

# 2024 IMPACT REPORT



*Putting Our Stamp on a Greener Tomorrow®*

\* This report, dated August 2025, refers to information gathered and validated for Fiscal Year 2024 and is retrospective.

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USPS delivery worker



# ABOUT US / WHAT WE DO

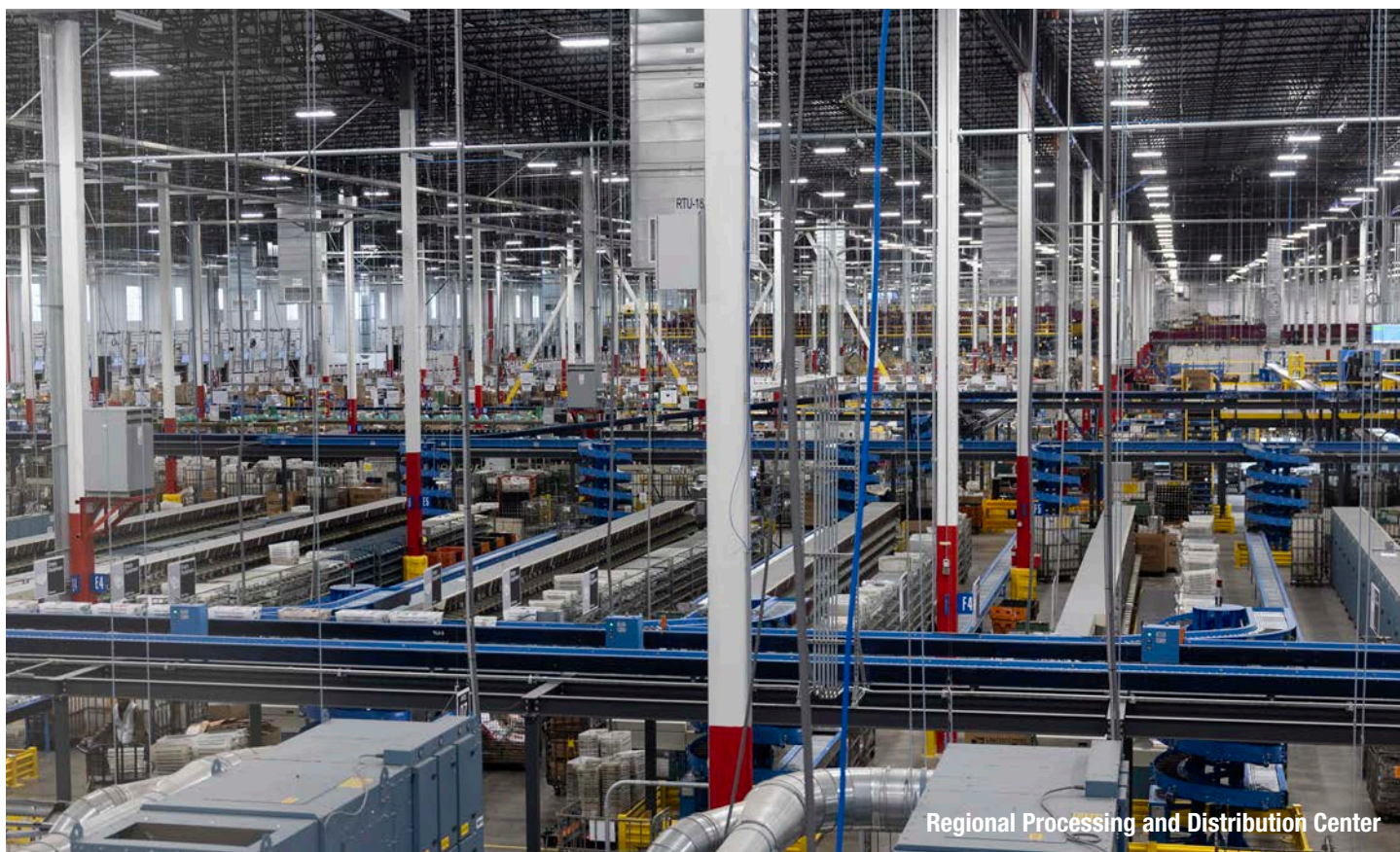
## We Deliver - for America and for our Future

It's about making an impact.

