



Corporate Responsibility in Practice

TNT Express Worldwide

EU, 3.10. 2018

Mária Džundová



THE PEOPLE NETWORK

TNT – THE PEOPLE NETWORK

Our "door to door" courier services connect people and businesses around the world for more than 70 years. One thing did not change over the years. People and human attitudes have always been the foundation of everything in TNT. And they will always be. Because TNT is The People Network.

56 000

EMPLOYEES AROUND
THE WORLD

82 %

EMPLOYEES WORKING IN BRANCHES WITH
THE INVESTORS IN PEOPLE CERTIFICATE

1 million

DAILY DELIVERIES

200 +

COUNTRIES COVERED BY WORLDWIDE NETWORK

GLOBAL


AIR NETWORK

UNIQUE


EUROPEAN ROAD NETWORK



TNT SLOVAKIA

 ~ 290 internal employees and couriers

 100 % coverage of Slovakia

 21 939 t were picked up and delivered by our couriers in 2017

 27,07 mil. sales in 2017

Certificates and accreditations:

- ISO 9001
- ISO 14001
- OHSAS 18001
- TAPA A







GLOBAL ACTIVITIES

Certificates, standards, policies

- IMS: ISO 9001, ISO 14000, OHSAS 18001,
- Social responsibility policy.

Monthly CSR report (since 2006)

- CO2 emissions generated by vehicles and company premises,
- recycled waste ratio,
- gender equality, OSH, absence, accident, mortality, sanctions, fines...

Waste Management

- Waste separation,
- waste water treatment plant;
- monitoring of drained water quality,
- underground contaminant trap.

Renew of company vehicle fleet every 4 years

CSR REPORT EXAMPLE

Operational Vehicles	Unit	Value
Energy TTW for own Operational Vehicles (PUD and LHL vehicles only) (reported)	MJ	0.00
Energy WTW for own Operational Vehicles (PUD and LHL vehicles only) (reported)	MJ	0.00
GHG TTW for own Operational Vehicles (PUD and LHL vehicles only) (reported)	kg CO2eq	0.00
GHG WTW for own Operational Vehicles (PUD and LHL vehicles only) (reported)	kg CO2eq	0.00
Energy TTW for all own Operational Vehicles (reported)	MJ	0.00
Energy WTW for all own Operational Vehicles (reported)	MJ	0.00
GHG TTW for all own Operational Vehicles (reported)	kg CO2eq	0.00
GHG WTW for all own Operational Vehicles (reported)	kg CO2eq	0.00
Buildings	Unit	Value
Energy TTW for Buildings (reported)	MJ	572,807.24
Energy WTW for Buildings (reported)	MJ	572,807.24
GHG TTW for absolute CO2 Emissions Buildings (reported)	kg CO2eq	0.00
GHG WTW for absolute CO2 Emissions Buildings (reported)	kg CO2eq	0.00
Energy TTW Buildings (reported + estimated)	MJ	318,192.84
Energy WTW Buildings (reported + estimated)	MJ	318,192.84
GHG TTW absolute CO2 Emissions Buildings (reported + estimated)	kg CO2eq	0.00
GHG WTW absolute CO2 Emissions Buildings (reported + estimated)	kg CO2eq	0.00
Totals	Unit	Value
Energy TTW totals	MJ	318,192.84
Energy WTW totals	MJ	572,807.24
GHG TTW totals	kg CO2eq	0.00

Input	Unit	Value
EV_1 - What was the total waste in kilograms at your responding entity?	kg	⚠ 3,507
EV_2 - What was the total waste separated for recycling in kilograms at your responding entity?	kg	⚠ 3,075
EV_3 - What was the total amount of hazardous waste in kilograms at your responding entity?	kg	⚠ 0
FTE coverage. What is the amount of FTEs you are reporting your waste for?		149
Calculated	Unit	Value
Waste per fte (kg/fte)	kg	23.54
Recycled waste per fte (kg/fte)	kg	20.64
Percentage recycled waste related to total waste	%	87.68
Hazardous waste per fte (kg/fte)	kg	0.00
Waste reporting coverage	%	100.00

Monthly Waste Management report

Monthly CO2 emissions report

LOCAL ACTIVITIES WITH EMPLOYEES AND PARTNERS

- **Training of employees** on social and environmental aspects.
- **Road and work safety** programs to keep zero accidents.
 - Drive Me Challenge – international drivers` competition focused on safety, fuel consumption efficiency and customer care
- **Guiding suppliers** to implement programs in line with TNT's objectives and goals.
- **Healthy Workplace**, Promoting Healthy Lifestyle – **EU OSHA Good Practice Award in Healthy Workplaces for All Age Groups**.





HEALTHY WORKPLACE

A healthy, safe and comfortable workplace must be planned before building the premises:

- Proper orientation of building can provide plenty of daylight.
- Opening windows (fresh air) with exterior blinds.
- Self-controlled local air-condition units (instead of central heating).
- Human open space
 - smaller working nests,
 - separating and soundproofing walls made of suitably placed furniture and shelves,
 - greenery.
- Rest room.
- Dining room directly in the building.
- Showers for employees and couriers.

SUPPORT OF HEALTHY LIFESTYLE

- regular first aid courses,
- professionals medical lectures and examinations within working hours (at the workplace)
- vaccination against influenza or vitamin packages for employees and their family members,
- eye examinations, ergonomic workplace design,
- fruit days, full drinking regime - water, tea, coffee,
- small rehabilitation / fitness center within workplace,
- support for bicycle transport to work,
- Pilates / yoga lessons directly in company premises,
- reserved swimming pool for employees
- advantageous MultiSport cards for family members,
- team running activities.





COMMUNITY

- Member of the **Business Leaders Forum** – an association of companies that pledged to become leaders in asserting the principles of corporate responsibility in Slovakia.
- Participation **in the construction of a bicycle path** for Vajnory city district.
- **Sponsoring**
- **Charitable corporate auction**
1 785 eur for the civic association Svetielko nádeje

According to EU OSHA, TNT is the most healthy workplace.



We help with planting trees in the Tatras.

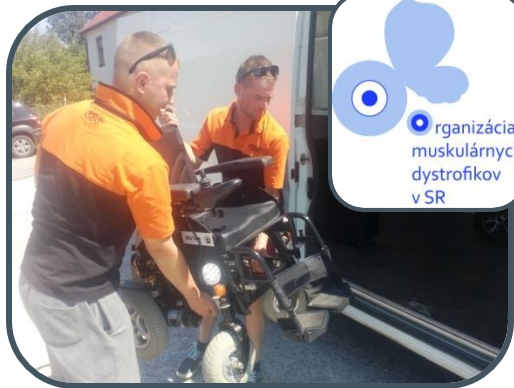


Annual Charity Gala Dinner



THE NETHERLANDS
CHAMBER OF COMMERCE
IN THE SLOVAK REPUBLIC

1% for small oncology patients
(13 023,18 €)



Organizácia muskulárnych dystrofiíkov v SR

1 785 €

from the Christmas party

SVETIELKO NÁDEJE
CENTRUM POMOCI DETSKEJ ONKOLÓGIE



Distribution of materials during a national collection – Dni nezábudiek



QUESTIONS?

About the author



Mária Džundová graduated from the Technical College in Košice, Department of Power Electronics. She is a graduate of a distance study of management and entrepreneurial skills at the prestigious Warwick University. She joined her current position in TNT Slovakia in 2001. Her main responsibility is to manage the sales of TNT services in Slovakia, including customer service, special services and Internet solutions.