



— 2020 —

Building the future together

Since 2014, the Group has never stopped changing to keep pace with evolving lifestyles. And, as has confirmed by the health crisis, La Poste is central to French people's daily lives. What will future developments be like? What new services are required to meet new expectations? How can we be useful to society as a whole? To shape the future, the new strategic plan "La Poste 2030, committed for you" was launched last February.

Let's imagine La Poste 2030

— To chart the road to the future, La Poste has chosen dialogue and consultation. This participatory approach, launched in September 2020, gave a voice to employees and customers, as well as to elected officials, associations and partners. These discussions highlighted La Poste's main assets for the present and for the future: regional coverage and human proximity. They were also an opportunity to express priority concerns: for all contributors, internal and external, the quality of service and the customer experience remain key issues, decisive for the future of the Group. This civic-minded approach, open to all, was one of the foundations for formulating the new strategic plan.

“La Poste of 2030 must be built while remaining useful to society as a whole, and in order to achieve this, it is essential to be attentive to the needs of all our stakeholders: employees, customers, elected officials, partners... All opinions are valuable in order to continuously improve and offer the services of tomorrow.”

Philippe Wahl, Chairman and CEO
of Le Groupe La Poste

Giving a voice to as
many people as possible

135,539

La Poste employees contributed to La Poste's participatory approach for 2030.

6,586

external contributors.

1

dedicated Internet platform, laposte.fr/2030, to identify the contributions of all citizens.

All stakeholders
consulted

7

meetings between Philippe Wahl and parliamentarians and associations of elected representatives.

60,000

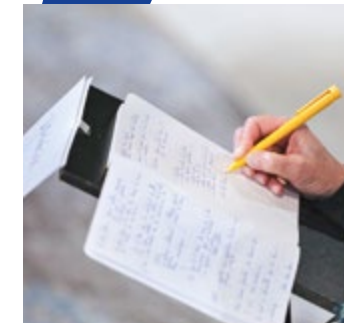
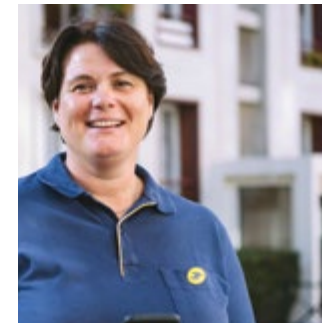
corporate customers invited by the Services-Mail-Parcels Business Unit to contribute to laposte.fr/2030.

48,000

professional banking customers, 40,000 associations, 3,000 suppliers, 600 start-ups, 200 tobacconists and 100 digital and innovation partners consulted by e-mail.

12

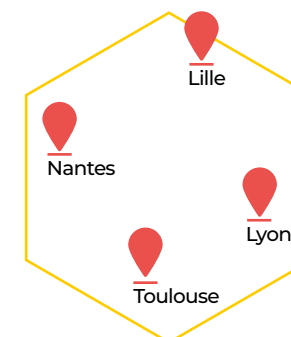
workshops on digital ecosystems in the regions.



Dialogue at the heart
of the regions

4

regional citizen conferences, organised in Nantes, Toulouse, Lyon and Lille.



Committed and proud
La Poste employees

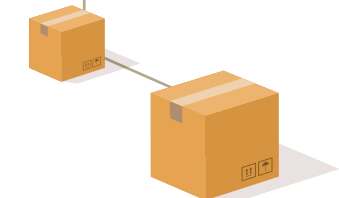
During these various consultations, La Poste employees expressed their views on what makes La Poste strong and makes them proud.

58%

of La Poste's employees mentioned visits by postmen to elderly people.

50%

of the Group's employees cited the largest electric vehicle fleet in the world.



1st

parcel transport network in Europe, thanks to Colissimo and GeoPost, highlighted by 23% of La Poste's employees.

Let's imagine La Poste 2030

And you,
how do you see
La Poste
in 10 years?

“We need La Poste to screen en masse and prevent old age dependency. Its local network will enable us to reach the people furthest from the healthcare systems.”

— Bruno, professor at
Gérontopôle de Toulouse

“La Poste must adapt not only to a new reality but also to multiple realities from one region to another. I almost have the impression that La Poste will have to tailor it from one city to another, from one department to another. I was also struck by the number of subjects that La Poste must master: the digital transition, personal services, new delivery methods, business services, etc.”