Our *Delivering for America* plan is guiding our transformation — improving our operations, increasing service reliability and growing our business. The 10-year plan is about creating a sustainable future for our employees and customers. That's why we've renamed our annual sustainability report the "USPS 2024 Impact Report." This Impact Report focuses on how we:

- Make our operations more efficient.
- Use less fuel.
- Save money and reduce emissions by fine-tuning our transportation methods.
- Better serve our customers and our communities.
- Lead by example.

*It's about making a positive impact.*



Regional Processing and Distribution Center

## We're Making a Positive Impact

The Postal Service's Delivering for America plan is guiding our transformation — improving operations, increasing service reliability and growing business. The 10-year plan is about creating a sustainable future for Postal Service employees and customers.

We are halfway through this transformational plan. Since the plan's launch in 2021, we have been working to modernize, upgrade and improve processing, transportation and delivery. In everything we do, we factor sustainability. We are taking steps that will reduce costs, slash our carbon footprint and minimize waste.

This USPS 2024 Impact Report describes goals, programs and initiatives that will help the Postal Service achieve a sustainable future that continues to provide high-quality services and value for American consumers and businesses.

Our Environmental Council takes the lead on establishing policy goals and principles across USPS. The Council has established three core sustainability focus areas — climate action, circular economy and environmental awareness.

This year, we have data to report on our new packaging goals, which include the use of recycled materials and ensuring the recyclability of our packaging. The Council also set goals for increasing renewable electricity consumption, and we exceeded our FY 2030 target this year. These are just a few successes we have achieved through the Council's leadership.

While the Council sets organizational goals, Postal Service employees make it happen through workplace teams that tackle issues from installing more efficient lighting in facilities to buying products that are better for the environment to lead by example. Working leaner, greener and faster is our mantra.

New next-generation delivery vehicles are on the roads across the country. They have a unique look. Everything about the vehicles was designed for a purpose, making mail and package delivery more efficient and safer for postal drivers. Many of the vehicles are battery electric-powered. Modernization of our delivery fleet is essential as we serve 169 million addresses across the nation.

We invite you to read further for more of our sustainability story. The 10-year Delivering for America plan and Delivering for America 2.0 - Fulfilling the Promise are online at <https://about.usps.com/what/strategic-plans/delivering-for-america/> and include updates on our progress.

For comments, email us at [sustainability@usps.gov](mailto:sustainability@usps.gov). Look for updates on USPS endeavors at [usps.com/green](https://usps.com/green) and USPS social media accounts.



**Benjamin P. Kuo**  
Vice President, Facilities

A handwritten signature in black ink, appearing to read "Benjamin P. Kuo".





## Sustainability Report Card

Goal	FY 2030 Target	Reduction from FY 2021 Baseline
Reduce Scope 1 & 2 emissions	-40%	-0.7%
Reduce Scope 3 emissions	-20%	-25.1%
Goal	FY 2030 Target	FY 2024 Performance
Divert waste from landfill	75%	66.4%
Increase renewable electricity	10%	11%
Increase packaging recycled content	74%	62%*
Increase package recyclability	88%	60%*

\*FY 2024 was the first year of metric tracking



# CLIMATE ACTION

**STRATEGY:** We are focused on reducing our environmental impact by managing greenhouse gas (GHG) emissions and expanding our environmentally focused fleet and facilities.



USPS Letter Carrier

The Postal Service has established ambitious goals for reducing greenhouse gas emissions, diverting waste from landfills, increasing use of renewable electricity and promoting recycling activities. We remain focused on taking steps to achieve these goals while we're transforming our organization on many levels, including how we process and transport mail and packages, as part of our 10-year Delivering for America plan, and we're committed to achieving our goals in the years ahead.

## Scope 1 and 2 Emissions

Scope 1 emission sources consist of stationary combustion, including building heating (natural gas, fuel oil and propane), generators, mobile combustion (including owned fleet vehicles and small equipment) and fugitive emissions, such as refrigerants. Scope 2 emission sources are purchased electricity and steam. To manage Scope 1 and 2 emissions, USPS is focused on improving building and vehicle fuel efficiency, leading to cost savings as well.

