PostLogistics policy
Quality, environment, safety

Our values

As a leading logistics service provider, we consider ourselves to be a provider of comprehensive, integrated logistics services in Switzerland in the fields of both imports and exports. We make a significant contribution to ensuring that Swiss Post's economic, ecological, social and security-related sustainability goals are achieved.
We simplify our customers' business by combining individual services and complete solutions as well as the digital and physical worlds. We also bring our employees together with the relevant stakeholder groups.

It is our aim to be the most energy-efficient company on the Swiss logistics market and to keep pace with the very best throughout Europe. We have ISO 9001 / 14001 certification.

Our obligations: quality, environment, security

We shape our business activities using a process-oriented and risk-based approach. We comply with and, where possible, surpass all quality, environmental and safety regulations as well as the relevant standards and laws. We deploy sufficient and appropriate resources (staff and equipment) in order to ensure sustainable economic success.
The effectiveness of our management system is periodically checked and constantly improved.

Our objectives

Quality
- In line with the Swiss Post vision of "Simple yet systematic", we impress with high-quality and clearly comprehensible services from a single source while providing our customers with added value and contributing to their successful business development.
- We handle our partners professionally, make every effort to ensure long-lasting cooperation and ensure that our high quality standards and requirements are maintained.

Ecological sustainability
- Paying particular attention to climate protection, we make sensible use of rail transport whenever possible and constantly optimize our vehicles' delivery and transport rounds.
- We support the testing and use of alternative energies and drive technology.
- We strive to reduce energy consumption in our buildings as well as waste production.

Social sustainability
As a progressive employer, we offer our competent and professional employees long-term prospects. We promote advanced training and continuing education, are keen advocates of health protection and support our employees in their work-life balance.

Safety
- We make an important contribution to fostering credibility and trust by means of appropriate safeguards.
- We handle safety-related incidents consistently and initiate the necessary measures without delay.
- We operate crisis management and strive to act in a professional manner during unforeseen events.

Evaluation of our policy and management system

Our management system is regularly audited by an independent external expert. We also ensure that our processes remain up to date by means of regular internal audits.
Constant process improvement is guaranteed through the use of performance indicators. We use reporting to monitor whether our goals are achieved.
Furthermore, we monitor the development of our service quality as well as customer and employee satisfaction by means of periodic, comprehensive customer and employee surveys. Measures are taken based on the resulting requirements.

Our policy reflects Swiss Post's vision and the guiding principle of PostLogistics.

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