

ACTION PLAN FOR APPU MEMBERS AND PRIORITIES, adopted at the Seminar on Sustainable Development in Postal Services in Asia-Pacific countries, Ho Chi Minh City, Viet Nam, 25 - 28 June 2012

SOCIAL / SOCIETAL

<p><u>IDENTIFIED PRIORITIES 2009</u> Gender Equality</p> <ol style="list-style-type: none"> 1. Train women and promote women's rights <ul style="list-style-type: none"> o Implement a specific plan for women's capacity building as a basis for implementing change 2. Develop awareness to remove social and cultural barriers <ul style="list-style-type: none"> o Communication campaigns within the post and like the policy and measure above 3. Restructure job descriptions to make them gender neutral (model) 	<p><u>IDENTIFIED PRIORITIES 2012</u> Gender equality</p> <ol style="list-style-type: none"> 1. Reinforce awareness <ul style="list-style-type: none"> - Encourage women to apply for leadership positions - Formalize partnership with universities and other partners to promote gender equality 2. Review process and integrate gender equality into the strategy <ul style="list-style-type: none"> - Take care in drafting job descriptions - Promote qualified women who can set an example - Set up targets or quotas - Improve access to training for women - Support women in delivering the policy
<p><u>OTHER ACTIONS THAT COULD BE IMPLEMENTED</u></p> <ol style="list-style-type: none"> 1. Implement a positive discrimination policy 2. Develop support structures : nurseries and facilities to encourage women to look for higher responsibilities 3. Communication programme to encourage <ol style="list-style-type: none"> 1. prize / teenagers 2. award for businesswomen of the year 3. education for little girls: postal staff (volunteers) in collaboration with schools 4. influence regulation for women's rights 	

	<p><u>IDENTIFIED PRIORITIES 2012</u> Disabled people</p> <ol style="list-style-type: none"> 1. Encourage and facilitate disabled people's employment <ul style="list-style-type: none"> - Understand the different kinds of disability - Evaluate how they can work in the company - Accompany them in their integration in posts by in particular raising awareness of colleagues - Develop career progression 2. Develop partnership with association or organisation dedicated to disability 3. Develop a strategy for customer accessibility 4. Monitor implementation of disability policy
<p><u>IDENTIFIED PRIORITIES 2009</u> Social dialogue</p> <ol style="list-style-type: none"> 1. Training 2. Social negotiation for welfare 3. Accident prevention and safety 	<p><u>IDENTIFIED PRIORITIES 2012</u> Social dialogue</p> <ol style="list-style-type: none"> 1. Structure and prepare dialogue <ul style="list-style-type: none"> - Identify problems - Clarify structure and governance - Share ideas with employees - Set comfortable conditions - Implement regular meetings 2. Improve participation and train trade unionists
<p><u>OTHER ACTIONS THAT COULD BE IMPLEMENTED</u> Other topics that could integrate social dialogue:</p> <ul style="list-style-type: none"> ➤ Trainings: <ul style="list-style-type: none"> ○ agreements – general schemes and policy on trainings, ○ key elements to change management ○ 3 C programme (clean, clear, clever) ➤ Negotiation about Welfare: <ul style="list-style-type: none"> ○ services to employees (insurance, health...), ○ salary/retirement benefits, ○ fringe benefits 	

