

## Methodology and Definitions

In the Sustainability Performance Indicators (SPI) element of the SMMS, the quantitative impact of posts' sustainability management is assessed. Participants submit data on carbon emissions, energy use, vehicle fleets, and destination of waste.

### Carbon emissions criteria

Emissions are calculated using internationally recognised greenhouse gas accounting standards, such as the World Resources Institute Greenhouse Gas (GHG) Protocol. We refer to the Protocol's direct and indirect emissions using the following Scope 1, Scope 2 and Scope 3 terminology:

<b>Scope 1</b>	All direct GHG emissions from operations that are owned or controlled by the company, including those from buildings and transport.
<b>Scope 2</b>	Indirect GHG emissions from the generation of purchased electricity, heat, steam, or cooling consumed by the company.
<b>Scope 3</b>	Other indirect emissions from sources within the company's value chain, including transport-related activities by vehicles not owned or controlled by the reporting entity, business travel and employee commuting, outsourced activities, etc.

The SMMS SPI Guidance provides participants with guidelines on reporting procedures for Scope 3 emissions, since the boundaries for emissions from the value chain can be very broad. We provide a consistent set of parameters for sector-wide reporting of Scope 3 emissions, based on the framework set out in the GHG Protocol Corporate Value Chain (Scope 3) Standard.

In response to participant feedback and analysis of past years' data, we continue to use a well-defined data collection coverage that encompasses the following four core categories, which collectively make up over 95% of total Scope 3 emissions:

- Outsourced or subcontracted road transport
- Outsourced or subcontracted air transport
- Employee commuting
- Business travel.

The further 11 GHG Protocol categories, such as capital goods and use of sold goods, are excluded as they are currently considered immaterial to the postal sector. So that the SMMS participants can better understand the implications of their corporate activities on their value chain carbon emissions, it is important to establish Scope 3 inventories.

Data on emissions from the above-mentioned sources are examined in the SMMS reporting on the IPC website, as part of our commitment to continuous improvement and to build a more comprehensive and accurate account of carbon emissions across the SMMS group.

Unfortunately, several posts are currently unable to collect data on employee commuting for privacy/legal reasons. As such, where appropriate, national averages have been used instead. In these instances, company mitigation activities focused on employee commuting will not result in measurable decreases in emissions from this source. As this is a significant source of Scope 3 emissions, we will continue to strive for more complete reporting of all participants.

Although IPC recognises subcontractors as having primary responsibility for their carbon emissions, we know that SMMS participants can have a positive influence on this component of the value chain. Moreover, posts are encouraged not to reduce Scope 1 emissions at the expense of increasing Scope 3 emissions through outsourcing and subcontracting. To this end, our delivery efficiency target includes emissions from subcontracted transport.

Over the duration of the programme, there have been a number of changes to the composition of the group of participants. Five new participants have joined since 2009, two posts have merged to make one post, while four of the original EMMS group participants no longer report to the programme.

In order to ensure that the programme remains dynamic and progressive, the aggregated results of the 19 participants that submitted data in the 2019 reporting year are presented (unless otherwise stated). Figures from posts that did not report data for this year have therefore been excluded from this and previous reporting years (back to and including the baseline year), so that a direct comparison can be made. We believe that this will enable us to more accurately track the reporting groups' progress towards the SMMS programme's targets. In order to achieve this, we have used the earliest data reported by the new participants and assumed these figures to be stable for all previous years to estimate 2008 baseline figures. Please see section of this document 'Exclusions and Estimations' for SMMS participants' reporting details. In addition, circumstances may arise in which participants need to restate their data from previous years, due to factors such as changes to internal company methodologies or reporting. The specific circumstances under which data was restated in 2020 is explained in 'Restatement Details', in this document.

## Other Indicator Definitions

**Delivery Efficiency: Total CO<sub>2</sub> in Grams per Letter Mail and per Parcel (scope 1, 2 and 3 – Outsourced Transport):**

Calculation of CO<sub>2</sub> emissions from Scope 1, Scope 2, and Scope 3 outsourced transport sources per letter mail and per parcel. Letter mail and parcel CO<sub>2</sub> emissions expressed in grams are divided by the total number of letter mail and of parcel items processed, respectively. For details of the methodologies used by participants to allocate emissions to letter mail and to parcel categories see Annex Table: 'Allocation methodologies for letter mail and parcel emissions'.