The Postal Service has one of the largest fleets in the world, with more than 260,000 vehicles that drive more than 1 billion miles every year. As we rely more on postal-owned trucks and other vehicles for moving the mail, and away from contract air transport, a modernized fleet will help us reduce emissions and operate more efficiently.

The Postal Service is also deploying battery electric vehicles (BEVs) throughout the nation. They include our next generation delivery vehicles (NGDVs) — designed specifically for mail and package delivery — and new commercial-off-the-shelf (COTS) vehicles. Customers are beginning to see both vehicles in their communities, and reviews are positive. NGDVs and COTS delivery vehicles are enhancing safety for our employees and improving service to our customers.

The Postal Service plans to acquire and deploy more than 66,000 BEVs by 2028 in addition to more than 38,000 internal combustion engine vehicles, which will replace decades-old postal delivery vehicles. At the same time, we're building a nationwide network of electric vehicle charging stations so we can rapidly deploy vehicles with zero emissions at the tailpipe.

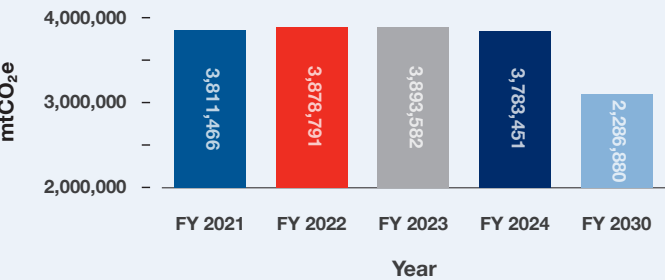
# CLIMATE ACTION

With more than 169 million delivery points across the country, the Postal Service is committed to making a positive impact on the communities we serve. We embrace delivery methods that are even more environmentally friendly — we deliver mail by bicycle on 50 routes in Arizona and Florida, and there are more than 6,000 walking-only routes across the nation.

Initiatives	FY 2030 Targets	FY 2024 Progress
<ul style="list-style-type: none"><li>Replace aging fleet and deploy more fuel-efficient vehicles</li><li>Optimize facilities to install less energy-intensive systems and address deferred maintenance</li><li>Reduce contract air transportation</li><li>Optimize routes</li></ul>	<p><b>Scope 1 and 2</b></p> <p>Reduce Scope 1 and 2 emissions by 40% compared to FY 2021 baseline</p> <p><b>Scope 3</b></p> <p>Reduce Scope 3 emissions by 20% compared to FY 2021 baseline</p>	<p><b>Scope 1 and 2</b></p> <ul style="list-style-type: none"><li>2.8% decrease compared to FY 2023</li><li>0.7% decrease compared to FY 2021 baseline</li></ul> <p><b>Scope 3</b></p> <ul style="list-style-type: none"><li>8.9% decrease compared to FY 2023</li><li>25.1% decrease compared to FY 2021 baseline</li></ul>

Finally, we currently operate more than 30,000 alternative fuel-capable vehicles and 100 hybrid 2-ton vehicles. Large vans and smaller box trucks are replacing some of the tractor-trailers in our fleet, which also help us reduce our carbon footprint. In addition, as we update facilities to enhance our operations, we’re increasing energy efficiency and modernizing building systems. Inefficient HVAC is being replaced and LED and other high-performance lighting is being installed. We have systems that allow us to measure the impact of our improvements. Energy consumption at our facilities is monitored through our Utility Management System (UMS) and Energy Enterprise Management System (EEMS). UMS captures cost and consumption data for our utility invoices, including electricity, natural gas, water, propane, steam and heating oil. EEMS provides the ability to locally and remotely monitor energy consumption and equipment data to better manage and realize cost and consumption savings. This allows us to more quickly identify and correct facilities with significantly high utility consumption rates and leakages.

