

MISSION COMMITTEE REPORT

2023



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"The Mission Committee's role is to make delivery of La Poste's four objectives possible, meaningful and long-lasting."

EDITORIAL

by

NATALIE RASTOIN

Chair of
the Mission Committee,
La Poste Groupe



Ever since King Louis 11th founded the first post houses in 1477, La Poste has consistently shown itself capable not just of adapting to changes in our society, whether social, economic or technical, but also of making positive contributions to them. So it was an entirely logical – and brave – step when in June 2021 it became one of the first organisations in France to adopt the status of a company with a mission. A step that reinforces its commitment to serving society by embedding it at the heart of its business model. The Mission Committee 2023 Report presents you with a detailed update on the commitments that now feature in La Poste's articles of incorporation, and on actions taken to ensure they are respected. Because the time to act is now: we are no longer astonished by constantly rising temperatures, ever more frequent natural disasters, the accelerating disappearance of birds and pollinators and the growing intensity of water-related conflicts, nor even by growing inequalities and regional disparities. These issues are all vital to the future of our society and businesses absolutely have to treat them as overriding priorities. La Poste has set out its roadmap for delivering

the four commitments that are included in its articles of incorporation: contribute to local development and cohesion; foster social inclusion; promote ethical, inclusive and frugal digital services; work to accelerate ecological transition for all. The Mission Committee's role is to stand alongside La Poste, measuring the effectiveness of its actions and, through a process of on-going, open-minded and frank dialogue, make delivery of these objectives possible, meaningful and long-lasting. Thanks to the combination of outside expertise and in-depth knowledge of the Group, we act as a motivating force, facing the future while remaining firmly rooted in the realities on the ground.

Key to this role is constructing measurement indicators that are realistic. To take one example, in 2023 the Mission Committee worked on identifying indicators that best reflect one of La Poste's key facets: proximity. The Group has long used an ambitious definition of this facet, linked to its public service missions: at least 90% of the French population should live less than five kilometres or 20 minutes by car from a La Poste contact point. This describes a remarkable network. But does it sufficiently point to all the changes in our day-to-day lives? Does it take enough account of proximity to places of work, not just the home? How can we assess the proximity created by digital tools that are becoming so much easier to use? To ensure that our thinking was based on solid academic foundations, we were lucky enough to benefit from insights from geographer and committee member Jacques Lévy (see page 5).

To evaluate La Poste's progress we also study analyses produced by bodies less likely to be indulgent towards businesses. Take the example of decarbonising the Group's vehicle fleet: in 2024, 46% of newly registered vehicles will be electric. The leading European campaign group Transport & Environment identifies La Poste as one of the front-running French corporates, a useful benchmark for the Mission Committee when judging the actions undertaken.

As well as actions and work that took place during 2023, which you will read about in this report, I also want to list some of the challenges we will be reflecting on in the months ahead: changes in postal uses, new perceptions of proximity, and measuring biodiversity.

Above all, this report looks back on a year that further strengthened our faith in La Poste's ability to initiate real-world, regionally based solutions to help bring about social and environmental transformation, as it has always done.

La Poste, a company with a mission

A company with a mission is a company whose purpose is to reconcile economic performance with contributing to the public interest. This is a legal framework introduced in 2019 in France by the Pacte law. La Poste became a company with a mission after amending its articles of incorporation in June 2021.

It started by defining its purpose: "Serving all, useful to everyone, La Poste is a people-oriented company with a local presence that develops exchanges and builds essential links by contributing to the common wealth of society as a whole." The law requires companies with a mission to define one or more detailed and verifiable social and environmental objectives that it must pursue within the framework of its activities. La Poste set out four core commitments, complemented in 2022 by 14 oversight indicators. Companies with a mission are also required to establish a mission committee, separate from the company's other governance bodies and with at least one employee member. La Poste's Mission Committee includes eight members from its Board of Directors, including two employee representatives, and nine leading experts with specialist knowledge of societal and environmental issues. The committee is further required to solicit the assistance of an independent third party to assess progress in meeting its objectives. In accordance with this process, La Banque Postale also adopted a statement of purpose in June 2021 and became a company with a mission in 2022.



COMPANIES WITH A MISSION IN 2023

THE FRENCH SITUATION

1,088

French companies with mission-led status

81%

of companies with a mission have a workforce of 50 or fewer

x2

the number of companies with a mission has doubled over two years

14

companies with a mission among the 287 major groups identified by Insee

+660,000

employees work for a company with a mission

SIMILAR INITIATIVES IN EUROPE

- In Italy, the Società Benefit status created in 2016 has been adopted by over 2,000 companies.

- Spain followed in 2022 with the Sociedad de Beneficio e Interés Común.

- Other countries, including Belgium and Sweden, are examining the idea.

The movement has begun to reinvent the role a company plays and how it can contribute to the common good.



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CEO, Polytane



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Toulouse School
of Economics



G. GUIBERT
President,
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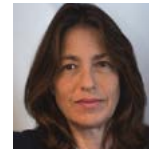
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M. TRELLU-KANE
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THE MISSION COMMITTEE

The Mission Committee complements existing governance structures at La Poste. Its role is to oversee and track delivery of La Poste's commitments for the benefit of society as a whole. It may suggest additional actions, and it sets relevant performance indicators for tracking these commitments.

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**MEMBERS
FROM THE BOARD
OF DIRECTORS
OF La Poste SA**

9

**LEADING
EXPERTS**



P. WAHL
Chairman
and CEO,
La Poste Groupe



G. AVEROUS
Mayor of
Châteauroux



G. BROHAN
President,
Familles Rurales



S. CHEVET
Director
representing
employees



F. GERVAIS
Director
representing
the state



F. HASPOT
Director
representing
employees



C. MAYENOBE
Director
representing
the CDC



P. MOLINOZ
Vice-President of
Bourgogne-Franche-
Comté region

(1) Émilie de Lombares replaced Nathalie Balla at the start of 2024.

A year of intense and constructive dialogue

During 2023 the Mission Committee tracked the 14 indicators defined in 2022. To deepen its insights into challenges facing La Poste it also commissioned new studies looking at La Poste's presence at the local level and arranged discussions with a number of the group's entities.

1 – A COMMITTEE IN TOUCH WITH THE GROUP'S ECONOMIC ENVIRONMENT

Each meeting of the Mission Committee begins with a presentation by La Poste Groupe's CEO or another member of the Executive Committee outlining the macroeconomic environment and its impact on the various business lines. Indicators linked to the four commitments we have set ourselves as a company with a mission are also subject to regular review.

2 – PRODUCTIVE DISCUSSIONS WITH LA BANQUE POSTALE

In 2023, the group's Mission Committee organised talks with Adrienne Horel-Pages, Chief Sustainable Officer at La Banque Postale. She cited the objectives and challenges facing La Banque Postale as a company with a mission, a status the subsidiary adopted in February 2022. The discussions identified how the company meets its commitment to social inclusion through financial inclusion using two levers: its public service mission to ensure access to banking services via the Livret A savings account for 1.4 million customers, and assisting 1.6 million customers in financial difficulties via targeted products and the provision of specialist advice and support.

3 – ANALYSIS OF THE CHALLENGES OF DIGITAL INCLUSIVENESS

The Mission Committee heard from Isabelle Lherbier, Head of Relations with Public and Private Operators at the Retail and Digital business unit, for an update on the digital inclusiveness programme, one of the priorities in La Poste's strategic plan. Despite the acceleration in new uses, 16 million people in France continue to struggle with the shift to digital. This situation can exacerbate socio-economic inequalities. Thanks to its extensive territorial coverage, the Group has rolled out a comprehensive programme designed to identify the most at-risk groups, support them as they learn to use digital tools or provide them with help to tackle administrative tasks. The objective by 2030: support 1 million people a year.

4 – REVIEW OF LA POSTE IMMOBILIER, A KEY ACTOR IN ECOLOGICAL TRANSITION

With a 6-million-square-metre real estate portfolio covering everything from post offices to logistics platforms and Hôtels des Postes, La Poste Immobilier and its 700-strong workforce is at the centre of challenges surrounding the Group's energy transition and in the frontline of its social commitment to "work to accelerate ecological transition for all." Rémi Feredj, its Managing Director, discussed current and future challenges with members of the Mission Committee as well as the place of CSR in the company's business model. He presented La Poste Immobilier's CSR roadmap, co-constructed with its entire workforce. Presentations were also given concerning several projects relating to energy transition, reuse of materials, urban logistics and regenerating ecosystems.