**Percentage of Renewable Electricity used in Buildings:**

The percentage of additional electricity purchased or self-generated that is obtained from renewable sources, i.e. it does not typically include renewable electricity already present in the national grid. Included are all sources of purchased and self-generated renewable energy (e.g. solar, wind, hydro, geothermal). Electricity used for charging electric vehicles on site is included. Nuclear power, peat, and natural gas are not considered renewable energy sources.

**Percentage of Alternative-Fuel Vehicles in Fleet:**

Includes the total number of alternative-fuel vehicles within the postal vehicle fleet. This number is expressed as a percentage of the total number of vehicles in SMMS participants' collective delivery fleet. Alternative-fuel vehicles are vehicles that run on fuels other than petrol and diesel. This includes electric vehicles, hybrids, vehicles that run exclusively on biofuels or that run on LPG, LNG, CNG and hydrogen. It excludes vehicles that run on bio/mineral fuel mixes that are at or below the nationally agreed minimum content of bio/mineral fuel. Since 2017, self-propelled bicycles are not counted as alternative-fuel vehicles.

**Percentage of Electric Vehicles in Fleet:**

Includes the number of electric vehicles within the postal vehicle fleet. This number is expressed as a percentage of the total number of vehicles in SMMS participants' collective delivery fleet. Sub-categories of electric vehicles included in this number are electric trolleys/walk-buggies; electric bicycles; electric scooters/ motorbikes; electric cars (for business travel) and other types such as trikes, quadracycles, and other similar electric vehicles.

**Waste Separated for Re-Use or Recycling:**

Includes non-hazardous waste that is separated for reuse or recycling. This number is expressed as a percentage of the total volume of SMMS' participants collective non-hazardous waste.

'Re-use' means any operation by which products or components that are not waste are used again for the same purpose for which they were conceived.

'Recycling' means any recovery operation by which waste materials are reprocessed into products, materials or substances whether for the original or other purposes. It includes the reprocessing of organic material but does not include energy recovery and the reprocessing into materials that are to be used as fuels or for backfilling operations.

## Exclusions and Estimations

The table below provides details of the SMMS programme participants, including their submissions to the programme in 2019, SMMS joining year, and any exclusions and estimations relevant to their reporting.

SMMS Participant	Sustainability Management Proficiency (SMP)	Sustainability Performance Indicators (SPI)	Joining date	Exclusions & estimations
An Post	✓	✓	2008	Excludes subsidiaries, and sub-contracted retail and delivery service units
Australian Postal Corporation	✓	✓	2008	Excludes subsidiaries and joint ventures.
Austrian Post	✓	✓	2009	Excludes Scherübl and all subsidiaries outside Austria.
bpost	✓	✓	2008	Includes bpost Belgium only and excludes logistics and express business.
Correos	✓	✓	2008	Excludes Correos Express, Correos Nexeo and Correos Telecom.
CTT Portugal Post	✓	✓	2008	Include only business travel for CTT Direction for International Relations department
Deutsche Post DHL	✓	✓	2008	Excludes express and logistics business.
Le Groupe La Poste	✓	✓	2008	Excludes small subsidiaries.
New Zealand Post Ltd	✓	✓	2008	Excludes associate companies, such as Kiwibank, and express/logistics operations in Australia
POST Luxembourg	✓	✓	2008	Includes only the fully consolidated business of the Courier and Logistique business
Poste Italiane	✓	✓	2009	Carbon emission related to commuting are extrapolated to cover full organisation
Posten Norge	✓	✓	2008	
Posti	✓	✓	2008	
PostNL	✓	✓	2008	
PostNord	✓	✓	2008	Excludes employee commuting. Energy consumption related to buildings is for 7% based on estimations. Express and logistics included.
Royal Mail Group Plc	✓	✓	2008	Excludes GLS
South African Post Office	✓	✓	2010	45% of the electricity consumption is based on estimations. Scope 3 data excluded
Swiss Post	✓	✓	2008	
United States Postal Service	✓	✓	2008	29% of electricity consumption is estimated, 100% of renewable electricity is estimated, and 33% natural gas consumption is estimated.

## Restatement Details

Within the IPC SMMS programme reporting, circumstances may arise in which participants need to restate their data from previous years. This may be due, for example, to internal methodology changes or to a change in a participant's reporting scope. In cases where these restatements have a material impact on the SMMS group figures we will restate the group figures for previous years to include this revised data. This ensures transparency and consistency of reporting and enables an accurate assessment of the progress on a comparable basis. SMMS participants are continually seeking opportunities to more accurately measure their performance, which in some cases results in updated approaches and calculation and measurement methodologies. By retrospectively updating historical

figures to account for material changes we ensure that the SMMS group figures remain comparable over time.