— Séverine, citizen trainer
in a public administration

“La Poste has an important role to play in this emerging new economy, as its business is at the crossroads of booming digital services – all those that can be easily automated and for which artificial intelligence brings speed and customisation – and local human services that we will need in the future.”

— Nicolas, entrepreneur and essayist

Our strengths for taking charge of the future

Six years of transformation: a solid foundation for action

From 2014 to 2020, La Poste underwent a considerable transformation. Two facets of the Group's business remain particularly emblematic of this progress: new services and international development. An evolution achieved by remaining faithful to its history and its businesses thanks to its multi-business model. This successful transformation gives it the strengths to look further ahead.

A real understanding of the challenges and customers

To successfully complete its transformation, La Poste has identified four major societal transitions: the regional transition (60% of the population live on the outskirts of the city, in small towns or rural areas and fear being neglected); the digital transition; the environmental transition; and the demographic transition (in 2030, the

over-60 will represent more than a third of the French population). A closer analysis of customer expectations that guides its strategy and future developments.

A “postal need” reinforced by the health crisis

La Poste's presence, proximity and services proved essential for both private individuals and businesses during the pandemic. The Covid-19 crisis has accelerated the trends that have shaped the Group's activities in recent years: digitisation of mail and banking, the surge in e-commerce and therefore parcel transport, etc. The mobilisation of La Poste's employees has strengthened the bond of proximity and trust with all audiences, especially the most vulnerable.

Let's imagine La Poste 2030

“La Poste 2030, committed for you”: a new chapter in La Poste’s history

Following the success of the 2014-2020 strategic plan “La Poste 2020: Conquering the future”, which was marked by diversification, internationalisation and revenue growth, La Poste is now opening a new chapter in its transformation with the “La Poste 2030, committed for you” strategic plan.

Towards a sustainable business model

This new strategic plan affirms a clear ambition for the entire Group: to become the leading European platform for links and exchanges, human and digital, green and civic-minded, at the service of its customers in their projects and of society as a whole in its transformations. This ambition comprises an essential objective, guaranteeing the solidity of the company: developing profitable growth drivers in promising markets. Only a sustainable business model can enable La Poste to continue its investments. And these are essential for the Group to be able to fulfil its missions and continue its diversification. To achieve this, “La Poste 2030, committed for you” is based on seven strategic priorities: serving customers at the highest level of quality; assert itself ever more present thanks to the combined power of physical, digital and human networks; accelerate the digital transformation, develop digital trust services, contribute to digital inclusion; commit to being a leader in the environmental transformation; become a company

with a mission; capturing international growth; reinforcing pride in being a postal worker via a new labour-management agreement and a new, more agile organisation. Seven axes that will guide all the actions of all teams.

Four transitions for the next ten years

Just as the verb “conquer” set the tone of the previous plan, the adjective “committed” is crucial in the definition of this new phase of development. With these seven priorities, La Poste wants to be useful to society as a whole, in order to support with relevant services the four transitions essential for the coming years: the demographic transition with the challenges related to the ageing of the population, the digital transition with the digitisation of society and the commitment to digital inclusion, the regional transition and the development of local dynamism and, finally, the environmental transition and challenges caused by global warming, air quality and waste treatment. With “La Poste 2030, committed for you”, the Group is setting a new course and reaffirming the relationship based on trust and proximity that binds it to all its customers around the world.

A company with a mission

Building on its historic public service missions, La Poste will become, with this new strategic plan, a mission-driven company with a clear purpose: “Serving all, useful to everyone, La Poste, a proximity

company with local anchorage, develops exchanges and forges essential links by contributing to the common goods of society as a whole.”

1

ambition

Become the leading European platform for links and exchanges, human and digital, green and civic-minded, at the service of its customers in their projects and of society as a whole in its transformations.

1

objective

Develop profitable growth drivers in promising markets.

3

dynamics

1

Strengthen the foundation of the Group's historical activities and its public service missions.

2

Accelerate the development of its growth drivers.

3

Build tomorrow's growth by preparing new models.

These three dynamics will be deployed in each of the Group's five activities: logistics (mail, parcels, e-commerce services), bancassurance,

digital trust services, local services (including silver health) and its distribution network.

