those living with mental health challenges or addiction issues. Support was offered by Family Carers Ireland through one to one, in-person, online and focus group sessions.

Following the release of two stamps highlighting the importance of continuing scientific research, and the provision of care services in response to cancer, we hosted talks about men's and women's cancers by the Irish Cancer Society. Experts advised on actions that can be taken to reduce the risk of cancer and additional supports and resources available. The sessions were recorded and made available to all employees through our Post People app. Employees also had the opportunity to speak privately with cancer information specialists.



To further inform our employees of all the wellbeing support options available to them, in 2023 we issued our "Commitment to Wellbeing" guide during "Wellbeing Week" which set out the supports available across three wellbeing pillars: health, work environment and career development. In addition, our quarterly "Wellbeing Bulletins" informed employees about the various in-person and online information and support events.



Other wellbeing initiatives in 2023 included:

- Vaccine clinics for flu and COVID-19 in the EXO, Portlaoise, Dublin and Athlone Mails centres, Dublin Parcel Hub, Cork, Galway and Limerick.
- Breast health screening clinics in Portlaoise and in Athlone.
- Distribution of men's health information leaflets from the Irish Cancer Society to Mail Centres and DSUs with important information on the signs and symptoms of prostate cancer.
- 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 in 2023.

Developing our future talent and fulfilling our potential




Our talent management strategy enables our people to reach their full potential and helps An Post to build the skills and capabilities we need for the future. In 2023 we delivered 6,432 training days to 7,539 employees.

There are a number of supports in place to encourage all employees to progress their careers in An Post through An Post Green Institute programmes, the Educational Support Scheme, Learning Pathways and training courses. In 2023 we:

- Shared some inspiring career stories from employees in different roles and parts of the business and launched our career development framework, designed to provide comprehensive support to all employees at each step of their career journey, to own and drive their careers within An Post.
- Promoted our Education Support Scheme, which financially supports employees to advance their education and build their capabilities, and saw the number of applications to participate triple.
- Developed our management and leadership pipeline, with over 500 employees participating in Green Institute Programmes, including 29 women enrolling in the ASPIRE Programme, designed to strengthen our female talent pipeline and provide development opportunities.



- Ran a “NeuroLeadership Connect” programme for 450 employees to increase the effectiveness of performance conversations, activate insights and ideas, and promote a growth and development mind-set.



33.4% increase in the number of training days delivered in 2023 and 18.5% increase in the number of employees who engaged in learning in 2023


By providing such opportunities to our employees, we make sure that the most relevant and up to date skills are available within our organisation to provide a superb service to our customers and to the communities we serve, while delivering on our business strategy.

Supporting green choices through sustainable procurement



We manage a diverse supply base to support our business operations and to provide the products and services necessary to meet our customers’ needs. Through our Sustainable Procurement policy, alongside our best practices and guidelines, we have committed to conducting business responsibly and being advocates for sustainable procurement. We demonstrate this commitment through our selection and onboarding of suppliers and by monitoring our progress. This strategic approach allows us to systematically monitor sustainability inclusion through our procurement processes.

A key element of our sustainable procurement strategy is the ongoing support for our suppliers, and so in 2023 we focussed on further integrating sustainability into our supplier relationships. Using internationally recognised platforms (Ecovadis and Sedex), we assessed 21 of our major suppliers, who were selected based on spend and risk category. Assessment criteria included labour standards, health and safety, environment, and business ethics. Such criteria may relate to the environmental impact of our suppliers’ products and services, as well as respecting internationally recognised human rights.



100% of tenders include sustainability criteria as an evaluation category, where applicable, in 2023

Supporting our employees and customers with diverse abilities



In 2023, 3.85% of An Post employees disclosed a disability, surpassing the 3% target of the Disability Act 2005, but still lower than our own target of maintaining a minimum of 5% diverse ability representation in our workforce. Our inclusion surveys showed that some employees may not be comfortable disclosing their own diverse abilities in the workplace. To help support and inform managers and employees, disability rights activist, Paddy Smyth, joined us on International Day for People with Disabilities for an interesting discussion on disability inclusion, accessibility, and prejudice. We also continued to run a number of initiatives, such as training sessions and company-wide discussions.



One of our postpeople put forward a “Bright Idea” to learn **Lámh** - a manual signing system used by adults and children with communication difficulties. A pilot training programme was made available for some of our public-facing employees to learn 100 Lámh signs and attain a certificate and be able to communicate with customers with additional communication needs.



In 2023 we worked with Mobility Mojo to begin the assessment of the accessibility of our buildings for both our customers and our employees. The assessment includes systems within the buildings as well as access to the building through disability ramp or power assisted doors. The pilot assessment within the EXO building confirmed that it demonstrated the highest standard of access (Gold Standard) offering “outstanding levels of accessibility” to everyone.

Driving circularity in Ireland



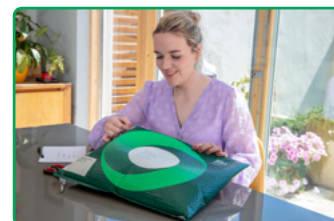
As a key player in the Irish economy, we have a responsibility to lead the charge towards a circular future. With our wide-reaching presence in every community, we are not only driving change within our own operations but also across Ireland. We want to make it easy to do the right thing and make circular living more convenient and accessible for everyone, whether through our products and services or our commitment to sustainable packaging. In 2023 we enhanced our Circular Economy strategy and integral to this are four pillars to guide the development of our initiatives and ambitions through 2024 and beyond:



1. Making circular living more convenient and accessible for citizens across Ireland through our products and services.
2. Working with businesses to use our products and services so that they can actively participate in the Circular Economy.
3. Engaging with our suppliers to promote circularity in our supply chain.
4. Continuing to reduce waste and increase circularity in our operations, upskilling our employees to identify areas for improvement and accelerate progress.

Some of the Circular Economy initiatives we undertook in 2023 include:

Packaging: Our pre-paid gifting boxes are made from 93% recycled material (40% for the gift bags) and both are certified as 100% recyclable. The popular boxes contain carbon-balanced paper which cuts down on emissions during production too.



Pricing: We're shaking up the way we price parcels, giving customers a better deal for parcels that are lighter and smaller. This also means that households and businesses can reduce the amount of packaging waste that needs to be recycled.

Partnering with businesses:

- Zara customers can request repairs and An Post will facilitate the return and delivery of these items thereby contributing to the reduction of raw material extraction and waste.
- Nespresso Ireland customers can recycle their coffee pods through our Click and Post service, by dropping them off at a Post Office or requesting a home collection by our postpeople.
- We teamed up with hundreds of retailers to enable their customers to return online shopping for free, through our returns platform. Customers have the choice of dropping off items at the Post Office or having them picked up by their postperson. An Post even provides the labelling.



Committed to reducing waste



For a 6th consecutive year we sent zero waste to landfill. We continue to reduce waste and improve circularity in our operations through:

- The use of our biodigester. Having trained our catering supplier and our own employees on the correct usage of it, we now donate surplus compost generated by the biodigester to other users around the country.
- Engaging with employees to improve waste segregation and recycling by running information campaigns to minimise paper waste and waste contamination.
- The distribution of bamboo-made “keep cups” to employees in the EXO building and our largest mails centre, saving more than 78,000 cups per year going to waste.
- Transitioning to a paperless record system, projected to save up to 0.7 tonnes of paper annually, which is equivalent to saving 15 trees.