<ul style="list-style-type: none"> ➤ Accident prevention, safety at work <ul style="list-style-type: none"> ○ agreement on action plan ○ support of experts needed -- ergonomists, doctors ○ communication campaigns, rules on investments... ○ green policy: improvement of the place of work (local budget, smoke-free area...) ○ diversity: principles and actions (gender equality), targets and follow-up ○ Harassment prevention: communication campaigns, confidentiality matters to consider... 	
<p><u>IDENTIFIED PRIORITIES 2009</u> Pandemic disease (HIV...)</p> <ol style="list-style-type: none"> 1. Use employees of post to inform and diffuse messages 	<p><u>IDENTIFIED PRIORITIES 2012</u> Pandemic disease (HIV...)</p> <ol style="list-style-type: none"> 1. Raise awareness of staff <ul style="list-style-type: none"> – Work with specialized organizations – Give advice (at work, in school...) – Use annual medical visit to give information or accompany people living with the disease – Create event : awareness day or post card – Integrate the topic into information session to new staff 2. Raise fund for organizations <ul style="list-style-type: none"> – use post office site for donation box 3. Avoid exclusion and discrimination and accompany people living with the disease <ul style="list-style-type: none"> – treatment support – support of governmental campaign
<p><u>OTHER ACTIONS THAT COULD BE IMPLEMENTED</u></p> <ul style="list-style-type: none"> ➤ Use employees of post as ambassadors <ul style="list-style-type: none"> ○ train them with the support of Health authorities ○ Define / Organize / plan communication between employees and citizens ○ To spread awareness: talk shows, use postal vehicles... ➤ Use the network to change habits (stickers, stamps...) through campaigns and bring awareness to every citizen 	

- Be a relay / part of medical advice
 - Spread or facilitate simple behaviours e.g. for flu: washing hands
 - Partnership with ministries, NGOs and UNAIDS

IDENTIFIED PRIORITIES 2012

Safety and health security at work

1. Define and include a safety plan
 - Overall assessment of workplace for safety and ergonomics and eliminate unsafe work
 - Test and review workplace evacuation system (fire, earthquake, flood...)
 - Promote safety equipment (safety belt, helmet...) and behaviour in particular in terms of driving
 - Organize health examination every year
 - Implement training in particular for safety sensitive position
2. Implement reporting and statistics on health
3. Award good performance
4. Provide medical insurance for staff

Role of post in literacy and education

IDENTIFIED PRIORITIES 2012

Safety and health security at work

1. Collaborate with other stakeholders to promote literacy through non-formal education
 - partnership with Ministry of Education for literacy program
 - work with publishers
 - partner with libraries in rural post offices and use post office to distribute books in remote areas
 - involve the staff in those programs
 - collect books for example postal staff donate
2. Help the staff benefit from the program
3. Implement a writing competition

ECONOMIC PILLAR

IDENTIFIED PRIORITIES 2009

1. Develop Socially Responsible Investments (SRI) and promotion:
 - First ideas identified: Leaflets, agreements, partnership, licence accreditation...
2. Responsible purchases:
 - a. implement pedagogic guidelines (total cost approach, prioritisation of postal purchasing and definition of Sustainable Development criteria for each)
 - b. Develop a training course for purchasers thanks to UPU's and APPU's support
 - c. Implement a SD questionnaire for subcontractors/suppliers
 - d. External valorisation of the approach
3. Responsible Products:
 - Awareness : first internal and then external
 - Recycled / responsible packaging

IDENTIFIED PRIORITIES 2012

1. Define green products and reinforce green procurement
 - Clarify available options in terms of procurement
 - Identify relevant and strategic procurement: paper, vehicles...
 - Consider whole life cycle cost, including use and end of life
 - Set up criteria and guidelines: reduction of resources used, reduction of CO₂ emissions or consumption, preference to recycled and recycling product, include social aspects
 - Measure implementation
2. Implement an Ethic policy
 - Formalize a code of conduct
 - General one at UPU level to reinforce credibility
 - Promote integrity, justice and fairness
 - Implement procedures to ensure code of conduct endorsement
 - Questionnaire and declaration for conflict of interest
 - Internal and external audit
 - Integration of the code in all contracts
 - Involvement and support of top management and HR
 - Set up an evaluation system
 - Disclose the way you are doing business