Our strategy

« La Poste 2030, committed for you »

7

strategic priorities

to achieve this objective

1 Serve customers at the highest level of quality, remain the preferred intermediary for customers and win new customers (professionals, young people, etc.).
Objective: 100% customer satisfaction.

2 Be ever more present, thanks to the combined power of its physical, digital and human networks, at the service of customers and development.
Objective: 150 million new

services provided by postmen per year by 2030.

3 Accelerate the digital transformation, developing digital trust services and contributing to digital inclusion.
Target: 100% of postal products and services intended for private individuals and professionals will be digitised and accessible via the Internet by 2025.

4 Commit as a leading company in environmental transformation and make it accessible to all.
Target: 100% clean delivery (zero or low CO₂ emissions) in 225 cities in Europe, including 22 French cities, by 2025 and thus invent responsible e-commerce. By 2023, La Banque Postale will double its outstandings in the financing of energy transition projects.

5 Become a company with a mission whose activity creates a positive impact for society, and proves its civic, social and societal responsibility.
Target: intensify the commitment as a responsible employer.

6 Exceed geographic boundaries by capturing international growth.
Objective: double the Group's international revenue between 2020 and 2030.

7 Strengthen the pride of being a La Poste employee, presenting a new labour-management agreement and a new organisation enabling agility.
Target: continue and intensify actions to improve the quality of life at work, stimulate professional development and strengthen training, particularly in digital technology.



Committed to always better serving our customers

The highest level of service quality is the top priority of the new strategic plan. Whether a private individual, a company or a local authority, the Group places the customer at the heart of its strategic plan.

La Poste is innovating to offer an intuitive and rewarding customer experience with personalised end-to-end support, whether through a physical or digital channel. It is committed to ensuring that the offer is accessible 24 hours a day, seven days a week, and a response to all requests within 24 hours. The Group's new signature, "simplifying your life", reflects this desire.

La Poste is aiming for 100% customer satisfaction.

To achieve this, monitoring the quality of customer service is one of the indicators managed by the Quality Department. Satisfaction when leaving post offices, NPS (quality of service measured) and recommendation rate for certain parcel and mail services, etc. These tools have been put in place to improve quality.



The label

Human for Client

was awarded in 2020 to the 3631 contact centres for the quality of their customer relations and their societal commitment.

93%

of customers expressed being satisfied when they leave the post offices.

Become the preferred bank of the French people

La Banque Postale's objective is to rank among the leaders in customer satisfaction by 2023 for remote services and by 2025 for all services. A challenge that the Bank will take up by relying on the creation of a Customer Experience Department.

WeStart, to meet the needs of young people

Ma French Bank has expanded its product range by launching WeStart, an account dedicated to 12- to 17-year-olds. A fully mobile service from La Banque Postale, accessible for €2 per month, secure and educational, perfectly suited to the expectations of parents to support their teenagers.

A short loop for processing complaints

"Knowing that our customer will be called back within 48 hours of filing a complaint is a real step forward."

Marine, customer service representative at the Cernon (39 - Jura) post office

From now on, customers can file their claims either at the post office, or by calling 3631, or online at laposte.fr.

Objective: provide a response to the customer within 48 hours. In 2020, the immediate processing of complaints was extended to 3,500 post offices.

A real-time locator

Processes and tools have been improved so that customers have access, on their desktop or mobile, and on Google, to schedules updated in real time at all local presence points, as well as the services offered there.

Quality of service measured

The Net Promoter Score (NPS) is a demanding and recognised customer recommendation indicator enabling La Poste to measure the quality of its mail, parcel and new services. Since 2020, the NPS has been applied to services delivered by postmen: mailbox delivery, Digital Identity.





Committed to being La Poste for all regions

La Poste will strengthen its presence and continue to imagine innovative responses to the needs of the regions to contribute ever more effectively to the success of public development policies.

A stronger regional footprint...

Already present alongside local authorities and all French people, La Poste wants to consolidate its footprint in the regions: increase the number of access points from 32,000 today to 40,000 by 2025. These include nearly 17,000 retail outlets (post offices, La Poste local postal agencies, La Poste Relais outlets) and 15,000 access points to a postal service (pick-up and drop-off points, business centres, lockers or even parcel drive-through).

La Poste will develop its postal services and roll out its value-added local services, particularly in the silver economy, health, regional services and the environmental transition (energy renovation assistance services, etc.).

