
Key figures

32 apprentices
 are currently completing
 their training at the CCYP

4 occupational profiles
 can be chosen by appren-
 tices at the CCYP

100 percent
 of IT apprentices were
 retained after their training

Excellent training company

PostFinance is one of the best training companies in Switzerland

In August 2018, PostFinance's Competence Center for Young Professionals (CCYP) was presented with the "Great Place to Start" award, identifying it as one of the best apprenticeship providers in Switzerland for 2018.

The "Great Place to Start" award recognizes companies with an exemplary workplace culture for apprentices. The company training scheme and an anonymous survey conducted amongst apprentices carry equal weighting in the certification procedure.

The report by Great Place to Work® concluded that CCYP apprentices are very satisfied with their jobs, enjoy their work and have confidence in their training provider. In particular, they appreciate the constructive approach to mistakes, the strong team spirit and opportunity to work independently.

The award is a testament to the work put in daily by the entire CCYP management and apprenticeship team. The training given to apprentices places great emphasis on individual responsibility and creativity. The apprentices organize their work independently using agile working methods and are able to take on responsibility at an early stage.

The CCYP is a breeding ground for the ICT (information and communications technology) professions at PostFinance, providing a continual supply of qualified specialists. Adopting an interdisciplinary approach, the apprenticeship center trains the professionals of the future in the fields of IT, mediamatics, interactive media design and commercial apprenticeships.

Great Place to Work® is a consultancy firm which operates in over 50 countries. Its ranking of the best employers is the world's best-known and largest initiative aimed at improving workplace culture, with around 10,000 companies surveyed each year. Great Place to Work® Switzerland was founded in Zurich in 2008. The national benchmark competition "Switzerland's best employer" – which companies of all sizes and from all sectors and regions take part in – has been held annually since 2009.



Our apprentices particularly appreciate the constructive approach to mistakes, the team spirit and opportunity to work independently.

Stephan Rohrbach
 Head of CCYP



move2digital

A team with a common approach

PostFinance is transforming itself into a digital powerhouse. Its employees play a key role in this. To prepare themselves as best they can for the upcoming challenges, they are acquiring new skills or continuing to develop existing skills. The move2digital project supports them in this.

“In the summer of 2018, we launched the “creating ONE” initiative, which guides us in the ongoing development of our culture and skills,” says Helene Müller. She heads the move2digital project and is responsible for cultural development at PostFinance. ONE stands for “OPEN”, “NETWORK” and “ENGAGE”. In various workshops, employees defined what these three terms mean to them in their day-to-day work and how they are contributing to the digital powerhouse transformation. “Our new motto is now our bedrock. It describes the mindset we need to have, now and in the future, to achieve our ambitious goals.” This mindset includes agile and feedback-driven work practices, a joined-up approach to thinking and acting, and a willingness to take initiative, with the latter meaning that employees make bold and confident decisions, prioritize and adapt to new situations.

Fans of their own services

ONE is the basis for a whole range of other measures and analyses. “OPEN”, for example, also means that employees are open to new forms of work, engaging with co-creation in cultural workshops, or actively contributing to internal communication by writing blog posts. The procedure and the goal are always the same: people work together across hierarchies and teams to develop corporate culture and, ultimately, PostFinance itself. And there is another, completely different factor that is crucial to success and must not be forgotten. “For our customers to become fans of PostFinance,” says Helene Müller, “we have to be fans of our products ourselves.” That’s another part of what move2digital is all about.



Our employees must be fans of our products.

Helene Müller
Head of the move2digital project

 Transformation

Harnessing savings potential, generating new income

To counteract margin erosion and the decline in revenues associated with it, PostFinance is planning measures to improve efficiency and reduce costs. But PostFinance is also investing in new business areas.



PostFinance
takes its social
responsibility
seriously.

Gabriela Länger
Head of Working Environment

As a result of the automation and digitization of processes, the realignment of revenue operations and the outsourcing of business activities, PostFinance will have lost a total of up to 500 full-time equivalents by the end of 2020. Around two thirds of this total reduction in numbers can be absorbed by natural staff turnover, expiry of temporary employment contracts and (early) retirement. However, there will also be terminations. This is a painful decision, but it is unavoidable if the long-term competitiveness of PostFinance is to be ensured.

Transformation into a digital powerhouse
 PostFinance is undergoing fundamental change. It is therefore not only reducing staff numbers in the coming years, but also investing in new business areas. The goal is clear: PostFinance wants to become the number one digital retail bank in Switzerland. To this end, it is expanding digital investment and developing a new core business through the mortgage brokerage and comparison platform Valuu. New jobs will be created in these areas in the future, and whenever possible, they will be filled by current employees.

Great social responsibility

PostFinance understands that the upcoming changes may cause uncertainty and fear. It is also aware that as a company, it has a great deal of social responsibility in such times. PostFinance takes both of these things seriously. As not all employees are affected by the changes to the same extent, different types of individual support have been offered to members of staff. For employees who are directly affected, there is a social plan in place, and they will be given every assistance by Human Resources.

