



Česká pošta



CZECH POST SUSTAINABILITY  
REPORT **2022**



**Česká pošta**



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# DEAR READERS,

many of our fellow citizens take the Czech Post for granted, as a public service or even a relic that has fallen behind and got stuck in the past. Only few people know the principles on which Czech Post operates, the full range of services it provides, or even a little about its important activities in the context of social responsibility and sustainability. If you are reading these lines, you are one of those who have decided to learn more about the workings of the Czech Post, which is not so visible but even more important. Thanks to this 2022 Report, you will find out what Czech Post is doing to help those in need and in what ways it is doing so, what its relationship with the environment is, what kind of carbon footprint it leaves behind, or how the Czech Post Foundation is working.

The Czech Post is one of the largest employers in the Czech Republic. Employees form the backbone and the heart of the company, and that is why we place great emphasis on them. In addition to their salary, employees are provided with employee benefits, which amount to an annual average of approximately CZK 30 000 per one employee. For several years now, we have been involved in the T2G inter-company mentoring programme, which serves as a platform for bringing together employees from different disciplines who want to work on their professional development or offer development through mentoring. However,

we also focus on students. We work with high schools and colleges through offering a Trainee Program. Moreover, helping people in need is in our nature, which is why we have offered selected jobs to people from Ukraine who have come to us because of the situation in their home country.

In the long term we have been supporting several charity programs and cooperating on charity events. Whether it is the partnership of the Pink October breast cancer prevention campaign, involvement in the Global Volunteering Day and donating Giving Tuesday, partnership of the Czech Day Against Cancer project, partnership of the wheelchair floorball extra league and the Czech national team, partnership of the Three Wise Men fundraising (in Czech Tříkrálová sbírka) and many others.

I am glad that despite the many problems that the Czech Post is going through right now in its ongoing transformation, it has not neglected to take care of its employees, the environment and it has not abandoned the charitable projects it has long supported.

Although people often do not admit to this fact, it is an integral part of the Czech Post. Therefore, my thanks go not only to the Czech Post Foundation, but to everyone who contributes to this goal.

Miroslav Štěpán,  
Deputy Chief Executive Officer



# COMPANY PROFILE

## MISSION AND STRATEGIC OBJECTIVES

Czech Post State Enterprise, in Czech Česká pošta, s.p., (hereinafter also “Czech Post”, “CP”, “Enterprise”) provides quality services to citizens, companies and the state. It is a key player in the field of parcel deliveries, a contact between citizens and the state, especially in remote areas, and a partner of companies to which it provides comprehensive services.

The ongoing transformation of the Enterprise aims to continue to ensure territorial and social cohesion in the services provided to the state as well as to complement the existing distribution network with the digital structures of the modern information society. The implemented changes which have an economic effect are in the spirit of focusing on customers, i.e., the Enterprise’s aim is to start the development and maintain the improvement of customer experience with the services of the Czech Post in the long term.

The Czech Post has a unique network of branches, a sophisticated logistics system and relies on the work of experts both in providing services at post offices and in processing and transporting parcels.



## THE LEGAL STATUS OF THE COMPANY

The company is a legal entity within the meaning of Act No. 89/2012 Coll., the Civil Code, as amended. Its legal and property status is regulated by Act No. 77/1997 Coll., on State Enterprise, as amended.

Czech Post, State Enterprise was established on 1<sup>st</sup> January 1993 based on the decision of the Ministry of Economy of the Czech Republic of 16<sup>th</sup> December 1992, in accordance with Act No. 111/1990 Coll., on State Enterprise, and was entered in the Commercial Register maintained by the District Court for Prague 1, Section A, File No. 7565. At the same time, the Ministry of Economy of the Czech Republic issued the Charter of the State Enterprise dated 16<sup>th</sup> December 1992. At present, the Enterprise is registered in the Commercial Register maintained by the Municipal Court in Prague, Section A, File 7565. The Memorandum of Incorporation of the State Enterprise Czech Post, adapted to Act No. 77/1997 on the State Enterprise, was issued by the Ministry of Transport and Communications. This charter came into force on 16<sup>th</sup> June 1997 and was further amended by amendments.

As of 31<sup>st</sup> December 2022, the Ministry of the Interior of the Czech Republic fulfilled the role of the founder of the Enterprise.

## CORPORATE GOVERNANCE AND MANAGEMENT

Within the meaning of Section 11 of Act No. 77/1997 Coll., on State Enterprise, as amended, the bodies of Czech Post are the Chief Executive Officer and the Supervisory Board.

### CHIEF EXECUTIVE OFFICER

The Chief Executive Officer (CEO), as a statutory body of Czech Post, S.E., represents the Company and manages its activities. CEO decides on all matters of the Enterprise unless they are reserved by law to the competence of the founder pursuant to Section 12 of Act No. 77/1997 Coll., on State Enterprise, as amended.

The CEO shall appoint Deputies CEO of the Company who shall act in the absence of the CEO in his/her full capacity. The CEO shall determine the order in which the deputies shall represent him/her. The deputies CEO shall be entered in the Register of Companies.

### SUPERVISORY BOARD

The Supervisory Board exercises its powers pursuant to the provisions of Section 13 of Act No. 77/1997 Coll., on State Enterprise, as amended, and to the extent specified by the founder in the Enterprise's Statutory Articles.

The Supervisory Board is composed of 15 members. One third of the members of the Supervisory Board are employees of the Enterprise, elected and dismissed by



the Enterprise's employees based on the election results. Two thirds of the Supervisory Board members are appointed and dismissed by the founder.

As of 31<sup>st</sup> December 2022, the Supervisory Board had fourteen members.

### SUPERVISORY BOARD COMMITTEES

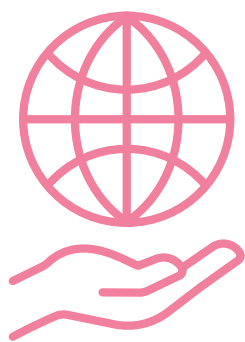
The Supervisory Board establishes committees of the Supervisory Board as its working, advisory and initiating bodies. Committees' meetings serve for preliminary and detailed discussion of matters and materials that are subsequently dealt with by the Supervisory Board. The Supervisory Board elects and dismisses the members of the committees.

As of 31<sup>st</sup> December 2022, the following Supervisory Board committees have been established:

- Strategy Committee
- Audit Committee
- Human Resources Development Committee

# SUSTAINABILITY OBJECTIVES

Czech Post is proud to be a signatory to the 17 UN Sustainable Development Goals, which represent a development agenda for a better world by 2030. Wherever we can, we strive to implement and develop them.



In our approach to sustainability, we see the following goals as a priority:

## 3 - HEALTH AND QUALITY OF LIFE

The health of our employees and their loved ones is important to us, and we care about it. We know that health is not a given, which is why we are committed to preventive health programmes such as breast and testicular cancer.

## 4 - QUALITY EDUCATION

We know that no modern society can do without quality education. That is why we have long been cooperating with institutions of secondary and higher education.

## 5 - GENDER EQUALITY

Equal treatment of men and women is a matter of course for us.

## 6 - DRINKING WATER AND SEWERAGE

In our business, we are committed to protecting water and its resources.

## 7 - AFFORDABLE AND CLEAN ENERGY

We are committed to protecting the environment in the long term, including through optimal energy savings and the use of green energy.

## 8 - DECENT WORK AND ECONOMIC GROWTH

Decent work for all our employees is a matter of course for us. Our goal is also economic growth, which will enable us to further develop our business.

## 10 - LESS INEQUALITY

We are a signatory to the European Charter for Diversity. The Charter was launched in Europe in 2013 as a commitment to develop a universally tolerant work environment. And that is also our goal.

## 11 - SUSTAINABLE CITIES AND COMMUNITIES

Our business impacts the environment and quality of life in cities and towns across the country. That's why we try to cooperate as much as possible with their representatives and participate in the development of their social life. And we try to reduce our impact on their environment, for example, by using alternative-powered cars or managing waste economically.

