

Corporate Social Responsibility



We are determined to develop our company into a sustainable business which listens to and involves its people and eradicates unacceptable workplace behaviour. We also recognise that our activities and policies impact on the environment and communities in which we operate.

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Royal Mail Group plc sits at the heart of communications within the UK, uniquely positioned to have a broad impact on people, community, environment and marketplace.

In our view Corporate Social Responsibility (CSR) is about “doing the right thing for our people, our business and the communities we operate in”. CSR covers a wide range of impacts including: the safety and well being of our people, the environment, the communities we operate within, and respect for the diversity of our workforce.

We have signed up to the United Nations Global Compact initiative and its set of ten ethical principles.

Over the last three years we have seen significant progress in our CSR programme. In September 2004, we published our first full CSR report confirming our progress – safety performance has improved and we are on track with the majority of our environmental improvement targets.

We have started managing our carbon footprint through partnerships with organisations such as The Carbon Trust’s Carbon Management Programme and the Energy Saving Trust’s Transport Charter Programme. We have also increased our target for the procurement of renewable energy from 10% to 50% by 2010 – above the UK Government’s target of 10%.

Our reportable accident rates have fallen by some 40% since the start of the renewal plan in 2002, with a 23% reduction in the last year alone. This downward trend is the result of our investigations into all major accidents and many less serious incidents to identify areas for improvement.

Sick absence levels have been reduced from 6.2% to 5.6% over the last 12 months – enabling us to provide a better quality of service to customers. We have also restructured our employee health cover – moving to a proactive service available 24 hours a day, seven days a week, with an emphasis on preventative measures.

We have developed a defined social policy consisting of five main strands:

- 1) major supported charity – Help the Hospices
- 2) employee volunteering
- 3) recruiting from socially excluded groups
- 4) payroll giving
- 5) education.

Diversity Awareness training has been conducted for all our people. By June 2005, we achieved our target of training over 175,000 people in just over eighteen months. This has been the largest undertaking of its kind by a UK employer.

The hard work and dedication of our people has shown what can be achieved for profitability, quality of service and CSR. Our challenge is to maintain this momentum.



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