Tackling representation and the gender pay gap



We are the first major employer in Ireland to report a zero gender pay gap for a third consecutive year, highlighting that our continued focus on gender equality is making a long-lasting impact.

We are passionate about and committed to improving female representation at all levels of the organisation by making sure that our actions are driving meaningful change for our employees. Significant progress has already been achieved and in 2023 this was further enhanced, with a 7% increase in new female employees and female representation within senior management rising to 43%, a 30% increase since 2019.

Female representation in our frontline postal collection and delivery operation also improved. This success came from the actions across four key pillars: Access to Opportunities; Inclusive Working Environment; Promoting Health & Wellbeing and Developing People.

Read more about our positive changes in our [2023 Gender Pay Gap Report](#).

An Post Gender Pay Gap

	2021	2022	2023
Mean	-0.16%	-0.86%	-3.80%
Median	3.75%	0.49%	-0.20%



Female Postal Operatives grew by 8% between in 2023



Community Focus - continuing to support vulnerable groups in society



At An Post we believe in making a real, visible and measurable impact on the quality of life in Ireland. We operate at the heart of every community and draw on our unique and diverse skills to support our communities in every way we can, including looking out for the most vulnerable people in society. In 2023, we:

- Displayed a monumental Aubusson tapestry, a memorial to those murdered in the Holocaust and as



an artistic protest against impunity for genocide and against all forms of racism, in the hall of Dublin's General Post Office over the summer months. Unveiled by holocaust survivor, Suzi Diamond and Roma representative, Monika Paszkowska, the specially commissioned tapestry entitled "el holocausto" and measuring 4m x 3m was woven in Aubusson in France after a fresco created by Mexican artist Manuel Rodriguez Lozano in 1944.

- Continued the free delivery of packages weighing up to 1kg to care and nursing homes. Through our partnership with Carepack.ie, customers and youth groups were able to send over 22,000 free parcels and 20,000 letters to residents of care and nursing homes over the Christmas period.
- Made further strides in providing those without a fixed home a secure personal address to receive regular post and access to essential services. This was achieved though generating more than 2,876 personal addresses through our Address Point service.
- Hosted a unique photo exhibition on digital screens in St. Andrew's Street Post Office and in the EXO building to mark "World Refugee Day". The exhibition showcased a photo montage series featuring a remarkable group of women who have arrived in Ireland as a result of the ongoing conflict in Ukraine. This collective work was the result of collaboration between the Irish Red Cross, Fighting Words and Ukrainian Action in Ireland, in the Inner Light project.
- Continued our support of homeless charities in Ireland by hosting "Eric's Party" at the GPO. This event was run in conjunction with Dublin Lions Club, the Defence Forces, and Garda Siochana, for more than 300 invited guests of the homeless and sheltered housing charities across Dublin City.



Championing climate literacy and the UN SDGs



We were delighted to be re-appointed as an SDG Champion within Ireland's Champions Programme in 2023. An initiative of the Department of the Environment, Climate and Communications to raise public awareness of the Goals and achieve a more sustainable, prosperous and peaceful future for the planet and future generations.



As an SDG Champion, we have run several awareness campaigns during 2023. For "SDG week", we ran our "Living Leaves a Mark; Together let's leave one we are proud of" campaign, highlighting several SDG Heroes who lead by example and showing how living sustainably can be an everyday activity for everybody, drawing on examples from our employees across Ireland.

Nurturing lifelong literacy and numeracy



We have a long-standing commitment to supporting reading and writing programmes, to help ensure every child and adult has equal access to opportunities. In 2023 we launched "Unlocking Life" on International Literacy Day, a new literacy initiative which stems from our cooperation with the National Adult Literacy Agency (NALA) and the Adult Literacy for Life (ALL) Programme Office. This initiative helps to raise awareness about unmet reading and writing needs and invests in organisations dedicated to addressing those needs. As part of the initiative, 29 Post Offices participated and over the two days, our employees reported conversations with up to 1,400 people, focused on literacy and support services, and how literacy is a basic human right.



We continued to support Children's Books Ireland and delivered more than 14,800 books to charities across Ireland for free as well as sponsoring the "Children's Books Ireland Pride Reading Guide". Similarly, we continued to support the Dolly Parton Imagination Library programme, a literacy initiative whereby children receive a book by post every month from birth up to age five. Since 2019 we have covered the cost of delivering more than 220,000 books to 4,747 young children in the Dublin 24 postal district. In 2023 we also delivered more than 15,300 books to 1,292 children in Cork City. We also partnered with Business in the Community Ireland in our "Time to Read" and "Time to Count" programmes to provide volunteering opportunities for employees to tutor primary school students.



In June 2023, we launched the An Post BookTok Book Club, the first of its kind in Ireland. The book club features Irish writers and facilitates a joy of reading. We have reached over 1.7 million users and drove more than 22.8 million views on TikTok alone and built a community of more than 11,200 book lovers. The Book Club offers an exclusive discount on our monthly picks and we partner with six booksellers across the country.

We also launched a new writing competition in 2023 called "New Voices: The An Post Writing Prize", as part of our sponsorship of the An Post Irish Book Awards. This inaugural year placed a focus on the Irish based Ukrainian community. Writers from this community were invited to compose a new and original short story, essay or poem describing their experiences of flight and exile. We also held the An Post Junior Handwriting Competition where we received a staggering 8,497 entries in English, Irish and Braille from over 350 primary schools participating from all over Ireland.



Providing financial literacy and support across Irish society



We want to replace financial worry with financial confidence for everyone in Ireland. To achieve this, we have been raising awareness of our accessible education on finances as well as offering tools to help with managing money across TV, radio and social media. In 2023 we:

- Posted regular tips and advice on our social media channels as part of our "Money Mondays" series.
- Developed a Money Hub website to host easy and accessible educational content, including articles and videos of our tools and products. We reached over 12,000 customers through our Money Hub website, with a further 10,000 making use of our additional support webpages.
- Shared content on our website and social media channels, in collaboration with leading financial advisor Paul Merriman. This offered practical financial advice and guidance related to personal finance, planning for the future, optimising tax strategy, and exploring investment opportunities, to support Irish people with their biggest financial concerns and gaining control over finances.
- Launched Money Manager with Open Banking, a free budgeting tool available to everyone in Ireland. The tool helps users to regain control over their finances by linking their accounts in order to track and budget their income and spending in one place. It also provides automatic alerts whenever a limit is nearly reached, highlights what is trending in a person's spending, and provides useful insights on where money is being spent.



20,000 users signed up to Money Manager in 2023



Proudly supporting our LGBTQ+ employees and communities



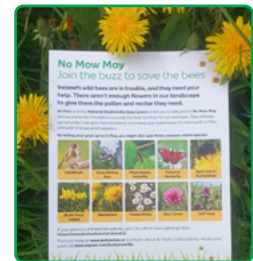
We actively support the LGBTQ+ community and strive to create an inclusive and diverse workforce. Our Employee Resource Group, Bród, convene regularly and recognise LGBTQ+ observance days throughout the year. 50 employees marched in the Dublin Pride Parade and An Post were sponsors of Pride festivals in Mullingar, Wexford, Portlaoise and Athlone as well as sponsoring the 'LGBTQ+ Young Trailblazer' award at the annual GALAS awards in 2023.



