

# HR policy



# Swiss Post

## Move with us



Only together with its employees is Swiss Post able to successfully master challenges such as changing customer needs, ongoing market liberalization or the development of new markets in Switzerland and abroad.

Here, human resources policy plays a key role. It defines the rules of the game for fair interaction in a spirit of partnership and sets out binding HR policy principles. At the same time it defines the expectations of Swiss Post as an employer vis-à-vis the management, supervisors and employees in Switzerland and abroad.

The HR policy applies to the entire Swiss Post Group.



## What's important to us

Our cooperation is based on the vision and strategy of Swiss Post. The principle of "Together with our employees we are strong" obliges us to observe a dynamic, performance- and team-oriented corporate culture, to deal with each other respectfully, to communicate openly, to offer attractive opportunities for development and to implement changes within the company in a responsible manner.

### Our employees

Our employees are motivated, professional people who act with the customers in mind. They make use of the scope they are given, live up to their responsibility towards Swiss Post and also in terms of their personal development and thus contribute to the company's success.

### Our customers

It's easy for our customers to do business with us. One of our key strengths is that we maintain close contact with our customers and gear our services and behaviour to their needs.



# Our core values

## Entrepreneurial

We rely on people to take responsibility and to accept change. A focus on goals and performance as well as professional management and motivated employees are part of our corporate culture. We provide high-quality services efficiently and thus generate added value for customers and Swiss Post as a company – and thus ultimately for our employees.

## Credible

We say what we do and do what we say. This includes offering fair employment conditions and a reliable negotiation culture. Our communication both within the company and outside is transparent. We stand behind decisions taken by the company. As a company that is aware of its responsibility we undertake to comply with local and industry standards and expect our suppliers to do likewise.



# Cooperative

Swiss Post can rely on its employees, and they can rely on Swiss Post. Regardless of gender, mother tongue, age, religion and state of health, we are committed to equality of opportunity for all employees. Mutual respect and fairness characterize our relationships – including those with our customers and other stakeholders.



# Our commitments

## Win

In the labour market we want to be perceived as a dynamic and progressive employer among all target groups. Movers and shakers will find a wide range of jobs at Swiss Post. We offer an attractive package of services across language and national borders, especially in tight labour markets that are crucial to success. We use our selection procedures to recruit the right people at the right time and integrate them into our company in the best possible way.

## Acknowledge

As a progressive employer we offer socially responsible and fair employment conditions that also safeguard our competitiveness. We gear our activities to the corresponding industries and standards in the countries in question. Within our economic possibilities and where we lead the market in Switzerland we aim to achieve above-average employment conditions in particular in low-wage segments. Here we promote industry-specific standards that our competitors will also be obliged to observe. Our retirement solutions are up-to-date and flexible and based on sound financing. We also pay attention to a reasonable ratio between compensation for employees and management.

## Evaluate

We follow a comprehensive objectives-setting process together with our employees. Regular assessments are part of the personal performance improvement process and also contribute to the success of Swiss Post Group. We formulate mutual expectations and reinforce our performance and conduct-driven culture in performance reviews.

## Develop

We encourage our employees with a view to their needs and potential. We offer a wide range of prospects and numerous opportunities for internal and external basic and further training. We can thus position ourselves as an attractive employer and also further the marketability of our employees. We want to achieve a consistently high level of staff leadership, which is why we invest in systematic management development. We also engage in training for the next generation of management within the company.



### **Support and retain**

We create an environment to ensure that our employees remain efficient and healthy. This includes achieving a healthy work-life balance. In the event of job-related changes or personal problems we support and help our employees by acknowledging them as people who take responsibility for themselves and we gear our support measures accordingly. We do our best to hold on to key persons and high achievers with specific measures.

### **Separate**

If we have to go our separate ways, we act in a socially responsible manner and take fair and transparent action. If the separation is for economic reasons we adhere to our social partnership guidelines.

### **Implement**

We do everything we can to ensure that our HR policy is adhered to in practice. All employees and line managers act in accordance with these principles and are measured by them.

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