## 12 - RESPONSIBLE PRODUCTION AND CONSUMPTION

Our business is increasingly aligned with sustainable development, and we strive to adapt our services and products accordingly. Responsibility towards the environment and society is our motto for the years to come.





# SUSTAINABLE DEVELOPMENT GOALS

<b>1</b> NO POVERTY 	<b>2</b> ZERO HUNGER 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>5</b> GENDER EQUALITY 	<b>6</b> CLEAN WATER AND SANITATION 
<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 
<b>13</b> CLIMATE ACTION 	<b>14</b> LIFE BELOW WATER 	<b>15</b> LIFE ON LAND 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE GOALS 	



### 16 - PEACE, JUSTICE AND STRONG INSTITUTIONS

We behave responsibly and transparently. We respect fundamental rights and freedoms and our legal order. We are part of the critical infrastructure of the state and we know our responsibility to society.

### 17 - PARTNERSHIPS TO MEET OBJECTIVES

We are sensitive to the wishes of our stakeholders and engage in dialogue with them. We know that will we be able to achieve our goals only through cooperation.



## STAKEHOLDER RELATIONS

In 2022, we had also based our approach on the needs and wishes of our key stakeholders. We regularly communicate with our partners and use various surveys and research to determine their main expectations of the Enterprise. Our most important partners are employees, customers, trade unions, suppliers and business partners, the regulating authority, representatives of municipalities and the entire public administration, schools and universities, the media, non-profit organisations as well as government institutions.



# ENVIRONMENTAL RESPONSIBILITY

As part of sustainable business, we regard our responsibility towards the environment as one of our priorities. We actively seek to save energy, reduce our carbon footprint and develop electromobility.



## CARBON FOOTPRINT

The calculation of Greenhouse Gas (GHG) emissions was performed in accordance with the GHG Protocol by recalculating the amount of individual data associated with activities that affect the carbon footprint to help their Global Warming Potentials (GWP). This parameter is also commonly referred to as the Emission Factor. All this data was then converted to carbon dioxide equivalent reported in tonnes (tCO<sub>2</sub>e).

Even in 2022, the main source of emissions was emissions associated with the operation

of buildings, both owned and rented. The operation of owned buildings (Scope 1 and 2) represented around 48% of total emissions, with around 28% of total emissions being emissions associated with the purchase of electricity in Scope 2. The operation of leased buildings (Scope 1 and 2) then represented a further less than 10% of total emissions. If emissions associated with the operation of Scope 3 buildings were also included, this would bring the share to just under 70% of total emissions.

Total emissions independent of any greenhouse gas transactions such as sales, purchases, transfers or safekeeping of allowances	2022 TOTAL (tCO <sub>2</sub> e)	2022 Emission intensity (tCO <sub>2</sub> e/number of employees)
Scope 1	24 739	1,06
Scope 2*	65 454	2,79
Scope 3	74 872	3,20
<b>Total emissions</b>	<b>165 065</b>	<b>7,05</b>

\* The market-based method was used for the Scope 2 emissions calculations.

Total emissions independent of any greenhouse gas transactions such as sales, purchases, transfers or safekeeping of allowances	2020 (tCO <sub>2</sub> e)	2021 (tCO <sub>2</sub> e)	2022 (tCO <sub>2</sub> e)
Scope 1	32 621	32 853	24 739
Scope 2*	55 214	58 930	65 454
Scope 3	60 674	68 156	74 872
<b>Total emissions</b>	<b>148 509</b>	<b>159 939</b>	<b>165 065</b>

\* The market-based method was used for the Scope 2 emissions calculations.

The second most significant source of emissions is the company's vehicle fleet. In the sum of owned and leased vehicles, these emissions accounted for almost 20%, with a slightly higher proportion (13% of total emissions) attributable to leased vehicles.

Compared to the 2020 base year, the largest increase in emissions is in Scope 3 - about 23%. Half of this increase is due to the use of freight traffic in addition to the trains used in 2020. The other half is due to the combination of the new WTT and T&D emission factor and the overall increase in emissions associated with fuel use.

Scope 2 increased by 19% compared to the base year. This is mainly due to an increase in emissions from purchased electricity. Although electricity consumption decreased by 10%, emissions increased due to the new emission factor which increased by over 30%.

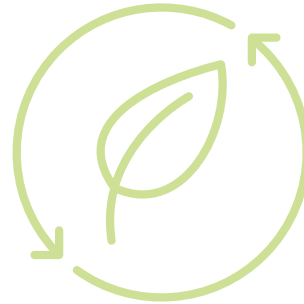
Scope 1, on the other hand, decreased by 24%, mainly due to a decrease in its own fleet.

Compared to the previous year, the 2021 increase for Scope 2 and Scope 3 accounted for the same amount. Scope 2 emissions increased by 11%, which was within the context of a 10% increase in consumption and a new emission factor for electricity consumption. Electric vehicle use increased 7 times compared to 2021, which also contributed to the increase in Scope 2. The emissions of Scope 3 increased by 10% primarily due to new truck use.



## FLEET OF THE CZECH POST

The Czech Post has a total of 5 824 vehicles of various types in its fleet. Last year, its fleet drove a total of 126 946 500 kilometres. A total of 89% of our fleet belongs to the EURO6 emission standard. In 2022 the fleet included 15 electric cars and 16 charging stations. We plan to acquire more electric cars next year and further increase the number of charging stations to 96. As part of the logistics, our delivery drivers also have 100 electric bikes at their disposal and their numbers will also increase in the years to come.



TYPES OF CARS	
Vehicle category	
[M1] Passenger vehicle	1 578
[N1] Van	3 785
[N2] Truck	169
[N3] Truck	253
[O2] Trailer	4
[O4] Trailer	29
[T2] Tractor	6
<b>Total sum</b>	<b>5 824</b>

EMISSIONS STANDARDS	
Issue limit	
WITHOUT NORM	50
EEV	6
EURO0	3
EURO1	3
EURO2	2
EURO3	23
EURO4	264
EURO5	299
EURO6	5 174
<b>Total sum</b>	<b>5 824</b>

PROPELLANT MATERIALS	
Fuel	
Without fuel	33
CNG	375
Electricity	15
Diesel	4 457
Natural 95	944
<b>Total sum</b>	<b>5 824</b>



## ENERGY MANAGEMENT

Since 2018 Czech Post has implemented and certified the “Energy Management System” in accordance with Czech State Standard ČSN EN ISO 50001:2019. This system successfully passed a supervisory audit in 2022. The Energy Management System is an ideal tool to achieve systematic improvement of energy efficiency, increase energy efficiency, improve the environment as well as to verify the organisation’s compliance with legal requirements in the field of energy management.

Our energy management rules:

- to manage in such a way as to avoid unnecessary losses
- monitor energy consumption and identify the causes of unwanted consumption
- maintain their consumption facilities in a condition that complies with legal regulations and technical standards
- to take energy only based on contracts concluded for the actual needs of the premises
- we use and introduce new technologies that are more environmentally friendly and use less energy



## EPC PROJECTS

As a sustainable company, Czech Post is very focused on environmental protection, including energy savings. One of the options we use to save energy is EPC projects aimed at reducing the energy consumption of buildings. Our efforts have been awarded the title of the Best Upcoming EPC Project of 2022 for the design of the in-depth modernisation of the depot and collection transport hub in Prague’s Malešice. Specifically, the parcel sorting and letter sorting facilities, which are the largest facilities of their kind in the Czech Republic. The investment of nearly CZK 100 million in lighting replacement, building insulation, temperature control according to the time of use of individual rooms, air conditioning and photovoltaic facilities is expected to bring annual energy cost savings of at least CZK 15 million, which means that the net pay-back of the project is less than 7 years.

The Czech Post started to prepare the project with the contribution of the National Development Bank with grant support from the ELENA programme. By using the EPC method, we can be contractually guaranteed up to 30% reduction in electricity consumption and 20% reduction in heating costs, which will bring us significantly lower operating costs.

In 2022, Czech Post was awarded the 1st prize for the best upcoming EPC project of 2022 by AESP (Association of Energy Services Providers).