Leading out on biodiversity in Ireland



We championed the national conversation on biodiversity in 2023 with our "No Mow May" campaign, in partnership with the National Biodiversity Data Centre, to encourage people to allow pollinators and wildflowers to thrive during the month of May. We distributed recyclable postcards to 2.3 million homes with information to help people recognise the variety of birds, insects, and wildflowers that share our everyday spaces. Additionally, our social media campaign reached 2.5 million accounts, spreading further awareness.



In 2023 we made substantial progress against our ambition to restore biodiversity within the An Post land and property portfolio to 1984 levels by 2030. We:

- Began 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 6,500m² of our landscaping footprint through the planting of wildflower meadows and native tree/hedgerow species.
- Installed 36 swift nest boxes, 10 small bird nest boxes and 30 bat nest boxes across 9% of our property portfolio, utilising advice on installation and maintenance from Swift Conservation Ireland, as part of our ambition to develop and implement a biodiversity strategy for all of our property portfolio by 2030.
- Ensured that biodiversity implications were considered by carrying out Environmental Impact Assessments for all new properties entering our portfolio.
- Continued to accelerate our biodiversity initiatives with a better understanding of the most compatible actions we can take alongside our range of buildings and operations.



In addition to revitalising biodiversity, we've also placed a high priority on conservation, safeguarding the existing ecological richness of our sites. Notably, we've protected native species like mining bees and wild orchids. These actions reduce our ecological footprint so that both our own employees as well as the communities we serve can enjoy the multitude of wellbeing and ecosystem benefits that having a healthy and diverse environment offers.

Integrating biodiversity initiatives within corporate locations is challenging, especially for companies outside of the agri-food sector, so in 2023 we became founding members of the newly launched Business for Biodiversity Ireland group which will play a key part in helping to roll out the ambitions and targets of Ireland's 4th National Biodiversity Action Plan. It will also help us to identify best practice methodology in measuring the progress of our activities as well as opportunities to collaborate on projects that not only support our biodiversity but benefit our local communities too.

A notable achievement in 2023 was the relocation of an entire hive of native black bees that had built their home in an unused post box. The bees are now safely rehomed in a FIBKA (The Federation of Irish Beekeepers Association) site with a selection of the queen cells taken for genetic breeding to help restore the declining populations of this vital native species.

We also organised for FOTA Zoo to take cuttings from willow trees at one of our Cork properties, as it is a favourite food of their giraffes and rhinos.



Adapting our fleet for parcel growth







2023 was a record breaking year for us in terms of e-commerce deliveries, steadily building from September, and reaching 2 million parcels each week in the 3 weeks leading up to Christmas Day. In total, we transported over 60,250 tonnes of packets and parcels last year, a significant increase of 14% year-on-year. Since COVID-19, Ireland has been experiencing a revolution in e-commerce, with an increase of 118% in packets and parcels since 2019, and we have worked diligently to make the necessary adjustments to meet the evolving needs and demands of consumers around Ireland.

The increase in packets and parcels means that we have been 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, and these vehicles consume more fuel. Unfortunately, supply chain challenges delayed the planned rollout of new electric vehicles. Due to these challenges, our transport emissions increased by 683 tonnes of CO₂ in 2023.

Nevertheless, we remain on track to meet our ambitious targets of cutting carbon emissions from our own operations by 50% and 50% of our fleet running on alternative fuel sources by 2025, with our planned fleet replacement programme and expanding the use of hydro-treated vegetable oil (HVO) as fuel. We remain committed to replacing diesel vans with EVs and expanded our range of zero-emission vehicles in 2023 with the introduction of VW Buzz vans.

In our fleet we currently have:

- 1,099 EVs 
- 164 e-trikes 
- three 7.5 tonne electric trucks 
- Over 1,300 EV chargers installed at our properties 



Delivering each letter and parcel with fewer emissions



We continue to work on providing calculation of emission factors for our letters, packets and parcels so as to provide our customers with information on the average emissions emitted. We calculate these emissions on the basis of identifying the average weight of the letters and parcels and dividing this by the emissions in transporting them to their destination. We calculate the average weight through the following methods:

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

In 2023 we made great strides in further reducing emissions related to our postal items, as the significant volume of postal items that we delivered was done without an associated increase in emissions from transport, with a 12% reduction in emissions per letter and a 4.4% reduction per packet or parcel.

Year	Letters	Packets & Parcels
2022	10.6 grams	359 grams
2023	9.3 grams	343 grams



Creating everyday opportunities for sustainable living



We are conscious that the decisions we make and actions that we take have a multiplier effect on our stakeholders, such as employees, customers, and communities. We have reported previously on the successful installation of solar energy and fast charging in our properties in Carlow and Wexford with 2023 demonstrating the full year results in what has proven to be a very successful project for An Post and the community:



- Our public-access fast EV chargers provided the public with over 42 MWh of green electricity to power their cars in 2023.
- Our solar photovoltaic (PV) panels generated over 64 MWh of green electricity during 2023, of which over 14 MWh was exported to the national grid. This contributed to both Ireland's overall shift to green electricity as well as saving the national grid 3 tonnes of carbon emissions and providing An Post with a return of over €3,000.

Enhancing diversity and inclusion across cultures and generations



We are striving to develop an inclusive workplace where everyone feels accepted, supported, and valued - a place where every employee feels they belong and where our employees are reflective of the communities that we serve. In 2023 we refreshed our Equality, Diversity and Inclusion policy to demonstrate An Post's conscious commitment to not discriminating on the nine human rights grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.

In addition, we focused on our cultural diversity by showcasing a series of employee stories, each one celebrating different cultural observance days and sharing cultural traditions. We also celebrated Black History Month with a cultural awareness session, delivered by our partners The Open Doors Initiative.



