



Human resources policy





Human resources policy

Powering a modern Switzerland. That's our vision. In order to make it a reality, we need the help of each and every one of our employees. This is where our human resources policy plays a key role. It is based on our values and defines our human resources-related goals.

Swiss Post's human resources policy is shaped by the Federal Council's strategic goals for Swiss Post Ltd. In the human resources policy, Swiss Post acknowledges its social and societal responsibilities as both a systemically important institution in Switzerland and as an employer in other countries.

The human resources policy shapes Swiss Post's corporate culture in a unique way. The values that apply across the Group and which constitute this desired culture are a fundamental

part of the human resources policy. The goals relating to human resources highlight the key aspects being prioritized by Swiss Post in terms of leadership and development, cooperation with social partners and pension fund management as part of its role as a socially responsible employer. It also indicates the conditions that must be taken into consideration from a human resources perspective as part of any partnership or investment.

Our values

Our culture and values are key components of the Swiss Post identity. It describes the way we do things, how we conduct ourselves and how we interact with each other. The values are the most succinct summary of this culture. These are¹:



Customer-centric – with emotion, courage and reason

Swiss Post's employees create new opportunities for people and companies in Switzerland with innovative, modern and relevant services. They consistently design solutions from the customers' perspective. Their actions are shaped by entrepreneurship, courage and empathy. They strive for the optimum solution.

Trustworthy – by people and for people

Swiss Post employees fulfil customers' expectations professionally and reliably and create lasting experiences. They cooperate efficiently and in the spirit of partnership and treat others – both within and outside the company – with appreciation and respect, thus creating scope for new opportunities.

Committed – from small to large scale

Swiss Post employees act responsibly and with foresight for society, companies, the environment and people. They make life easier for customers. Their joined-up and autonomous actions are the foundations for the holistic evolution of Swiss Post.

¹ PostFinance operates its own set of values for successfully implementing the PostFinance strategy.

Our HR policy goals

The human resources policy provides the framework for the strategic thrusts of the Human Resources department and serves to keep Swiss Post consistently in tune with the needs of its customers in different markets. Swiss Post's organizational structure is designed to reflect our customer centricity, entrepreneurial spirit and adaptability, combined with efficiency and drive. Our eight HR policy goals are:



Employer attractiveness

Swiss Post is committed to providing a modern, innovative, supportive and challenging working environment, and employs individuals with the skills required to successfully implement its strategy. Swiss Post employees have access to a broad spectrum of career pathways and avenues for progression, making the company one of the most attractive employers in Switzerland.

Employment conditions

As a socially responsible employer, Swiss Post provides fair, attractive and economically sustainable employment conditions for its employees. It upholds local and industry standards while ensuring that it remains competitive and can maintain its entrepreneurial approach. Swiss Post also recognizes that it has a social responsibility regarding inclusion; as a leading institution, it sets the standards in terms of sickness prevention, employability and in key social issues.

Healthy work-life balance

Swiss Post's success is the result of the productivity and innovative strength of the many people drawn to work for the company due to its reputation as an attractive employer. Swiss Post considers maintaining a healthy work-life balance essential at every stage of life. It therefore creates attractive framework conditions, which not only consider contract-related issues such as flexibility in terms of working hours, place of work or job sharing opportunities, but also take cultural aspects into consideration in order to promote diversity and prevent discrimination.



Leadership and development

People in management positions have a particular set of responsibilities at Swiss Post. They create an environment ideally suited to collaboration. They think and act in a joined-up way, foster customer centricity and instil an entrepreneurial way of doing things. They also promote a culture of embracing feedback and learning as the foundation from which the company can continue to develop. They adopt a trust-based approach and encourage their colleagues to take on a sense of individual responsibility. They challenge and support their colleagues in their professional development, both on an individual level and as a team. Cooperation and diversity are therefore more important now than ever before, both for managers and for all other employees.

Basic vocational training

Swiss Post is committed to promoting young talent in a number of different professions and thus makes a significant contribution to vocational training in Switzerland. The company trains apprentices and enables young adults to enter the world of work. Swiss Post also works together with universities, industry associations and other companies to provide targeted training in skills and professions.

Sustainable training and development measures

Lifelong learning and the ability to acquire new skills are essential both for Swiss Post as a company and for its employees, which is why Swiss Post is committed to being proactive in training its employees. It provides flexible and targeted development and training concepts that encourage employees to take responsibility for improving their own efficiency and employability. This applies to qualified specialists and generalists, as well as employees, which means that employees on the ground also receive basic and further training in the fields of automation and digitization. Swiss Post ensures that the expectations placed on an employee match as closely as possible to the point that the employee has reached in their career or life, so that the employee's assignments are based on their actual skills. The training and development methods used by Swiss Post are oriented towards the needs of both the company and the market.

Social partnerships and collective employment contracts

Swiss Post is committed to a modern and solid social partnership, and advocates a level playing field for all market participants. As such, the company actively helps to create the standards in the respective countries and sectors in which it plays a significant role as a competitor, and aims to harmonize the employment conditions in sub-markets in a way that encourages competitors to follow Swiss Post's example. To this end, Swiss Post promotes efforts and processes that aim to make standards generally binding, if possible through collective employment contracts. In countries and sectors where Swiss Post does not have this market role, it acts in accordance with the standard conditions in that area and sector, without falling below those standards. Swiss Post takes all appropriate measures to ensure compliance with the applicable standards. These measures are audited by an independent body.

Pension fund

Both Swiss Post and the Swiss Post pension fund strive to provide the promised retirement benefits for all generations. In so doing, ensuring the long-term financial stability of the Swiss Post pension fund remains the key objective, even in the face of changes within the workforce (e.g. demographic distribution). The company takes particular care to ensure that the retirement pension situation continues to develop in a balanced and prudent way (including with regard to the generations), even in challenging environments (including persistently low interest rates, capital market fluctuations and increasing life expectancy of policyholders).



Partnerships and investments

Swiss Post only invests in companies and works with (sub)contractors if their employment conditions are in keeping with the standards in the respective industry and typical local conditions after a transition time, should this be required. The directives stipulated in Swiss Post's "Code of Ethics and Social Responsibility" must be complied with where they apply to investments. Swiss Post takes appropriate measures to ensure that those standards are complied with. These measures are audited by an independent body.

Swiss Post is committed to creating jobs in Switzerland and not pushing for relocations abroad. In all cases, Swiss Post ensures that its products and services remain competitive, that it can continue to act in an entrepreneurial manner and ensure access to the international talent pool.

Swiss Post is creating new models of working to meet the needs of the company and its employees for more flexibility in terms of working arrangements. These allow the company to meet the needs of its employees while simultaneously affording employees a greater degree of autonomy in organizing their own assignments, insofar as this is possible from an operational perspective.



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