## CONSUMPTION

Electricity consumption	
2021	2022
60 842 MWh	55 966 MWh

Buying green energy	
2021	2022
4,20%	6,75%

Heat consumption	
2021	2022
62 104 MWh	58 268 MWh

Gas consumption	
2021	2022
80 155 MWh	65 710 MWh

Water consumption	
2021	2022
11 626 thousand. CZK	12 571 thousand. CZK

Water consumption is not centrally recorded in technical units, therefore only the total cost of water charges is shown in the table.



## WASTE MANAGEMENT

We strive to manage waste as economically as possible to protect the environment. For the years 2021-2024, Czech Post has concluded Waste Management Service Contracts for all seven Regions. Due to the exhaustion of the contract from the Waste Management Services Contract for the Prague Region, it was necessary to issue a new public tender and conclude a new Waste Management Services Contract by the end of 2024. Framework agreements (23) for the provision of services for the collection and disposal of hazardous waste and other waste from selected



establishments where this hazardous waste is generated, mainly transport centres, the Prague Central Printing Plant, etc., were also concluded for the years 2020-2023. To fulfil the reporting obligation for the year 2022 by the deadline of 28<sup>th</sup> February 2022, a total of 2 401 Waste Production and Management Reports were submitted through the Integrated Environmental Reporting System, thus fulfilling the legal obligation.

	2021	2022
<b>Waste removal</b>	<b>24 085 705 CZK</b>	<b>23 388 441 CZK</b>
of which disposal of packaging waste *	526 595 CZK	222 951 CZK
<b>Ecological disposal **</b>	<b>453 737 CZK</b>	<b>567 346 CZK</b>
<b>Quantity of waste in tonnes of which:</b>	<b>7 441</b>	<b>6 733</b>
Mixed municipal waste	3 642	3 459
Paper and cardboard packaging	1 545	1 098
Paper and cardboard	1 328	1 257
Bulky waste	453	394
Plastic packaging	211	156
Iron and steel	65	84
Oily water from oil separators **	61	53
Mixtures of sand trap waste **	54	93
Oil separator sludge **	19	27

\* From packaging that CP places on the market \*\* Disposal of hazardous waste

### Collection of paper, plastics and shredding

Raw material	Quantity 2021 (tonnes)	Quantity 2022 (tonnes)
Paper collection	1 484,5	1 083,9
Plastic collection	104,7	90,3
Controlled and uncontrolled paper shredding	1 178	1 214

### RECYCLING, TAKE-BACK

In the field of electrical equipment take-back we cooperate mainly with the following companies.  
REMA p.l.c. and STEELMET, I.l.c.

	Quantity 2021 (tonnes)	Quantity 2022 (tonnes)
Take-back of electrical equipment in the year by the company STEELMET	61,800	70,260



# SOCIAL RESPONSIBILITY

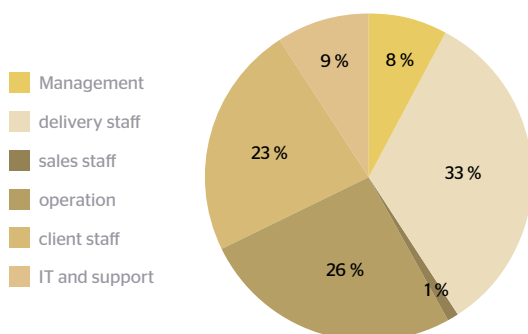
The Czech Post is one of the largest employers in the Czech Republic. We have nearly twenty-six thousand employees who provide services throughout the Czech Republic. In 2022, a total of 23 431 employees worked at the Czech Post, which was 2 243 fewer compared to the previous year. The significant decrease is mainly related to:



- Organisational and rationalisation changes in the administration
- Purchase of transport services over 3.5 tonnes
- Dynamic capacity control in internal networks
- Optimising letter delivery

The turnover rate increased to 30.3%, partly due to the implementation of organisational changes with an impact on employment. Unwanted (voluntary) fluctuation reached 17.5% and also trended upwards year-on-year. The main reasons for voluntary fluctuation are the nature of the work (high physical workload) and lower pay, with the pay ratio of the CP to the logistics segment at 81% in 2022.

Share of number of employees in individual operations + share of total number of employees



Representation of men and women in the management of the Czech Post	Women	Men
Top management	3 %	97 %
Senior management	37 %	63 %
Middle management	58 %	42 %
Lower management	87 %	13 %

Proportion of women and men in CP and in individual operations	Women	Men
2021	72 %	28 %
2022	72 %	28 %

**Structure of employees by age of total number of employees and breakdown into (m/f) 31. 12. 2022**

	Men	Women
up to 19 years	0,28 %	0,24 %
20-24 years old	2,49 %	2,93 %
25-29 years old	2,73 %	3,59 %
30-34 years old	2,73 %	4,92 %
35-39 years old	2,49 %	6,46 %
40-44 years old	3,43 %	10,34 %
45-49 years old	4,42 %	15,89 %
50-54 years	3,17 %	13,44 %
55-59 years old	3,01 %	11,27 %
60-64 years old	1,55 %	3,62 %
65 and over	0,47 %	0,53 %

The average monthly wage in CP amounted to CZK 29 946, which represents an increase of CZK 1 010, i.e., 3,5%, compared to the previous year. The increase occurred despite the unfavourable economic situation of the company. Following the payment of the payment due by the State for the provision of universal service since 2018, the employer released financial resources for the payment of extraordinary

remuneration given by the CEO. In this way, the management of the enterprise tried to mitigate, at least partially, the negative impact of the high inflation rate on the living standards of its employees. Therefore, during the year, after consultation with the trade union partners, extraordinary bonuses were paid to employees by the CEO in the average amount of CZK 8 600 per employee.



### BENEFITS

In addition to the salary, the employer provided its employees with employee benefits (perks), which amounted to an annual average of approximately CZK 30 thousand per employee. CZK. These were mainly contributions for food vouchers, supplementary pension savings and life insurance, recreation, physiotherapy, children's camps, culture, sports, etc. In addition to these benefits, the company allowed its employees to take an extra week of leave beyond the Labour Code and facilitated entry into the MultiSport and T-Mobile programmes.

### EQUAL OPPORTUNITIES

In 2022, the Czech Post employed 813 people (597 of them women) with disabilities. A further 323 Persons with Disabilities (PWD) worked in the form of agreements for work outside the employment relationship. Companies employing PWDs are approached in the purchase of products and services. In recruitment, we use a special pictogram for the positions that are suitable for PWDs, which helps applicants to filter out suitable positions more easily. We also work with Rhythm, a non-profit organisation that supports people with disabilities in actively integrating into life beyond work. Finally,

we have started cooperation with the Labour Office on Vocational/work Trainings - Preparation for Work.

In 2022, we continued our cooperation with Czechitas, an organization that educates women in IT, and participated as mentors in their digital academy.

In addition to women and people with disabilities, we also focus on students in our Trainee Programme as part of our equal opportunities work. As of July 2022, we welcomed the second class of Trainees to our ranks, joining the first group from 2021. The students are involved in real projects that have an impact on the running of the entire company, while also having the opportunity to meet with top management and gain valuable experience and feedback on their work. Besides the traditional work, educational workshops are prepared for Trainees during the year to develop their potential (Presentation Skills, Negotiation Tactics, Stress Management, Project Management). The aim of the program is to provide students with the necessary practice and offer them a full-time job in at Czech Post after graduation.

### CAREER DEVELOPMENT

For several years now, CP has been involved in the T2G inter-company mentoring programme, which serves as a platform for bringing together employees from different disciplines who want to develop themselves or offer development through mentoring. In 2022, a total of 9 of our colleagues were nominated into the programme.



## WE ARE SIGNATORIES TO THE EUROPEAN CHARTER FOR DIVERSITY

In 2019, the Czech Post became a signatory to the European Diversity Charter. The Charter was established in Europe in 2013 as a commitment to develop a universally tolerant work environment. At Czech Post, we focus on the following target groups:

- parents on parental leave or returning from parental leave,
- disabled people or people with reduced working capacity,
- members of national minorities, citizens of the Czech Republic,
- young people, graduates,
- people aged 50+,
- foreign employees.