LEARNINGS FROM THE KPMG AUDIT

KPMG, an independent third party (ITP), carried out the first audit between December 2022 and March 2023. Its role is to verify the alignment between La Poste's statutory objectives, its purpose and its activities, and to check that the objectives are being met.

The conclusions were presented in a report issued in March 2023 (see the appendix to the 2022 Mission Committee report) and an in-depth summary has been published internally describing the strengths and areas for improvement identified.

La Poste has noted the suggestions and will embed them into its 2023 and subsequent roadmaps.

Two studies assessing postal coverage at the local level

The *Se Réinventer* study opened the door to new questions and thinking about postal coverage at the local level, and about the notion of proximity.

Focused on the France of the “margins”, home to some 25 million people, the study aimed to understand the uses they make of communication tools and mobility. The car and telephone combination has become the go-to means for people living in these areas to connect with the world outside. Access to services is increasingly unrelated to place of residence, being instead increasingly centred on other physical locations, or simply carried out online. These learnings have ramifications for La Poste’s central public service missions and encourage reflection on how to remain central to daily life in France.

Jacques Lévy,
geographer and member of the Mission Committee

The aim of our study is to identify the impacts that changes in postal coverage have on the wellbeing of local people.

To achieve this we compared external data⁽¹⁾ with data from La Poste concerning the transformation of post offices into local postal agencies and Relais Poste outlets at retailers. These transformations made it possible to maintain activities previously in decline. In the impacted towns we noted fewer voter abstentions and a decline in the number of demonstrations of discontent similar to the “yellow vest” movement. We noted no impact on local people’s satisfaction with life and concluded that these transformations have no negative impacts on wellbeing, and that we could indeed presume that they may have a positive effect.

Claudia Senik,
professor of economics and member of the Mission Committee



These studies will inform the thinking of the Group and the Mission Committee when examining issues raised by changes in La Poste’s physical presence as this relates to the future law on postal services and, more generally, on the shifts in postal uses and the notion of proximity in the future.

(1) Insee data on “satisfaction with life”, abstention rates at elections, and recorded incidents of yellow vest demonstrations.



Mission delivery results as of end 2023

CONTRIBUTE to local development and cohesion

		2023	Target
Annual loan financing for local authorities	☺	€4.5bn	€4.5bn in 2025 ⁽¹⁾
→ Incl. green loans and social loans		€1.6bn	€1.1bn in 2025 ⁽¹⁾
Annual loan financing for social housing, healthcare, nonprofits and local economic fabric	☺	€2.9bn	€4.9bn in 2025
→ Incl. participative funding		€880m	€0.6bn in 2025
Percentage of the population living less than 5 km and under 20 minutes by car from a contact point	☺	97.01%	>90% ⁽²⁾
Employment footprint (direct, indirect, induced)	☺	444,182 FTE	Measure and communicate about the employment footprint and changes to it

FOSTER social inclusion

		2023	Target
Number of young people supported via internship, work-study or hires (fixed term and permanent) over the year	☺	16,781	2023 target: 15,000
Employment rate for people living with a disability	☺	9.33%	>6% (higher than the legal minimum)
Number of inclusive banking beneficiaries able to receive welfare payments	☺	578,207	2023 target: <ul style="list-style-type: none"> – Raise awareness/provide training in the network for detecting and supporting vulnerable customers⁽³⁾ – Strengthen support to help prevent people falling into financial difficulties – Develop solutions to support customers in clear financial difficulty
Number of beneficiaries of support services for elderly and vulnerable people	☺	248,581	2023 target: <ul style="list-style-type: none"> – Target for the number of Watch Out for My Parents contract (confidential) – Continue to grow rollout of meal deliveries – Maintain the number of people supported via Santé & Autonomie Activities



Indicator aligned with La Banque Postale, a company with a mission.

(1) Target already achieved. Consideration is being given to the relevance of updating these indicators.

(2) Target relates to the regional planning public service mission.

(3) Vulnerable customers include accessible banking customers (public service mission) and customers with financial difficulties.

PROMOTE ethical, inclusive and frugal digital services

		2023	Target
Number of people detected, supported, trained and equipped to use digital	😊	646,071	1m in 2030
Number of active customers for Digiposte and La Poste Digital Identity	😊	14,4m	2023 target: 13.7m
Savings in the use of materials via extending the lifespan of IT equipment (telephones, computers)	😊	13,400 tonnes ⁽⁴⁾	100% reuse of all reusable IT equipment in 2030

WORK to accelerate ecological transition for all

		2023	Target
Greenhouse gas emissions saved (scopes 1, 2 and 3 concerning transport and delivery subcontractors) in relation to reducing the emission intensity of parcels	😊	82,000 CO ₂ eq ⁽⁵⁾ saved	2023 target: continue certifying transport pathways to meet SBTi 1.5 °C (Geopost and La Poste SA trajectories submitted for certification in 2022)
Cuts in emission of atmospheric pollutants (vs 2021) by La Poste and Geopost in-house and subcontractor fleets			
CO ⁽⁶⁾		ND ⁽⁷⁾	-41% in 2025
NO ⁽⁶⁾		ND ⁽⁷⁾	-60% in 2025
PM _{2,5} ⁽⁶⁾		ND ⁽⁷⁾	-6% in 2025
PM ₁₀ ⁽⁶⁾		ND ⁽⁷⁾	-0% in 2025
→ incl. La Poste in-house fleet (vs 2015)	😊		
NOx		- 68% ⁽⁵⁾	-60% in 2025
PM		- 54% ⁽⁵⁾	-60% in 2025
Action to protect biodiversity (Global Biodiversity Score)	😊	1st impact assessment carried out	Publication of a first impact assessment in 2023
→ Static footprint		543 MSA.km ²	
→ Dynamic footprint		5.4 MSA.km ²	

(4) Data for 2020 (10,504 t published in the 2022 report) have been revised following an update to ecological baggage benchmark data after discussions with Ademe and to include desktop computer monitors.

(5) Provisional figure (audit in progress).

(6) Measurements rely on Copert and HBEFA methodologies.

(7) Owing to the complexity of the assessment tool, the expanded measurement result will be published every other year (2024, 2026, etc.).

The Mission Committee will continue to be provided with results for the in-house La Poste fleet every year.

Mission Committee report on implementation of La Poste's commitments

CONTRIBUTE to local development and cohesion

La Poste has met its commitment to contribute to local development and cohesion. The operational objectives were respected. Loan financing to regional actors was provided against a background of economic difficulties and a reduction in the availability of loans owing to rising interest rates. In this context, maintaining the volume of business carried out with local authorities and ongoing work to gradually transform the product portfolio in favour of green loans and participative funding are to be welcomed. Discussions with La Poste and studies conducted by members of the Mission Committee confirm the importance and impact of La Poste's presence at the local level. They also made it possible to verify that customers consider transformations in the types of postal coverage provided to be appropriate and satisfactory.



FOSTER social inclusion

La Poste delivered its commitment to foster social inclusion. The operational objectives relating to this objective were achieved. The Committee recognises La Poste's positioning as a responsible and inclusive employer, particularly as regards young people and people living with a disability. The number of young people who benefited from an internship, work-study programme or employment contract with La Poste rose again in 2023 after a fall in 2022, and the employment rate for people living with a disability continues to rise at a very high level, three points above the minimum legal requirement. Figures aside, the Committee was pleased to note efforts made by La Poste and changes to how the Group is organised in response to issues surrounding health and independence by developing local and digital services for vulnerable groups.



PROMOTE ethical, inclusive and frugal digital services



La Poste delivered its commitment to promote ethical, inclusive and frugal digital services. The operational objectives were respected. Figures aside, as these are partially impacted by cyclical variations in streams of equipment reaching the end of life phase, La Poste continued to roll out and extend the scope of systematic monitoring for the recovery of end-of-life IT equipment. The large increase in the number of people identified, supported, trained and equipped to use digital solutions merits praise, as does the substantial development in the use of La Poste Digital Identity to combat cybersecurity and fraud risks.



WORK to accelerate ecological transition for all



La Poste delivered its commitment to work to accelerate ecological transition for all. The operational objectives were achieved. The Committee welcomes the Group's focus on decarbonisation and the results obtained. There was a further significant reduction in emission intensity per parcel this year (-5% in 2023 following -6% in 2022). Including Geopost's activities within a certified pathway has considerably expanded the scope of the Group's commitment. Regarding biodiversity, completion of La Poste's first ever impact study was a response to a demand made by the Mission Committee and represents a solid basis for developing plans of action.