## Scope 1 and 2 GHG Emissions



## A BRIGHTER INVESTMENT

It’s more than just a bright idea — we’re delivering on our commitment to a cleaner future. The Postal Service is taking steps to improve building efficiency and increase acquisition of renewable electricity as part of our Delivering for America plan. We’re replacing inefficient lighting at facilities with LED/high performance solutions. We’re also modernizing building control systems to reduce consumption and improve performance. Our actions are making a positive impact on our greenhouse gas emissions. Our Scope 2 emissions from purchased electricity decreased 5.4% in FY 2024 compared to the year before. Renewable electricity consumption reached 11% of total consumption in FY 2024 — surpassing a previously established goal of 10% by 2030.



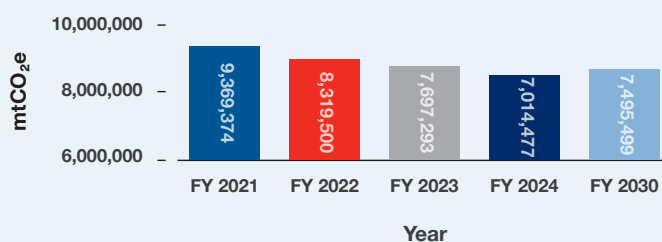
## Scope 3 Emissions

Our Scope 3 emission sources include employee business travel, employee commuting, contract transportation, contracted solid waste disposal and wastewater treatment, buildings with fully serviced leases, and transmission and distribution losses from electricity purchases. The Postal Service has various initiatives and programs to manage Scope 3 emissions. We're proud to share that in FY 2024 we met and exceeded our FY 2030 Scope 3 emissions reduction goal. This accomplishment was enabled through the following initiatives:

- **Employee Business Travel:** The Postal Service optimizes emissions from employee business travel by strengthening our information technology platform to allow for remote web meetings and virtual conferences.
- **Employee Commuting:** We offer a commuter benefits program to employees that incentivizes public transportation to reduce single employee vehicle commute trips.
- **Contracted Solid Waste Disposal:** Recycling initiatives and goals across the organization aim to increase recycling performance and reduce the volume of waste sent to landfills. This, in turn, helps lower GHG emissions associated with waste — specifically methane and carbon dioxide. See the [Circular Economy](#) section to learn more about our recycling initiatives, including our National Recycling Operation.
- **Contracted Transportation:** The Postal Service uses contract routes to transport mail between processing facilities and delivery locations. We also right-size transportation equipment, reducing the number of empty USPS vehicles on the road. This reduces the number of miles driven and amount of fuel used for transportation. We'll also continue to shift away from contract air transportation in favor

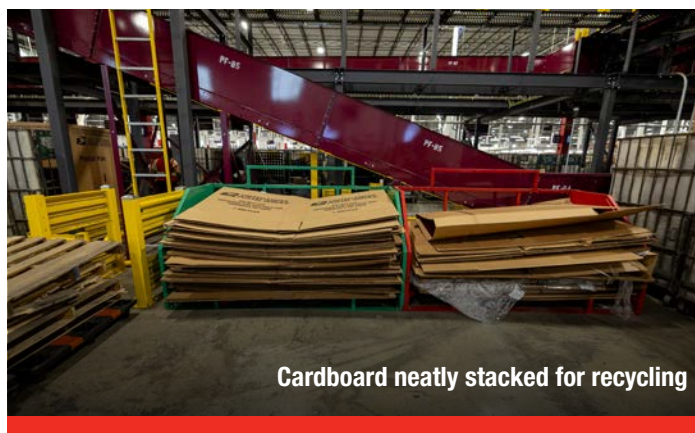
of ground transportation to save costs as part of our Delivering for America strategy. This transition will continue to reduce emissions as ground transportation is more energy efficient than contract air transportation.

### Scope 3 Emissions



### MORE EFFICIENT SURFACE ROUTES

We're taking the airliner contrails out of mail delivery. Since announcing our Delivering for America plan in March 2021, we've realigned our transportation network by shifting volumes from costly air networks to more efficient surface routes. This delivered positive impacts by reducing underutilized trucks and costs. It also cut our Scope 3 GHG emissions from contract transportation by 21.6% compared to the previous year. Just as impressive, we've reduced annual transportation costs by \$1.2 billion as we adjust our operations to move mail and packages more reliably and affordably.





