



Česká pošta

REPORT ON CZECH POST'S
SOCIAL RESPONSIBILITY
FOR 2021

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DEAR READERS,

The Czech Post Foundation is a solid part of the whole family of post/delivery women, staff working at the counter, i.e. employees whom the average client does not meet but who are truly important for the operation of our company. The number of postmen and postwomen is comparable to that of a medium-sized district town. Like any population, we are not without problems. Unfortunately, not all of these issues are about undelivered packages or small queues at the branch. Those that affect the lives of people and their immediate surroundings are more difficult to put right. I am glad that for moments like these we have a working foundation, which is there for the postmen and postwomen who find themselves in trouble. We are a business that is built on human work and on people as such. Something bad can happen to anyone and then it is up to the company to lend a helping hand. And that is what the foundation fulfils, indeed. It is also the extended arm of the Czech Post in social responsibility. We support projects that help those who could not manage their life tasks without help.

I would like to thank to everyone who helps the Czech Post Foundation in its mission. It is not useless; on the contrary, it is truly meaningful.

Roman Knap,
CEO of the Czech Post







ABOUT US

Czech Post 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 complex services. 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/delivering parcels. Czech Post's mission is also to be a socially responsible company in all aspects that impact its business and the environment in which it operates.

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. As of 31st December 2021, the Ministry of the Interior of the Czech Republic performed the function of the founder of the Enterprise on behalf of the State.

COMPANY MANAGEMENT

CHIEF EXECUTIVE OFFICER (CEO)

Chief Executive Officer (CEO), as a statutory body of Czech Post, State-Owned Enterprise (SOE) (i.e. in Czech Česká pošta, s.p.) manages the activities of the Company and acts on its behalf. 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.

SUPERVISORY BOARD

Supervisory Board oversees the activities of the CEO and the implementation of the Company's business plans. In accordance with Act No. 77/1997 Coll., on State Enterprise, as amended, ten members of the Supervisory Board are appointed and dismissed by the founder and five members are elected and dismissed by the employees of the Enterprise. The Supervisory Board had fifteen members as of 31st December 2021.

COMMITTEES OF THE SUPERVISORY BOARD

The Supervisory Board establishes committees of the Supervisory Board as its working, advisory and initiating bodies. The committees meet mainly to discuss in advance and in more detail the materials that are subsequently dealt with by the Supervisory Board. The committee members are elected and dismissed by the Supervisory Board.

The following committees of the Supervisory Board are currently established:

- Strategy and Finance Committee
- Audit Committee
- Human Resources Development Committee



CZECH POST AND THE SUSTAINABLE DEVELOPMENT GOALS OF THE UNITED NATIONS

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.

We see the following objectives as a priority within the framework of Czech Post's Corporate Social Responsibility (CSR).

3 - HEALTH AND QUALITY OF LIFE

The health of our employees and their nearest and dearest is important to us, and therefore we care about it. We do not take health for granted, which is why we are committed to preventive health programs for breast cancer and skin cancer.

4 - QUALITY EDUCATION

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



5 - GENDER EQUALITY

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

6 - DRINKING WATER AND SEWERAGE SYSTEM

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 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 is why we try to cooperate as much as possible with their representatives and participate in the development of their social life. Moreover, we try to reduce our impact on their environment, for example, by using alternative fuels in cars or by 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.

16 - PEACE, JUSTICE AND STRONG INSTITUTIONS

We behave responsibly and transparently. We respect fundamental rights and freedoms and our rule of law. We are part of the critical infrastructure of the state and we are aware of our responsibility towards the society.

17 - PARTNERSHIPS TO MEET OBJECTIVES

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

OUR STAKEHOLDERS

In 2021 we continued to be guided by 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 Company. Our most important partners are employees, customers, trade unions, suppliers and business partners, the regulator, representatives of municipalities and the entire public administration, schools and universities, the media, non-profit organisations as well as governmental institutions.





EMPLOYEES

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 2021 a total of 25 675 employees worked at the Czech Post, which was 2 375 fewer than in the previous year. The decrease was due to the ongoing rationalisation of the company.

We strive to create the best working conditions and improve the working environment for our employees. We care about the safety and health of our employees.

Fluctuation for 2021 rose to 24,2% and unwanted (voluntary) fluctuation to 13,3%.

PROPORTION OF WOMEN AND MEN AT CZECH POST AND IN INDIVIDUAL OPERATIONS		
YEAR	WOMEN'S SHARE	MEN'S SHARE
2020	73 %	27 %
2021	72 %	28 %

REPRESENTATION OF MEN AND WOMEN IN THE MANAGEMENT OF CZECH POST(%)					
	WOMEN	MEN		WOMEN	MEN
Top management	0	100	Middle management	57	43
Senior/higher management	40	60	Lower management	87	13

Operational staff represent 82% of the total number of employees, support services and IT 9%, sales 1% and management at all levels of management 8% of the total number of employees.

The average monthly wage at Czech Post for 2021 reached CZK 28 936, an increase of CZK 791, i.e. 2,8%. The increase in wages is mainly due to a 3,9% increase in tariff and variable wages from 1st April 2021 in accordance with the results of negotiations with trade unions. The lower increase in the overall average wage for the year was significantly affected by the coronavirus epidemic, which caused a high increase in sickness. In 2021 the morbidity rate was 9,6% and shows an increase of 0,9 percentage points with the same period in 2020.

BENEFITS

In addition to the salary, Czech Post provides its employees with employee benefits (perks), which amount to an annual average of approximately CZK 30 000 per employee per year (e.g. an extra week of vacation beyond the statutory entitlement, contributions to meals, supplementary pension savings and life insurance, contributions to recreation, physiotherapy, children's camps, employee meetings, etc.).

ADAPTATION PROCESS

We have an adaptation process in place for the successful integration of new employees into the workforce. It is focused mainly on operational type positions, such as parcel and letter delivery persons in the Logistics Division and counter staff, product sales specialists and postal administrators in the State Postal Service Division. In the first half of 2021 the adaptation activities were limited due to the COVID-19 pandemic situation; adaptation activities, like other training, could not be delivered in a full-time format. As of June 2021, adaptation, whether training or Entry Day, was already implemented in a standard format. As part of the adaptation process for new employees of the Division of State Postal Service, we began using e-learning courses developed to study postal theory. At the same time, in May 2021, we began mentoring skills training in collaboration with trainers for employees who are mentoring newcomers as part of the adaptation process. 725 participants were trained for the Logistics Division, and 504 mentors were trained for the State Postal Service Division.