	<p>3. Responsible products</p> <ul style="list-style-type: none"> - Reinforce research and definition on responsible products <ul style="list-style-type: none"> <input type="checkbox"/> Envelop reusable or recyclable, made of recycled paper <input type="checkbox"/> Integrate CO2 emitted in consideration <input type="checkbox"/> Research risks and impacts - Set sustainable criteria and include them in action plan and marketing objectives <ul style="list-style-type: none"> <input type="checkbox"/> Stop providing harmful products - Transform involvement in added value <p>4. Develop stakeholder relationships and position the postal sector as a leader of opinion</p> <ul style="list-style-type: none"> - Select relevant stakeholders <ul style="list-style-type: none"> <input type="checkbox"/> Find common interests and set up partnerships - Implement regular contacts and good and transparent communication, and share best practices - Understand stakeholders' issues through surveys, questionnaires...
<p><u>OTHER ACTIONS 2009</u></p> <ul style="list-style-type: none"> ➤ Responsible Offer: <ul style="list-style-type: none"> ○ Develop a leaflet ○ Produce a stamp dedicated to postal sector's sustainable development commitments and add a tax to make a donation (education system...) ○ Develop a suggestion box (in wood) in post offices to encourage clients to give their ideas ○ Propose offsetting system for products (e.g. Japan Post postcard) 	<p><u>OTHER ACTIONS 2012</u></p> <ul style="list-style-type: none"> ➤ Responsible investment <ul style="list-style-type: none"> - Monitor and manage investments integrating sustainable development <ul style="list-style-type: none"> <input type="checkbox"/> Organizing research including sustainable development criteria <input type="checkbox"/> Clarifying responsible investment procedures <input type="checkbox"/> Identifying risks and priorities - Use postal network to provide financial services (e-payment, government services, rural credit, microcredit)

ENVIRONMENT

ACTION 2009	NEW ACTIONS 2012
<p><u>IDENTIFIED PRIORITIES</u></p> <ol style="list-style-type: none"> 1. Rise awareness of employees <ul style="list-style-type: none"> ○ On CO2 reduction levers: develop a tool kit to implement green gesture 2. Implement eco-driving programme <ul style="list-style-type: none"> ○ Develop a tool kit: guideline and presentation to build the training ○ Propose incentive plan / ideas to maintain efficiency of eco-driving training e.g. competition during one year ○ Prepare a communication plan <ul style="list-style-type: none"> ✓ recognition of drivers ✓ external valorisation 	<p><u>IDENTIFIED PRIORITIES</u></p> <ol style="list-style-type: none"> 1. Assess how to innovate with standardization of process and new technology integration 2. Create value-based training <ol style="list-style-type: none"> a. train every employees b. reinforce awareness on new issues 3. Implement strategic partnership to contribute to biodiversity preservation and raise awareness <ol style="list-style-type: none"> a. School programme, b. Conservation / National park c. National programme d. Philately programme 4. Set up action plan to prevent waste and raise awareness <ol style="list-style-type: none"> a. Collect waste which have value (led battery, electric cells...) b. Reduce as much as possible (when purchasing, using...) c. Reuse (paper, postal bag...) and recycle (paper...) d. Collaborate with related party e. Substitute product by recycled and recycling ones f. Implement communication plan and make top management transmitting the instruction

OTHER ACTIONS 2009

- Optimisation rounds and loading reorganisation
 - Realize a study to identify solution
- Buildings
 - Reduce energy consumption: integrate smart technology to manage it
 - Integrate environmental criteria in design specification (maximum of natural life, insulation, renewable energy...) and rental one too
- CO2 emissions reporting
 - Implement guidelines explaining methodology and a common calculation tool to consolidate data at APPU level
 - Training for correspondent (awareness to understand, pedagogy to apply methodology and use the tool)
 - Implement a blog to share experiences, questions...
- Develop alternative vehicles
 - Integrate environmental criteria in specifications
 - Convert vehicles to CNG
- Communication CO2 reduction to clients
 - Stamps promoting actions: Competition to design stamps...
 - Green seal at national, regional and international level

OTHER ACTIONS 2012

- Build and formalize sustainable development strategy and action plan
- Activate best practices sharing
- Develop partnership to reinforce visibility and gain funding
- Develop solar energy in post offices
- Build eco-branding (reinforce proud of employees)
- Involve family and partners : create award /prizes
- Integrate alternative fuel
- Implement reverse logistic