... and reinvented

La Poste will also adapt its distribution network to new needs by strengthening partnerships and prioritising digital services for simple operations that do not require consulting. Tomorrow, the services offered in post offices will be accessible to French people through appointments with postmen within 24 hours from 2022, mobile sales forces, temporary offices, drives and trucks, etc., but also its online services (mobile, Internet).



Over
3 million
customers are in
physical contact with
La Poste every day.

493,000
jobs maintained in
France by La Poste and
La Banque Postale due
to their roles as
employers or buyers.

La Banque Postale
No. 1
in local authorities
financing.

Roanne (42 – Loire) Monitor road conditions

Geoptis carried out a road survey and provided an accurate audit of 44 kilometres of road network in the commune of Le Coteau. On the strength of its unique regional network and operating six days a week in all French municipalities, La Poste brings its logistical capacity to collect data with its cars and postmen.



Nouvelle-Aquitaine The postal coverage adapts

In Nouvelle-Aquitaine, several forms of mobile and seasonal postal coverage have emerged, such as the area dedicated to tourists in the La Rochelle post office. In addition, 24 temporary postal points have been added to the 28 coastal points deployed each year in the region.

Toulouse (31 – Haute-Garonne) A green loan for the metro

In February 2020, *Syndicat mixte des transports en commun toulousains* contracted a green loan of €70 million from La Banque Postale to finance the extension of line A of the Toulouse metro. A project that fully meets the eligibility criteria for green loans, under the energy transition and clean mobility heading.

Pays de la Loire Testing drive-through solutions

During the summer of 2020, several "drive-through" services were deployed in the Pays de la Loire region. Customers were able to deposit and withdraw

parcels, as well as registered letters. A new form of presence, specially developed to maintain continuity of service during the health crisis.





Committed to being La Poste for all regions

To create a positive impact on society and engage the entire local ecosystem, La Poste is developing a range of services that meet the needs of local authorities as well as retailers, VSEs and SMEs.

Local decision-makers are faced with a context marked by profound changes: ageing of the population, challenges of regional attractiveness, digitisation of services and relations with citizens, etc. 60% of the French population live in urban peripheries, in small towns or rural areas. Some regions feel isolated from economic development and are looking for solutions to maintain social and regional cohesion. To support this regional transition and to strengthen the economy and the attractiveness of the regions, as well as local retail, La Poste offers logistics, services and transport solutions. It does this by combining human proximity and technological maturity, physical and digital channels, bringing together economic, associative and public players.



Bourgogne-Franche-Comté Ma Ville Mon Shopping in support of retailers

"Having a storefront in the city centre is good. But digital technology has become necessary to reach customers who are at home."

Maud Zamo, shopkeeper in Auxonne

Created in 2017, Ma Ville Mon Shopping has become the leading local consumer platform (with 4,000 signatory cities, 12,000 shops and 170,000 products online). Many traders in the departments of the Bourgogne-Franche-Comté region have already adopted this service.



Germaine (51 – Marne) Encourage the rebirth of rural areas

La Poste supports initiatives that reinforce economic dynamism in rural areas by being a partner of the rural solidarity award for ten years. For example, it has raised €7,000 for the association Le Cerf à 3 pattes, which manages a rural third place, consisting of a shop with fresh and local products, a bistro and activities for residents.

Solutions adapted to seniors

In Haute-Garonne, the municipalities of Beaumont-sur-Lèze, Colomiers and Cugnaux tested ICOPE, a programme to prevent the loss of autonomy of the elderly. An initiative carried out in partnership with the GÉrontopôle of the Toulouse university hospital centre and the Ministry of Health. Five postmen were trained by the Toulouse university hospital to visit seniors' homes and carry out capacity assessments (memory, mobility, nutrition, vision, hearing, etc.).

Poste Immo will launch a first series of serviced senior residences (RSS) by 2022-2024. Brest, Châteauroux, Saint-Étienne, Auch, Villefranche-de-Rouergue and Amiens will be initial achievements, as part of Le Groupe La Poste's development strategy for the silver economy.





Committed to accelerating the environmental transition

Committing as a leading company in the environmental transformation: this is the third strategic priority of the new “La Poste 2030, committed for you” plan, by setting ambitious targets for net emission reductions.