WE COOPERATE WITH SCHOOLS

In 2021 the cooperation with partner post office schools as well as universities continued. However, due to the measures related to the spread of COVID 19, most activities had been toned down and postponed until 2022 when we believed we would be able to implement the postponed activities. Even though there was less interest from schools to carry out practical classes due to the pandemic situation, pupils had the opportunity to carry out practical classes with us. A total of 1 784 hours were done in 229 working days to comply with the conditions of entry to the workplace (tests, vaccinations, etc.).

EQUAL OPPORTUNITIES

In 2021 the Czech Post employed 774 people (602 of them women) with disabilities. A further 494 persons with disabilities worked in the form of work agreements concerning work carried out outside the employment relationship. Companies employing Persons with Disabilities (PWD) are approached in the purchase of products and services. In terms of recruitment we use a special pictogram for positions that are suitable for people with disabilities, which helps applicants to filter out suitable positions more easily. We also work with a non-profit organisation Rhythm (in Czech Rytmus) that supports people with disabilities to actively integrate these people into life beyond the working one.

We have also recently become partners with Czechitas, an organization that educates women in IT, and we 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. In spring 2021 we launched the first year of our Trainee Programme for university students. This is a unique project that connects university students with Czech Post divisions. Students participate in real projects that have an impact on the operation of the entire company and at the same time they can have the opportunity to meet with top management and gain valuable experience and feedback on their work. Outside of the traditional work, educational workshops are provided for trainees throughout the year to develop their potential (Presentation Skills, Negotiation Tactics, Stress Management, Project Management). In the first year we welcomed over 20 promising students who work primarily in the Logistics Division and also across the main administration. The aim of the programme is to provide students with the necessary work experience and offer them a full-time job in our company upon graduation.

EMPLOYMENT OF PRISONERS

Based on the signed Memorandum of Mutual Cooperation between the Czech Post and the Prison Service of the Czech Republic, cooperation in the employment of prisoners with 9 selected prisons (Všehrdy, Teplice, Pardubice, Hradec

Králové, Litoměřice, Bělušice, Jiřice, Stráž pod Ralskem and Kuřim) continued in 2021. In most of the prisons, we transport convicts from the prison to our workplace, except for the prison in Stráž pod Ralskem and in Kuřim, where the sorting of shipments takes place directly inside the prisons. The aim is to help in the correction process of convicts, to employ them not only after serving their sentences but to start the job while they are in prison.

WE ARE SIGNATORIES TO THE EUROPEAN DIVERSITY CHARTER

The Czech Post became a signatory to the European Diversity Charter in 2019. 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.

COLLECTING AWARDS FOR OUR PROJECTS

Our career website TvojeBudoucnost.cz scored points at the Recruitment academy awards 2021 where it was ranked 3rd in the Career websites of the Year (large companies) category. Not only the award shows us that the newly redesigned website works very well and is user-friendly for our candidates. In fact, they are ranked number one in candidate onboarding resources, which is a huge achievement. In addition to the traditional job listings, job seekers will also find career videos with employees for the most in-demand positions, as well as news from the Post Office and a section for students. Moreover, what also makes us unique is our Chatbot Martin, who helps job seekers find the right job for them 24/7.

DISA BRONZE CERTIFICATE

Czech Post is proud of its bronze certificate “Diversity Strategy 2021, according to the DISA (Diversity and Inclusion Strategic Assessment) methodology” for setting up diversity and inclusion in the company. The Czech Diversity Index is a unique index that captures how we as employers approach setting up and managing diversity in our companies. It is also a guide for other employers and captures best practice examples for setting up diversity on the Czech labour market.

CSR “COUPS DE COEUR” AWARD

In 2021 Czech Post was awarded the “Coups de Coeur” by PostEurop for the project “From an external person becoming an internal person”, which focuses on the employment of convicts and people with a criminal record in the post office. The awards for the best European CSR projects are given annually in three categories, namely Employees, Society and Environment.

EMPLOYEE TRAINING

The main theme of development for 2021 was the digitalization and modernization of education. We used online and e-learning and employees participated in webinars on various professional and development topics in all fields where implementation was possible. This form of training uses a combination of on-the-job performance and training and brings more flexible substitutability in the workplace.

The digitalisation of training has accelerated significantly and we are providing our employees with easier access to targeted self-learning and personal development, thereby enhancing their satisfaction and motivation.

We also focused on individual employee development through coaching. From June 2021, attendance training activities were resumed in accordance with the measures in force against the spread of the epidemic, especially in the area of mandatory training.

In the project of the Czech Post and the ČEZ company, a total of 37 new colleagues underwent demanding training and certification. They gained expertise in selling ČEZ products and services at specialized counters in selected branches of the Czech Post.

OVERVIEW OF THE NUMBER OF STAFF TRAINED IN EACH AREA IN 2020 AND 2021			
AREA	2020	2021	TOTAL
Adaptation training and vocational training	2 738	5 784	8 522
Mandatory training and legislative examinations	30 586	33 795	64 381
Vocational and soft skills training	1 880	3 695	5 575
Alliance Partner Product Training	5 246	3 061	8 307
TOTAL SUM	40 450	46 335	86 785

CAREER DEVELOPMENT

For several years, Czech Post has been involved in the T2G inter-company mentoring programme, which serves as a platform for meeting employees from different fields who want to develop themselves or offer development through mentoring. In 2021 a total of nine of our colleagues were nominated for the programme.

HEALTH IS THE MOST VALUABLE ASSET

Due to the continued restrictions of COVID-19 in 2021, it was not possible to implement preventive medical programs in a contact format as in previous years. Our focus was on disseminating information on melanoma and breast cancer prevention. We try to focus the attention of new employees to prevention of health during induction training and through leaflets. For existing employees, up-to-date and detailed information is available on the intranet, including contact details.

In the period of the covid situation, our attention was mainly focused on ensuring a safe environment for the Post Office clients and employees. We were awarded the CovidSafe Workplace certification for our superior set of measures. Furthermore, in 2021, a crisis line was in operation for Czech Post employees, where they could turn for help and advice.

We continued our campaign against COVID-19 in the form of educational leaflets, intranet messages and, finally, in internal newspapers.