Joint interview

“More than simply a mixture of cultures, financial and non-financial performance is fast becoming the defining feature of our Group’s ethos.

PHILIPPE WAHL,
CHAIRMAN AND CEO, LA POSTE GROUPE

La Poste champions a model for growth that is both sustainable and profitable. Is this realistic?

Philippe Wahl: Businesses are actors for progress and social change. They help improve our living standards but, equally, they have an impact on the environment and our quality of life. They have a central role in the face of the challenges and transitions rocking our societies, which means they need to transform themselves too. They have to realise that simply chasing maximum profit is actually an existential threat to their future. This does not mean turning your back on profitability. Profit is vital for recompensing our shareholders, financing our investments, growing our business and so on, but it is essential that externalities and impacts are measured and taken into account. Businesses must look to other indicators beyond simply profit. This is why our non-financial indicators were included for the first time alongside our financial indicators in the presentation of La Poste Groupe’s 2023 results. Our business’ performance and the value it creates are both all-encompassing concepts. It means embarking on a far-reaching transformation that will need to be managed over the long term. This is the thinking that, in 2021, led us to adopt the company with a mission model. By including social, societal and environmental objectives in our articles of incorporation, we are committing to making an impact across our entire ecosystem, broadening our notion of value and sharing that value. The Mission Committee’s third report illustrates a number of concrete, measurable advances. The report underlines that reconciling profitability with sustainability is possible but, above all, is also necessary.

Financial and non-financial challenges can no longer be separated, particularly since the Corporate Sustainability Reporting Directive (CSRD). How does the company with a mission status help accelerate La Poste’s performance?

Stéphanie Dupuy-Lyon: Faced with threats to our planet’s habitability, the EU’s CSRD for non-financial reporting is a far-reaching initiative designed



to make the future calculable. It is driving real transformation and places overall performance at the heart of corporate systems. This is a true paradigm shift for many companies. By opting to become a company with a mission, La Poste has outpaced the CSRD’s requirements. Our Group has the advantage of having centred our business model on a governance structure that includes our stakeholders, a statement of purpose, four commitments to serving society and 14 indicators for measuring our impact. La Poste’s history and DNA have prepared it for this acceleration and the transitions needed to improve sustainability – decarbonisation, adapting to the climate crisis, frugal use of resources, inclusiveness, regional cohesion and the digital revolution – that are changing our business lines.

The work of the Mission Committee acts as a stimulus to this process. Its evaluation, published every year in this report, gives us an overview of the actions we have taken. Supported by the Mission Committee, we are building a new model business, the committed business, which is at the heart of our strategic plan: La Poste 2030, Committed for You.

What are the upcoming tasks for 2024 and beyond?

Stéphanie Dupuy-Lyon: Clearly the arrival of the CSRD is one of the larger tasks. This will involve bolstering our governance and getting our business units and business lines involved and trained. Aside from this, the challenge lies in delivering on our commitments, rolling out our responsible purchasing policy and ensuring buy-in from our suppliers and subcontractors, accelerating rollout of our environmental, social and governance (ESG) priorities, and getting started on the major tasks for the years ahead. For example, we hope to begin

work on measuring our resources-materials footprint and incorporating it into our pathway in the same way that we have done for carbon over the past decade. This will be a major project for 2024. We need to roll out carbon budget mechanisms across all our activities so we can keep to our pathway for reducing greenhouse gas emissions, which is now certified for the scope of the entire Group. Establishing close links between carbon pathways and growth targets is one of the keys to the profitable and responsible development of all our business lines. This also means that members of the Mission Committee will have a lot of work to do. They have begun work on updating their indicators and want to take a more detailed look at the notion of proximity. 2024 will see them make more visits to the field, and they have asked to have more time to talk with postal workers from the various business units and business lines.

Philippe Wahl: We can also count on all the members of the Committee to support us in our determination to outperform the norm where one exists, or to create one if not. Two examples illustrate my point. Our Group was a pioneer in the decarbonisation of its activities and we are now looking to reach net zero emissions by 2040, a full decade ahead of the Paris Agreement commitments. Our ESG leadership looks beyond environmental challenges alone and is a powerful statement of our commitment to society as a whole. We stand for an inclusive social model that holds itself to high standards. As an illustration, our gender equality policy means we have reached wage parity. And we are also France's number one employer of people living with a disability. We know these are issues where we can rely on the support and determination of every postal worker.



STÉPHANIE DUPUY-LYON,
DIRECTOR OF SOCIAL COMMITMENT, LA POSTE

We have an ambitious decarbonisation pathway but other commitments are necessary in addition to carbon. We have to reduce or eliminate the pressure we exert on ecosystems.”

“What difference does being a company with a mission make?”

Responses to postal workers' questions⁽¹⁾

**What difference does it make for me?
How do I incorporate it into my day-to-day work?**

Our formal status as a company with a mission is relatively new, but it's something that has been part of the DNA of La Poste and postal workers since our Group was founded. You contribute to the Group's social and environmental commitments every day. The postman or woman who follows eco-driving guidelines and visits an elderly person. The post office customer services manager who helps a customer use an automated postal machine or makes sure they can receive welfare payments. Employees who look after a school pupil on a work placement and who turn the lights out when leaving. This is what we do, day in day out. The only thing that changes is the impact of our actions and commitments. What was already part of La Poste's DNA or the result of personal convictions is, today, the course we have set ourselves: it is a collective commitment.

**Why promote the company with a mission status to our stakeholders?
How is it going to change how stakeholders view La Poste?**

By taking on the status of a company with a mission, La Poste reaffirms its positioning as a positive impact business committed to serving society as a whole. This is also the moment to boost the trust our stakeholders have in us by clarifying our commitments and targets, proactively and in full transparency. For current and future postal workers, a company with a mission is an opportunity to be part of a meaningful project that generates positive impacts. For our customers, it is a response to the growing expectations that people have of companies, and should help to bolster the positive image they have of the Group. And for our suppliers, it is a source of support and perhaps also an example to follow.

How can I contribute to the mission objectives?

La Poste's commitments and the 14 indicators designed to monitor the achievement of its objectives cover multiple environmental, social and societal dimensions. Everybody can contribute in the course of their usual work or by taking advantage of the opportunities for getting involved that the Group offers: participate in a Climate Fresk, support a nonprofit via Declic, organise a waste collection operation with co-workers, etc. And at the same time, everything you share in terms of best practices, innovations, obstacles or difficulties will be noted by the Group and the Mission Committee to help understand and strengthen the impact of La Poste's actions, because your feedback provides a more operational vision of the reality of its commitments. Every action taken by postal workers is an opportunity to contribute to meeting and monitoring our mission objectives.

What are the main advantages of adopting the status of a company with a mission?

Just like a country's constitution, a company's articles of incorporation are binding on us all. This means everything we do, all our policies, must be compatible with our purpose and the company's environmental, social and societal commitments. The main advantage is that our purpose and commitments provide a clear direction of travel to guide our decisions and give meaning to our actions. The Mission Committee helps to keep us on course by contributing to discussions on our actions and objectives. Its members have expertise in many fields and the relevancy of their in-depth knowledge helps us improve our practices. Finally, being a company with a mission legitimises La Poste's social commitment and is a powerful lever for attracting future postal workers who are keen to join a committed company that is focused on a project designed to create value in the financial and societal spheres.

(1) Questions asked during Philippe Wahl's Tour de France and on the Viva Engage community on social commitment.



What is the difference between a company with a mission and a company carrying out public service missions?

A public service mission is an activity responding to a general interest need that is identified and defined by law.

These missions are entrusted to designated operators that carry them out under the supervision of a public authority. La Poste's four public service missions are commitments binding the Group to the state and are enshrined in law. On the other hand, adopting company with a mission status is a voluntary process undertaken at the Group's instigation, the result of its decision to commit to environmental, social and societal objectives within the framework of its activities. Any business can become a company with a mission, irrespective of its size or sector. The two mechanisms help to create value for the company, but in complementary and very different ways.

Executive Committee, Board of Directors, Mission Committee and so on. Who does what?

Several of La Poste Groupe's characteristics date back to an age before CSR was a feature of corporate governance.