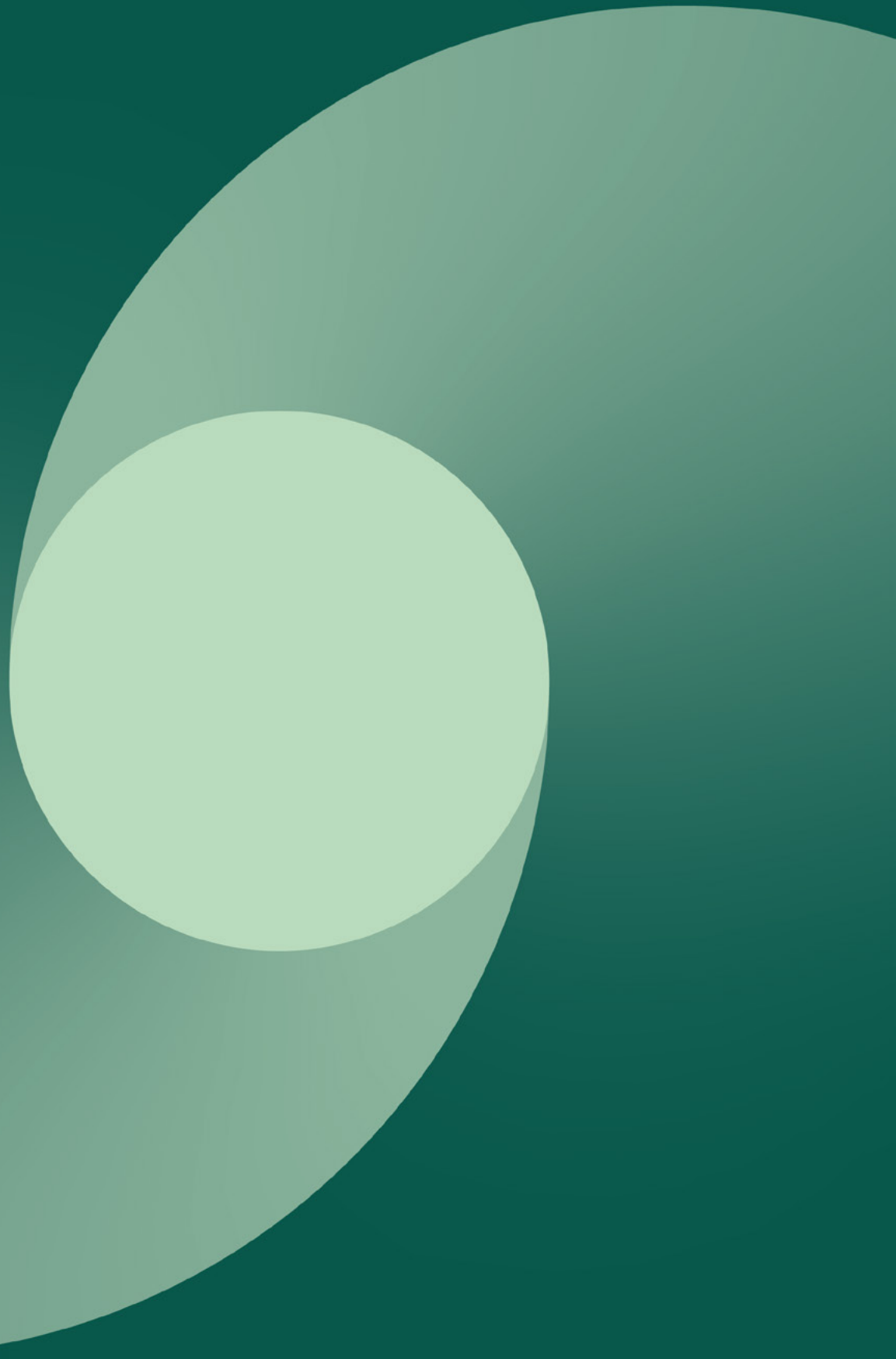
In our "Respect Everyone" campaign launched in 2023 we reinforced our strong stance on respect and that we do not tolerate racism in An Post.

Following feedback from our inclusion surveys, and being aware of our female age demographic, we recognised that women in An Post experiencing menopause needed support. In conjunction with the An Post Group of Unions and The Menopause Hub, we introduced our Menopause Support Toolkit in 2023. Since then, 250 women have engaged in online and in-person sessions across the country.

Finally, as it is not uncommon to find employees spanning three or four generations working in the same office in An Post, we celebrated "Global Intergenerational Week" by sharing employee stories on our Post People app.



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. Full details of our corporate governance structures, policies and procedures can be found in our [Annual Report](#).

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

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

The Executive

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

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

Management Executive Audit and Risk Committee

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

Sustainability Steering Committee

In 2023 we replaced our Sustainability Forum with a Sustainability Steering Committee. Led by the Chief Transformation Officer, the Steering Committee meets regularly throughout the year to ensure our policies, practices and initiatives align with our values, strategy, and stakeholder expectations. The Steering Committee is attended by the Management Board and employees from across the organisation that are leading on sustainability related activities and workstreams 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:

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

- **Menopause**
- **Occupational Health and Safety**
- **Product Governance**
- **Reasonable Accommodation**
- **Recruitment & Selection**
- **Remote Working**
- **Retirement**
- **Right to Disconnect**
- **Sustainable Procurement**
- **Vulnerable Customer**

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

Physical Risk	Transition Risk	Transition Opportunity
Risks related to the physical impacts of climate change. Physical risks resulting from climate change can be event driven (acute) or longer-term shifts (chronic) in climate patterns.	Risks related to the transition to a lower-carbon economy. Transitioning to a lower-carbon economy may entail extensive policy, legal, technology, and market changes to address mitigation and adaptation requirements.	Efforts to mitigate and adapt to climate change also produce opportunities, such as the adoption of low-emission energy.

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

Impact - Likelihood Rating		
Impact	Likelihood	Chance of Occurring
Catastrophic	Almost unavoidable	Already occurring
Major Damage	Almost bound to happen	75% - 95% chance
Very significant	Likely to occur	50% - 75% chance
Significant	Possible	25% - 50% chance
Minor	Unlikely	5% - 25% chance
Insignificant	Rare	<5% chance

Appendix: 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 2023:



Stakeholder Group	Means of Engagement	Subjects of Engagement
Government	<p>Policy meetings and consultations with various government departments:</p> <ul style="list-style-type: none"> • Department of the Environment, Climate and Communications • Department of Finance • NewEra • Department of Social Protection • Department of Transport • Department of the Taoiseach Climate Action Unit 	<p>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:</p> <ul style="list-style-type: none"> • Climate Action Plan 2023 • Sustainable mobility • The UN Sustainable Development Goals • The Climate Action Framework for commercial semi states • An Post's sustainability journey.
Employees	<p>We regularly engaged with our 9,000+ employees through a range of mechanisms:</p> <ul style="list-style-type: none"> • Employee pulse surveys • Employee sustainability campaign • Inclusion survey • Post People app • Team meetings • Noticeboards • Town Hall meetings 	<p>Employee engagement is about creating an inclusive environment with our people at the centre of everything we do, ensuring employees:</p> <ul style="list-style-type: none"> • are provided with information about the company as a whole and things that affect them and their job in a timely manner • have the opportunity to share feedback or raise questions • feel valued and recognised for the work they do. <p>For our employees on the move, we know it is important to communicate information quickly and conveniently. With regular in-person briefings and our Post People app, we keep our postal workers up to date on news, information and training, such as vehicle safety, wellbeing resources and sustainability achievements.</p> <p>Key themes included: business performance, safe working environment, training, sustainability, inclusion, continuous improvement, employee engagement, recognition and reward, remote working, uniform, wellbeing, culture and health and safety.</p>