The Covid period also brought the need to help employees who found themselves in a difficult economic situation. Social assistance and interest-free loans were provided from a special fund called The Fund of Cultural and Social Needs.

PATERNITY LEAVE

We are very pleased that men are getting involved in childcare and that the number of fathers taking paternity leave is increasing. In 2020 the number of men taking leave was 132 and in 2021 it was already as many as 155. We anticipate that 2022 will bring even more interest due to the extension of the leave to 2 weeks.

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. Professional solutions are then provided by the non-profit organisation People in Need (in Czech Člověk v tísni). In 2021, the first “summer of grace” took place. We communicated this event internally and managed to redeem more than 100 seizures/foreclosures.

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 bodies. 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 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 to work in and to ensure that potential risks are eliminated.

Through periodic training sessions, Czech Post ensures greater awareness, information and knowledge of OHS among managers who have an indivisible responsibility for the state of their workplace. In 2021, 619 group training sessions were conducted by OHS technicians for managers.

In cooperation with the trade union organisations operating at the Czech Post, the status of OHS and OHS provision is regularly discussed. Comments from trade union inspectors in the area of OHS are continuously responded to. Observations, findings and conclusions from inspections are continuously addressed and deficiencies are eliminated.

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. A total of 1 458 internal inspections were carried out in 2021.

The importance of OHS and OHS issues are also reflected in the interest of the control activities of the State Professional Supervision. In 2021, a total of 66 inspections were carried out at the State-Owned Enterprise Czech Post by the Fire and Rescue Service of the Czech Republic, 24 inspections by the Labour Inspectorate and 35 inspections by Regional Hygiene Stations, which found no serious defects.

NUMBER OF ACCIDENTS AT WORK	
2020	2021
742	809

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 criminal activity (robberies, thefts by breaking into the company’s premises, suspicions of serious criminal activity committed by employees, etc.). This activity is carried out throughout the territory of the Czech Republic. In this context, all inspection staff involved in the call-out service have been 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 going to the scene of a serious crime. In particular, these are cases of robbery at branches of the Czech Post, where the professional assistance of psychologists is offered and mediated to the victims of crime. In 2020, psychological assistance from the Crisis Intervention Department of the Police of the Czech Republic was offered to participants in emergencies in 8 cases, of which five were accepted and provided.

In 2021, participants in emergencies were offered psychological assistance from the Crisis Intervention Department of the Police of the Czech Republic in 14 cases, however, it was not accepted even in one case.

OMBUDSMAN FOR EMPLOYEES

Satisfied employees are important to us. Those who are dealing with work-related, financial or relationship problems at work, who feel humiliated or bullied in the team and are not satisfied with the outcome of their superiors' problem-solving have the opportunity to contact the ombudsman. Last year the ombudsman dealt with 163 employee complaints in this way. A third of this number was resolved by explanation, information or referral to the right course of action. Employer misconduct was found in 31 cases. The employees were compensated, their situation in the workplace was improved and the employer received a generalisation of the problem which could be used as a preventive measure in similar cases.





BUSINESS

We conduct our business transparently and fairly, thus 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, which sets out the principles of professional behaviour and conduct of employees and is binding for all those who act on behalf of the Czech Post. Its purpose is to define the boundaries of desirable behaviour/conduct towards the employer, co-workers, customers, business partners and state institutions for employees and persons acting on behalf of the Czech Post and thus to create, maintain and deepen trust in the activities of the Czech Post. The Czech Post does not tolerate behaviour/conduct, which is against the law, against the principles of fair business dealings or against 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. The compliance line has also been made available via a web application. During 2021, a total of 11 reports of suspected unfair conduct were received via this line. These included suspected breaches of internal regulations and working procedures, conduct potentially

damaging to Czech Post's reputation, conflicts of interest and breaches of the Code of Conduct. In the HR area, these were mainly disagreements between an employee and a supervisor caused by improper communication.

Principles of ethical behaviour:

- We comply with laws and internal regulations
- We behave equally and do not discriminate
- We protect human personality
- We act professionally, honestly, in good faith and with professional care
- We are economical with the resources entrusted to us
- We prevent damage
- We cooperate and communicate openly
- We provide cooperation in all investigations

Conduct that we do not tolerate:

- Zero tolerance of crime and criminal activity
- Theft, embezzlement or damage to 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 conduct 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 dishonesty, 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 internal anti-corruption programme.

We consider compliance not as a forced obligation but as an integral part of our corporate culture and a way how 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 everybody's interests to take a proactive approach to resolve 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 both we and our customers will be happy to return.

CORPORATE VALUES

Satisfied customer is our objective

Quality and performance determine success

Responsibility is a matter of course to us

Looking for new ways

We are a loyal team

WE HAVE BEEN AWARDED THE ETHICAL COMPANY OF THE YEAR CERTIFICATE

Czech Post has been awarded the "Ethical Company 2021" certificate by the Compliance Academy. It has thus become only the fourth company in the Czech Republic to receive it, and at the same time it is the first public sector company to successfully pass the certification.

The "Ethical Company" certificate demonstrates compliance with basic standards in the areas of corporate culture, ethics, compliance and risk management. The certificate is awarded by the Compliance Academy based on an expert evaluation, which is carried out according to a uniform methodology based on international ISO standards in the areas of compliance and risk management and methodologies of public institutions on the issue of evaluating compliance programs. The auditors evaluate, as part of the certification process, how the organisation as a whole is set up and managed. In particular, the auditors assess how the organisation's employees are guided to act ethically, morally and legally, and they also assess fulfilling the related corporate values, whether and how ethical principles work in the implementation of strategy and business or in relations with suppliers and other third parties.

NEWS IN 2021

BALÍKOVNA (PARCEL OUTLET) SUBMISSIONS FOR RETAIL CLIENTS

In November, the service of sending a parcel from Balíkovna to Balíkovna was launched for retail clients. The sender conveniently prepares all data online in advance, pays online and prints out the address label. S/he then brings the prepared package to any Parcel Outlet and sends it. The parcel is usually ready for collection the next working day at the chosen Balíkovna (Parcel Outlet).

BALÍK DO BALÍKOVNY (PARCEL TO PARCEL OUTLET) - RENAMING TO BALÍKOVNA

Since April, the product Balík Do balíkovny has been called just Balíkovna. This is a strategic decision to communicate the Balíkovna brand clearly and concisely.