It is a business that has existed for several centuries and has a long-term vision. Beyond simply being profit-led it also tackles societal issues via four public service missions and its stakeholders play a major role in its various governance bodies. As well as three local politicians, a third of Board of Directors members are employees and consumers. In 2021, as part of the new strategic plan, we wanted to place our social commitment front and centre of our vision for the future and of our governance. This is why we became a company with a mission. This status involves multiple obligations: amending the articles of incorporation to include the purpose and environmental, social and societal objectives, constitution of a Mission Committee, publishing and auditing a Mission Committee Report, etc. These detailed requirements have helped us formalise and mobilise the Group's governance structures to include this enhanced focus on commitments and responsibilities. The Mission Committee, responsible for overseeing performance of the mission, further strengthens our governance. It interacts with the Board of Directors, which supervises and sets the overarching strategic direction, and the Executive Committee is responsible for the operational implementation of La Poste's strategy.

La Banque Postale has become a company with a mission: what is the relationship between the two companies with a mission? How does this tie in with the Group's strategy?

La Banque Postale operates within a specific environment with its own activities, competitors and customers.

Its mission reflects this. However, its adoption of company with a mission status is testimony to our Group's shared culture of a commitment to the general interest. There is considerable overlap between the two processes, everything from the objectives pursued to the use of a number of shared indicators: two of the 14 indicators La Poste uses in its role as a company with a mission are used for the same purpose by La Banque Postale. There are regular contacts between the two Mission Committees and they are keen to extend the fruitful interactions that already exist between them.

Contribute to local development and cohesion

La Poste is committed to combating regional disparities for the benefit of the population through the combined strength of its physical, digital and human networks. Every day, over 800,000 customers visit one of its 17,000 physical contact points. There are 23 million monthly visitors to La Poste's website, one of the most widely viewed in France.

CLOSE-UP ON AN INDICATOR

PERCENTAGE OF THE POPULATION LIVING LESS THAN 5 KM AND UNDER 20 MINUTES BY CAR FROM A CONTACT POINT

La Poste constantly adapts its network to meet the needs of people living in France. This takes the form of new formats for postal coverage designed to reflect local specificities and in consultation with local actors (retailers, SNCF stations, local authorities, etc.). Today, over 50% of La Poste contact points are operated under partnership agreements and linked to other services. Trials looking at how to stay connected with local people are conducted in areas with lower population densities.

CUSTOMER RELATIONS

Award-winning customer complaint mechanism

The sense of proximity fostered by La Poste is also evident in its level of customer satisfaction, including in the event of a complaint. Since 2018, La Poste has run a mechanism called "Boucle Courte" for lodging and resolving customer complaints about postal services. Customers can now lodge their complaint directly at a post office. Complaints are treated immediately and the customer is contacted within 48 hours by the head of the local post delivery team. This means complaints are resolved three times faster than in 2019, the process is more efficient and it strengthens the relationship between customers and postal workers. In 2023, La Poste's new complaints mechanism was awarded a Citizen Experience Award by the French Customer Relationship Association.



97% vs
a target of 90%

LOCAL PUBLIC SERVICES

403 post offices offer France Services spaces as of end 2023

Located mostly in rural areas, they offer people help with online administrative tasks on platforms operated by nine public sector partners (welfare payments, employment service, health, etc.).





THREE ADDITIONAL INDICATORS

ANNUAL LOAN FINANCING FOR LOCAL AUTHORITIES, including green loans and social loans

With responsibility for mobility, housing and planning, local and regional authorities play a major role in mitigating and adapting to the climate crisis. As the number one bank to local authorities, La Banque Postale responds to elected representatives' demands for greater sustainability via its green loans and social loans that make it possible to support their projects and measure the real-life impacts.

€4.5bn
of financing arranged, including €1.6bn in green loans and social loans

ANNUAL LOAN FINANCING FOR SOCIAL HOUSING, HEALTHCARE, NONPROFITS AND LOCAL ECONOMIC FABRIC, including participative funding

Despite the economic headwinds, La Banque Postale remains a benchmark provider supporting actors from the social housing, healthcare and nonprofit sectors with their investment projects. The steady increase in participative funding illustrates how La Banque Postale supports these actors as they tackle issues relating to energy transition.

€2.9bn
of financing arranged, including €880m in participative funding

EMPLOYMENT FOOTPRINT (DIRECT, INDIRECT, INDUCED)

With a strong presence across the country, La Poste Groupe's economic activities support 2% of jobs in France and generate over €16 billion of GDP in the French economy. Purchases made by La Poste for its activities support indirect employment in the regions. Each La Poste Groupe job supports 1.75 jobs in the French economy, illustrating the positive impact of La Poste's extensive local presence.

444,182
FTE



1,600
postal workers perform this twin role as of end 2023

SOCIAL INTERACTION

Postal delivery worker-counter clerk for an all-round service

To ensure continued access to postal services in rural localities and areas with a low population density, La Poste is increasingly operating post offices that employ people who deliver as well as working behind the counter. Delivering post in the morning, customer service manager in the afternoon: a twin role that maintains social interactions and meets La Poste's commitments to its local presence.



Maxime de Hauteville, CEO of Pickup, a La Poste Groupe subsidiary via its Geopost subsidiary

NEW USES

At Pickup we offer our customers what we call hyper-proximity. Our new multi-service lockers offer countless solutions that make it easier to return keys, lend items, etc. It's an innovation that helps bring life back to town centres and makes for smoother contacts between residents and retailers.

Foster social inclusion

La Poste works to help the most vulnerable. It supports young people, helping them integrate into society, people living with a disability, and older people so they can continue to live comfortably in their homes. It works with people struggling to find employment and in financial difficulty. It achieves this via three levers: responsible employment practices, responsible purchasing from actors in the social and solidarity sector, and development of appropriate tailored services.

CLOSE-UP ON AN INDICATOR

NUMBER OF BENEFICIARIES OF SUPPORT SERVICES FOR ELDERLY AND VULNERABLE PEOPLE

An aging population and regional disparities are leading to the emergence of new difficulties among certain sections of society. La Poste provides a range of services to help them with their daily lives, whether it is a visit from a postal delivery worker to maintain social interaction, or by providing digital tools to help people maintain their independence.

CONNECTED HEALTHCARE

85% of French people want to grow old in their own home⁽¹⁾

With the creation of La Poste Santé & Autonomie, the Group combines human and digital support, positioning itself as a go-to partner for healthcare in the home and health data. Prevention, remote consultations, post-operative follow-up in the home, several services are already in operation to smooth the patient pathway and simplify the daily work of healthcare professionals. Fully secure data collection and processing offered by Docaposte is invaluable for improving treatment and access to care as well as promoting therapeutic innovations.

(1) Source: Ifop.



Over
248,500
beneficiaries

SILVER ECONOMY

Making life easier for seniors, their families and friends, supporting the local economy and bringing life back to town centres

This is the idea behind the programme of serviced residential accommodation for the elderly launched in partnership with Les Jardins d'Arcadie Acapace and Bouygues Immobilier. It offers a wide range of the Group's local services: remote monitoring, home visits, etc. The first unit is now open in Strasbourg with another 14 projects under construction or in preparation. New units will be delivered in Brest, Châteauroux and Saint-Étienne by the end of 2024.



THREE ADDITIONAL INDICATORS

NUMBER OF YOUNG PEOPLE SUPPORTED VIA INTERNSHIP, WORK-STUDY OR HIRES OVER THE YEAR

La Poste pays particular attention to helping young people into employment. As part of a state programme called 1 Young Person, 1 Solution, the Group works alongside public bodies and provides opportunities for 16-25 year-olds via internships, work-study programmes, apprenticeships and fixed-term or permanent employment contracts. Volunteer postal workers act as mentors, supporting young people throughout their time with La Poste.

16,781

young people supported in 2023

EMPLOYMENT RATE FOR PEOPLE LIVING WITH A DISABILITY

As France's leading employer of people living with a disability, La Poste renewed its Disability Agreement, which reaffirms its commitments to offering an ever more inclusive working environment. It will spend €11 million during 2023-2025 on maintaining quality of life in the workplace. La Poste is determined to offer attractive career prospects to people living with a disability.

9.33%

rate in 2023

NUMBER OF INCLUSIVE BANKING BENEFICIARIES ABLE TO RECEIVE WELFARE PAYMENTS

During a period when the most vulnerable have been hit particularly hard by rising inflation, La Banque Postale continues to strengthen its tools for promoting inclusive banking: an early warning mechanism to detect customers with financial difficulties, budgeting coaching, etc. La Banque Postale also invests in training for its workforce. A new training module will allow them to help their customers to optimise their energy bills.