Stakeholder Group	Means of Engagement	Subjects of Engagement
Staff Representatives	<ul style="list-style-type: none"> Partnership meetings Joint Conciliation Forums 	<p>We work closely with our unions through agreed consultation structures and in 2023 this engagement helped to identify key priorities for the company and its employees. Key themes included: business performance, progressive transformation agreement, safe working environment, diversity and inclusion, health and safety, security, data protection and learning and development.</p> <p>This has led to agreement and progress on policies and activities such as accommodation for employees with disability, initiatives to reduce workplace accidents, the promotion of better health and safety, policy and joint promotion of learning and development.</p>
Citizens	<ul style="list-style-type: none"> Community initiatives Social media channels Award programmes - such as An Post Brain Busters Challenge Sustainability Report and website Focus groups 	<p>As a key player in Irish society, we have many touch points within the community. Key themes discussed in 2023 included: diversity in the community, biodiversity, supporting vulnerable groups, championing SDGs, supporting literacy, reducing emissions, making sustainable living commonplace and education.</p> <p>More detail about our community engagement initiatives can be found in the "Highlights from our progress against the UN SDGs" section on p.6-16.</p>
Customers	<ul style="list-style-type: none"> An Post Money app An Post Money Manager Social media channels TV, radio, email and print campaigns An Post Money Hub website 	<p>Key themes discussed in 2023 include: home energy upgrades, low-cost green loans for home improvements and electric vehicles, diversity in the community, making sustainable living commonplace, financial literacy, climate literacy, reading and writing, education, and protecting our vulnerable customers.</p>
Suppliers	<ul style="list-style-type: none"> Sustainable procurement questionnaire Bona fides Tender process Supplier review meetings 	<p>Our performance against our procurement metric ensures the appropriate engagement with suppliers. Through our supplier questionnaire, we engaged with 21 selected suppliers through the Sedex and Ecovadis platforms on issues such as due diligence, human rights, ethical sourcing, and environmental management systems.</p>
Partners, Industry Associations and Business Community	<ul style="list-style-type: none"> Direct partnerships Sponsorship programmes Third-party audits Industry collaboration and partnerships NGOs 	<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, electrical vehicle charging and power infrastructure, CSRD, biodiversity, hydrogen fuels, third level support to students studying sustainability, increasing diversity within the workforce, sustainable procurement, financial inclusion and evaluating our sustainability performance against third-party standards.</p> <p>Details of our Awards and Memberships can be found in "Appendix: Awards and Memberships" on p.27.</p> <p>Details of our Reporting and Certifications can be found in "Appendix: Sustainability Reporting and Certifications" on p.28.</p> <p>Details of some of the sustainability/non industry NGOs that we have supported and collaborated with can be found in the "Highlights from our progress against the UN SDGs" section on p.6-16.</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.

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

Materiality Approach Considerations















Appendix: Metrics and Targets

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

	Meets Expectations		Below Expectations
	Exceeds Expectations		Getting Back on Track

We have added new metrics in 2023. Some metrics have been removed since we reported in 2022 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	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	
	Reduce employee absenteeism due to injuries year on year ^{N1}	Total lost time injury rate (per 200,000 hours worked)	5.06	3.92	3.15	4.13	4.20	4.32	
	Reduce road traffic accident rate year on year ^{N2}	Road traffic accident rate (rate per million km)	0.60	0.60	0.566	0.45	0.27	0.41	
	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% ISO 45001 certified	100% ISO 45001 certified	
	Increase the proportion of women in senior management positions year on year	% of management positions held by women	73% Male / 27% Female	73% Male / 27% Female	65% Male / 35% Female	66% Male / 34% Female	59% Male / 41% Female	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%	
	Maintain minimum 5% diverse abilities representation in workforce ^{N3}	% disabled employees	5.20%	5.20%	4.6%	4.4%	4.04%	3.85%	
SDG 9: Industry, Innovation & Infrastructure	Spend €100m on sustainability capital expenditure by 2025 ^{N4}	Sustainability capital expenditure each year	€750,000	€5,000,000	€16,000,000	€2,395,000	€854,357	€46,240,780	
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	
	In urban areas 95% of the population will be within 3 km 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	
	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)	
	A Post Office in every community of over 500 people	% of communities of over 500 with a Post Office	100%	100%	100%	100%	100%	100%	
	Develop and deliver at least 2 new financial inclusion services for the community annually to 2025	Number of new services	New to the 2022 report					1. Money Manager (customers) 2. Financial confidence e-book	1. Money Manager (beyond customers) 2. "Follow the leader" programme 3. Money Hub website

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Performance 2023	Our Progress
SDG 12: Responsible Consumption & Production	Maintain zero waste to landfill	Primary recycling rate	85.50%	83.50%	76%	80%	76%	75%	
		Secondary recycling rate	14.50%	16.50%	24%	20%	24%	25%	
	Reduce water usage 5% annually ^{N5}	% reduction in water usage	An Post are working to put in place a programme to reduce water usage		31%	25%	11%	14%	
	Reduce the packaging that An Post place on the Irish market by 5% per annum ^{N6}	% reduction of material waste to market	n/a	18%	11%	64%	7%	9%	
	Achieve and maintain ISO 14000	Has An Post achieved ISO 14000	No	Yes	Yes	Yes	Yes	Yes	
	Conduct a Sustainability Assessment of 20 suppliers annually ^{N7}	Number of suppliers audited	n/a		29 suppliers audited	23 suppliers audited	3 suppliers assessed	21 suppliers assessed	
	90% of An Post tenders to include sustainability criteria as an evaluation category where applicable	% of tenders completed which should have and did include sustainability criteria	New to the 2021 report			92%	97%	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%	
	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%	
	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%	
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) ^{N8}	26,383 tonnes CO ₂	25,459 tonnes CO ₂ (-3.5%)	29,426 tonnes CO ₂ (15.4%)	28,215 tonnes CO ₂ (-4%)	24,820 tonnes CO ₂ (-10%)	25,253 tonnes CO ₂ (+1.7%)	
		Total Energy kWh Used ^{N9}	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%)	
		Emissions from road transport (tonnes of NOx, SOx, particulate matter) ^{N10}	190 tonnes	205 tonnes (+7.8%)	246 tonnes (+20%)	79 tonnes (-67.8%)	70 tonnes (-11.4%)	74 tonnes (+5.4%)	
	Achieve calculation and reporting of Scope 3 emissions for An Post service providers by 2021	Scope 3 emissions ^{N11}	n/a	n/a	4,796 tonnes	5,578 tonnes	4,916 tonnes	5,473 tonnes	
	Achieve a 51% reduction in absolute carbon emissions (2016-2018 average base year) by 2030	Reduction in carbon emissions (%) ^{N12}	New to the 2022 report				11.31%	-1.59%	
	Achieve a 50% improvement in energy efficiency (2009 base year) by 2030	Energy efficiency saving (%) ^{N13}	New to the 2022 report			33.4% by the end of 2020	39.20%	39.61%	
	Reduce electricity use within buildings by 40% by 2022 from 2009 baseline ^{N14}	Electricity used within buildings	17,323,658 kWh	16,539,340 kWh (-4.5%)	16,422,164 kWh (-5.2%)	16,094,629 kWh (-1.9%)	15,342,434 kWh (-4.7%)	14,633,336 kWh (-4.6%)	
		Renewable electricity used in buildings ^{N15}	100%	100%	100%	100%	100%	99.17%	