This year we have restated group figures due to a coverage change at three posts (i.e. a post divested a subsidiary or removed a division from reporting to align with other public reporting) and a methodology change at two posts (i.e. improvements in data collection or calculation methodology).

We have therefore restated group level emissions, item numbers, electricity usage and vehicle figures, back to the baselines from which we began gathering data on these indicators. This allows for accurate and consistent comparability across years and ensures the figures we report are reflective of the group's progress. The effects of these changes are stated below.

### Absolute Scope 1 & 2 emissions

Indicator		2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Scope 1 & 2 emissions (Thousand tonnes CO <sub>2</sub> )	Reported in 2019 Sustainability Report	8,758	8,051	7,791	7,543	7,091	7,137	7,022	6,690	6,482	6,249	6,426
	Restated in 2020 Sustainability Report	8,562	7,863	7,586	7,352	6,910	6,884	6,832	6,480	6,319	6,013	6,141

### Delivery efficiency

Indicator		2013	2014	2015	2016	2017	2018
Letter Mail Delivery Efficiency (in grams CO <sub>2</sub> per item)	Reported in 2019 Sustainability Report	36.3	36.8	36.4	36.3	35.7	36.2
	Restated in 2020 Sustainability Report	37.5	38.1	38.7	38.8	38.1	38.9
Parcel Delivery Efficiency (in grams CO <sub>2</sub> per item)	Reported in 2019 Sustainability Report	565.3	522.0	485.4	488.9	482.9	485.6
	Restated in 2020 Sustainability Report	539.0	495.6	485.2	474.3	466.0	481.9

### Vehicles

Indicator		2012	2013	2014	2015	2016	2017	2018
Total vehicles	Reported in 2019 Sustainability Report	538,000	538,000	536,000	538,000	550,000	618,000	626,000
	Restated in 2020 Sustainability Report	524,000	520,000	518,000	520,000	532,000	574,000	568,000
Percentage of alternative fuel vehicles	Reported in 2019 Sustainability Report	13%	14%	15%	16%	18%	23%	24%
	Restated in 2020 Sustainability Report	12%	12%	13%	10%	15%	22%	23%

## Renewable energy

INDICATOR		2008	2016	2017	2018
Renewable electricity	Reported in 2019 Sustainability Report	16%	29%	31%	31%
	Restated in 2020 Sustainability Report	16%	29%	31%	30%

## Allocation Methodologies for Letter Mail and Parcel Emissions

The table below provides details of the methodologies used by SMMS participants to calculate and allocate their emissions to letter mail and parcel categories.

Post	Items	Building emissions	Transport emissions	Subcontractor emissions
<b>An Post</b>	Actual	Allocation is based on split in revenue between letter mail and parcel operations.	Allocation is based on split in revenue between letter mail and parcel operations.	Allocation is based on split in revenue between letter mail and parcel operations.
<b>Australian Postal Corporation</b>	Actual	Allocation is based on costs (at an individual product level) between letter mail and parcel operations.	Allocation is based on finance expenditure (at an individual product level) between letter mail and parcel operations.	Allocations are based on expenditure and the finance allocations process. For the StarTrack business the allocation is based on a combination of expenditure and revenue allocation.
<b>Austrian Post</b>	Actual	Allocation is based on the split according to the number of square meters (settled payment unit) per business unit.	Vehicles are assigned to either the letter mail or parcels division. When vehicles are used for both letter mail and parcels cost allocation is used to split the emissions.	Subcontractor emissions for letter mail are based on kilometer data. Emissions for parcel subcontractors are estimated using the number of kilometers travelled, derived by a ratio calculation comparing parcel numbers with the subcontractor parcel numbers.
<b>bpost</b>	Actual	Allocation is based on cost rates, calculated based on operating income for letter mail and parcels operations	Allocation is based on cost rates, calculated based on operating income for letter mail and parcels operations	Allocation is based on cost rates, calculated based on operating income for letter mail and parcels operations
<b>Correos</b>	Actual	Allocation is based on costs between letter mail and parcels operations.	Allocation is based on costs between letter mail and parcels operations.	Allocation is based on costs between letter mail and parcels operations.
<b>CTT Portugal Post</b>	Actual	Allocation is based on revenue.	Allocation is based on revenue.	Allocation is based on revenue.
<b>Deutsche Post DHL Group</b>	Actual	All emissions allocated to letter mail, as letter mail and parcel operates as one division	All emissions allocated to letter mail, as letter mail and parcel operates as one division	Kilometer data forms the basis for the allocation of subcontracted road emissions (adjusted for the specific truck types). Emissions for domestic air travel are calculated using fuel data from the airline partner. Emissions for international air travel are calculated on an individual trip level taking into consideration specific routing, aircraft type and load utilization. All emissions allocated to letter mail, as letter mail and parcel operates as one division
<b>Le Groupe La Poste</b>	Actual	Letter mail and parcel have their own delivery organisation and process.	Letter mail and parcel have their own delivery organisation and process. Allocation for air transportation is based on freight rates (weight and number of items). For international air or maritime transportation, the allocation is based on the split in carrying weight.	Letter mail and parcel have their own delivery organisation and process. Allocation for air transportation is based on freight rates (weight and number of items). For international air or maritime transportation, the allocation is based on the split in carrying weight.