578,207

beneficiaries in 2023

DISABILITY

Promoting accessible services

As part of its drive to make digital accessibility a reality, La Poste is very careful to ensure that its content and services can be used by customers, partners and staff who live with a disability.

In addition to digital accessibility officers, in 2023 the Group assembled a volunteer community of 700 postal workers who live with a disability to test its customer products and solutions and help the marketing teams to make them more accessible. This initiative received a 2023 Manifeste Inclusion award, with La Poste named as inclusive business of the year.



EDUCATION

Education and equal opportunities programme

Over 1,000 pupils have followed the L'Envol programme since 2012. This is a La Banque Postale initiative providing talented pupils from disadvantaged backgrounds from all over France with support throughout their schooling. The programme is backed by the Ministry of Education and offers individual support during secondary and further education to help these young people access highly selective general and vocational courses after leaving school. Pupils in the 2023 L'Envol programme recorded a 100% pass rate in the baccalaureate exam. Almost 1,200 volunteer mentors from La Poste Groupe have supported pupils since the programme was set up. The idea behind the programme is to help pupils fulfil their potential and become citizens who engage with tomorrow's societal, environmental and economic challenges.



Promote ethical, inclusive and frugal digital services

Digital transition brings new challenges with it, everything from data protection to digital inclusion and preserving resources. As part of its efforts to develop trust in digital, the Group develops solutions that are simple as well as universal, guaranteeing responsible data management and providing targeted support to the most vulnerable in society. It is also committed to shrinking the environmental footprint of its tools and applications.

CLOSE-UP ON AN INDICATOR

SAVINGS IN THE USE OF MATERIALS VIA EXTENDING THE LIFESPAN OF IT EQUIPMENT

With the rise in digital and the growing scarcity of resources, the circular economy provides a host of solutions for greater digital frugality. They include reusing, repairing, reconditioning and gifting to nonprofits. La Poste works to invent new models that reconcile planetary boundaries with digital inclusion.

RECONDITIONING

80% of a smartphone's carbon footprint relates to its manufacture⁽²⁾

Increasing the reuse of equipment is a major component in efforts to reduce environmental impacts and preserve resources in France and around the world.

For example, SEUR, a Geopost subsidiary in Spain with a strong local presence, has teamed up with Recommerce to create the Buy Back project: people in Spain buying online can sell electronic goods they no longer need in just a few clicks. It is estimated that 57% of Spanish consumers hang onto their old appliances rather than having them recycled or recovered.

(1) Data for 2022 (figure published in the 2022 report: 10,504 t) have been revised following an update to ecological baggage benchmark data after discussions with Ademe and to include desktop computer monitors.

(2) Recommerce, Ademe.



13,400
tonnes
of materials saved⁽¹⁾

SECOND LIFE

Resources optimised at every stage of the lifecycle

La Poste has strengthened its policy for reusing IT equipment (including computers, telephones and computer monitors) to extend their useable lives. A total of 29,000 items have been reused. As part of its efforts to support the social and solidarity economy, the Group also gifted equipment on over 80 occasions in 2023, with several dozen nonprofits receiving some 4,900 items.





TWO ADDITIONAL INDICATORS

NUMBER OF PEOPLE DETECTED, SUPPORTED, TRAINED AND EQUIPPED TO USE DIGITAL SOLUTIONS

La Poste offers a range of mechanisms to support digital inclusion for the most vulnerable in society, including digital advisors and nonprofit partners staffing post offices as well as the 93 Étapes Numériques that opened in late 2023, and who identify and train people with difficulties to become more confident in using digital tools unaided. France Services outlets also provide one-on-one support to make it easier for people to access online procedures.

Over
646,000
people supported
in 2023 (+36% vs 2022)

NUMBER OF ACTIVE CUSTOMERS FOR DIGIPOSTE AND LA POSTE DIGITAL IDENTITY

The constant rise in digital services means cybersecurity is a non-negotiable. La Poste Digital Identity, certified compliant with the strictest security standards by the National Information Systems Security Agency (Anssi), offers the outstanding level of security needed to use over 1,400 services relying on sensitive personal data. In 2023, faced with growing fraud in the scheme for financing individual professional training (CPF), La Poste Digital Identity emerged as a key tool for unlocking a multitude of uses.

Over
14 million
active customers

ARTIFICIAL INTELLIGENCE

Serving specialist businesses

Docaposte has joined forces with LightOn, Aleia and NumSpot to launch the first sovereign and industrial generative artificial intelligence solution. Aimed at entities dealing with sensitive data, such as in the banking or healthcare sectors, it will optimise the efficiency of various professions and processes. Developing an AI that respects data sovereignty, a core challenge for protecting personal data, is testimony to Docaposte's ability to master AI technologies within a framework of trust.



Franck Blanchard,
Support Supervisor
at La Poste's
Brie-Comte-Robert
repair centre



CIRCULAR ECONOMY

At the Brie-Comte-Robert repair centre we repair automated postal machines, printers and laptop computers. Giving them a second life means we avoid using new materials such as plastics and certain precious metals that are becoming increasingly rare. We are also cutting the environmental impact of transport since nothing we repair at the centre had to be imported over long distances.



Work to accelerate ecological transition for all

La Poste is committed to fighting the climate crisis, promoting sustainable use of resources and protecting biodiversity by transforming its tools and production processes and promoting the rise of the circular economy. It supports its customers by offering services and solutions to help them tackle the challenges they face in their own transition.

CLOSE-UP ON AN INDICATOR

GREENHOUSE GAS EMISSIONS SAVED

The Group is delivering on its commitment to reducing its carbon emissions: the first pathway was approved by the SBTi in 2019 and concerned its historical activities in France. This was met and exceeded two years ahead of schedule, with the Group achieving a 35% fall in its emissions as of end 2023. Ongoing work to optimise transport and loading strategies and decarbonise the fleet resulted in Colissimo and Geopost cutting emissions per parcel by 5% in 2023 compared to 2022. In February 2023, Geopost was the first parcel delivery business in the world to have its objectives for carbon emission reductions approved by the SBTi.

CARBON PATHWAY

La Poste Groupe is committed to a 43.6% fall in greenhouse gas emissions for scopes 1 and 2 by 2030, and 90% for all three scopes by 2040,

a full 10 years ahead of the Paris Agreement targets. Its pathway has been approved by the SBTi, the benchmark international organisation that supports companies' efforts to cut their emissions.

POSTAL REAL ESTATE PORTFOLIO

A €400-million decarbonisation programme

Operating in almost 10,000 buildings and covering 6 million square metres, La Poste Groupe's real estate portfolio is one of France's largest. As part of its decarbonisation strategy, the Group signed a partnership with EDF for a global energy offer. The agreement covers major energy efficiency work and the creation of a joint venture between La Poste Groupe's real estate operator La Poste Immobilier and EDF Group. La Poste Groupe plans to invest €400 million to reduce energy consumption and accelerate decarbonisation of its real estate assets, with the aim of reducing energy consumption by 20% and CO₂ emissions by 35% by 2030. The partnership will also see growth in self-consumption, accelerating the rollout of solar power plants and infrastructure for charging electric vehicles.



82,000
tonnes CO₂eq
saved in 2023





TWO ADDITIONAL INDICATORS

REDUCTION OF EMISSIONS OF ATMOSPHERIC POLLUTANTS from La Poste and Geopost’s in-house and subcontractor vehicle fleets

La Poste has set out an ambitious pathway for cutting local emission of atmospheric pollutants by 2025. The Group is committed to a 41% cut in its carbon monoxide emissions, 60% in nitrogen oxides and 6% in PM2.5 particulates. La Poste aims to keep emission of PM10 particulates stable at current levels. The first results of a study tracking these commitments will be available in 2024.

BIODIVERSITY

La Poste is one of the first companies to measure its impact on biodiversity. In 2023, a number of La Poste Groupe subsidiaries measured their biodiversity footprint using the Global Biodiversity Score (GBS), an assessment tool developed by CDC Biodiversité. Pressure on ecosystems is expressed in MSA (mean species abundance) per affected surface. The next steps are to extend the measurement perimeter and identify suitable levers that can be converted into action plans.

543 MSA.km²
Static footprint



LOGISTICS

The light vehicle fleet requires changes in the light of new low-emission zone regulations. The Group plans to invest €200 million by 2025 to make its commercial vehicle fleet greener. The vehicle fleet will be joined by 8,000 electric commercial vehicles and 1,000 cargo bikes. This investment means 50% of Colissimo deliveries in France will be decarbonised as of 2025, with deliveries in major French towns and cities 100% decarbonised.