SPEEDED-UP DISPATCH OF SHIPMENTS/PARCELS

A new feature of the retrieval system that allows for speeded-up parcel submission. The sender prepares the data for the shipment online at home or in the office. S/he enters the submission code into the retrieval system. The system verifies the code and directs the customer to the priority counter where the package is quickly and easily sent. In addition, the Prague 4 - Na Strži post office is piloted with an address label printer, which is part of the retrieval system.

EXTENSION OF THE SERVICE ORDERING TO THE BRANCH (IN CZECH OBJEDNÁVKA NA POBOČKU)

A service that allows you to reserve service time at post offices with a call system. The popularity of the service is growing so much that we have expanded our range of activities. Time can now be booked to send parcels and letters or to collect letters.

WE ARE MODIFYING AND CANCELLING SOME SERVICES

The beginning of the year brought an increase in the clarity of the postal services offer as part of the Product Portfolio Reduction. Many services with low business potential were modified, simplified or eliminated altogether. For example, services such as Parcel Express, Comprehensive Delivery and Removal of Old Appliances, Order Mediation, and Delivery Data Verification were cancelled.

WE WANT THE DATA TO BE SUBMITTED ELECTRONICALLY

In 2021, the importance of electronic transmission of data for postal items grew. Obtaining correct and complete data for national and international mailings in electronic form is crucial for the Czech Post. The accuracy and completeness of the data provided for mail items will significantly speed up the actual submission

of mail items at the post office, the transport and the subsequent delivery of the item to its destination. Customers will receive a discount for electronic submission of filled in data for letter and parcel shipments.

THE PAPER BENEFICIARY CARD WITH UNLIMITED VALIDITY HAS ENDED

In June, all Paper Beneficiary/Assignee Cards, which were issued until 29th February 2008 for an indefinite period with unlimited validity, expired. Customers were able to have their paper Beneficiary Passes replaced free of charge before their expiration date, until the end of 2021. At the same time, it was possible for all Czech Post customers to have their passes in the form of a customer card set up free of charge at any post office.

POST OFFICE ONLINE (POŠTA ONLINE) MOBILE APP

In connection with the obligation of natural persons in the Czech Republic to file customs declarations and pay VAT even on foreign shipments up to EUR 22, information on customs procedures, a link to the electronic customs form and information on VAT and customs duty, as well as other fees associated with Czech Post services, has been added to the Post Office Online mobile application. The service "Order to a branch" was also added to the app, which allows you to easily book time at the counter of branches with a call system.

WE ARE EXPANDING THE NUMBER OF PARCEL OUTLETS

Balíkovna (Parcel outlet) is one of the favourite products of our senders and the recipients themselves. That is why in 2021 it was a priority for us to expand our network of Parcel Outlets so that the delivery points are really close to our clients. Thanks to our cooperation with external entities, we have opened more than 2 860 partner Parcel outlets (our total network consists of almost 5 147 Parcel outlets). It is therefore possible to pick up a parcel not only

at our branches, but also, for example, at newsagents, grocery stores, petrol stations, etc. Even though the delivery network has grown, the speed and quality of service has been maintained.

CUSTOMER CARDS

This service is being used more and more frequently and has been an integral part of our customers' shipping experience for years. The customer card has its own undeniable benefits that are increasingly attractive to our clients. The main benefits of the card include discounts on parcel and letter mailings, filing without a filing slip or taking advantage of discounts with our partners. The fact that the card is still very popular is also evidenced by the number of cardholders, which is constantly increasing. For example, we have managed to increase the number of unique cardholders for individuals to just under 770 000 at the end of 2021. This is 13 % more than the previous year. More than 32% of legal entities in the Czech Republic have a customer card for legal entities. By region, the Capital City of Prague has the most cardholders, followed by the Central Bohemia and Karlovy Vary regions. However, in terms of penetration, the highest share of holders among the population is in the Ústí nad Labem Region, at just under 25%. The typical holder is still a woman aged 30-44.

POSTCARDS ONLINE

In 2021, Postcards Online recorded a 13,5% increase in the number of postcards ordered compared to 2020 - a total of 1 006 672 postcards were ordered. The increase was partly related to the loosening of the COVID-19 pandemic measures, when travel options improved, but even without this the Postcards Online has shown a natural long-term upward trend in orders.

During 2021, various minor improvements were made to the Postcards Online Mobile App. At the end of the year, the App was expanded to include a stamp selection option and a "3D stamp" option.

Using the "augmented reality" module in the Post Online Mobile App, the addressee can scan the stamp on the postcard and use the phone's camera to view fun 3D objects in the real world.

ALLIANCE PARTNERS OF THE CZECH POST

- Skupina ČSOB:
 - Československá obchodní banka, a.s. (brand name Poštovní spořitelna),
 - ČSOB Pojišťovna, a. s.,
 - ČSOB Stavební spořitelna, a. s.
 - ČSOB Penzijní společnost, a. s.
- SAZKA a.s.
- Tipsport.net a.s.
- ČEZ Prodej, a.s.
- PES - Peněžní expresní service, s.r.o. (Western Union service)
- Mobile operators
 - T-Mobile Czech Republic a.s.
 - O2 Czech Republic a.s.
 - Vodafone Czech Republic a.s.
 - Mobil.CZ (MAFRA, a.s.)
 - SAZKAmobil (SAZKA a.s.)
 - BLESKmobil (CZECH NEWS CENTER a. s.)
- Suppliers of other goods (printing, packaging, stationery and other products).

WE PROVIDE SERVICES TO THE STATE

INFORMATION SYSTEM FOR DATA BOXES

The Information System of Data Boxes (ISDS) is used by more and more companies, business and trades persons and citizens. In 2021, the number of data messages continued to grow – while 99,6 million messages passed through the system in 2019, the number increased to 112,4 million in 2020 and continued to grow to 121,5 million in 2021. This is a year-on-year increase of 8%. The majority of messages are sent by public authorities, but the proportion of messages from individuals and businesses is gradually increasing. In total, 949 million data messages had already passed through the system in the 12,5 years of operation from 2009 to the end of 2021.

In 2021, 242 000 new data boxes were set up. In total, approximately 1,4 million mailboxes had been set up since the launching of the system until the end of 2021. The number of active data boxes at the end of 2021 reached 1,24 million.