Post	Items	Building emissions	Transport emissions	Subcontractor emissions
<b>New Zealand Post Group</b>	Actual	Most of the buildings in the network are either for letter mail or for parcels. If they are dual use emissions are allocated to the letter mail side of the business.	Allocation for domestic air freight and ground fuel (both related to delivery) is done using the financial control method drawing on cost information from within the business.	Allocation for domestic air freight and ground fuel (both related to delivery) is done using the financial control method drawing on cost information from within the business.
<b>POST Luxembourg</b>	Actual	Allocation is based on revenue split between mail and parcel operations.	Where not directly allocated to a category, emissions are allocated based on the actual numbers of items and distinction between letter mail and parcel divisions through the delivery stage.	Where not directly allocated to a category, emissions are allocated based on the actual numbers of items and distinction between letter mail and parcel divisions through the delivery stage.
<b>PostNord</b>	Actual	Emissions allocated according to the principles for cost allocation for transportation and vehicles	Emissions allocated according to the principles for cost allocation for transportation and vehicles	Emissions allocated according to the principles for cost allocation for transportation and vehicles
<b>Poste Italiane</b>	Actual	Allocation is based on revenue split.	Allocation is based on revenue split.	Allocation is based on revenue split.
<b>Posten Norge</b>	Actual	Allocation of emissions is based on m <sup>2</sup> usage of letter mail and parcel divisions.	Emissions from business activities is clearly assigned to letter mail, parcel (etc.) categories.	Business activities are assigned to either letter mail or parcel. Volumes (items and kg) used to calculate emissions. Weight is calculated by multiplying sales volumes by the maximum weight.
<b>Posti</b>	Estimation	Buildings are assigned to either letter mail or parcel divisions using an estimation based on actual figures.	Allocation based on actual volumes of items and distinction between letter mail and parcel divisions through the process stage.	Allocation based on actual volumes of items and distinction between letter mail and parcel divisions through the process stage.
<b>PostNL</b>	Actual	Emissions based on clear separation of letter mail and parcel divisions.	Emissions based on clear separation of letter mail and parcel divisions.	For outsourced road the allocation is based on revenue split. For outsourced air allocation is based on actual split.
<b>Royal Mail Group Plc</b>	Actual	Allocation is based on revenue split.	Allocation is based on revenue split.	Allocation is based on revenue split.
<b>South African Post Office</b>	Actual	Allocation is based on the volume of letter mail and parcels.	Allocation is based on the volume of letter mail and parcels.	Allocation is based on the volume of letter mail and parcels.
<b>Swiss Post</b>	Actual	Emissions from business activities clearly assigned to letter mail, parcel (etc.) categories. Building emissions are calculated using meter readings and split among different business units based on their assigned area.	Emissions from business activities clearly assigned to letter mail, parcel (etc.) categories. Transport emissions are calculated using the actual fuel use per business unit.	Emissions from business activities clearly assigned to letter mail, parcel (etc.) categories. Transport emissions are calculated using fuel use that is stipulated in the contract with the subcontractor.
<b>United States Postal Service</b>	Actual	Allocation is based on revenue split.	Allocation is based on revenue split.	Allocation is based on revenue split.

## IPC's Sustainability Performance

IPC is an active member of the United Nations Global Compact, and as such is committed to taking a precautionary approach to environmental challenges. We endeavour to continually improve our performance by undertaking initiatives to promote environmental responsibility and encouraging the use of environmentally friendly technology. While this report focuses on how we put this into practice through our efforts with SMMS participants, we also ensure that our own operations are in line with these commitments.

