PostBus Ltd

Corporate policy

PostBus is the market leader in public bus transport in Switzerland. As a company with a long-established history, PostBus has offered reliable regional passenger transport services for more than 120 years. PostBus Ltd is part of the Mobility Services (MS) Group unit of Swiss Post Ltd. With our services, we connect people and regions every day and make a significant contribution to secure, reliable and sustainable mobility on behalf of public and private clients.

As a company with a public mandate, we take responsibility towards our passengers, public transport purchasers, employees, suppliers, public authorities and society. We act economically, sustainably and responsibly, and are guided by the principles of good corporate governance.

By participating in national expert committees and industry associations, we are actively committed to the development of public transport together with our partners. We promote innovation, standardization and digitization and contribute to safe, resilient and future-oriented mobility.

Our integrated management system forms the binding framework for the management, control and continuous development of our organization. It combines the requirements relating to quality, the environment, safety and health protection, information security, business continuity, crisis management and compliance into a holistic management and control system.

In doing so, we are guided by internationally recognized management system standards and proven methods. In particular, we take into account the requirements of ISO 9001 (quality management), ISO 14001 (environmental management), ISO 45001 (occupational health and safety management), ISO 27001 (information security management), ISO 22301 (business continuity management), ISO 22361 (crisis management) and ISO 37301 (compliance management).

The following areas of action form the strategic pillars of our integrated management system. Together, they create the framework for effective corporate management and support us in meeting the expectations of our passengers, public transport purchasers, our employees, suppliers and authorities, and other interested parties. They make a significant contribution to the sustainable development of our company, to the fulfilment of our public mandate and to the continuous improvement of our organization and services.

Quality

We see quality as the basis for sustainable and responsible corporate management. We consistently align our actions with the needs and expectations of our passengers, clients and partners, and we create trust in our services through reliable processes, clear responsibilities and effective management.

Our quality management forms an essential methodological and organizational component of our integrated management system. It helps us to achieve our corporate goals effectively, meet requirements reliably and systematically incorporate risks and opportunities into our decision-making processes.

With a quality culture in action, a risk-based approach and a commitment to continuous improvement, we develop our organization, processes and services sustainably and create long-term added value for our customers and other interested parties.

Sustainability, social responsibility – including in the supply chain

We are committed to a strong and sustainable Switzerland. As the backbone of mobility in urban and rural areas, PostBus makes a contribution towards reaching the Sustainable Development Goals. We are continually developing our core business with Swiss Post and making targeted investments in future-proof solutions.

As the largest bus company in Switzerland, we want to set an example in the climate and energy sector by consistently reducing our CO_2 emissions and driving forward the electrification of our vehicle fleet. In doing so, we are committed to sustainable and responsible mobility that reconciles environmental, social and economic responsibility.

We see sustainability as an integral part of our corporate management and take its principles into account when making strategic and operational decisions.
Our environmental management forms an essential part of our integrated management system. It helps us to systematically consider environmental aspects and opportunities in line with our value creation, to use natural resources responsibly, to continuously develop our environmental performance and to make a sustainable contribution to protecting the environment.

At the same time, we promote fair working conditions, equal opportunities, diversity and accessibility to our services. In doing so, we take responsibility towards our employees, passengers, partners and society and make a sustainable contribution to the future of public transport and the long-term success of our company. This is how we create added value for our employees and customers and contribute to the long-term financial health of our company.

As a Swiss Post company, we also take responsibility for people and the environment in procurement by working with our suppliers to ensure transparent and sustainable supply chains (Supplier Code of Conduct for Responsible Procurement).

Safety and resilience

The safety of our passengers, employees and partners, as well as the resilience of public transport, are at the heart of what we do. We create the conditions for a safe and healthy working environment, promote a safety culture in practice and continuously develop our organization in order to identify risk early on and manage effectively.

Our safety and resilience management forms an essential component of our integrated management system. It is based on the principles of ISO 45001 and FCOS Directive 6508 as well as on the internationally recognized standards for business continuity management (ISO 22301) and emergency and crisis management (ISO 22361). In doing so, we are creating a binding framework to ensure the safety of our employees and passengers, strengthen our operational resilience and ensure the continuity of our services.

As a critical infrastructure operator and road system leader in accordance with the Ordinance on the Coordination of Traffic in Exceptional Situations (CTESO), we make an active contribution to the resilience of public transport. Together with authorities, partner organizations and other stakeholders, we help to prevent, manage and restore incidents, and ensure that we can fulfil our statutory passenger transport obligation as reliably as possible, even under exceptional conditions.

Information security and data protection

For us, the protection of information and personal data and the responsible use of digital resources are an essential part of responsible corporate management. Together with our partners in public transport, we promote an information security culture in practice and make an active contribution to protecting the digital infrastructure and to the secure exchange of information and personal data.

Our information security management is an integral part of our integrated management system. It is based on the principles of ISO 27001, the directives of Swiss Post, the requirements of public transport and the Confederation's minimum ICT standard. In this way, we create a binding framework to adequately protect information, personal data, systems and business processes, to ensure the confidentiality, integrity and availability of information and to ensure legally compliant and responsible handling of personal data. By adopting a risk-based approach, implementing appropriate technical and organizational protection measures and continually raising awareness among our employees, we are strengthening our resilience to cyber threats and making a sustainable contribution to the security and reliability of public transport.

Compliance and integrity

We set clear rules for fair behaviour and create trust – internally, in the supply chain and in competition. We see compliance as an essential component of responsible corporate management. Integrity, transparency, individual responsibility and legally compliant action form the basis of our daily actions and strengthen the trust of our customers, employees, partners, authorities and the public. Our Code of Conduct provides a binding framework for guidance.

Our compliance management is also an integral part of our integrated management system. It is based on the principles of ISO 37301, the directives of Swiss Post and the recognized principles of good corporate governance, in particular the Swiss Code of Best Practice for Corporate Governance of economiesuisse. In doing so, we create a binding framework for systematically identifying, assessing and effectively integrating legal, regulatory and ethical requirements into our corporate governance.

Through a risk-based approach, we promote a culture of compliance in practice and ensure that legal and regulatory developments are identified at an early stage, evaluated and taken into account appropriately. We also pay particular attention to the requirements of public transport and sector-specific obligations, particularly in subsidy law, licensing and the Federal Act on Work in Public Transport Companies (WHA).

Evaluation and further development of corporate policy

The regular evaluation and further development of this corporate policy is an integral part of our integrated management system. We ensure that it is in line with the strategic goals of PostBus Ltd, the directives of Swiss Post and the relevant legal, regulatory and normative requirements.

The effectiveness and appropriateness of this corporate policy are reviewed regularly as part of our leadership and management processes. In doing so, we take into account opportunities and risks as well as the expectations of our customers, employees, authorities, partners and other interested parties. Internal and external audits, management reviews and other feedback and evaluation processes provide the basis for systematic evaluation and continuous development.

By adopting this holistic approach, we ensure that our corporate policy remains effective, meets the changing requirements of our environment and makes a sustainable contribution to responsible, resilient and future-orientated corporate management.

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