SDG	Objective	KPI	Performance 2018	Performance 2019	Performance 2020	Performance 2021	Performance 2022	Performance 2023	Our Progress
	50% of the fleet to run on alternative fuel sources to diesel by 2025 ^{N16}	% of fleet running on alternative fuel sources	New to the 2021 report			28%	30.8%	31.6%	
	Train 100% of drivers in eco-driving by 2023 ^{N17}	% of drivers trained in eco-driving	0%	10.2%	32%	62%	72%	100%	Achieved
	Improve fleet efficiency metrics by 3% per annum to 2025 ^{N18}	Efficiency savings (%)	New to the 2021 report			5.7%	2.2%	-6.5%	
Sustainability Reporting	An Post to be ranked in Top 5 for the Carbon Disclosure Project (CDP) in Ireland ^{N19}	An Post Carbon Disclosure Project Ranking	10th	10th	12th	3rd	3rd	17th	
	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	
	Achieve a silver medal in the EcoVadis Sustainability Rating	An Post EcoVadis rating	New to the 2021 report			Bronze medal	Bronze medal	Silver medal	Achieved

Notes

- N1** A number of factors have negatively impacted this target in 2023, including: the significant increase in our delivery volumes, an increase of incidents in Q4 due to adverse weather events, and a reduction in the number of total effective work hours.
- N2** Hazards associated with our vehicle fleet, which is one of the largest in the country, have the potential to create great risks to our drivers and the communities that they serve. To keep everyone safe, we assess, train and provide guidance to all our drivers on topics such as: driver awareness and vehicle familiarisation, pro-driving, eco-driving, speed monitoring, preventing rollaway incidents and daily vehicle checks. The trend for this target remains on a positive trajectory since the base reporting year of 2018 but there has been a small year-on-year increase (0.12 incidents per million km) due to 3rd party related accidents and damage from falling branches.
- N3** This metric has been re-named to include reference to people with “diverse abilities” to ensure we use more inclusive language. This does not result in any restatement of prior year numbers. In 2023 there were a significant number of ill-health retirements, resulting in a decline in this metric.
- N4** Total sustainability capital expenditure since 2018 is €71,240,137. We are working towards reporting in line with the EU Taxonomy in 2025.
- N5** Progress in reducing our water consumption has been propelled by the ongoing implementation of Smart Flow devices, enabling us to monitor water usage and identify issues in real time.
- N6** In 2023 we achieved a further 9% reduction in the waste we put to market, using the same calculation method as in 2022. Following a Repak audit we have identified additional items in our waste streams and we will work to reflect these new items from 2024. We will not be restating numbers for prior years.
- N7** We evaluated an additional 21 of our primary suppliers in 2023, based on a combined assessment of top expenditure and the greatest potential sustainability impacts of their operations, such as the use of raw materials. This does not result in any restatement of prior year numbers.
- N8** 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 2023 is due to travelling more kilometres and using more fuel in our final mile fleet to make deliveries of the record volume of packets and parcels. The Final Mile Fleet Replacement Programme will bring this metric back on track in 2024.

- N9** Total energy use increased by 3,245,026 kWh in 2023, largely due to travelling more kilometres and using more fuel in our final mile fleet to make deliveries of the record volume of packets and parcels. The Final Mile Fleet Replacement Programme will bring this metric back on track in 2024.
- N10** In 2023 this metric declined due to using more fuel in our final mile fleet to make deliveries of the record volume of packets and parcels, contributing to the increase in emissions from road transport. The Final Mile Fleet Replacement Programme will bring this metric back on track in 2024.
- N11** 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 of employee commute data and an increase in the use of air transport for postal items from Ireland. We expect these emissions factors to continue to increase as we move from the use of assumptions and 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
- N12** This is a national target agreed as part of the Climate Action Plan. The metric for 2022 has been restated upwards from 10.03% to 11.31% following a reconciliation with SEAI. An Post uses market-based reporting methodology, in line with the GHG protocol, to calculate emissions whereas SEAI uses location-based reporting methodology. We are working to eliminate discrepancies and the need for restatement of prior year numbers going forward.
- N13** This is a national target agreed as part of the Climate Action Plan. The metric for 2022 has been restated downwards from 39.54% to 39.20% following a reconciliation with SEAI, due to the Commission for Regulation of Utilities clarifying the electrical conversion factor for 2022, which was not available until autumn of 2023. We are working to eliminate discrepancies and the need for restatement of prior year numbers going forward. In 2023 we achieved a further 0.4% improvement in this metric, due to the delivery of a record volume of packets and parcels more efficiently. The Final Mile Fleet Replacement Programme will further improve this metric in 2024.
- N14** In 2022 we extended our target to reduce the energy consumption within our properties by 40% to 2025. In 2023 we reported a 38.2% reduction and we remain on track to meet our new target.
- N15** In 2023 we leased a number of temporary premises due to the record volume of packets and parcels 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. We will work to rectify this in 2024.
- N16** In 2021 we replaced our metric of "2000 electric vehicles by 2022" and created a new metric of "50% of the fleet to run on alternative fuel sources to diesel by 2025" to better represent our move to different sources of alternative fuels within our fleet. We will not be restating prior years.
- N17** Our eco-driver training is a combination of three programmes: eVan training, Pro-Drive, and CPC mandatory training for C Licence holders.
- N18** In 2023 fleet efficiency declined by 6.5% due to travelling more kilometres and using more fuel in our final mile fleet to make deliveries of the record volume of packets and parcels. 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 the Final Mile Fleet Replacement Programme as we increase the size of our EV fleet. We also expect a reduction in distance travelled as the delivery routes are made more efficient as part of the National Route Design Programme.
- N19** We report annually to the CDP on our environmental impact. In 2023 we were disappointed that our overall score dropped from an A- to a B due to an administrative error. We have amended our governance process for CDP reporting and expect to see our score improve in 2024.



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 2023:

<ul style="list-style-type: none"> • Business and Finance ESG Awards 2023 - Winner of ESG Company Award
<ul style="list-style-type: none"> • Business Energy Awards 2023 - Winner of Best Energy Achievement in Public sector
<ul style="list-style-type: none"> • Chambers Ireland: InBusiness Recognition Awards 2023 - Winner of Best in Community
<ul style="list-style-type: none"> • EU Commission Excellence in Road Safety Awards - Winner of E-Commerce Award
<ul style="list-style-type: none"> • European Sponsorship Awards - Winner of Arts and Culture (non-charity) Award
<p>Green Awards 2023:</p> <ul style="list-style-type: none"> • Winner of Green Business of the Year • Winner of Green Large Organisation of the Year (1000+ employees) • Winner of ESG Best Performer of the Year • Winner of Sustainable Energy Achievement Award
<ul style="list-style-type: none"> • Health & Safety Excellence Awards: <ul style="list-style-type: none"> • Winner of Transport Award • Winner of Health & Safety Excellence Grand Prix
<ul style="list-style-type: none"> • PwC Business Post Sustainable Business Awards 2023 - Winner of Sustainable Large Business of the Year
<ul style="list-style-type: none"> • Ireland RepTrak® Sustainability Index - ranked as Ireland's second most sustainable organisation
<ul style="list-style-type: none"> • RSA Leading Lights Awards - Winner of Public Sector
<ul style="list-style-type: none"> • SEAI Energy Awards 2023 - Winner of Energy Team of the Year
<ul style="list-style-type: none"> • The National Diversity & Inclusion Awards - Winner of Advancing Gender Equality Award