### IPC's Own Carbon Emissions Reduction Measures and Results

In 2019, our own carbon emissions amounted to 607 tonnes of CO<sub>2</sub>, a slight increase from 571 tonnes in 2018.

Nearly 37% of these emissions were from road travel (business and commuting) and more than 57% from business air travel. The remaining 6% were caused by heating, public transport and paper usage etc. In order to help reduce emissions from business travel, we place an emphasis on the use of alternative options, such as teleconferencing and remote presentation technologies (for example, WebEx and webinar techniques).

Furthermore, IPC's continued use of 100% renewable electricity ensured that emissions from electricity consumption remained at zero.

### Carbon Emissions Compensated

For the 12th consecutive year, IPC partnered with the Climate Neutral Group to compensate our carbon emissions. The last ten years of emissions have been fully offset with Gold Standard credits. IPC's collaboration with Climate Neutral Group to compensate our emissions contributes to the UN Sustainable Development Goals (SDGs) by enhancing climate change action and improving the living conditions of others.

### Waste Management And Resource Efficiency Efforts

IPC also implements a range of initiatives and policies to minimise the environmental impact of waste and resource use. In 2019, these included:

- Printing paper is 100% Forest Stewardship Council (FSC) and EU Ecolabel certified. Reductions in our paper use are driven through continued implementation of a minimal printing policy. Unless there are good and pressing reasons, IPC encourages the printing of documents in black and white and on double-sided paper only.
- Continued provision of recycling facilities in our communal areas so that employees can recycle glass, cardboard and plastic.
- Continued use of environmentally friendly printing, IT and lighting technology on a replacement basis.
- Continued emphasis on the use of teleconferencing and remote presentation technologies (e.g. WebEx and webinar techniques) to help reduce business travel.
- Continued selection (in collaboration with our IT supplier) of additional desktop PCs (and other relevant equipment) on the basis of their performance / energy efficiency in order to accommodate growing employee numbers.

In particular, these initiatives make a positive contribution to the following SDGs:

- **Goal 11: Sustainable cities and communities**
- **Goal 12: Responsible consumption and production**
- **Goal 13: Climate action.**



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## **INDEPENDENT ASSURANCE REPORT ON THE IPC POSTAL SECTOR SUSTAINABILITY REPORTING FOR THE YEAR ENDED 31 DECEMBER 2019**

This report has been prepared in accordance with the terms of our engagement contract dated 6 February 2018 and the addendum to the engagement letter dated 9 March 2020 (the “Agreement”), whereby we have been engaged to issue an independent limited assurance report in connection with the key performance indicators disclosed in the “Results summary” of the Sustainability Reporting of the Postal Sector Sustainability Reporting 2019 (hereafter the “Sustainability Reporting” as enclosed in Appendix A) as of and for the year ended 31 December 2019 of the International Post Corporation (the “Association”).

### ***Responsibilities of Management***

The Board of Directors of the Association is responsible for the preparation of the Sustainability Reporting in accordance with the criteria stated in the Sustainability Measurement and Monitoring System (SMMS) Guidelines issued by the Association (summarised in section “Methodology and Definitions”) (hereafter “the Criteria” as enclosed in Appendix B).

This responsibility includes the selection and application of appropriate methods for the preparation of the Subject Matter Information, for ensuring the reliability of the underlying information and for the use of assumptions and estimates for individual sustainability disclosures which are reasonable in the circumstances. Furthermore, management’s responsibility includes the design, implementation and maintenance of systems and processes relevant for the preparation of the Subject Matter Information that is free from material misstatement, whether due to fraud or error.

### ***Responsibilities of the registered auditor***

Our responsibility is to express an independent conclusion about the indicators disclosed in the “Results summary” (“Subject Matter Information”) based on the procedures we have performed and the evidence we have obtained. Our assurance report has been made in accordance with the terms of our engagement contract.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised) “Assurance Engagements other than Audits or Reviews of Historical Information”. This standard requires that we comply with ethical requirements and that we plan and perform the engagement to obtain limited assurance as to whether the Subject Matter Information has been prepared, in all material respects, in accordance with the Criteria issued by the Company.