# CIRCULAR ECONOMY

**STRATEGY:** We prioritize source reduction, reuse and recycling of materials we purchase to keep them in circulation to minimize waste and demand for natural resources.

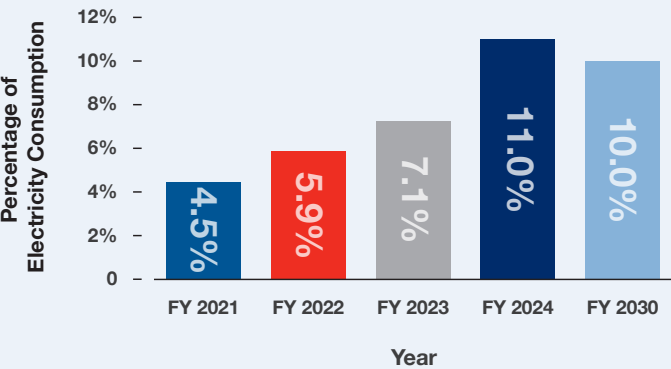


FY 2030 Goals	FY 2024 Progress
Increase renewable electricity consumption to 10%	<ul style="list-style-type: none"><li>■ Goal achieved: Increased renewable electricity consumption to 11%</li><li>■ 6.5% increase compared to FY 2021 baseline</li></ul>
Divert 75% of waste from landfill	<ul style="list-style-type: none"><li>■ 1.9% decrease compared to FY 2023</li><li>■ 1.8% increase compared to FY 2021 baseline</li></ul>
Increase packaging recycled content to 74%	<ul style="list-style-type: none"><li>■ 62%</li></ul>
Increase package recyclability to 88%	<ul style="list-style-type: none"><li>■ 60%</li></ul>

## Renewable Electricity

The Postal Service is working to increase the acquisition of renewable electricity and improving energy efficiency in our facilities, and that effort is showing positive results. We established a goal of increasing renewable electricity to 10% of total electricity consumption by FY 2030. This year, we surpassed that goal — six years early — reaching 11%. The Postal Service used over 422,000 MWh of renewable energy — the equivalent electricity usage for over 34,000 homes for a year.