MOBILE TELEPHONES

Opting for a reconditioned handset avoids 80%⁽¹⁾ of the carbon footprint that relates to production. Convincing consumers to make the right choice for the planet means offering them higher quality devices and extending the guarantee to 24 months, which we have done. Today, all our reconditioned telephones are premium grade, and this helped us to double our sales in 2023.



Julien Tétu,
CEO of
La Poste Mobile



(1) Source: Ademe.

Appendix: definition of indicators

CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION

Annual loan financing for local authorities (including green loans and social loans)

▶ This indicator monitors the amount of financing made available to local authorities on an annual basis, with a focus on green and social loans. La Banque Postale's green loans are defined based on the Technical Screening Criteria of the EU green taxonomy.

Annual loan financing for social housing, healthcare, nonprofits and local economic fabric (including participative funding)

▶ This annualised indicator tracks evolutions in La Banque Postale's positioning in support of the local economic and social fabric, particularly with regard to social housing and the healthcare sector. It also monitors La Banque Postale's commitment to increasing the number and volume of financing for SMEs and mid-cap companies. Participative funding includes green loans (see above), social loans (meeting AAAQ criteria of Availability, Accessibility, Acceptability and Quality, as defined by the social taxonomy report on the EU sustainable finance platform) and impact loans (falling within the conceptual framework of impact in terms of intentionality, additionality and measurability).

Percentage of the population living less than 5 km and under 20 minutes by car from a La Poste contact point

▶ This indicator measures the portion of the population living less than 5 km and under 20 minutes by car from a La Poste contact point.

Employment footprint (direct, indirect, induced)

▶ This indicator measures the contribution made by La Poste, La Banque Postale, La Poste Immobilier, Viapost, Geopost and MEDIAPOSTE, to employment in France in three ways: direct, indirect (via purchases) and induced (via what is consumed by people in direct and indirect employment, and via taxes and levies paid by the Group). The study undertaken to quantify this indicator was conducted with support from the Utopies consultancy.

FOSTER SOCIAL INCLUSION

Number of young people supported via internship, work-study or hires (fixed term and permanent) over the year

▶ This indicator measures the number of young people under 26 who benefited from one or more mechanisms. The notion of permanent or fixed-term hires was added in 2022 to improve this indicator, which focuses on La Poste SA.

Employment rate of people living with a disability

▶ This official indicator (BOE rate – beneficiaries of the obligation to employ workers living with a disability) measures the portion of the total La Poste SA workforce who live with a disability.

Number of inclusive banking beneficiaries able to receive welfare payments

▶ This indicator measures the number of customers for inclusive banking services (accessible banking mission and customers with financial difficulties) who were able to receive social benefits. It is based on the number of inclusive banking customers who received a Christmas bonus benefit and the number who received the new school year payment. The number of customers who received both benefits is deducted from the total.

Number of beneficiaries of support services for elderly and vulnerable people

▶ This indicator measures the number of people in France benefitting from La Poste support services for the elderly and vulnerable (Watch Out for My Parents, meal and medicine deliveries, La Poste Silver Networks, the number of active Ardoiz tablets and Asten and Diadom home-health services).

PROMOTE ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES

Number of people detected, supported, trained and equipped to use digital solutions

- ▶ This composite indicator measures the sum of the number of people supported with France Services online administrative tasks, the number of customers supported at post offices in QPV zones by social mediators from partner nonprofits, the number of people trained by La Poste digital advisors and by advisors/mediators from SSE partners, the number of customers trained in inclusive banking by La Banque Postale partners, the number of postal workers with CléA digital training, the number of sale of Ardoiz tablets, a portion of the number of new La Poste Mobile customers (estimate based on the first-time take-up rate for digital services as measured by an annual survey of new La Poste Mobile customers; 15.2% of this data is estimated at present), and the number of items of reconditioned La Poste equipment donated to nonprofits.

Number of active customers for Digiposte and La Poste Digital Identity

- ▶ This indicator measures the number of people with an active Digiposte account (customer access and/or document stream) and the number of people with a La Poste Digital Identity account in France.

Savings in the use of materials via extending the lifespan of IT equipment

- ▶ This indicator measures the number of tonnes of raw materials that have not been used to produce new equipment thanks to the extended lifespan of La Poste's IT equipment. The value assigned to this indicator is based on the concept of the ecological baggage of telephones and computers as described in an Ademe study called "La Face Cachée du Numérique".

WORK TO ACCELERATE ECOLOGICAL TRANSITION FOR ALL

GHG emissions saved (scopes 1, 2 and 3 concerning transport and delivery subcontractors) in relation to reduction of emission intensity

- ▶ This indicator compares emission intensity in year 1 (GHG emissions produced in year 1/number of packages in year 1) with emission intensity in year -1 (GHG emissions produced in year -1/number of packages year -1) as a proportion of the number of packages in year 1.

Reduction of emissions of atmospheric pollutants



- ▶ This indicator measures changes in the reduction of pollutant emissions from vehicle fleets used (internal and/or external).

Action to protect biodiversity – Global Biodiversity Score

- ▶ This indicator helps La Poste measure its biodiversity footprint in two stages:
 - establish the relationship between its economic activities and pressure on biodiversity by quantifying the contribution economic activities make to pressure on biodiversity;
 - analyse the impact these pressures have on biodiversity and quantify this in terms of MSA.km² (mean species abundance per square kilometre). This is the GBS metric used to characterise ecosystem integrity and the surface area affected.

Appendix: indicators and results

CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION

INDICATORS	TARGET	COMMENTS	2022	2023
Annual loan financing for local authorities <i>including green and social loans</i> 	▶ 2025 target: €4.5bn ⁽¹⁾ €1.1bn ⁽²⁾	<ul style="list-style-type: none"> Despite unfavourable economic headwinds, the volume of loan activity with local authorities remained stable. The performance of social loans to local authorities is noteworthy and underlines the gradual transformation of the product line-up. 	€4.4bn €1bn	€4.5bn €1.6bn
Annual loan financing for social housing, healthcare, nonprofits and local economic fabric <i>including participative funding</i> 	▶ 2025 target: €4.9bn €0.6bn	<ul style="list-style-type: none"> Rising interest rates led to an overall fall in loans and greater competition in these sectors. This had a negative impact on results for this indicator, particularly due to a fall in loan requests relating to social housing. The number of participative funding loans increased despite unfavourable conditions. 	€4.9bn €293m	€2.9bn €880m
Percentage of the population living less than 5 km and under 20 minutes by car from a contact point	▶ >90% ⁽²⁾	<ul style="list-style-type: none"> 5 departments with under 90% (including 3 at 89%), compared to 8 in 2022. Trials looking into new forms of presence: delivery worker-counter clerks in third spaces; 5 itinerant yellow trucks operating in sparsely populated localities. Continued tie-up with France Services: 403 post offices at end 2023 and 10 more in January 2024; 120 France Services spaces to boost accessibility (concept approved by the national agency for local cohesion). 	97.02%	97.01%
Employment footprint (direct, indirect, induced)	▶ Measure and communicate about the employment footprint and changes to it	<ul style="list-style-type: none"> 2% of employment in France supported by the Group. €16,246bn of GDP generated, 0.7% of national GDP. 1 direct job supports 1.75 additional jobs in France. 	446,350 FTE	444,182 FTE



 Indicator aligned with La Banque Postale, a company with a mission.

(1) Target already achieved. Consideration is being given to the relevance of updating these indicators.

(2) Target relates to the regional planning public service mission.