The objective of a limited assurance engagement is to perform the procedures we consider necessary to provide us with sufficient appropriate evidence to support the expression of a conclusion in the negative form on the Subject Matter Information set forth in the Sustainability Reporting. The selection of such procedures depends on our professional judgment, including the assessment of the risks of management's assertion being materially misstated.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The selection of such procedures depends on our professional judgement, including the assessment of the risks of management's assertion being materially misstated. The scope of our work comprised amongst others the following procedures:

- Assessing and testing the design and functioning of the systems and processes used for data-gathering, collation, consolidation and validation, including the methods used for calculating and estimating the Subject Matter Information at Association level and at member level;
- Conducting interviews with responsible officers at Association and member level (6 IPC SMMS participants were visited: bpost, Correos, Le Groupe La Poste, PostNord, Royal Mail Group Plc and the United States Postal Service);
- Inspecting internal and external documents.

We have evaluated the Subject Matter Information against the Criteria. The accuracy and completeness of the Subject Matter Information are subject to inherent limitations given their nature and the methods for determining, calculating or estimating such information. Our Assurance Report should therefore be read in connection with the Criteria.

### ***Our Independence and Quality Control***

We have complied with the legal requirements in respect of auditor independence, particularly in accordance with the rules set down in articles 12, 13, 14, 16, 20, 28 and 29 of the Belgian Act of 7 December 2016 and with articles 3:62, 3:63, 3:64 and 3:65 of the Belgian Companies' and Associations' Code organising the audit profession and its public oversight of registered auditors, independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding



compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### ***Conclusion***

Based on our work, as described in this Independent Limited Assurance Report, nothing has come to our attention that causes us to believe that the Subject Matter Information, is not fairly stated, in all material respects, in accordance with the Criteria.

### ***Restriction of use and distribution of our report***

Our assurance report has been made in accordance with the terms of our engagement contract. Our report is intended solely for the use of the Association's Board of Directors in connection with the Subject Matter Information set forth in the Sustainability Reporting as of and for the year ended 31 December 2019 and should not be used for any other purpose. We do not accept or assume and deny any liability or duty of care to any other party to whom this report may be shown or into whose hands it may come.

Sint-Stevens-Woluwe, 6 November 2020

PwC Bedrijfsrevisoren BV/SRL  
Represented by

A handwritten signature in black ink, appearing to read 'G. Roy', with a long horizontal stroke extending to the right.

Gaetan Roy  
Director & registered auditor

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### Appendix

- A - Subject Matter
- B - Criteria

Appendix A - Subject Matter

**Results Summary**

The following tables contain group level results. Emissions, electricity, vehicles and items data was restated in 2020 and therefore may not be comparable to previous years' Sustainability Reports. Please see [Annex 'Restatement'](#), for more details. (Table subject to PwC limited assurance assignment)

**Table for PwC limited assurance assignment**

Indicator	2008 baseline	2018	2019
Scope 1: Transport (vehicles, aviation, rail)	3,016,000	2,999,000	3,060,000
Scope 1: Heating (gas, heating, fuel, oil, steam)	1,178,000	791,000	739,000
Other Scope 1	-	8,000	8,000
Scope 2: Electricity (including electric vehicles)	4,367,000	2,243,000	2,016,000
Other Scope 2	-	100,000	100,000
Sub-total: Scope 1 and 2	8,562,000	6,141,000	5,923,000
Scope 3a: Outsourced road and air transport	-	8,069,000	8,272,000
Sub-total: Scope 1, 2 and 3a	-	14,210,000	14,194,000
Scope 3b: Employee commuting and business travel	-	2,719,000	3,013,000
<b>TOTAL</b>		<b>16,930,000</b>	<b>17,208,000</b>
Percentage of renewable electricity used in buildings	16%	30%	31%
Percentage of alternative-fuel vehicles in fleet	10%	23%	22%
Percentage of electric vehicles in fleet	-	14%	15%
NB: All figures rounded to nearest thousand			

Letter mail and parcel delivery efficiency 2013 - 2019

Delivery Efficiency	2013	2014	2015	2016	2017	2018	2019
Letter mail (grams CO <sub>2</sub> per item)	37.5	38.1	38.7	38.8	38.1	38.9	40.1
Parcel (grams CO <sub>2</sub> per item)	539.0	495.6	485.2	474.3	466.0	481.9	496.2

Please see [Annex](#) for more information on indicator definitions, details on reporting participants, and the PwC assurance report

# ANNEXES

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In response to participant feedback and analysis of past years' data, we continue to use a well-defined data collection coverage that encompasses the following four core categories, which collectively make up over 95% of total Scope 3 emissions:

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The further 11 GHG Protocol categories, such as capital goods and use of sold goods, are excluded as they are currently considered immaterial to the postal sector. So that the SMMS participants can better understand the implications of their corporate activities on their value chain carbon emissions, it is important to establish Scope 3 inventories.

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