A 4-part carbon policy

Since 2019, Le Groupe La Poste has been the first postal operator to be 100% carbon neutral⁽¹⁾. Its ambition is to maintain carbon neutrality in all of its activities by focusing on four priority objectives: designing offers with a reduced carbon footprint; measurement of all GHG emissions; reduction of its carbon footprint related to its activities; offsetting of residual GHG emissions.

Zero-emission products and services

To achieve its carbon targets in each activity, the Group now favours products and services designed to achieve zero net emissions. GeoPost is committed to 100% clean delivery in 225 cities in France and in Europe by 2025. With its all-SRI financing offer, La Banque Postale is the first financial institution to be on the path to the 1.5 °C of the Paris Agreement.

(1) Carbon neutrality obtained by offsetting all Group emissions in scopes 1, 2 and 3 (transport outsourcing) after reduction of emissions, the intensity of which is compatible with the achievement of the Paris Agreement target.

(2) Result obtained when, once emissions have been reduced to their strict minimum (including portfolio emissions), the remainder is neutralised by offsetting projects aimed at reducing or storing carbon.

30%

reduction in GHG emissions by 2025.

Zéro emission

La Banque Postale is committed to achieving zero net emissions⁽²⁾ of carbon in 2040 across all of its banking activities.

Since

2012

the mail, parcel (Colissimo), express (GeoPost/DPDgroup) and digital offers are carbon neutral.



The Greater Paris region (Île-de-France) Promote ecomobility

In the area of ecomobility for people, the Group is the operator of the deployment of 20,000 electrically-assisted bicycles (VAE) for Île-de-France Mobilités.



Paris (75) Low-carbon logistics

Chronopost delivers the entire city of Paris with clean electric vehicles, which has reduced the GHG emissions from deliveries by 87%. This delivery method is now extended to 18 other cities, including Lyon, Strasbourg, Bordeaux, Lille and Nantes.



Nantes (44 – Loire-Atlantique) Self-consumption under study

Since 2017, Poste Immo has launched experiments to study photovoltaic self-consumption. Out of ten self-consumption experiments studied in 2019, two projects received administrative authorisations (Nantes HP and Boulazac) and entered the construction phase in 2020.

Zoom

Adapted to changing consumption patterns in dense urban areas, Stuart enables extremely fast and environmentally friendly deliveries. The ambition of the subsidiary is to eventually offer 50% pedestrian deliveries and 50% via the K-Ryole solution (a bicycle capable of carrying more than 100 kg of load).

Dieppe (76 – Seine-Maritime) A green loan for rainwater management

In the autumn of 2019, the Dieppe urban community took out a green loan for the renovation of a rainwater collector. This responsible financing method by La Banque Postale completes the range of green loans that already exist for private individuals and has recently been offered to businesses.

Grand Est A certified energy management system

Thanks to the energy management system project, 196 buildings in France obtained ISO 50001 certification, including 14 in the Grand Est region. This demanding certification crowns

the proactive approach anticipating the Élan Act, which sets a 40%-reduction target for the final energy consumption by office buildings of more than 1,000 m² by 2030.



Committed to a more inclusive society

— Civic-minded and inclusive, La Poste aims to be accessible to all audiences. Present in all regions, it combines digital and physical channels to serve all its customers, especially the most vulnerable.

La Poste for everyone

La Poste is improving access to its services. In 2020, 80.5% of post offices – i.e. 2.5 percentage points more than in 2019 – were accessible to disabled people. The accessibility of La Banque Postale's ATMs for the blind or visually impaired increased by 8 points in one year, to 90.8%.

Banking for everyone

La Banque Postale ensures banking accessibility with the Livret A savings account, which enables more than 1.5 million disadvantaged or excluded customers to have their social security benefits domiciled there. In 2020, La Banque Postale welcomed nearly half of the financially vulnerable people (around 1.6 million customers).

Digital technology for everyone

Le Groupe La Poste's ambition by 2025 is to detect and train up to 1 million people excluded from digital technology per year. Its social and digital inclusion plan, giving customers independent access to essential banking services, was recognised by PostEurop as one of the most innovative initiatives in terms of CSR in 2020.