The existing contractual provision of ISDS operation and development is valid until the end of 2022. Therefore, a public procurement for subcontractors was carried out for the period 2023 to 2027. The winner of the public procurement was O2 ITS, which will continue to provide the service.

Czech Post offers several additional services to ISDS that provide users with greater comfort when working with data boxes. These services include:

- Postal Data Message (private communication through ISDS) – approximately 1 million postal data messages were sent in 2021. Data mailbox users are increasingly using the possibility to communicate via data mailbox not only with authorities but also with legal and natural persons. This trend has been supported by a significant reduction in the price of the PDM service from 1st April 2021, from CZK 15 to CZK 5 including VAT per message.

- 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 over 18 000 data vaults active as of 31st December 2021.
- SMS notification – notification of a received data message via SMS. In 2021, a total of 1,1 million SMS 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 2021, a total of 4,6 million Czech POINT and authentication transactions were carried out at post offices, while in 2020 it was about 4,2 million transactions. The number of transactions increased by 11% year-on-year. Of the services offered, signature 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 invalidation of data box access data and issuing new ones. A total of 75% of all such transactions are carried out at Czech Post branches.

POSTSIGNUM CERTIFICATION AUTHORITY

From the point of view of the certification authority PostSignum, we assess 2021 as a successful year, although for the first time in history it was not possible to surpass the previous year's results in terms of revenue. However, it was still the second-best result in history. The reason for the decline in revenues was the launch of the sale of three-year personal certificates in 2020, which, while positively increasing 2020 revenues, caused a decline in revenues in the following year.

In terms of service development, there has been a positive change especially in the authority of time-stamps. Thanks to new technology, all three centres providing time stamps have been strengthened to double their capacity and the availability of the service has also increased significantly. In the second half of the year, the first phase of the Certificate Online project was launched, the aim of which is to ensure the issuance of certificates using electronic identification via eObčanky (online ID) and thus without the need to visit our branch in person. This simplifies the acquisition of certificates and further increases the availability of our service, for which we have registered a positive response from customers.

Over 308 000 certificates were issued during 2021 (39 000 fewer than in 2020) and more than 514 million time-stamps (an all-time high with a year-on-year increase of 74 million stamps).

Also in 2021, due to the spread of the coronavirus epidemic among employees, it was necessary to apply the safety measures already set in 2020. Some of the activities were carried out by working from home (Home Office), in some cases it was necessary to address the activities by deploying employees in the workplace to limit their contact with each other as much as possible. The products and services of our Certification Authority facilitate operations and communication not only for us but also for our customers and are essential building blocks for the development of digitalisation.

SAFETY AND SECURITY

Safety is very important to us. At Czech Post we divide it into several areas, namely protection of persons and property, crisis management, crime prevention and ensuring occupational health and safety and fire protection. In the area of protection of persons and property, we also focus on the detection of internal crime and other unlawful conduct by our employees. We are equally dedicated to being protected against attacks on the Post Office from the outside.

In 2021, the Czech Post, as a critical infrastructure entity, fulfilled the tasks imposed by Act No. 240/2000 Coll., on Crisis Management, and Act No. 222/1999 Coll., on the Defence of the Czech Republic. The Crisis Preparedness Plan of the Czech Post's Critical Infrastructure Entity and all 152 Crisis Preparedness Plans of the Czech Post's critical infrastructure features were continuously updated.

On the basis of the provided extracts from the flood and emergency plans of the Fire and Rescue Service of the regional offices, Flood Plans for selected critical infrastructure elements are continuously drawn up, which are an integral part of the Crisis Preparedness Plan for Critical Infrastructure Features of the Czech Post and are intended to help the leading employee at the critical infrastructure feature to ensure a smooth solution of the given situation in the event of the threat and occurrence of an emergency or crisis situation.

In connection with the pandemic associated with the COVID-19 disease, a total of 9 meetings of the Crisis Committee of the Czech Post were convened. Moreover, the Crisis Committee of the Czech Post was also convened in connection with the government measures issued, including the Emergency Measures issued by the Ministry of Health of the Czech Republic, which had an impact on the operation and service provision of the Czech Post, SOE. The outputs and tasks from the individual meetings of the Crisis Committee of the Czech Post, SOE, were further transmitted through the regional Secretaries of the Crisis Committee to the members of the Crisis Committee in the given region.

The implementation of the 2021 Census of Population, Houses and Dwellings project was successful in the first half of 2021. A dedicated postal security unit oversaw compliance with the security measures mandated by the Fieldwork Security Project. Throughout the project a total of 12 361 cards were produced and distributed to prove eligibility for Census Commissioner activities.

CYBER SECURITY

In 2021, after reviewing the current situation, the Czech Post was confirmed by the National Cyber and Information Security Agency (NCISA) as a critical (information) infrastructure entity. This entity is a legally authorised person/entity who manages the Information System used to ensure the postal services of the Czech Post and has been designated by the Ministry of Industry and Trade as the operator of critical infrastructure features in the sector of communication and information systems, in the E area.

In 2021, we continued our security activities to protect Czech Post clients, as activities based on the misuse of the Czech Post logo literally flooded the Czech Republic. Continued fraudulent activities based on a scam, which aimed to either extort payment card details from the recipient of such a scam and rob the account, or directly extort money in the form of a transfer to the attacker's account, are becoming more and more sophisticated, and thus more dangerous every day. In addition to regularly informing via social media, media and web announcements about new fraudulent practices, we have expanded our cooperation in public education activities with other entities with similar problems. These were mainly the banking sector and e-shops with which the Post Office cooperates. Primarily this involved joint awareness campaigns and information exchanges on attacks vectors.

In 2021, the growing trend of cyber-attacks continued with a focus on social engineering practices. A significant change is the focus on fraudulent phone calls and the misuse of phone numbers, where the attacker covers himself with the official number of the institution s/he claims to be (spoofing). We work in this area with CSIS, a multinational company that works globally to identify and block unwanted or malicious communications.