Renewable Electricity Percentage of Consumption

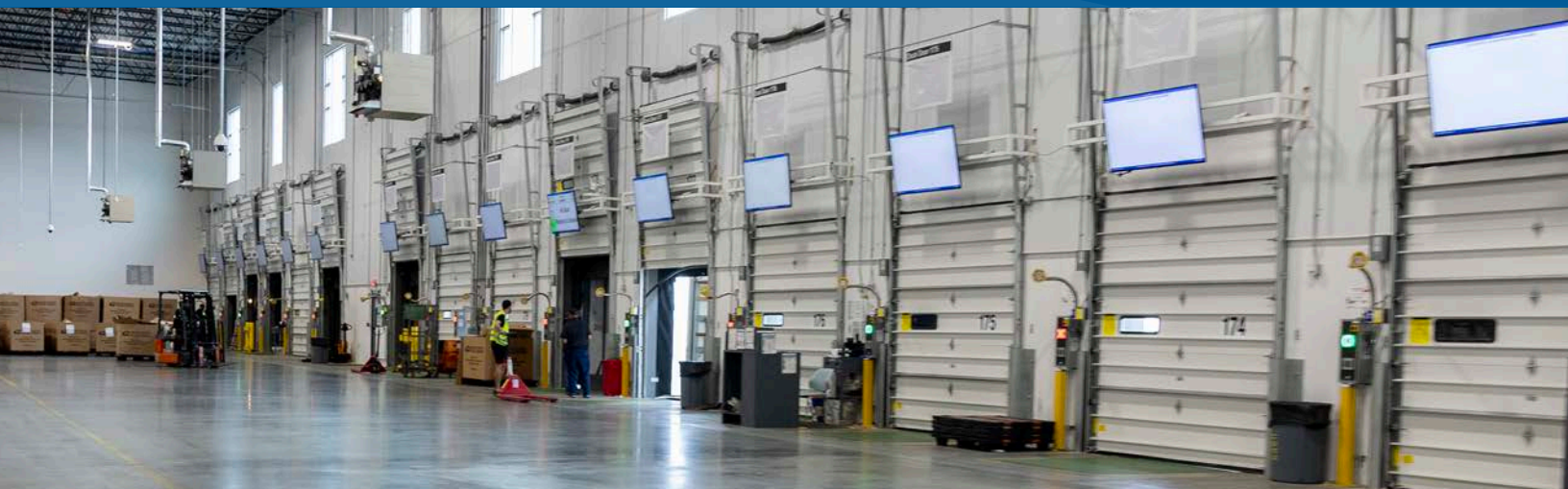


Calendar Year	Original REC Targets	FY 2024 Revised REC Targets
2024	35%	35%-50%
2025	40%	50%
2026	45%	50%
2027	50%	50%

## RAISING THE POWER BAR

There's transformation power in greener energy. In 2024, we boosted our renewable energy goals through reworked third-party electricity contracts. We're talking about renewable energy certificates (RECs), which represent electricity produced and delivered to the power grid by a renewable source such as wind and solar. REC percentages were revised upward from 35% to 50% this year, an amount the Postal Service wasn't originally contracted to reach until 2027. These goals are specific to certain states, but it all adds up to a greener future. We are making an impact.

# CIRCULAR ECONOMY



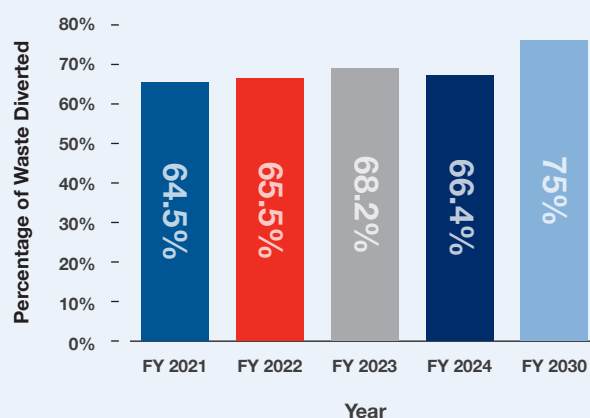
## Recycling and Waste Management

We continue our efforts to divert waste by including sustainability programs in our Delivering for America plan. Recommendations include standardized trash and recycling equipment and placement throughout the mail and packaging processing network. We're also increasing communication and training for employees to promote awareness and usage of recent sustainable designs and advancements across our network. Recycling is not only planet friendly, but it also saves us money on trash hauling fees.

In FY 2024, we diverted 66.3% of our estimated generated waste. The Postal Service recycled 138,751 tons of mixed paper, 105,937 tons of cardboard, 5,313 tons of plastic, 2,408 tons of metal, 206 tons of electronic equipment and more. The combined total of all solid waste recycled in FY 2024 was 269,352 tons, equivalent to over 800 Boeing 747 airplanes.

We are enhancing our recycling program — inclusive of cardboard, paper and plastic products — by expanding recycling capabilities to more processing and distribution sites. We'll continue to decrease the amount of waste going to landfills and optimize recycling and waste management contract awards. For example, we're giving wooden pallets a second life through resale and auctions.

### Waste Diversion Rates



The Postal Service also recycles batteries and oil. In FY 2024, we recycled 75,200 pounds of lead-acid and dry cell batteries, including lithium-ion batteries, which are found in cellphones, laptops, scanners and other small electronics. We also recycled 332,500 gallons of used oil — equivalent to saving nearly 146 million gallons of crude oil.

To support the demand for recycled commodities, the Postal Service proactively procures Environmentally Preferred Products (EPPs) that are made from recycled content materials. Other EPPs purchased include biobased, energy efficient, water efficient and reputable eco-label certified products.

# CIRCULAR ECONOMY

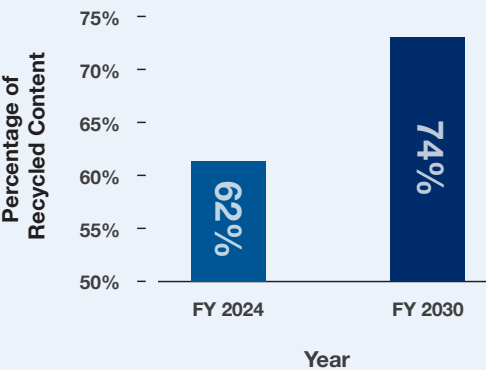
In FY 2024, we increased our applicable contract spend compared to total contract spend on EPPs by nearly 7%. This resulted in the purchase of more than \$475 million in EPPs.