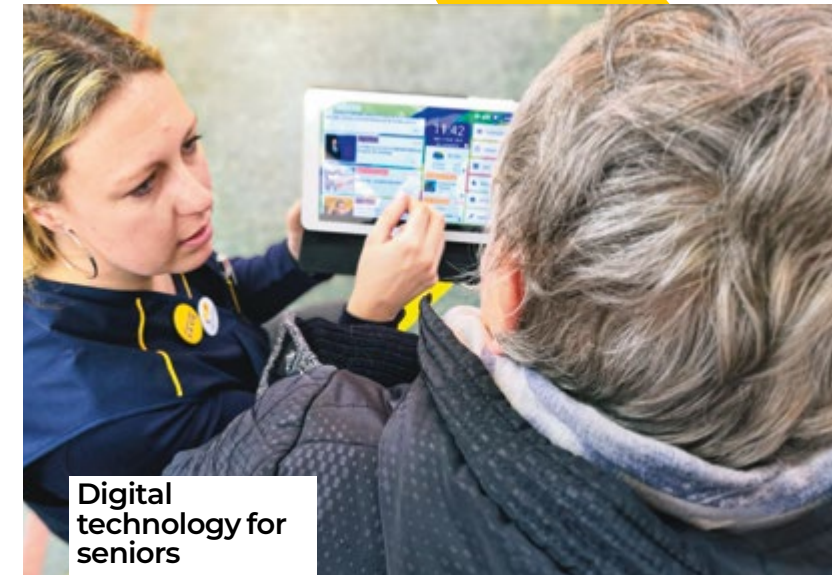
Better serve isolated customers

In rural areas in 2020, 1,003 postmen-counter clerks shared their working time providing postman services and customer management services. They thus guarantee an easy presence and access to services.

Employment for all

With its proactive inclusive purchasing policy, La Poste supports the disabled and sheltered sector.

Close to
25,6 M€
in responsible and socially inclusive purchasing in 2020.



Digital technology for seniors

70,000 seniors benefit from digital services thanks to the Ardoiz tablet, a tool with simplified ergonomics and adapted to seniors created by the start-up Tikeasy.

The municipal social action centre in the small town of Mathay was able to purchase 13 Ardoiz tablets in partnership with the postal agency. During "connected cafés", postmen helped elderly people experiencing difficulties with digital technology.

Evaluate, guide and train

The social and digital inclusion plan assessed the digital skills level of 50,000 customers in more than 500 offices. Nearly 3,300 people in a situation of digital illiteracy were guided and trained.



Digital self-service

La Poste provides its customers with digital equipment in some post offices (MSAP, France Services) but also in local postal agencies for free and secure access to the most useful administrative procedures. 80,000 people are supported by La Poste employees each year in their online administrative procedures.





Committed to a more inclusive society

Despite the Covid-19 crisis and the cancellation of several events, La Poste remained active with its partners, prioritising digital solutions. These are important commitments that illustrate La Poste's desire to be useful to all and to show solidarity with society as a whole. Description of some emblematic actions.



A historic partnership with the French Red Cross

Since 1914, La Poste has supported the French Red Cross through the sale of collection stamps including a donation of €2 per stamp book. This year, a work by the painter Robert Delaunay was honoured.

In 2020, La Poste's contribution to the French Red Cross amounted to **€1,370,000**.



All referees!

Without referees, no matches are possible. Since 2007, La Poste has been involved in an original programme to support and promote the 58,000 elite referees and fans of football, rugby, handball and basketball. This system reflects the Group's desire to use its skills and energy to serve a cause of general interest in line with its values.

Supporting students in difficulty

La Poste supports the action of Réseau des Écoles de la 2^e Chance (the network of Second chance schools), a historical partner. In the same vein, L'Envol, the La Banque Postale campus, supports students from modest backgrounds. In 2020, 83 students in the societal sponsorship programme obtained their baccalaureate; with a rate of 100% obtaining the general, technological or professional baccalaureate diploma.

"Being involved with L'Envol means supporting young people to help them grow and gain self-confidence. It is very rewarding and a source of great satisfaction. My role as a sponsor? Neither a kind of mother, nor a kind of teacher, but someone who is always there to support them with kindness, only in the interest of the young person and according to their needs."
Laurence Biguenet, sponsor of L'Envol since 2016



"Pièces Jaunes" operation: a 100% digital edition

Faced with the health context, the "Pièces Jaunes" operation reinvented itself and went 100% digital. La Poste, a long-standing partner in this operation, renewed its involvement alongside Fondation des Hôpitaux.