FOSTER SOCIAL INCLUSION

INDICATORS	TARGET	COMMENTS	2022	2023
Number of young people supported via internship, work-study or hires (fixed term and permanent) over the year	▶ 15,000	<ul style="list-style-type: none"> Multiple actions targeting young people: presence at student and professional job fairs, recruitment events all over France, partnerships, communications. Number of interns stable (3,400); rises in number of work-study (>2,500, +13%), fixed-term (approx. 8,000, +23%) and permanent (2,900, +12%) contracts. 	14,689	16,781
Employment rate of people living with a disability	▶ >6% (legal minimum)	<ul style="list-style-type: none"> Disability Agreement renewed (signed on 6 January). Creation of five full-time local disability officers to boost efforts to maintain postal workers living with a disability in employment. 700 postal workers living with a disability acted as testers to check the accessibility of postal solutions. 	8.77%	9.33%
Number of inclusive banking beneficiaries able to receive welfare payments	<ul style="list-style-type: none"> ▶ Raise awareness/ provide training in the network for detecting and supporting vulnerable customers⁽³⁾ ▶ Strengthen support to help prevent people falling into financial difficulties ▶ Develop solutions to support customers in clear financial difficulty 	<ul style="list-style-type: none"> Update the Vulnerable Customer training; objective: 100% in 2 years (target: 35,000 employees). Remote support: trial to improve transfer of calls from customer services to L'Appui, where appropriate. Combatting fuel poverty: new module to help people to optimise energy bills (training, teams at L'Appui, referrals to social mediators, energy-saving tips and tutorials, etc.). 	654,140	578,207
Number of beneficiaries of support services for elderly and vulnerable people	<ul style="list-style-type: none"> ▶ Target for the number of Watch Out for My Parents contracts (confidential) ▶ Continuing to grow rollout of meal deliveries ▶ Maintain the number of people supported via Santé & Autonomie activities 	<ul style="list-style-type: none"> Watch Out for My Parents target reached. 12,688 meal delivery beneficiaries (+53% vs 2022). +7% in number of people supported via Santé & Autonomie activities. 	230,263	248,581



(3) Vulnerable customers include accessible banking customers (public service mission) and customers with financial difficulties.

Appendix: indicators and results

PROMOTE ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES

INDICATORS	TARGET	COMMENTS	2022	2023
Number of people detected, supported, trained and equipped to use digital services ⁽¹⁾	▶ 1 million in 2030	<ul style="list-style-type: none"> Digital Advisor plan renewed for three years, until 2026. Increase in number of people supported by Digital Advisors (+169% vs 2022). Denser network of Étapes Numériques outlets, with 93 sites in 91 departments at the end of 2023. Beneficiaries very satisfied (NPS of 94). 	473,734	646,071
Number of active customers for Digiposte and La Poste Digital Identity	▶ 13.7 million in 2023	<ul style="list-style-type: none"> Since 2022, La Poste Digital Identity has been the key tool used for accessing individual professional training accounts (CPF). 2023 confirmed La Poste's positioning as a trusted digital operator as well as its role helping people to access online and digital public services. Volume up fivefold (10,000 Digital Identities daily, 50% via post offices), industrialisation and move to scale, tackling fraudsters who are now targeting La Poste Digital Identity. Success paves the way for new potential uses. Continued growth of Digiposte (+29% active accounts) driven by paperless payslips and other HR uses in development. Enhanced accessibility (85% of French Accessibility Guidelines). La Poste Digital Identity and Digiposte merged to leverage synergies. 	9.6 millions ⁽²⁾	14.4 millions
Savings in the use of materials via extending the lifespan of IT equipment (telephones, computers)	▶ 100% reuse of all reusable IT equipment in 2030	<ul style="list-style-type: none"> Improved oversight of IT equipment reuse in place since 2022. 29,000 items reused, including 4,900 gifted (solidarity reuse). Greater reuse of computer monitors in 2023, a practice that is now systematic. Call for tenders for contracts to come into force in 2024 with new contractors for repairing, reusing and recycling IT and telecommunications equipment. 	15,608 tonnes ⁽²⁾	13,400 tonnes ⁽²⁾



(1) Aggregated indicator; a significant portion is estimated (see definition on page 23).

(2) Data for 2022 (10,504 t published in the 2022 report) have been revised following an update to ecological baggage benchmark data after discussions with Ademe, and to include desktop computer monitors.

WORK TO ACCELERATE ECOLOGICAL TRANSITION FOR ALL

INDICATORS	TARGET	COMMENTS	2022	2023
<p>Greenhouse gas (GHG) emissions saved (scope 1, 2 and 3 concerning transport and delivery subcontractors) in relation to reduction in emission intensity per parcel</p>	<p>▶ Continue the process of instigating SBTi-certified pathways (certification of pathways for Geopost and La Poste SA submitted in 2022)</p>	<ul style="list-style-type: none"> • SBTi-certified medium-term (2030) and long-term (2040) pathways for Geopost. Forecast 43% reduction in scopes 1, 2 and 3 GHG emissions by 2030 and a 90% reduction by 2040 (baseline year = 2020). • La Poste Groupe now has a pathway to net zero emissions certified by SBTi. This forecasts a 43.6% reduction by 2030 (scopes 1 and 2) and a 90% reduction by 2040 (scopes 1, 2 and 3) (baseline year = 2021). • A 5% reduction in GHG emission intensity per parcel (14% reduction for La Poste and 2.5% reduction for Geopost), saving approximately 82,000 teqCO₂ in 2023 compared to 2022 thanks to decarbonisation of transport and sustainable real estate policies. • Signing of a long-term strategic partnership with EDF covering major energy efficiency work and creation of a joint venture between La Poste Immobilier and EDF Group (see page 20). 	<p>104,558 tonnes CO₂eq saved</p>	<p>82,000⁽³⁾ tonnes CO₂eq saved</p>
<p>Reduction of emissions of atmospheric pollutants (vs 2021) from La Poste and Geopost's in-house and subcontractor vehicle fleets</p> <p><i>Including La Poste in-house fleet (reduction vs 2015)</i></p>	<p>▶ -41% CO in 2025⁽³⁾ -60% NOx in 2025⁽³⁾ -6% PM2.5 in 2025⁽³⁾ -0% PM10 in 2025⁽³⁾</p> <p>▶ -60% NOx -60% PM</p>	<ul style="list-style-type: none"> • Updated global impact study scheduled for 2024. • The Group has internalised the study methodology, which could be conducted annually as of 2024. • Continued reduction of pollutants emitted by the internal fleet in line with transformations of the fleet (electrification and alteration to the make-up of the ICE fleet to reflect the latest euro norms). 	<p>CO: NA⁽⁴⁾ NOx: NA⁽⁴⁾ PM 2.5: NA⁽⁴⁾ PM 10: NA⁽⁴⁾</p> <p>-62% NOx -49% PM</p>	<p>CO: NA⁽⁴⁾ NOx: NA⁽⁴⁾ PM 2.5: NA⁽⁴⁾ PM 10: NA⁽⁴⁾</p> <p>-68% NOx -54% PM</p>
<p>Action to protect biodiversity (Global Biodiversity Score)</p>	<p>▶ 2023 Target: publication of a first assessment</p>	<ul style="list-style-type: none"> • Global Biodiversity Score (GBS) measures the impact of economic activities on biodiversity. Pressure on ecosystems is expressed in MSA (mean species abundance) per affected area (MSA.km²). • The 2023 assessment conducted for La Poste SA and the La Banque Postale Groupe indicates a static footprint of 543 MSA.km² for La Poste Groupe: 47% land occupied, 31% climate change, 17% pollution, 5% water use. Purchases of goods and services (Scope 3 upstream) account for 89% of the static footprint. • Challenge for 2024 and beyond: expand assessment of the footprint (Geopost, La Banque Postale portfolios) for an extended perimeter in 2026; identify action plan levers. 	<p>Indicator defined</p>	<p>543 MSA.km² Static footprint</p> <p>5.4 MSA.km² Dynamic footprint</p>



(3) Measurements use Copert and HBEFA methodologies.

(4) Owing to the complexity of the assessment tool, the expanded measurement result will be published every other year (2024, 2026, etc.). The Committee will continue to be provided with results for the in-house La Poste fleet every year.

Appendix: Glossary

A

Air quality

Evaluation of air conditions using a scale based on the concentration of local air pollutants.

B

BOE (BOE rate)

Beneficiary of the Obligation to Employ people living with a disability. The obligation to employ people living with a disability is a mechanism aimed at encouraging private and public employers to hire these people.

Blockchain

Large database which can be shared simultaneously by all its users, who also own the ledger and can enter data into it according to specific rules set by a highly secure cryptographic protocol.

C

CDP

Carbon Disclosure Project is a nonprofit that runs a global disclosure system for companies, cities, states and regions to measure their environmental impacts. The business world looks to CDP as the gold standard in environmental reporting, with the most detailed and comprehensive dataset on actions taken by corporate and municipal actors. Its ratings are an international benchmark.

CO

Carbon monoxide.

Copert

Programme funded by the European Environment Agency to calculate air pollutant emissions caused by road transport.

CSR

Corporate social responsibility refers to the process whereby companies embed sustainability criteria into their commercial activities and stakeholder interactions. CSR is more of a generic term than ESG because it references how a business behaves towards its environment and stakeholders.