The biggest threat to the company continues to be the attack and infection of the internal cyberspace by Ransomware and the threat of completely paralysing the Czech Post services. Due to the growing number of attacks, we built a so-called postal Security Operation Centre (SOC) in 2021. It is a security surveillance workplace that monitors the entire Czech Post computer network and evaluates online the behaviour of users and devices on the network, accompanying phenomena and facts, and operational parameters. It evaluates detected anomalies, suspicious indicators, changes and other information and investigates whether these are malicious activities leading to a cyber incident. Already in a short period of time, the benefits of this workstation have emerged, whether in the form of captured minor incidents that are largely due to technical errors (false positives) and occasionally human error, which are suggestions for improving operational settings, configurations and detailing of guidelines and work processes. Thanks to intensive cooperation with the ICT Operations Unit and ICT Architecture, we are succeeding in improving the defensibility and resilience of the Czech Post's cyberspace.

NUMBER OF CYBER-ATTACKS ON THE CZECH POST			
	2019	2020	2021
Security events	1 396	4 988	4 114
Security incidents	15	8	22
Cyber attacks	46	83	718





ENVIRONMENT

We are aware of the environmental impact of our activities. That is why environmental protection is not just a word to us. Our strategy is not only to comply with what the legislation prescribes, but we also want to do more. We make sure that we use alternative fuels in our fleet as much as possible.

CARBON FOOTPRINT

The calculation of the Czech Post's GHG emissions was performed in accordance with the GHG Protocol based on the recalculation of the amount of individual data associated with activities that have an impact on the carbon footprint of 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 (tCO₂e).

INFORMATION ON EMISSION SOURCES		
Total emissions independent of any greenhouse gas transactions such as sales, purchases, transfers or custody of permits	2021 TOTAL (tCO ₂ e)	2021 Emission intensity (tCO ₂ e/number of employees)
Scope 1	32 853	1,28
Scope 2*	58 930	2,3
Scope 3	68 156	2,65
Total emissions	159 939	6,23

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

The main source of emissions was the emissions associated with the operation of buildings, both owned and leased. The operation of owned buildings (Scope 1 and 2) represented around 50% of total emissions, with around 25% 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.

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 25%, with a slightly higher proportion (13% of total emissions) attributable to leased vehicles.

All GHG emissions data are reported in CO₂ equivalent (CO₂e) Emissions of carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFCs) were included in the calculation. In terms of the representation of individual GHGs, CO₂ emissions were the most prevalent, accounting for more than 98% of all emissions, with other GHGs having an immaterial impact on the company's overall carbon footprint.

FLEET OF THE CZECH POST

The Czech Post has a total of 6 038 cars of various types in its fleet. Last year, it covered a total of 133 190 733 kilometres. A total of 87% of our fleet belongs to the EURO6 emission standard.

FLEET BREAKDOWN BY CAR TYPE	
VEHICLE CATEGORY	NUMBER OF
[M1] Passenger vehicle	1 631
[N1] Delivery vehicle	3 803
[N2] Cargo vehicle	215
[N3] Truck	318
[O2] Semi-trailer/Trailer	4
[O4] Semi-trailer/Trailer	61
[T2] Tractor	6
Total sum	6 038

FLEET BREAKDOWN BY FUEL	
FUEL	NUMBER OF
Without fuel	65
CNG	380
Electricity	12
Diesel	4 645
Natural 95	936
Total sum	6 038

REDUCING POLLUTANT EMISSIONS

The Czech Post is obliged by law to comply with stricter emission limits applicable from 1st January 2020 for listed sources of air pollution pollutants. In this context, boiler replacements were carried out at selected places. The Czech Post has also focused on replacing solid fuel boilers (boilers of emission class

I and II), which had to be replaced with boilers of a higher emission class by 1st September 2022. The Czech Post is making the most of the opportunity to replace these sources of air pollution with gas boilers as part of its concept, thereby contributing to the reduction of CO, NOx and TLZ emissions.

As part of reducing the energy consumption of buildings, we also replaced the original lighting technology with LED technology when replacing or reconstructing the lighting. In 2021, EPC projects were being prepared at the premises in Ústí nad Labem and České Budějovice. Furthermore, the optimization of the setup of the large electricity consumption points was prepared.

ENERGY MANAGEMENT

Since 2018, Czech Post has implemented and certified the “Energy Management System” according to ČSN EN ISO 50001:2019. This system successfully passed a re-certification audit in 2021. The energy management system is an ideal tool to achieve systematic improvement of energy performance, increase energy efficiency, improve the environment and verify the organisation’s compliance with legal requirements in the field of energy management.

Czech Post supports the purchase of energy-efficient products and services. In 2021, the share of green energy purchases was 4,2%.

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 on the basis of contracts concluded for the actual needs of the premises
- we use and introduce new technologies that are more environmentally friendly and use less energy

WASTE MANAGEMENT, HAZARDOUS SUBSTANCES AND THEIR DISPOSAL

As part of our environmental protection, we strive to manage waste as economically as possible. For the years 2021-2024, Czech Post has concluded Waste Management Service Contracts for all seven Regions. Framework agreements (23) for the provision of services for the collection and disposal of hazardous and other waste from selected establishments where such hazardous waste is generated, mainly transport centres, Postservice Prague, Central Printing Works Prague, Collecting Transport Intersections, etc., have also been concluded for the years 2020-2023. To fulfil the reporting obligation for 2021 by the deadline of 28th February 2022, a total of 2 457 Waste Production and Management Reports were submitted through the Integrated Environmental Reporting System, thus fulfilling the legal obligation.

AIR PROTECTION

For the year 2021, a total of 29 Notifications of Summary Operational Records were submitted through the Integrated Environmental Reporting System by the deadline of 31st March 2022, thus fulfilling the statutory obligation.

In 2021, the listed source of air pollution of the Prague 6 Post Office was reconstructed. We are also focusing on the modernisation of solid fuel boilers.

WATER PROTECTION

For the year 2021, a total of 5 basic data reports submitted by the polluter to the authority, the river basin authority and the authorised expert body and 1 report on groundwater abstraction were submitted through the Integrated Reporting System for the Environment, thus fulfilling the legal obligation.



THE COMPANY

Czech Post is the holder of a postal licence and as such is aware of its responsibility towards society. In every respect, we make sure that our services and products are of high quality and accessible to all our partners.