## WE COOPERATE WITH INSTITUTIONS OF SECONDARY AND HIGHER EDUCATION

In 2022, cooperation with partner post schools as well as universities continued. At the end of March, after the Covid break, we held the tenth edition of the popular Postal Skills Competition, which took place in Brno and was attended by eight schools and their students. A total of 15 215.5 hours were worked in 1 965 working days.

As part of our cooperation with universities, we participated in an online assessment 4. MUB-LINE fictitious companies' fair. We evaluated high school students from the Czech Republic and Slovakia on their fictitious company logos and subsequently on their online presentations of fictitious companies. Based on the evaluation of the expert jury, the top 10 fictitious companies were selected and presented in person. On behalf of the Czech Post, we evaluated the students in the category Final presentations of fictitious companies and best salesperson (in English).

In 2022, as part of the project "Setting new educational and training priorities reflecting the changing needs of the labour market in

## WE EMPLOY PRISONERS

Based on the signed Memorandum of Mutual Cooperation between the Czech Post and the Prison Service of the Czech Republic, the cooperation with selected prisons was extended in 2022, namely prisons in Hradec Králové, Věhrdy and Bělušice. In these prisons, we transport prisoners from the prison to our workplace, except for Hradec Králové Prison, where prisoners come to our workplace themselves. Our permanent goal is to help in the correction of convicts, to give prisoners the opportunity to work while they are in prison.



the transport and communications sector”, we conducted 40 workshops for secondary school students. Students gained competences in the areas of Professional Communication, Presentation Skills, Working with Stress and Effective Leadership.



## HELPING WAR REFUGEES FROM UKRAINE

Since we are one of the largest employers in our country, it was a matter of course for us to offer selected jobs to the residents of Ukraine, who came to us due to the situation in their home country.

We know that finding a job is not easy, especially if you don't speak the language of the country. That's why we've prepared a tab on our careers site that makes it easy for Ukrainian citizens looking for work to find out what jobs they can do here. Of course, the advertisements are written in Ukrainian, so the

candidate has a clear idea from the beginning what he or she will be doing. And if they even want to have a little “chat”, our chatbot Martin, who we have already taught Ukrainian, is available to guide applicants to the jobs that are right for them. To make the recruitment process easier, our recruitment assistant was also available to communicate with candidates in their mother's tongue.

## EMPLOYEE TRAINING

In 2022, a total of 93 764 staff were trained, of which 64 771 were trained electronically, i.e. 69%. Of the Training was provided mainly in the mandatory area, the area of professional training and statutory examinations, the area of alliance partner training, and professional and development training.

Most of the face-to-face trainings were delivered by teams of internal trainers, internal trainers - coaches and representatives of alliance partners, or selected senior staff. A total of 3 197 courses/ dates were organised in 2022.

Our emphasis continued to be placed on the digitalisation of training and e-learning was used in all areas where possible at the time.



There has been a significant computerisation of different types of training in the area of vocational training, which has clearly contributed to the implementation of the plan.

Since May 2022, there has been a change in the training activities for obtaining the prescribed eGovernment services qualification, which we classify as mandated training and examinations. The original full-week training has been upgraded and partially converted into e-learning courses for information on the technologies of each eGovernment services sub-service, e.g. e-courses on Data Boxes, Basic Registers, Document Conversion, CA PostSignum and others. The study of e-learning courses is followed by three days of practical training in APOST classrooms for each internal SPS network. This change brings more flexible substitutability at the sites and ultimately saves on employee travel orders. These e-learning courses can also serve as a tool for reviewing and refreshing on already acquired knowledge.

Probably the biggest shift in computerization can be seen in the area of training of alliance partners' products, which corresponds to the number of employees trained electronically. Virtually all training and refresher courses take the form of online or e-learning courses.

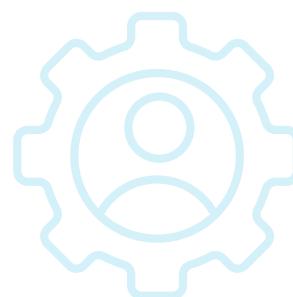
For the first time in 2022, external training and development was also provided based on the so-called training plans, which were drawn up by individual departments in cooperation with HR Business Partners at the beginning of the year.

A team of internal trainers was dedicated to development activities such as mentoring skills training and the Talent Programme, which aims to retain and develop talented

employees and enable their career growth. The Talent Programme aims to build a community of people who use their talents to inspire others, each other and help us create the Post Office of the future. In 2022, 17 employees went through diagnostic testing and development centre and are currently undergoing a development program and working on their innovative projects to present to the management of Czech Post in late June 2023.

The partnership with ČEZ is also significant. By the end of 2022, all three main waves of new hiring had been made at the specialized counters of selected CP branches, and a total of 148 employees had already received extensive training focused on gaining expertise in selling ČEZ products and services since the start of the cooperation in July 2021. Currently, only individuals are undergoing training.

Paternity leave			
	Pater- nity	ML/ PL	TO- TAL
Men	109	3	112
Women		962	962
Total	109	965	1 074





## WE SUPPORT EMPLOYEES IN DEALING WITH DEBTS

To support employees in dealing with debts, a telephone counselling service is available in the Personnel Service Centre. The aim of the counselling service is to provide employees with initial information and assistance in completing documents for further negotiations. The professional solution is then sponsored by the non-profit organisation People in Need (Člověk v tísni), also as part of the Gracious Summer 2 initiative. (in Czech Milostivé léto 2)

## SOCIAL DIALOGUE

Communication with employee representatives is very important to us, which is why we regularly negotiate with trade unions. We have a total of 85 basic trade unions, organised into

ten trade union entities. The management of Czech Post regularly communicates with all trade union organisations and their members to maintain social reconciliation.

## HEALTH AND SAFETY AT WORK

Czech Post places a high emphasis on ensuring Occupational Health and Safety (OHS) and Fire Protection (FP) at all its workplaces. It always strives to create a healthy and safe environment for employees and to ensure that potential risks are eliminated. In this area, through periodic training sessions, we are targeting greater awareness, information and knowledge of OHS among senior employees who have an indivisible responsibility for the state of their workplace. In 2022, a total of 397 group training sessions for managers were conducted by OHS and FP technicians.



In accordance with the Labour Code, the condition of individual workplaces is regularly checked as part of the annual “Health and Safety Inspections at Czech Post workplaces”, as well as by increased and continuous inspection activities of the staff of the specialised health and safety department. In 2022, a total of 2 467 internal inspections were carried out. The importance of OHS and FP issues is also reflected in the interest of the inspection activities of the State Expert Supervision. In 2022, a total of 29 inspections were carried out at the State Enterprise CP by the Fire Rescue Service of the Czech Republic, 8 inspections by the Labour Inspectorate and 44 inspections by the Regional Hygiene Stations, which found no defects of a serious nature.

For the OHS and Czech Post, taking care of employees’ health and safety is a priority. One of the ways of taking care of the health of employees is education. Supervisors are regularly trained in OHS and FP and are then required to train their subordinates. As part of the training, employees are made aware of the potential risks arising from their work. Employees are also familiarised with the operation of the workplace and are made aware of the specifics of particular workplaces. They are also familiarised with the operating instructions for individual machines and equipment, handling equipment, etc. Employees are provided with Personal Protective Equipment (PPE) to the full extent of the workplace and job position, and protective drinks as required. Instructions on appropriate handling of loads and other situations that may arise are published on the intranet of Czech Post. Employees regularly attend periodic medical checks.

OHS and FP training is in most cases conducted physically at workplaces, for selected groups of employees of the Main

Administration/Administration it is conducted by e-learning. The frequency of training is strictly determined by law. As OHS and FP training is a legal obligation, all employees of the Czech Post are trained. The training is initial training on commencement of employment and then recurrent training. OHS and FP training applies to all employees without distinction. Only managers have more extensive OHS and FP training. Since agency workers are not employees of the Czech Post but employees of the agency, the obligation falls on the agency. At the Czech Post’s workplaces, agency employees are trained in local conditions and in the OHS and FP obligations related to their work at the Czech Post. As far as employees working based on work agreements on execution are concerned, the same obligations in terms of OHS and FP apply here as for the employees working full-time within their employment contract.