EPPs purchased include the sustainable packaging USPS provides to our customers, with ongoing efforts aimed at further enhancing the sustainability of postal packaging.

For the first time, USPS was able to track progress towards its FY 2030 goals regarding increasing packaging recycled content and increasing packaging recyclability.

The Postal Service, in partnership with How2Recycle®, uses a consumer-oriented package labeling system to help our customers recycle or dispose of our packages properly. Each label communicates instructions needed to prepare the item for proper disposal, material type (such as paper or plastic) and packaging format (such as bottles or boxes), to make recycling easier. Since we started this partnership six years ago, the program’s visibility has improved as we replace depleted inventory with new stock incorporating a How2Recycle label. We have also expanded the program beyond our Priority Mail, Priority Mail Express and ReadyPost packaging to include

## Increase Packaging Recycled Content



Parcels loaded on a Postal Service truck



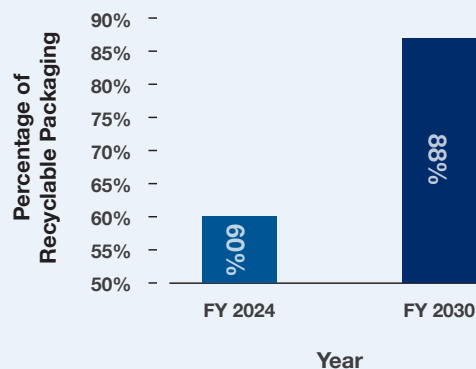
# CIRCULAR ECONOMY

How2Recycle guidance on postcards, posters and certain printed paper products. New this year is the How2Recycle label on our USPS Ground Advantage packaging. USPS Ground Advantage is an affordable and reliable way to send packages inside the United States. Check out some of our products that carry the How2Recycle label.

We also provide our business customers and federal agencies opportunities for recycling. In FY 2024, our BlueEarth Secure Destruction mail service securely intercepted, destroyed and recycled over 163 million pieces of mail that otherwise would have been returned to sender, saving over 75,000 trees. In addition to recycling, this mail service is helping reduce the carbon footprint of First-Class Mail — an estimated 1 metric ton of CO<sub>2</sub>e is avoided for every 25,000 pieces of Return to Sender mail eliminated. Additionally, our BlueEarth Federal Recycling Program helped federal agencies recycle over 22,000 pounds of small electronics.

Finally, we're also making great progress with water efficiency. In FY 2024, we reduced water consumption intensity by 4.3% compared to FY 2023 and 56.1% compared to our FY 2007 baseline.

## Increase Packaging Recyclability



Recyclable packages

# ENVIRONMENTAL AWARENESS

**STRATEGY:** Grow environmental awareness with our more than 630,000 employees and our external stakeholders.



Initiatives	FY 2030 Goals
<b>Communication</b>	Provide effective environmental awareness communication to our employees, our customers and the public to reinforce positive brand association. Share our initiatives and commitments with interested stakeholders.
<b>Policies</b>	Work toward ensuring environmental policy requirements are communicated and incorporated into operations. Describe our initiatives in the context of the broader policy arena.
<b>Training</b>	Work toward providing on-site and online training and tools that align with policy and regulatory requirements to 100% of applicable employees.

Every Postal Service employee is encouraged to actively contribute to our sustainability efforts, helping to foster a culture of environmental awareness and responsibility throughout our organization. We provide training, resources and incentives to empower employees to make sustainable choices in their daily work activities. We keep our employees informed about these efforts through a variety of internal communications, including easy-to-access environmental compliance bulletins on a dedicated environmental management website.

Our priority strategies for achieving environmental compliance include employee training and communications, as well as innovation to improve site-level compliance.

The Postal Service provides training on applicable regulations and procedures for environmental and energy management. Additionally, our Utility Management System provides facility costs, usage and bill payment for approximately three-quarters of our utility consumption.