BRANCH NETWORK	
Own branches	2 481
Post Office Partner	752
Pick-up points/outlets	53
Post Offices	6
Parcel (Balikovna)Partner	2 675

POST OFFICES WITH BARRIER-FREE ACCESS (POST OFFICES + PARTNER POST OFFICES)	
Post Office has barrier-free access	1 280
The post office has a signal device	1 806
The post office has no signal device	131

DEVICES FOR THE VISUALLY IMPAIRED	
Without device	2 884
acoustic beacon + guide rail	190
acoustic beacon	76
guide rail	72

HEARING AID DEVICE - INDUCTION LOOP	
YES	13
NO	3 209

Number of mailboxes	19 737
Population per one service point	3 241

PARTNERSHIP AND COOPERATION ON EVENTS WITH A CHARITABLE FOCUS IN 2021

LEAGUE AGAINST CANCER

Czech Post as the general partner of the Czech Day Against Cancer project. It is a charity, fund-raising collection to fight cancer.

WAR VETERANS DAY FOR THE MEMORY OF THE NATION FUND-RAISING

The Czech Post as a partner of the project Memory of the Nation Fund-raising for the War Veterans Day. This is a charity fundraising activity, the proceeds of which are used to further record the memories of the participants of the second and the third resistance.

RUN 4 HELP

Czech Post as the main partner of the charity run- Run 4 Help The project is focused on raising awareness in terms of the fight against meningitis. Proceeds from the event go to lower limb amputees.

72 HOURS

Czech Post as the general partner of the 72 Hours project. The project focuses on supporting volunteer activities carried out within 72 hours.

YELLOW RIBBON RUN

Czech Post as a partner of the Yellow Ribbon Run charity race. The project focuses on integrating people with criminal records into society.

CZECH PARA-FLOORBALL

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

POLICE AND FIREFIGHTERS FOUNDATION - MUTUAL AID IN TIMES OF NEED

Czech Post as a supporter of activities and projects organized by the Police and Firefighters Foundation. The project focuses mainly on children's health stays.

ACTIVE WITH A WHEELCHAIR

Czech Post as the main partner of the Active with a wheelchair project. The project focuses on active Sporting activities for the disabled in various sports.

CHARITY EXHIBITION "FUSION"

Czech Post as the main partner of Jan and Pavlina Saudek's charity calendar.

THREE KINGS DAY 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.

PARALYMPIC CHALLENGE

Czech Post as a Partner of the Paralympic Challenge. This is an initiative within the Olympic Multi-Participation Project, which aims to bring more disabled children to sports.

SDGS NETWORKING AND SDGS BEACH VOLLEYBALL CUP

Czech Post as SDGs networking partner and as General Partner of SDGs Beach Volleyball Cup. The project focuses on supporting the UN Global Goals.

WE ARE A MEMBER OF THE PRIDE BUSINESS FORUM

The Czech Post has become a member of the Pride Business Forum initiative, which supports employers in implementing LGBT principles and employees in their efforts to ensure a fair approach to everyone regardless of their gender or sexual orientation. The Pride Business Forum platform, which brings together companies promoting equal conditions in the workplace not only with minority orientation, is organizationally linked to the Prague Pride festival. In 2021, we entered a strategic partnership with the festival. On that occasion, Czech Post supported its belief that it does not matter what kind of person one is, but that we are all equal, for example with a rainbow logo on social media, a special Postcards Online frame or a limited edition of a rainbow package. Throughout the month of August, the rainbow logo accompanied clients on Czech Post's social media channels, which, together with the support of Prague Pride, confirmed that equality in the workplace is guaranteed for LGBT employees.

POSTAL OMBUDSMAN

In 2021, a total of 2 486 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 network of branches, 770 submissions were dealt with, and in cooperation with the specialist departments of the main administration of the Czech Post, there was a total of 355 submissions dealt with. The Postal Ombudsman directly examined and dealt with a total of 666 submissions, of which 9 shifted from 2020.

Of the 666 submissions handled by the Postal Ombudsman, in 137 cases the existing decisions of the relevant departments of the Czech Post were basically confirmed, 516 were handled by the Ombudsman based on the customer

complaints without prior standard proceedings. The Ombudsman granted compensation to Czech Post customers in 13 cases. The total amount of compensation in 2021 was CZK 20 361.

In 2021, 200 fewer submissions were received than in 2020, a year-on-year decrease of 7,4%. (The year-on-year increase in 2019/2020 was 16,4%).

Of the total number of submissions, 27 contained praise or thanks to the employees of the Czech Post and 690 submissions did not meet the conditions for resolution under the jurisdiction of the Postal Ombudsman.

POSTAL MUSEUM

The Postal Museum contributes to establishing and promoting the reputation of the Czech Post, especially to the promotion of the company's tradition, the history of the Post and stamp production. The Postal Museum operates permanent exhibitions both at its headquarters in Prague 1 - Nové Město and at 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 m². In addition to the short-term exhibitions it organises at its Prague address and at the Vyšší Brod branch, it is also involved mainly by lending exhibits to many external memorial and other cultural and public institutions at home and abroad. In addition, it lends complete exhibition projects that serve as travelling presentations.

The Postal Museum held or participated in the preparation of 21 exhibitions and presentation events, of which 2 were held at the Postal Museum's headquarters in Prague, 2 at the branch in Vyšší Brod and 14 (of which 1 was a travelling exhibition) at other memorial, cultural and public institutions in the Czech Republic and abroad. The total number of prepared exhibitions also includes 3 on-line exhibitions, which the Postal Museum prepared for the first time in its history. It has lent 62 collection items to 11 cultural and memorial institutions in the country.

Key internal exhibition projects included *Road, Rail, Air, Water. Means of Postal Transport* and *Etched in Memory. History through the image of a postage stamp*. While the former was originally scheduled to end on March 28, 2021, but was extended until October 31, 2021 due to the coronavirus pandemic and the resulting nationwide closure, the latter began on November 12, 2021 and will run until April 17, 2021. Both projects were partially implemented with a financial donation from ČSOB.

A completely new experience for the curators and the lecturer of the Postal Museum was the preparation of three on-line exhibitions through the freely accessible application of the Academy of Sciences of the Czech Republic (<https://exhibition.indihu.cz/>). Two older exhibitions (*Pigeon Post and Promotional Graphics of the First Republic Post*) and one completely new exhibition *Postal Trail of Jiří Karásek from Lvovice*, which was created on the occasion of the round anniversary of the birth and death of the well-known writer and second director of the Postal Museum Jiří Karásek from Lvovice, were presented to the public.