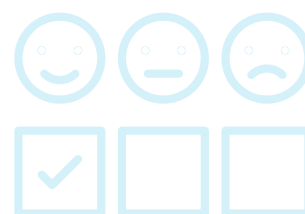
Number of accidents at work	
2021	2022
809	656

## PROGRAMME TO HELP EMPLOYEES UNDER ATTACK

The Czech Post operates the so-called postal inspection, which participates in the performance of urgent actions in the event of emergencies or in the event of internal and external crime (robberies, theft by breaking into the company's premises, suspected serious crime committed by employees, etc.). The Inspectorate operated an information system for dealing with emergencies, namely the Stable Operational Service (SOS), which, among other things, provides information services to the CEO, selected senior employees and other competent persons, as well as support to other organisational units in dealing with emergencies. In this context, it organises a round-the-clock call-out service throughout the country, which is involved in the performance of urgent actions in the event of emergencies or in the event of internal and external crime (robberies, theft by breaking into company premises, suspected serious crime committed by employees, etc.). In this context, all inspection staff involved in the call-out service were trained by police psychologists of the Police Presidium of the Czech Republic in elementary skills and the basics of providing post-traumatic care. This service is applied within the framework of the inspection staff's trips to the scene of a serious crime. In particular, these are cases of robbery of CP branches, where the professional assistance of psychologists is offered and mediated to the victims of crime.

In 2022, the inspection staff offered psychological assistance from the Crisis Intervention Department of the Police of the Czech

Republic in eight cases. In 2021, a robbery of a post office/counter clerk was committed in three cases and a delivery person was assaulted twice while on an errand. In 2022, robbery of a post office/counter clerk was committed in four cases and a delivery person on an errand was assaulted in one case.



## OMBUDSMAN FOR EMPLOYEES

To defend the legitimate interests of employees in the performance of their duties, the Czech Post has a female ombudsman for employees. Employees can contact the ombudsman with their complaints, suggestions, information and questions in writing, by telephone or in person. The generalised conclusions of the investigation provide feedback on the internal environment of the company. In justified cases, employees are individually compensated.



## CSR ACTIVITIES FOR EMPLOYEES

### PINK OCTOBER

Czech Post has become a partner of the breast cancer prevention campaign - Pink October, which is regularly organized by the non-profit organization Loono. More than 70 percent of women work at Czech Post. It is therefore very important to support breast cancer prevention. Our involvement in Pink October was to remind our female colleagues that they should not forget their health but also the health of their loved ones. In the Czech Republic, only one in four Czechs visits a general practitioner for preventive check-ups. As part of this event, together with Loono, we prepared two webinars for our colleagues focused on cancer prevention #prsakoule.

### GIVING TUESDAY

For the seventh time, we joined the Global Day of Volunteering and donating Giving Tuesday by supporting the Society for Early Care and its campaign "Don't be a wimp!" The Early Care Society provides specialist and early help in families where a child is born with a disability. Early Care does not replace the work of doctors, it is a service that helps with the child's development, considering their disability and current capabilities. Counsellors are also an important psychological support for parents in families who often do not know which way to go.

### ARMS AND LEGS FOR EVA

The Czech Post Foundation joined the collection of the Konto Bariéry and contributed two hundred thousand crowns to help our former colleague Eva, who worked at the post office for over twenty years. Until recently as a post-woman she delivered letters to people and

was used to being on the move all the time. But then suddenly Eva's life was turned upside down. Within a month, she lost her arms and legs, and doctors had to take them away because of unprecedented complications from covid-19. And even though she went through hell, she decided not to give up. Postmen had the opportunity to contribute to an electric wheelchair and other aids through the Konto Bariéry collection.

## PARTNERSHIP AND COOPERATION IN EVENTS WITH A CHARITABLE FOCUS



### LEAGUE AGAINST CANCER

The Czech Post was the general partner of the Czech Day Against Cancer project. It is a charity collection for the fight against cancer.



## MEMORY OF THE NATION COLLECTION FOR WAR VETERANS DAY

As partners, we participated in the project Memory of the Nation Collection for the War Veterans Day, the proceeds of which are used to further record the memories of the participants of the Second and Third Resistance.

## RUN 4 HELP

We have become the main partner of the charity run "Run 4 Help", which focuses on raising awareness of the fight against meningitis. Proceeds from the event go towards lower limb amputees.

## 72 HOURS

Czech Post as the general partner of the 72 Hours project, which supports volunteer activities.

## YELLOW RIBBON RUN

We have traditionally partnered in the Yellow Ribbon Run, a charity race that highlights the need for people with criminal histories to be included in society.

## CZECH PARA-FLOORBALL

The Czech Post as the general partner of the Wheelchair Floorball Extra-league and the Czech national team.



## POLICE AND FIREFIGHTERS FOUNDATION - MUTUAL AID IN TIMES OF NEED

Within the framework of the partnership, we support activities and projects organized by the Police and Firefighters Foundation, especially children's recreational stays.

## ACTIVE WITH A WHEELCHAIR

The Active with a Wheelchair project, of which we were partners, focuses on active sports for the disabled in various sports.

## THREE WISE MEN COLLECTION

Czech Post as a partner of the largest charity fundraising event in the Czech Republic. The money raised helps hundreds of thousands of people in need through Charity Czech Republic.

## COLOURS WITHOUT BARRIERS

We also became a partner of the Colours without Barriers project at the Colours of Ostrava festival. The project supports the active participation of disabled participants and offer them a superior service within the festival.



## CZECH POST FOUNDATION

Aware of its responsibility towards its employees, clients and the environment in which it operates, Czech Post established a corporate foundation on 22<sup>nd</sup> December 2016 as part of its corporate social responsibility strategy. The main mission of the Czech Post Foundation is to help people who really need help and also to support specific projects aimed at health and improving the quality of human life.

In 2022, the Czech Post Foundation opened all its programmes, namely Postmen to Postmen, Postmen to Heart and Post for Health. It has also newly established and opened the Post for the Future programme. Last year, the Board of Trustees dealt with 131 applications for endowment contributions, of which 122 were approved. A total of CZK 2 250 658 was paid out.

The Post/wo/men to POST/WO/MEN scheme (in Czech Poštáci Pošťákům) is the cornerstone of our foundation. Its aim is to help current and former Czech Post employees and their families in difficult situations. During the time the foundation has been operating, it has already found its place in the hearts of postwomen and postmen. Requests for foundation donations are sent not only by the needy themselves, but also by their colleagues who have already helped many of them by their attentiveness. Last year, the Foundation's

Board of Directors dealt with 31 applications for foundation donations. Of these, five applications were rejected and 26 were approved. We have contributed to rehabilitation for sick children, compensatory aids, a wheelchair, a car allowance for our colleague's disabled daughter and much more. In 2022, the Board of Trustees approved foundation contributions from the Post/wo/men to Post/wo/men scheme in the amount of CZK 1 146 458.

The Post/wo/men through HEART scheme (in Czech Poštáci srdcem), which aims to support the volunteer activities of Czech Post employees, is very popular among Czech Post employees. In 2022, we opened it for the fifth time and received 85 applications for contributions. The Board of Trustees took a close look at all the applications and approved a contribution for 84 of them. A total of CZK 840 000 was paid to these organisations in 2022. An important condition for the grant is the personal involvement of postmen in these organisations. The contributions are directed, for example, to support small firefighters, footballers, majorettes and also to organisations dedicated to the development of leisure activities or the preservation of traditions.

The Post Office for Health Scheme is primarily aimed at supporting organisations that have a long-term commitment to physical and mental health. In 2022, we supported the Society for Early Care, which provides professional and early help in families where a child with a disability is born with CZK 30 000. Early care does not replace the work of doctors, it is a service that helps with the development of the child regarding his/her disability and current possibilities. Counsellors are also an important psychological support for parents in families who often do not know which way to go.