Postal Employees



# ENVIRONMENTAL AWARENESS

## Communication

Research shows that consumers consider sustainability when making purchasing decisions. In a competitive delivery market, demonstrating our sustainability leadership is an important market differentiator for the Postal Service.

Our Delivering for America 10-year transformation plan and DFA 2.0 have provided the opportunity to operationalize our initiatives. Our efforts to achieve cost savings while operationalizing challenging sustainability goals — all while benefiting the environment — have been positively noticed.

As part of our communication efforts to share the 10-year Strategic Plan, the Postal Service's Government Relations Department posts handouts and information on its public website: <https://about.usps.com/who/government-relations/>. In 2024, Government Relations opened an agency liaison office on Capitol Hill to respond to policy maker questions about postal operations. We believe all have benefited from an enhanced perspective and additional communications.

### USPS BlueEarth Carbon Accounting Service

— Sharing our sustainability momentum is an important element of our environmental awareness effort. USPS enables customers to measure and manage their greenhouse gas emissions through USPS BlueEarth Carbon Accounting Service. This no-fee service follows the most widely accepted accounting methods to calculate shipping and mailing GHG emissions based on item characteristics, including product type, size, weight, processing, distribution and transportation. Customers using this service are provided Scope 3 carbon emissions statements specific to their actual USPS mailing and shipping.



Team members working on a NGDV



# ENVIRONMENTAL AWARENESS

## Environmental Information Management System

— Our environmental information management system is an important tool for approximately 5,500 USPS users to monitor and manage environmental compliance requirements for regulated equipment and activities. We also provide easy-to-access and readily available environmental compliance bulletins on a dedicated environmental management website. These bulletins serve as quick references for environmental compliance requirements and other best practices for environmental stewardship.

## Environmental Policy and Compliance

The Postal Service remains committed to our universal service mission to provide prompt, reliable, affordable and efficient postal services to all Americans while continuously striving to achieve environmental excellence and lead the industry in environmental practices. As a foundation to our sustainability leadership initiatives, the Postal Service meets or exceeds compliance with applicable administration, federal, state and local environmental requirements, laws and regulations.

We implement standardized preventative measures across the organization and continuously evaluate our operations to ensure compliance and minimize risk. In FY 2025, we'll continue monitoring and maintaining environmental compliance throughout all Postal Service operations.

The Postal Service conducts internal environmental compliance reviews of our facilities to evaluate site-level compliance and provide hands-on assistance to address findings. These evaluations follow a standardized protocol to assess site compliance and provide a platform to directly engage with our employees on important compliance resources. When necessary, we mandate corrective actions and track them to completion. We use the information gathered from site reviews to enhance our compliance program and improve overall environmental performance.

## Training

Employees are trained on applicable regulations and procedures for environmental and energy management annually. Topics include hazardous and



# ENVIRONMENTAL AWARENESS

universal waste management, stormwater permitting, spill management planning, underground storage tank operations and facility utility consumption.

The Postal Service maintains a robust library of environmental compliance training courses and videos in our internal learning management system, including training on applicable regulations and procedures for environmental management. Employees can take training on demand and have access to centralized record-keeping. We continue to enhance regulatory training deployment methods and have deployed streamlined compliance videos on targeted topics to reach a broader audience more efficiently. Additionally, we're reaching employees on workroom floors through stand-up talks. We continue to explore ways to enhance our communications.

## Putting Our Stamp On a Greener Tomorrow

Thank you for taking the time to learn about the Postal Service's journey to a sustainable future and the positive impact we make.

Our dedicated employees will steadfastly continue to focus on transformation and modernization to advance sustainability goals. Whether driving a fuel-efficient vehicle or placing recycling equipment in a mail or package processing plant, our employees are empowered to make sustainable choices in their daily work activities.

We look forward to reporting again on our commitment to a greener tomorrow in a Fiscal Year 2025 Impact Report. We welcome your comments. Email us at [sustainability@usps.gov](mailto:sustainability@usps.gov) and look for updates on our endeavors at [usps.com/green](https://usps.com/green) and USPS social media accounts.



USPS customer self-service options

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