The cooperation on the design of the newly reconstructed Prague O12 branch at Prague Castle, which was officially reopened on 13th July 2021, became an extraordinary representative and promotional project. In its interiors, the Postal Museum, in cooperation with Czech Post marketing and the Prague Castle Administration, prepared an engaging exhibition not only about the history of this exceptional office, which has been serving the public continuously since 1919. On this occasion, the exterior of the office was fitted with a replica of the first republican Paris system mailbox, which is fully functional, so that tourists and other interested parties can use it to send mails.

The Postal Museum has been a long-standing and traditional member 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 (IATM), but due to the global coronavirus pandemic has only participated in meetings and webinars online.

In the Czech Republic, the Postal Museum is a member of the Association of Museums and Galleries (AMG) of the Czech Republic, in whose activities it actively participates. On 18th 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), including within the framework of the Society of Friends of the Postal Museum of the UCP.

EDUCATIONAL ACTIVITIES

In 2021, the museum's educational activities continued with the aim of bringing the history of postal administration and stamp production closer to children's visitors. Interactive elements and three printed workbooks for children were created for the exhibitions. Attention was paid especially to the children's area in the Postal Museum branch in Vyšší Brod, where educational activities (interactive space + summer detective story) connected with the Tokyo Olympic Games were created for the summer exhibition season, which boosted, in particular, the attendance of families with children. In view of the pandemic situation, due to which schools were closed in the first half of the year, fewer pupils and students visited the museum. However, the deficit in attendance was at least partially made up for in late summer and early autumn. A total of three art workshops and three guided tours were held for the public. Of the traditional events, *Ice Prague or Prague Museum Night* were not held due to the coronavirus pandemic, but the Postal Museum joined the "Experience the City Differently" events. The cooperation with the Friends of the Petřská Quarter Society also continued, with which an art workshop and a *lantern parade* were held with many participants. Despite the bad pandemic situation, the XV. *Day of Czech Philately*, during which the exhibition "Etched in Memory" was presented via the web. *History through the image of the postage stamp*, and the film entitled *The Origin of the Postage Stamp*, which was created by the Postal Museum in 2021 for the webinar of the International Association of Transport Museums (IATM). Ongoing communication with the cultural public was maintained during the winter and spring coronavirus closure of the Postal Museum, both through the aforementioned online electronic

exhibitions and through short videos that presented some interesting phenomena from the history of postal administration and stamp production on the museum's website under the title *Telegram from the Postal Museum*.

STAMP CREATION

In 2021, the Czech Post has ensured a total of 44 postage stamps for the issuer of postage stamps - the Ministry of Industry and Trade of the Czech Republic. Of these, 11 were pay stamps and 33 were commemorative stamps.

STAMPS AWARDED IN 2021

PRAGUE MOTIVES

Third place for the most luxurious souvenir in the world in the competition "2020 Premios Nexofil Awards" in Madrid for 2020.

PRAGUE MOTIVES

Third place in the competition "Premios Nexofil Awards 2020" in Madrid in the category Best Hand Engraved Stamp in the World for 2020.

900th ANNIVERSARY OF THE PREMONSTRATENSIA ORDER

Third place in the competition "Premios Nexofil Awards 2020" in Madrid in the category Best Offset Printed Stamp in the World 2020.

WE DO NOT FORGET TO HELP OUR COLLEAGUES

INTERNAL EMPLOYEE FUND RAISING FOR MORAVIA

Several communities in South Moravia were hit by an extreme hail and tornado storm in the evening of June 2021. According to the Hydrometeorological Institute, this was the second strongest level of tornado strength. Seven villages were critically affected and many houses and other structures were

damaged. Some houses had to be demolished. The tornado also affected the lives of postal workers. We immediately announced an internal employee fundraising activity, and it showed once again how big the hearts of the postal workers are. A total of CZK 1 360 602 was raised. We distributed all the funds among the 18 colleagues affected by the devastating tornado according to the level of property damage.

We won 1st place for the Moravian fund raising at the Donors Forum 2021 Awards in the Employee fund raising category. And it was not just a collection for all the affected people, the Czech Post also helped from the Fund of Cultural and Social Needs and through our foundation. A total of twelve colleagues turned to the Foundation and a total of CZK 865 000 was paid to them. Many postmen/postwomen also sent material donations, helped personally or contributed in other ways.

GIVING TUESDAY

In 2021, the postmen and postwomen joined the Giving Tuesday volunteering and donation day for the sixth time as part of the Christmas for the Czech Post Foundation event.

CZECH POST FOUNDATION IN 2021

As one of the largest employers in the Czech Republic, Czech Post is aware of its responsibility towards its employees, clients and the environment in which it operates, and therefore established the Foundation on 22nd 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 2021, the Czech Post Foundation opened all its programmes, namely “Post Wo/men to Post Wo/men”, “Post Wo/men through Heart” and “Post Office for Health.” Last year, the Board of Trustees dealt with 118 applications for foundation contributions, of which 114 were approved. In total, contributions amounting to CZK 3 341312 were paid out.

Last year, in addition to the employees of the Czech Post, our foundation was also supported by companies, namely ČSOB, a.s., MONT GROUP, s.r.o., MFP

paper, TIPSPORT, a.s., TESLA BATTERIES, a.s., IMPAP, s.r.o., MEZUZA, s.r.o., CZECH NEWS CENTER a.s., Mikro Trading, a.s.

We sincerely thank all the donors for their support of our activities. We appreciate it very much.



8. 8. 2021



VÍDEŇ - BRNO - PRAHA č.4

170 Kč

Brno 2



5x VÍTEZ DOMACÍ LIGY
3x ÚČASTNÍK ZÁKLADNÍ SKUPINY LIGY MISTROV



2x VÍTEZ SUPERPOHÁRU
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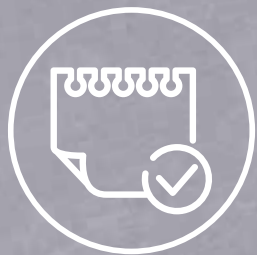
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ABOUT THIS REPORT

The Corporate Social Responsibility Report of Czech Post for the year 2021 is a follow-up to the Annual Report of Czech Post for 2021.

We used the GRI Standard framework to prepare the Report.

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

If you have any questions about this Report or about CSR at Czech Post, you can contact us at info@cpost.cz.

Contact: Marta Selicharová, CSR manager

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401-2	Benefits for employees	str. 10
401-3	Parental leave	str. 13
403-4	Health and safety	str. 13, 14
405-1	Diversity in management/staff	str. 10



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