Mobilised since 1987 for the Téléthon

In 2020, Le Groupe La Poste handled the correspondence from donation centres; disseminated appeals for generosity in letter boxes; offered, online, a stamp with donation in the colours of the Téléthon; and mobilised customers of La Banque Postale as well as its KissKissBankBank and Goodeed subsidiaries.

In 2020, the Group made an exceptional contribution to the solidarity chain by donating **€683,585** to AFM for research against genetic diseases.

2020 and tomorrow... Alongside La Poste employees

Because all transformation is first and foremost human, La Poste places employees at the heart of the company's development and supports them throughout their professional development. It endeavours to implement a dynamic social policy, which was embodied, between 2015 and 2020, in the employee agreement "A future for every postal worker".



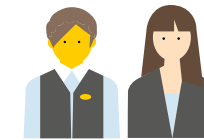
Quality of life at work, as a priority

To ensure the quality of life at work for all postal workers, La Poste's priority is to protect their health and guarantee their safety, which took on a special dimension during the health crisis, as postal workers were on the front line, mobilised to meet customer needs and ensure business continuity. The Group has deployed the preventive measures put in place by the public authorities in conjunction with the health authorities and with the support of all of its occupational health services. At the height of the crisis, nearly 40,000 postal workers were able to benefit from a teleworking system. From March 2020, sustained social dialogue in particular allowed the signing of successive employee agreements to guarantee the compensation of 100% of La Poste's employees placed in partial activity (vulnerable people and childcare providers).

Sustained social dialogue

66 national employee agreements signed since 2015 for the benefit of employees, their jobs and their working conditions, of which **14 were signed in 2020**.

The actions to prevent occupational risks and accidents at work continued in 2020, as well as the measures to prevent psychosocial risks and manage incivility in business lines in contact with customers. Because an active policy of social services contributes to the quality of life at work, an average of €200 million has been devoted each year to social services (leisure, children, catering, solidarity) over the five years of the agreement.



Gender equality

52.5%⁽¹⁾

women in the workforce.
94/100: La Poste's result
on the gender equality index.



New hires

11,167

employees hired on permanent
contracts within the Group in France
in 2020.

La Poste, a responsible employer



Integration of young people

4,541⁽¹⁾

work-study students and 2,756 interns,
including 12% of trainees from urban
priority areas.



Job quality

94.4%⁽¹⁾

permanent contract staff.



Disability

7.74%⁽¹⁾

disabled people benefitting from
the employment obligation (BOE).
With this rate, La Poste exceeds
the statutory BOE rate set at 6%.



Quality of life at work

6,403⁽¹⁾

employees benefit from teleworking
and 40,000 postal workers
worked remotely at the height
of the health crisis.

(1) La Poste parent company scope – data for 2020.

Training and mobility, key to the employment of La Poste employees

With the acceleration of the changes in the economic environment, changes in activities and new customer needs, La Poste is continuing to adapt and strengthen its commitment to the professional development of its employees.

A massive training effort

Over the five years of the “A future for every postal worker” employee agreement, La Poste has invested more than €1 billion in supporting the professional projects of postal workers. 80% of employees received training each year. Over five years, nearly 50,000 of them have benefitted from a qualifying pathway to support them in the development of their profession. In addition, the health crisis has accelerated the development of the fully digital training offer with more than 130,000 e-training courses attended in 2020. These individual training offers are regularly enriched with new topics such as artificial intelligence, tutoring, collaborative work and barrier gestures.

A dynamic of professional development

To build La Poste of the future with the employees of today, La Poste offers career paths to recruiting jobs, matching the needs of employees with the needs of the company. It does this by developing the employability and mobility of employees at all levels of the company, between the parent company, the Group's Business Units and subsidiaries. This dynamic of internal mobility is facilitated by those involved in professional development in the regions and a better visibility of the jobs that are recruiting. In addition, every year, since the employee agreement of 2015, one in ten employees has been promoted, including 18,329 in 2020.



20,000

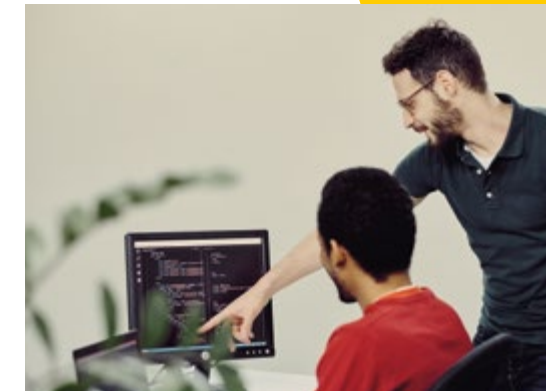
This is the number of employees, on average, who have benefitted from a professional development each year since 2015.