In 2022, we newly opened the Post Office for the Future programme. Under this programme, we want to support the education and talents of our colleagues' children. Employees have been able to apply for the endowment since last August. A total of 14 applications were received and 11 of them were approved. The Board of Trustees approved foundation contributions from this programme in the amount of CZK 194 200.

# RESPONSIBLE GOVERNANCE AND MANAGEMENT

We conduct our business transparently and fairly, i.e. in accordance with our compliance program and Code of Ethics.

Our main objective is to provide a quality service to the satisfaction of all customers, in accordance with legislation and best practice. We therefore strive to continuously improve our services and products, considering the needs of our partners and the environment in which we operate.

## CODE OF ETHICS AND COMPLIANCE PROGRAMME

The Code of Ethics is a set of moral and social rules, it sets out the principles of professional behaviour of employees and is binding for all those who act on behalf of the Czech Post. Its purpose is to define for employees and persons acting on behalf of the Czech Post the boundaries of desirable behaviour towards the employer, co-workers, customers, business partners and state institutions and thus to create, maintain and deepen trust in the activities of the Czech Post. The Czech Post does not tolerate behaviour contrary to the law, the principles of fair business dealings or good morals. Any form of discrimination in interpersonal and employment relations is unacceptable. Since 2016, employees have had access to a compliance line, which is an integral part of the application of the Code of Ethics.



During 2022, a total of 10 reports of suspected unfair conduct were received through this line. These were mainly suspected violations of internal regulations and working procedures, actions potentially damaging to Czech Post

### PRINCIPLES OF ETHICAL BEHAVIOUR:

- complying with laws and internal regulations
- behaving equally and do not discriminate
- protecting human personality
- acting professionally, honestly, in good faith and with professional care
- being economical with the resources entrusted to us
- preventing damage
- cooperating and communicating openly
- providing assistance in all investigations

reputation, conflicts of interest, as well as violations of the Code of Conduct. In the HR area, the reported allegations concerned disagreements between an employee and a supervisor arising from inappropriate communication. None of the allegations concerned corruption or suspicion of any other criminal offence for which the Czech Post could be held liable.

Due to the external context, the Czech Post's compliance programme was expanded in 2022, primarily in the areas of securing the European Union's sanction measures against Russia and Belarus in connection with the military conflict in Ukraine, and the implementation of the European Union's binding requirements for reporting on the sustainable operation and development of Czech Post according to Environmental, Social and Governance (ESG) standards.

#### **INTOLERABLE CONDUCT:**

- zero tolerance of crime
- theft, embezzlement or damage to the property and intellectual property of the Czech Post
- misuse or dissemination of protected information to third parties
- unfair competition
- corruption and bribery
- fraudulent conduct
- working under the influence of alcohol and drugs
- acting in a conflict of interest

## COMPLIANCE

Within the company, we approach compliance as the compliance of employee behaviour with legal and internal regulations, including the Code of Conduct. To support the implementation of the principles set out in the Code of Ethics, Czech Post has developed and maintains

a robust compliance management system with an emphasis on combating corruption and other forms of misconduct, with the aim of preventing criminal prosecution or conviction of Czech Post under the Corporate Criminal Liability Act and damage to the company's reputation. In addition to the Corporate Compliance Programme against corruption and other forms of dishonesty, Czech Post also implements the Ministry of the Interior's Departmental Internal Anti-Corruption Programme.

We do not see compliance as a forced obligation but as an integral part of our corporate culture and a way to further improve the functioning of Czech Post and its perception by all our partners.

All Czech Post employees are responsible for compliance at the Czech Post. By complying with legal regulations, the Code of Ethics and other internal regulations, we protect not only Czech Post as a legal entity, but above all ourselves and our jobs. It is in the interest of all of us to take a proactive approach to resolving any dilemmas and to try to prevent violations of the established rules, whether by ourselves or our colleagues. By taking this approach, we will not only contribute to creating an environment based on trust and open communication, but also foster a good atmosphere in our workplaces where we and our customers will be happy to return.

#### **CORPORATE VALUES:**

- Satisfied customer is our goal
- Quality and performance determine success
- Responsibility is a matter of course for us
- Looking for new ways
- We are a loyal team

## SAFETY

Ensuring the basic security requirements for the smooth operation of all services, ensuring the protection of employees and clients of the Czech Post, and protection of own and entrusted property are the basic mission of the security unit.

In addition to the aforementioned tasks, the Security Unit is responsible for crisis management and planning, dealing with external and internal crime against the Czech Post, measures concerning legalization of proceeds from crime and terrorist financing, management of classified information in the operation of the Czech Post and occupational health and safety. The Security Unit also ensures physical control of the protection of personal data under the methodological guidance of a specialised legal unit.

Due to the war conflict in Ukraine, accommodation was provided to Ukrainian refugees in the vicinity of the sorting centre in Prague - Malešice, where a tent city was set up for this purpose. At the same time, accommodation was provided for refugees from Ukraine in the recreational facilities of the Czech Post. The Security Unit approached expert services to define the critical points within the operation and what a possible escalation of the conflict could mean for the Czech Post.

In connection with the current events in the energy sector, the Security Unit, in cooperation with other specialist departments, developed the "Czech Post Plan" for coping with the energy crisis" based on the task from the management meeting. The content of this plan includes the procedures to be followed by the operational staff of the State Postal Service Division, the Logistics Division and

the administrative staff of the other specialist units in the event of an energy crisis (crisis measures for operations, crisis measures for administration, internal communication, external communication, a plan for the eventual procedure for limiting the number of establishments and supplies).

## CYBER SECURITY

The Czech Post is a person subject to cyber security obligations under the Cyber Security Act. Therefore, CP is an Obligated Entity under the applicable legislation and is also the administrator and operator of the Critical Information Infrastructure and other systems designated as Important Information System (IIS) especially in the provision of basic postal services and is also the operator of Investor-State Dispute Settlement (ISDS). However, it is important for the Czech Post to protect the information about our customers, i.e., clients, and to provide them with a trustworthy partner that not only fulfils the minimum required by the legislation, but at the same time truly addresses the protection of its clients.

Given its size and scale, we are investing in protective measures, not only by purchasing more and more technology, but above all by effectively seeking to exploit its potential. Of course, it is necessary not only to use and renew the technology, but also to supplement it with other technologies, which is something that we as a company are not opposed to.



Since 2020, we have also focused on preventive measures to protect our clients against various fraudulent messages sent to our customers on behalf of the Czech Post. Such scams cannot be prevented, mainly because the attacker does not even try to hide the fact that the message is not sent from official Czech Post addresses, the attacker is simply aware that the most of our customers cannot verify this. Here, then, it is enough to make the message look like it is from CP. Such some customers then do not even mind that CP never wanted the extra charge for delivery in advance with card payment. That is why we still maintain and fund a multinational service that not only actively looks for indications of preparations to misuse the name of CP, but also responds to suggestions from our customers. In cooperation with the FBI and other law enforcement agencies, they block fraudulent sites aimed at obtaining our customers' banking information.

Czech Post has always tried and strives to protect not only its assets, but above all information about its clients, i.e. information classified as personal data. It invests in protective measures, segments its infrastructure, uses tools to prevent cyber-attacks, verifies and ensures the security of web applications, monitors, evaluates, protects and so on.

Czech Post, like everyone else, is under constant pressure from attackers in cyberspace. The Internet is not a safe place, and it is not a friendly place. Just look at how much anger and hatred can emerge within some discussions, where users with a sense of anonymity can show their darkest sides. CP is under constant pressure from attackers, and it ranges from mild to very strong (critical). In such a world, where distance is an illusion, it is not easy or cheap to ensure security not only for the company, but above all for our customers.

Czech Post continuously reassesses and updates its cybersecurity measures, not only through organisational measures and training, but also by using technical measures, especially monitoring and proactive blocking of undesirable behaviour.

**WE JOINED THE CAMPAIGN #NEPINDEJ!**

Clients of the Czech Post are increasingly exposed to cyber-attacks in which the name of the Czech Post is misused. Most often, these are fraudulent electronic messages or SMS messages that attempt to obtain money or access to personal data or bank accounts from their recipients in various ways. In addition to the fact that the Czech Post has long warned against such fraudulent behaviour on its website [www.ceskaposta.cz](http://www.ceskaposta.cz), it has also joined the Czech Banking Association's educational campaign called #nePINdej!