Memberships

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

<ul style="list-style-type: none"> • 30% Club
<ul style="list-style-type: none"> • ALICE (Alliance for Logistics Innovation through Collaboration in Europe)
<ul style="list-style-type: none"> • Banking and Payments Federation Ireland
<ul style="list-style-type: none"> • Business in the Community Ireland
<ul style="list-style-type: none"> • Business for Biodiversity
<ul style="list-style-type: none"> • Carbon Disclosure Project (CDP)
<ul style="list-style-type: none"> • Chambers Ireland
<ul style="list-style-type: none"> • Dublin Chamber of Commerce
<ul style="list-style-type: none"> • EV 100
<ul style="list-style-type: none"> • Freight Transport Association of Ireland (FTA Ireland)
<ul style="list-style-type: none"> • Hydrogen Ireland
<ul style="list-style-type: none"> • IAB Ireland
<ul style="list-style-type: none"> • Ibec
<ul style="list-style-type: none"> • International Post Corporation (IPC)
<ul style="list-style-type: none"> • Irish Management Institute (IMI)
<ul style="list-style-type: none"> • National Irish Safety Organisation (NISO)
<ul style="list-style-type: none"> • PostEurop
<ul style="list-style-type: none"> • Repak Limited
<ul style="list-style-type: none"> • Sedex
<ul style="list-style-type: none"> • Skillnet
<ul style="list-style-type: none"> • Sustainable Energy Authority of Ireland (SEAI) Public Sector Programme
<ul style="list-style-type: none"> • Trinity Centre for People with Intellectual Disabilities
<ul style="list-style-type: none"> • United Nations Global Compact
<ul style="list-style-type: none"> • 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 2023 we were disappointed that our overall score dropped from an A- to a B due to an administrative error. We have amended our governance process for CDP reporting and expect to see our score improve in 2024.
- **EcoVadis:** EcoVadis is a global platform for environmental, social, and ethical performance ratings. In 2023 we further improved our policies and met our objective to achieve a Silver 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.29.
- **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 2026.
- **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 2026.

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 bi-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.23.

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 2023 An Post ranked second in the world, meeting our objective to be ranked in the top 5 for the third 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:

- Business Working Responsibly Mark: Business in the Community
- 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.



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 2023 to 31 December 2023.

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.20-21. 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.6-16 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 2023.

Reference	Disclosure	Reference or Response
2-2	Organisational details	See “ About An Post ”, on p.5. See “ Consolidated Financial Statements ”, in the latest An Post Annual Report.
2-2	Entities included in the organization’s sustainability reporting	See “ About An Post ”, on p.5.
2-3	Reporting period, frequency and contact point	1 January to 31 December 2023 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 starting in 2025, in accordance with CSRD requirements.

Reference	Disclosure	Reference or Response												
2-6	Activities, value chain and other business relationships	See "About An Post" , on p.5.												
2-7	Employees	Total number of employees by employment contract (permanent and temporary), by gender on 31 December 2023:												
		<table border="1"> <thead> <tr> <th>Employee Category</th> <th>Male (No. or %)</th> <th>Female (No. or %)</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td>6,273</td> <td>1,943</td> </tr> <tr> <td>Temporary</td> <td>1,217</td> <td>689</td> </tr> <tr> <td>Total</td> <td>7,490</td> <td>2,632</td> </tr> </tbody> </table>	Employee Category	Male (No. or %)	Female (No. or %)	Permanent	6,273	1,943	Temporary	1,217	689	Total	7,490	2,632
		Employee Category	Male (No. or %)	Female (No. or %)										
		Permanent	6,273	1,943										
Temporary	1,217	689												
Total	7,490	2,632												
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 "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-10	Nomination and selection of the highest governance body	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-11	Chair of the highest governance body	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-12	Role of the highest governance body in overseeing the management of impacts	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-13	Delegation of responsibility for managing impacts	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-14	Role of the highest governance body in sustainability reporting	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-15	Conflicts of interest	See "Corporate Governance - Board Responsibilities" and "Corporate Governance - Directors' Independence" sections in the latest An Post Annual Report.												
2-16	Communication of critical concerns	See "Corporate Governance - Raising Matters of Concern" section in the latest An Post Annual Report.												
2-17	Collective knowledge of the highest governance body	See Appendix "Governance" on p.18.												
2-18	Evaluation of the performance of the highest governance body	See Appendix "Governance" on p.18. See "Corporate Governance" section in the latest An Post Annual Report.												
2-19	Remuneration policies	See "Corporate Governance - Board Committees" in the latest An Post Annual Report for the role of the Remuneration Committee.												
2-20	Process to determine remuneration	See "Corporate Governance - Board Committees" in the latest An Post Annual Report.												
2-21	Annual total compensation ratio	See "Corporate Governance - Board Committees" in the latest An Post Annual Report.												
2-22	Statement on sustainable development strategy	See "Message from our CEO" on p.3. See "Our Strategy and Purpose" on p.2.												
2-23	Policy commitments	See Appendix "Governance - Sustainability Policies" on p.18.												
2-24	Embedding policy commitments	See Appendix "Governance" on p.18.												
2-25	Processes to remediate negative impacts	See "Message from our CEO" on p.3. See "Our Strategy and Purpose" on p.2.												



Reference	Disclosure	Reference or Response
2-26	Mechanisms for seeking advice and raising concerns	See Appendix "Stakeholder Engagement" on p.20-21. See "An Post Code of Conduct for Employees" on the An Post website. See "An Post Code of Conduct for Directors" on the An Post website.
2-27	Compliance with laws and regulations	See "Notes to the Financial Statement" section in the latest An Post Annual Report.
2-28	Membership associations	See Appendix "Awards and Memberships" section on p.27 and Appendix "Sustainability Reporting and Certifications" section on p.28.
2-29	Approach to stakeholder engagement	See Appendix "Stakeholder Engagement" on p.20-21.
2-30	Collective bargaining agreements	As of 31 December 2023, all but 62 of our employees are covered by collective bargaining agreements. Our records show that 89.25% of our employees are making union deductions through payroll, though the number who are union members will be higher as some make union contributions directly to their unions. It is reasonable to believe that over 90% of employees are members of one of our three recognised unions.
3-1	Process to determine material topics	See Appendix "Material Indicators" on p.22.
3-2	List of material topics	See Appendix "Material Indicators" on p.22.

Topic Specific Disclosures

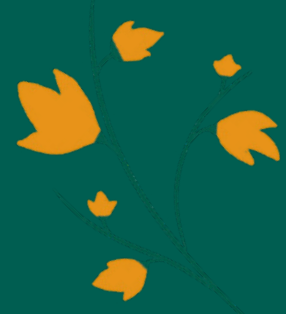
Material topic	Reference	Disclosure	Reference or Response
1. Climate Change	3-3	Management of material topics	We are committed to net zero carbon emissions from our own operations by 2030, with a 50% reduction by 2025. We continue to monitor and report on this progress and are on track to achieve our 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 operation.
	305-1	Direct (Scope 1) GHG emissions	See Appendix "Metrics and Targets" on p.23-26. 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 "Metrics and Targets" on p.23-26. 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 "Metrics and Targets" on p.23-26.
	305-5	Reduction of GHG emissions	Absolute emission See Appendix "Metrics and Targets" on p.23-26. Emission intensity See "Delivering each letter and parcel with fewer emissions" section on p.15. We calculate the average emissions 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.
2. Indirect Economic Impacts	3-3	Management of material topics	We work hard to support our communities in every way available to us. This includes looking after our most vulnerable, providing support to SMEs, encouraging reading and writing skills in children and adults, helping customers with their financial literacy skills, supporting community initiatives, and creating everyday opportunities to make sustainable living commonplace. See "Highlights from our progress against the UN SDGs" section on p.6-16.
	203-2	Significant indirect economic impacts	See "Providing financial literacy and support across Irish society" section on p.13, "Community Focus - continuing to support vulnerable groups in society" section on p.11, "Championing climate literacy and the UN SDGs" section on p.12, and "Nurturing lifelong literacy and numeracy" section on p.12.