More experts in e-commerce

To support the growth of e-commerce, La Poste is modernising its logistics and industrial network. It offers employees enhanced professions focused on missions requiring more expertise and autonomy: team member specialist, team manager and processing supervisor, etc. A transformation of professions in phase with that of the company.

More coders, more cybersecurity specialists

Thanks to the partnership concluded with simplon.co, any La Poste employee can, once selected and following a training period in a work-study programme, obtain the diploma of designer-developer or cybersecurity analyst. In 2020, 26 employees took one of these routes. All completed their course at the end of 2020 and joined the departments in which they had studied.



More employees trained in artificial intelligence (AI)

Thanks to the “Objective AI” e-training course created by Institut Montaigne and OpenClassrooms, and supported by La Poste, 25,000 La Poste employees will be trained in AI over two years. Objectives:

through the discovery of concrete projects, to better understand AI, to be aware of the professions of the future, to adapt to new professional equipment and, at the end of the training, to obtain a skills validation certification.



More support from workers to seniors

To support the development of local services, La Poste is experimenting with a new support activity. Employees trained in gerontology will be dedicated to providing personalised care for seniors at home, in addition to the work of professionals and local associations.

The mentor will also provide technical support in the homes of the seniors he or she visits (digital mediation, remote assistance, home automation) and arrange delivery of medicines or cultural goods, as needed.



Committed to create new prospects for employees

— The new employee agreement for 2021-2023, entitled “La Poste, committed to employees”, supports the strategic plan “La Poste 2030, committed for you”.

By strengthening its HR policy, La Poste is committed to quality employment for its employees, based on the development of skills and career paths as well as quality of life at work. La Poste is thus giving itself the means to offer professional prospects to each employee within the company and to exclude, for the duration of the agreement, any forced departure scheme.

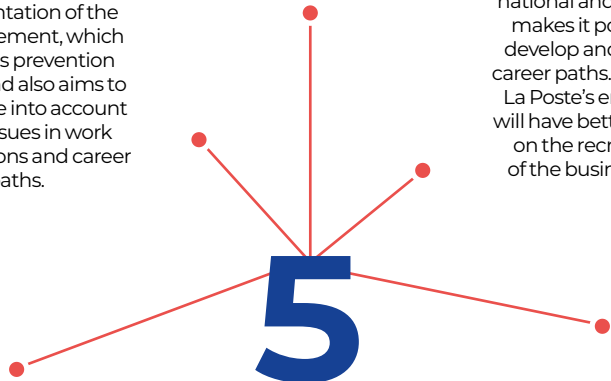
The purpose of the agreement is to enable all employees to understand the future serenely, while forming profiles in line with current and future challenges. La Poste wants to promote internal mobility. Thus, an investment of €200 million will be spent each year on training to foster the professional development of employees. No transformation is possible without an involved and unifying management that aims to adapt management methods towards greater cooperation and cross-functionality in order to offer better services to La Poste’s customers.

1
Enhance quality of life at work, preserve health and safety at work for employees

First orientation of the new agreement, which reinforces prevention actions and also aims to better take into account health issues in work organisations and career paths.

2
Conduct prospective employment management

The anticipation of positions to be filled at national and local level makes it possible to develop and diversify career paths. As a result, La Poste’s employees will have better visibility on the recruitment of the business lines.



5 priority guidelines

3
Facilitate professional mobility and career paths

The fluidity of internal employment is one of the aspects of this new agreement. It should enable everyone to experience several developments during their career. It takes into account the workplaces and residences of the employees, to propose opportunities and developments nearby.

4
Develop skills and training offer

Training is central in the agreement and concerns all business lines and Business Units. To enable all La Poste employees to master the digital uses necessary for their work and daily life, La Poste is setting up Cap Compétences Numériques, a personalised training programme.

5
Pursue socially responsible actions

Integration of young people, recruitment, promotion of skills-based sponsorship in the social and solidarity-based economy. The new employee agreement maintains and strengthens its socially responsible actions.