The new campaign aims to highlight the growing danger of online fraud. Under the name #nePINdej!, it introduces the most common cyber-attacks and teaches how not to fall for them through a playful test at [www.kybertest.cz](http://www.kybertest.cz).

Cyber Events (CE), Incidents (CI) and attacks for 2022	
CE:	471
CI	10
CYBER ATTACKS	1



# SERVICES PROVIDED BY THE CZECH POST

The Czech Post's dense network of branches provides the citizens of the Czech Republic with a wide range of services that enable a wide range of requests to be handled in one place, from basic postal services, through electronic state services to purely commercial services.

## MAIN CATEGORIES OF SERVICES PROVIDED

- Issue and dispatch of letters
- Issuing and dispatching parcel shipments
- Sale of stamps and packaging material
- Services of eGovernment (CzechPoint)
- Disbursement and sending of cash (Postal money order, Centralised Payment Service)
- Payment of pensions
- Banking and Insurance Services
- Energy Services (ČEZ)
- Sale of betting games and lottery tickets
- Sale of valuables and supplementary assortment
- Sending cash abroad (Western Union)
- Copying services

Branch Network		
Type of establishment	2022	2021
<b>Own branches</b>	2 425	2 481
of which mobile post	7	2
<b>Post Office Partner</b>	813	752
<b>Parcel Pick up Point (PPP)</b>	44	53
<b>Post Offices</b>	6	6
<b>Balíkovna Outlet Parcel Partner</b>	3 351	2 675

Number of wheelchair accessible post offices		
Wheelchair access	2022	2021
The post office has wheelchair access	1 291	1 280
The post office has a signal device	1 786	1 806
The post office has no signal device	148	131

Facilities for the visually impaired		
	2022	2021
without equipment	2 894	2 884
acoustic beacon + guide rail	189	190
acoustic beacon	75	76
guide rail	70	72

Devices for the hearing impaired - Induction loop		
	2022	2021
Yes	13	13
No	3 215	3 209

	2022	2021
Population per service point	3 195	3 241
Number of mailboxes	19 459	19 737

## MOBILE POST OFFICE

Czech Post has extended the scope of mobile mail to other areas of the Czech Republic. This was made possible last year by five new vehicles, which enriched its fleet. In total, the Post Office now has seven mobile mail vehicles offering services in municipalities where there are no permanent branches of the Czech Post Office. Where possible, citizens are informed about this service via the municipal radio, the municipal website or a notice board, in agreement with the municipal authority. The involvement of the Mobile Post Office does not affect the delivery scheme in any way. It remains unchanged and continues to be provided in the standard way in all the above-mentioned municipalities.

Mobile Post Office provides greater security for citizens, who can arrange postal services in their own village and do not have to travel to a village with a branch of Czech Post office to receive it. The mobile Post Office facilitates sending letters and parcels, payment and payment of vouchers and also provides cash withdrawals as at a standard post office. Of course, it is possible to use the services of the Postal Savings Bank. Citizens will not miss social benefit payments thanks to the Mobile Post Office.

## ASSISTANCE TO UKRAINIAN REFUGEES

As part of the assistance to citizens of Ukraine, it was possible to send packages to Ukraine free of charge from March to the end of July 2022. Almost 80 000 parcels were sent and

under normal conditions the postage for sending these parcels would have amounted to CZK 50 million. Following military and medical aid, this assistance/aid to Ukraine was primarily a targeted form of aid mostly from Ukrainian citizens residing in the territory of the Czech Republic, given to the citizens in Ukraine - the essential things were sent directly into the hands of the needy ones.

This was a part of the comprehensive measures taken by the Czech Republic to assist/aid Ukraine. Other measures included, for instance, accommodating migrants in CP accommodation facilities, release of Ukrainian citizens from employment for the duration of their deployment in the Ukrainian army, loan of train sets for the transport of humanitarian aid, creation of a banner on the CP website linking to an informative page for migrants, etc.

The mobile Czech POINT at the Labour Offices facilitated the stay in the Czech Republic for Ukrainian citizens fleeing the war. It was established in all regional cities, such as: Prague (3 times), Brno, Ústí nad Labem, Plzeň, Jihlava, Karlovy Vary, Ostrava, Zlín, Příbram, České Budějovice, Hradec Králové, Liberec, Olomouc, Pardubice. We have created an aid for mobile workplace operators - including translation into Ukrainian language. And at the post offices with a call system, a signboard in Ukrainian language was created - an aid on what to choose on the call system.





The Universal Postal Union praised the actions of the CP at its meeting and called on other member states to follow the CP's steps. Several European and global postal operators (including, for example, German, French, Dutch, Norwegian, Polish, Japanese, Australian, etc. post offices) have been involved in supporting war-affected Ukraine, whether in the form of free shipments, transporting humanitarian aid or organizing humanitarian corridors, etc.

Even the post/women themselves helped. The internal employee collection for aid to Ukraine raised an amazing CZK 374 118. Our employees who were affected by the situation were also provided with assistance from the Cultural and Social Needs Fund for their families and loved ones.

The Czech Post also issued a stamp paying tribute to Ukrainian heroes. It was a stamp with an imprint as the quickest and easiest option of postage to pay tribute to all the inhabitants of Ukraine who suffer from war aggression on their territory.

## STAMP CREATION

In 2022, the Czech Post has secured a total of 38 postage stamps for the issuer of postage stamps - the Ministry of Industry and Trade of the Czech Republic. Of these, 4 stamps were pay stamps and 30 stamps were commemorative stamps.

## COOPERATION WITH MUNICIPALITIES

Within the framework of the Czech Post Partner Project, negotiations with local authorities are ongoing, where it is in the interest of the Czech Post to maintain good relations and

cooperation. Municipalities are approached with a priority offer to operate the Partner Post Office. It is solely a matter of their decision whether or not the offer to transfer the post office to the Partner Post Office is interesting for the municipality. If a municipality is not interested in operating a Partner Post Office, the public is informed about the possibility of applying for the tender for the operation of a Partner Post Office by means of an invitation to tender. The potential private operator of the Partner Post Office is always first presented to the municipality before its implementation.

Further cooperation with representatives of local governments takes place at the level of meetings of the Association of Local Governments, the Union of Towns and Municipalities and the Association of Regions of the Czech Republic.

### POST OFFICES PARTNERS

- 752 Post Offices Partners were in operation in 2021,
- 813 Post Office Partners were in operation in 2022.

### ALLIANCE PARTNERS

- 1) ČSOB Group:
  - a. Czechoslovak Commercial Bank, p.l.c. (brand name ČSOB Postal Savings Bank),
  - b. ČSOB Insurance Company, p.l.c. (ČSOB Pojišťovna, a. s.),
  - c. ČSOB Construction Savings Bank, p.l.c. (ČSOB Stavební spořitelna, a. s.)



- d. ČSOB Pension Company, p.l.c. (ČSOB Penzijní společnost, a. s.)
- 2) Czech Energy Company, p.l.c. (ČEZ Prodej, a.s.)
- 3) SAZKA p.l.c. (SAZKA a.s.)
- 4) Tipsport.net p.l.c. (Tipsport.net a.s.)
- 5) Financial Express Service l.l.c. (PES - Peněžní expresní servis, s.r.o.)/ (Western Union service)
- 6) Mobile operators
  - a. T-Mobile Czech Republic p.l.c.
  - b. O2 Czech Republic p.l.c.
  - c. Vodafone Czech Republic p.l.c.
  - d. Mobil.CZ (MAFRA, p.l.c.)
  - e. SAZKA mobil (SAZKA p.l.c.)
  - f. BLESK mobil (CZECH NEWS CENTER p.l.c.)
- 7) Suppliers of other goods (printing, packaging, paper and other products)



## DIGITALIZATION

As part of our paperless strategy, we are gradually optimising processes in the post offices that contain any inefficient use of physical paper printing. Process optimization leads to the computerization of operational documents. The benefits of computerization are both in the general form of reduced operating costs for printing, paper, and envelopes but also individual for postal employees. Inefficient administrative burdens are eliminated through the elimination of paper printing, envelope insertion and physical mailing. Everything is simply handled electronically, allowing more time for productive activities.