CSRD

The Corporate Sustainability Reporting Directive sets guidelines for non-financial reporting in Europe. It describes how companies are to report their actions to address environmental, social and governance issues. It applies to La Poste and La Banque Postale as of 1 January 2024.

Company with a mission

A new legal status introduced by the Pacte law in France in 2019, a company with a mission is a business whose purpose combines economic performance with contributions to the general interest.

D

DPEF – Declaration of Extra-Financial Performance

Document included as an appendix to a company's management report that contains information relating to environmental, social and governance criteria.

Digital Identity

La Poste Digital Identity allows people to connect easily and securely to public services, La Poste, their bank, healthcare provider, etc. It is used both as both proof of identify and to ensure a secure connection via a smartphone.

E

Employment footprint

Evaluation of the number of jobs supported by a company's activities. This includes direct (employees) and indirect employment (jobs the company's purchasing generates at suppliers and subcontractors) as well as induced employment (jobs dependent on consumption by direct and indirect employees as well as those financed by taxes and levies paid by the company).

Emission intensity

Emission intensity refers to the level of carbon emissions required to carry out an activity. It is calculated by dividing the activity's or company's carbon emissions by the number of units produced (e.g.: XX kg CO₂eq per parcel).

F

France Services

A new model for providing people with access to public services. A one-stop contact point provides people with assistance with administrative procedures for nine state bodies and a range of local partners. There were 2,379 France Services centres, including several hundred located inside post offices, as of the end of 2022.

G

GHG

Greenhouse gases are gaseous components that absorb infrared radiation emitted by the earth's surface, contributing to the greenhouse effect. Increases in their atmospheric concentration are a major contributory factor to global warming.

Global Biodiversity Score (GBS)

Tool developed by CDC Biodiversité on behalf of financial institutions to measure the biodiversity footprint of a company or set of companies.

H**HBEFA**

The Handbook of Emission Factors for Road Transport (HBEFA) provides emission factors and fuel and energy consumption data for all current vehicle categories, each divided into different subcategories, and for a wide variety of traffic situations. It covers the period 1990 to 2050 and takes account of the actual composition of the vehicle fleet. The data includes upstream and downstream fuel combustion. It does not include vehicle manufacturing and emissions related to road infrastructure.

I**Illectronism (digital illiteracy)**

Difficulty or complete inability to use digital devices and computers, caused by people having little or no knowledge of how they work.

ITP

Independent Third-Party bodies are businesses authorised to verify CSR information as described in Article L. 225-102-1 of the French Commercial Code. They are accredited by the French accreditation committee on the basis of their competence, independence and impartiality.

L**LAP (Local atmospheric pollutants)**

There are three main sources of air pollution: chemical, biological and particulate. Chemical atmospheric pollutants include a variety of substances created by combustion, including nitrogen oxide, carbon dioxide, lead and sulphur.

Low impact mobility

A concept that covers all non-motorised forms of transport (walking, cycling, scooter, etc.) and that offers numerous benefits in terms of lower pollution, increased physical exercise and cheaper travel.

N**NOx**

Nitrogen oxides are essentially comprised of two molecules: nitrogen oxide (NO) and nitrogen dioxide (NO₂). These polluting gases result from burning fossil fuels, for instance, in a car's internal combustion engine.

P**Pacte law**

France's 2019's law on a Plan of Action for Growth and Transformation of Enterprises aimed to provide the tools needed to boost innovation and transformation to help companies grow and share the value created with their employees, as well as to improve how ESG issues are embedded into their strategies. This law also defined the status of a company with a mission.

PM2.5 and PM10 (particulate matter)

PM2.5 are fine particles with a diameter under 2.5 microns, and PM10 are particles with a diameter under 10 microns. As a reminder, one micron = 0.001 millimetres

Public service mission

Activity carried out under the control of a public authority, the state in this case, for the purpose of meeting a need in the general interest. La Poste Groupe was assigned four public service missions that shape its identity under a law passed on 2 July 1990: guarantee a universal postal service; contribute to regional planning and development; provide accessible banking; transport and distribute the printed press.

Purpose

Corporate project responding to a general interest mission that takes environmental and societal criteria into account. This relatively recent concept is set out in Article 1835 of the Civil Code, amended in May 2019 by the Pacte law.

Q**QPV**

Priority urban neighbourhoods are the targets of specific government policies intended to compensate for lower living standards compared to the rest of the country. These lowest-income neighbourhoods were, until 2015, known as sensitive urban zones (ZUS). Approximately five million people, 8% of the population, live in one of these 1,500 neighbourhoods.

R**REP, REP+**

Priority Education Networks (REP) and Reinforced Priority Education Networks (REP+) were created in 1981 to reduce social and regional inequalities. Priority education targets children from disadvantaged backgrounds. It covers numerous priority urban neighbourhoods (193 local authorities with a QPV also have REP+ establishments) as well as deprived rural areas.

S

SBTi

The Science-Based Targets initiative stems from a partnership between CDP, United Nations Global Compact, World Resources Institute and World Wide Fund for Nature. It aims to promote best practices for the reduction of greenhouse gas emissions and net zero goals, in line with climate science. SBTi provides companies with an independent assessment and approval of their carbon emission reduction targets, based on the work of a team of experts.

Scopes 1, 2 and 3

To assess their GHG footprint, companies have to analyse GHG emissions generated within their scope and the scopes of third parties. The three scopes cover all types of emissions, from those most directly linked to the company to those that take into account the entire value chain. Scopes 1, 2 and 3 are based on an international methodology defined by the GHG Protocol. Scope 1 corresponds to a company's direct emissions. Scope 2 corresponds to indirect emissions relating to a company's energy use. Scope 3 corresponds to indirect emissions (excluding energy), e.g., emissions generated by suppliers and subcontractors.

SDG

The United Nations Sustainable Development Goals are 17 worldwide targets, set in 2015, that nations are committed to reaching by 2030. They cover a broad spectrum of issues ranging from protecting the planet to promoting peace and guaranteeing that people can live in safety and dignity. The 17 SDGs establish a general framework for moving towards a more sustainable world, and are accompanied by development programmes aimed at helping the most vulnerable, women and children in particular.

Skills mentoring

This is a gift-in-kind where a company temporarily makes the skills or labour of its staff available to a general-interest body.

SRI

Socially responsible investment refers to all the mechanisms needed to integrate non-financial criteria (concerning the environment, social and ethical issues and governance) into investment and portfolio management decisions. It is a mechanism for applying sustainability criteria to the financial investment field.

SSE

The Social and Solidarity Economy comprises organisations that seek to reconcile solidarity with financial performance and social value. This is a significant economic powerhouse, accounting for 10% of France's GDP and close to 14% of its private-sector jobs. The sector numbers some 200,000 companies and organisations, including nonprofits, and around 2.38 million employees.

T

European taxonomy

Classification system for environmentally sustainable economic activities, to help steer investment decisions in their direction.

An activity is sustainable according to the taxonomy if it meets at least one of six objectives (climate change mitigation, climate change adaptation, use of water and marine resources, circular economy, pollution, biodiversity), has no detrimental impact on any of these objectives and complies with minimum social safeguards. La Poste and La Banque Postale are required to publish their taxonomy alignment ratio every year.

teqCO₂

The tonne of CO₂ equivalent is a unit created by the IPCC. It makes it easier to compare the environmental impacts of greenhouse gases. It also allows them to be totalled to produce a single indicator.

Z

ZAN 2050

Zero net land take by 2050 is a target set by the Climate and Resilience law that came into force in France on 24 August 2021. It initially requires local and regional policymakers to deliver a 50% cut in the rate of land take and destruction of natural, agricultural and forest areas by 2030. The target for zero net land take must be met by 2050.

ZEN

Net zero emissions means cutting greenhouse gas emissions to as close to zero as possible (at least 90%), as well as collecting and capturing residual atmospheric emissions, for instance, by using oceans and forests as carbon sinks.

Non-financial ratings

MOODY'S | ESG Solutions



ecovadis

**joint 2nd
worldwide**
all sectors combined

Leadership

Top 2%
of suppliers

77/100

A-

77/100

International ratings agency used by investors to evaluate corporate non-financial performance.

Benchmark international agency for corporate climate performance.

Benchmark ratings agency used by companies to assess their suppliers' social and environmental performance.

TO FIND OUT MORE ABOUT

La Poste Groupe and its commitments to society



Social commitment pages
on lapostegroupe.com



Mission Report
for La Banque Postale



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