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 2023, upon completion of an 11-day multi-site surveillance audit.</p> <p>Health and Safety metrics include total lost time injury rate and road traffic accident rate which can be found in Appendix "Metrics and Targets" on p.23-26. An Post also manages health and safety by tracking additional metrics 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>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 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.</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 during the year.</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 "Metrics and Targets" on p.23-26.</p>									
	403-4	Worker participation, consultation, and communication on occupational health and safety	See Appendix "Stakeholder Engagement" on p.20-21.									
	403-6	Promotion of worker health	See "Supporting our employees and customers with diverse abilities" section on p.9.									
	403-9	Work-related injuries	See Appendix "Metrics and Targets" on p.23-26.									
	4. Diversity, equity and inclusion	3-3	Management of material topics	See "Enhancing diversity and inclusion across cultures and generations" section on p.16.								
405-1		Diversity of governance bodies and employees	See details of our Board, Senior Management and Workforce level diversity in the 2023 Gender Pay Gap Report .									
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 2023 Gender Pay Gap Report .									
5. Employee Engagement	3-3	Management of material topics	See "Supporting employees and customers with diverse abilities" section on p.9.									
	401-1	New employee hires and employee turnover	<table border="1"> <thead> <tr> <th>Item</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>No. new employee hires</td> <td>758</td> <td>400</td> </tr> <tr> <td>Employee turnover rate</td> <td>8.6%</td> <td>11.7%</td> </tr> </tbody> </table>	Item	Male	Female	No. new employee hires	758	400	Employee turnover rate	8.6%	11.7%
			Item	Male	Female							
			No. new employee hires	758	400							
Employee turnover rate	8.6%	11.7%										
401-2	Benefits provided to full-time employees	<p>See "Supporting employees and customers with diverse abilities" section on p.9.</p> <p>Our employees are entitled to take family-related leave, if required. In 2023 3,743 employees used family leave options (2,629 - Male, 1,104 - Female).</p>										

Material topic	Reference	Disclosure	Reference or Response													
6. Learning & Development	3-3	Management of material topics	See "Developing our future talent and fulfilling our potential" section on p.8.													
	404-1	Average hours of training per year per employee	<table border="1"> <thead> <tr> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>42</td> <td>39</td> </tr> </tbody> </table>	Male	Female	42	39									
			Male	Female												
			42	39												
<table border="1"> <thead> <tr> <th>Employee category</th> <th>Average training hours per employee</th> </tr> </thead> <tbody> <tr> <td>Senior Management</td> <td>31</td> </tr> <tr> <td>Middle Management</td> <td>47</td> </tr> <tr> <td>Postal Operative</td> <td>50</td> </tr> <tr> <td>Mail Centre Operative</td> <td>38</td> </tr> <tr> <td>Retail</td> <td>49</td> </tr> <tr> <td>Others</td> <td>34</td> </tr> </tbody> </table>			Employee category	Average training hours per employee	Senior Management	31	Middle Management	47	Postal Operative	50	Mail Centre Operative	38	Retail	49	Others	34
Employee category			Average training hours per employee													
Senior Management			31													
Middle Management			47													
Postal Operative	50															
Mail Centre Operative	38															
Retail	49															
Others	34															
2023 saw a large increase across both participant numbers and training hours when compared to 2022 - 18.5% in participant numbers and 30% in overall training hours.																
The slightly higher training hours for male vs. female employees is attributed to the high volume of training completed in the Postal Operative grade, which is predominantly male, and which impacts total hours of training across An Post.																
404-2	Programs for upgrading employee skills and transition assistance programs	See "Developing our future talent and fulfilling our potential" section on p.8. We focussed on career development training in 2023, with a series of webinars targeted at middle management and senior management levels. This was followed by a tracked spike in intranet hits for study materials - with an estimated increase of 1 hour of training across these categories through 2023.														
404-3	Percentage of employees receiving regular performance and career development reviews	Our Performance Management and Development Process is applied to employees in Manager roles at An Post. In 2023 our Performance Management and Development Process covered 945 employees in permanent roles and additionally, those employees substituting into management roles on a temporary basis (approx. 100 employees), making up 90% of our Manager population. During the year, employees covered by this process are asked to complete an Annual Plan (setting out performance and development goals for the year ahead), an Interim Review of their performance and, at the end of the year, a final review of their performance and development goals for the year. These formal meetings are supported by regular informal 1:1 meetings. In 2023, An Post launched our new Career Development Framework, containing an online suite of tools to support employees and Managers to own and drive their careers within An Post.														
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 Smart Flow 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 "Metrics and Targets" section on p.23-26.													



Material topic	Reference	Disclosure	Reference or Response
8. Waste Management & Recycling	3-3	Management of material topics	See "Driving circularity in Ireland" section on p.10. and "Committed to reducing waste" section on p.11.
	306-1	Waste generation and significant waste-related impacts	See "Driving circularity in Ireland" section on p.10. and "Committed to reducing waste" section on p.11.
	306-2	Management of significant waste-related impacts	See "Driving circularity in Ireland" section on p.10. and "Committed to reducing waste" section on p.11. In 2023 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 metric on maintaining zero waste to landfill and reducing packaging can be found in the Appendix "Metrics and Targets" section on p.23-26.
9. Biodiversity	3-3	Management of material topics	See "Leading out on biodiversity in Ireland" section on p.14. We continue to strive to lead the conversation on business and biodiversity in Ireland. We began our biodiversity journey with colonies of native Irish honeybees and exploring the potential for our land banks to be rewilded and store carbon. In 2021 we developed a wider and more comprehensive biodiversity strategy and in 2022 we performed a first-of-its-kind assessment in Ireland of nature-related impacts and dependencies as well the associated risks and opportunities for the business, and which aligned with requirements in the TNFD reporting framework. In 2023 we continued our assessment of related impacts and dependencies assisting in the ongoing development of our biodiversity strategy and in the enhancement of site-specific landscaping plans.
10. Sustainable Procurement	3-3	Management of material topics	See "Supporting green choices through sustainable procurement" section on p.9. Sustainability continues to be a key strategic goal, and this is evident in our Sustainable Procurement policy, alongside our best practices and guidelines. In 2023 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 "Supporting green choices through sustainable procurement" section on p.9.
	414-2	Negative social impacts in the supply chain and actions taken	See "Supporting green choices through sustainable procurement" section on p.9.





ÉIRE N
Wool Carder Bee



An Bheach Chardála Olla
Amblydromus maculatus

ÉIR
Patchwork Le.

An Bheach Cha
Bombus muscorum

ÉIRE N
Honey Bee

ÉIRE N
Honey Bee