## WE PROVIDE SERVICES TO THE STATE INFORMATION SYSTEM FOR DATA BOXES

The Information System of Data Boxes (ISDB) is used by more and more companies, businessmen and citizens. In 2022, the number of data messages continued to grow - while 112.4 million messages passed through the system in 2020, the number increased to 121.5 million in 2021 and continued to grow to 129,6 million in 2022. This is a 7% year-on-year increase. Most messages are sent by public authorities, but the proportion of messages from individuals and businesses is gradually increasing. In total, 1 078 million data messages have already passed through the system in the 13,5 years of operation from 2009 to the end of 2022.

A total of 323 000 new data boxes were set up in 2022. In total, about 1,75 million mailboxes have been set up since the launch of the system until the end of 2022. The number of active data boxes reached 1.5 million by the end of 2022.

In 2022, a major milestone was reached. At 7:53 a.m. on Tuesday, May 10, 2022, the 1 billion data message mark was crossed. This happened after less than 13 years of operating the data mailbox system. The jubilee message with the serial number 1 000 000 000 was sent from the mailbox of a municipal office in the Zlín region.

Czech Post offers several additional services to ISDB that provide users with greater comfort when working with data boxes.

These services include:

- Postal data message (private communication via ISDB) - in 2022, approximately 1,4 million postal data messages were sent. Data mailbox users are increasingly using the possibility to communicate via data mailbox not only with authorities but also with legal and natural persons.
- Data vault - a secure and guaranteed storage facility designed to store incoming and outgoing messages older than 90 days. The number of users is gradually growing, with 21 thousand active data vaults as of 31<sup>st</sup> December 2022.
- SMS notification - notification of a received data message via SMS. In 2022, about 1,4 million SMS messages were sent.

## CZECH POINT

Czech Post provides Czech POINT services at approximately 930 contact points. In addition to the standard Czech POINT services, Czech Post also provides vidimation (document verification) and legalization (signature verification) services. In 2022, a total of 4,4 million Czech POINT and authentication transactions were carried out at postal branches, compared to approximately 4,6 million transactions



in 2022. Thus, the number of transactions decreased slightly year-on-year. Of the services offered, signature verification, document verification and criminal record extract are clearly the most requested.

The Czech Post maintains a dominant position on the market, which is illustrated by the fact that it operates 13% of all Czech POINT contact points, where more than half of all Czech POINT transactions are carried out (55%). The Czech Post has an even greater share in data box-related agendas, such as submitting a request for the establishment of a data box or for invalidating data box access data and issuing new ones. A total of 75% of all such transactions are carried out at Czech Post branches.

In 2022, two more services available at Czech POINT workplaces at Czech Post branches were launched, namely Extract from the patient's vaccination records register and Application for a one-off child allowance.

## POSTSIGNUM CERTIFICATION AUTHORITY

The PostSignum Certification Authority has had a challenging but financially successful year. Total revenues surpassed the 2021 result and marked the second-best result in history, behind the unrivalled 2020. Despite the increase in costs, the service generates an annual profit of tens of millions of Czech Crowns. In the course of 2022, nearly 335 000 certificates were issued (27 000 more than the previous year) and more than 556 million time stamps were issued (an all-time high with a year-on-year increase of 42 million stamps).



The most notable event of 2022 was the need to replace approximately 50,000 qualified resources (USB tokens of first generation) at our customers by the end of 2022, which was caused by the expiration of the certification of the qualified TokenME resource by the ANSI supervisory body. In May 2022, a new project, Certificate Online, was launched, which enables the issuance of certificates using electronic identification via eCertificate without the need to visit our offices in person. In the second half of the year, a project was launched to connect the PostSignum certification authority to the Information System of Basic Registers (ISZR), made possible by a change in legislation. The aim of the project is to replace manual transcription of client data with automatic downloading of data from the basic registers, checking the accuracy of the data entered in our system and reducing the time of client service at the counter.

## POSTAL OMBUDSMAN

The Postal Ombudsman is intended for clients of the Czech Post who are not satisfied with the result of the handling of a complaint/grievance or a complaint/grievance concerning the quality of services or have doubts about their correct handling within the set system and have already used all proper and remedial means. This means that the Postal Ombudsman is not the first point of contact for dissatisfied clients but Ombudsman's task is to deal with cases where these clients are not satisfied with the way their complaint or grievance has been dealt with in the standard process.

In 2022, a total of 2 380 customers of the Czech Post turned to the Postal Ombudsman. Their submissions were investigated and, according to their nature, assessed and

subsequently resolved. In cooperation with the Division of the State Postal Service and the Division of Logistics, 487 submissions were dealt with, and in cooperation with the specialist departments of the Czech Post's main administration, 753 submissions were dealt with. The Postal Ombudsman dealt directly with a total of 643 submissions, of which 7 were passed over from the year 2021. Of the 643 submissions dealt with by the Postal Ombudsman, a total of 125 cases confirmed the existing decisions of the relevant Czech Post departments while 512 were dealt with by the Ombudsman based on customer complaints without prior standard proceedings. The Ombudsman granted compensation to Czech Post customers in six cases. The total amount of compensation in 2022 was CZK 15 646.

In 2022, 200 fewer submissions were received compared to 2021, i.e., a 4,3% year-on-year decline (the year-on-year decline in 2020/2021 was 7,4%). Out of the total number, a total of 22 submissions contained praise or thanks to Czech Post employees and 504 submissions did not meet the conditions for resolution under the remit of the Postal Ombudsman.





## POSTAL MUSEUM

The Postal Museum contributes to the building and promotion of the Czech Post reputation, especially to the promotion of the company's tradition, the history of the Post and stamp production.

The Museum operates permanent exhibitions both in its headquarters in Prague 1 - Nové Město and in its branch in Vyšší Brod, where it introduces visitors to the history of postal administration in the former abbey of the Cistercian monastery on an area of approximately 1,800 m<sup>2</sup>. In addition to the short-term exhibitions organised in Prague and Vyšší Brod branch, it is also involved mainly by lending exhibits to many external memorial and other cultural and public institutions both in the Czech Republic and abroad. In addition, it lends complete exhibition projects that serve as travelling presentations.

The Postal Museum held or participated in the preparation of 17 exhibitions and presentation events, 3 of which were held at the Postal Museum headquarters in Prague, 2 at the Postal Museum branch in Vyšší Brod and 12 (2 of which were travelling exhibitions) at other memorial, cultural and public institutions in the Czech Republic and abroad. A total of 59 collection items were lent to 9 cultural and memorial institutions in the Czech Republic. Key internal exhibition projects included *Etched in Memory of History through the Image of a Postage Stamp, Over the Horizon... International Post in the Changes of Time, Around the World in 80 Stamps and Marina Richter's My Love, I'm Writing to You...*

The museum is a long-standing and traditional member of the Czech Committee of the International Council of Museums (ICOM)

of the Union of Central European Technical Museums (MUT), the Conference of European Communication Museums (CECOMM) and is also a founding member of the International Association of Transport and Communication Museums (IATCM). In the Czech Republic, the Postal Museum is a member of the Association of Museums and Galleries (AMG) of the Czech Republic, in the activities of which it actively participates. On 18<sup>th</sup> October 2018, it became a founding member of the Prestige Philately Club Prague, which focuses on close cooperation between leading philatelic collectors, connoisseurs and investors. In addition, it has long been cooperating with the Union of Czech Philatelists (UCP), even within the Society of Friends of the Postal Museum of the UCP.



**POŠTOVNÍ  
MUZEUM**

# ABOUT THE REPORT



The Czech Post Sustainability Report for 2022 is a follow-up to the Czech Post Annual Report for 2022.

The data presented in this report has not been verified by an external auditor.

If you have any questions about this report or about sustainability at the Czech Post, feel free to contact us at [info@cpost.cz](mailto:info@cpost.cz).

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