



Training, career paths,
career development...
The Group ensures each
postal worker a player
in the transformation
through a responsible
vision of employment.

Postal workers at the core of the transformation

Responsible and inclusive

EMPLOYMENT AS VIEWED
BY LE GROUPE LA POSTE

Encouraging quality employment

La Poste implements a responsible employment policy and favours permanent contracts. In 2019, 7,799 employees were hired on permanent contracts: 3,268 employees had previously worked on fixed-term contracts and 1,483 were on a work-study basis within the company.

Improving the integration of young people

In 2019, La Poste recruited 4,739 young people under work-study contracts (2,338 apprenticeship contracts and 2,401 vocational training contracts), 22% of whom were job-seeking work-study students over 30 years of age and one out of every two work-study students with a CAP (Professional Ability Certificate) qualification (postman or parcel production agent) or BTS qualification (customer manager or development manager). In particular, it relies on its three company work-study training centres (Formaposte) to train around half of the apprentices and one-third of the young people on work-study contracts who join the Group. Currently present in four regions (Île-de-France, Provence-Alpes-Côte d'Azur, Occitania and New Aquitaine), the work-study training centres will be set up in three new areas (Auvergne-Rhône-Alpes, Hauts-de-France and Pays de la Loire) from 2020. From the CAP (Professional Ability Certificate) qualification to the Master's degree, La Poste trains people in a wide range of professions in a variety of fields: postman, banking or logistics, management, customer relations, and more.

Promoting professional equality

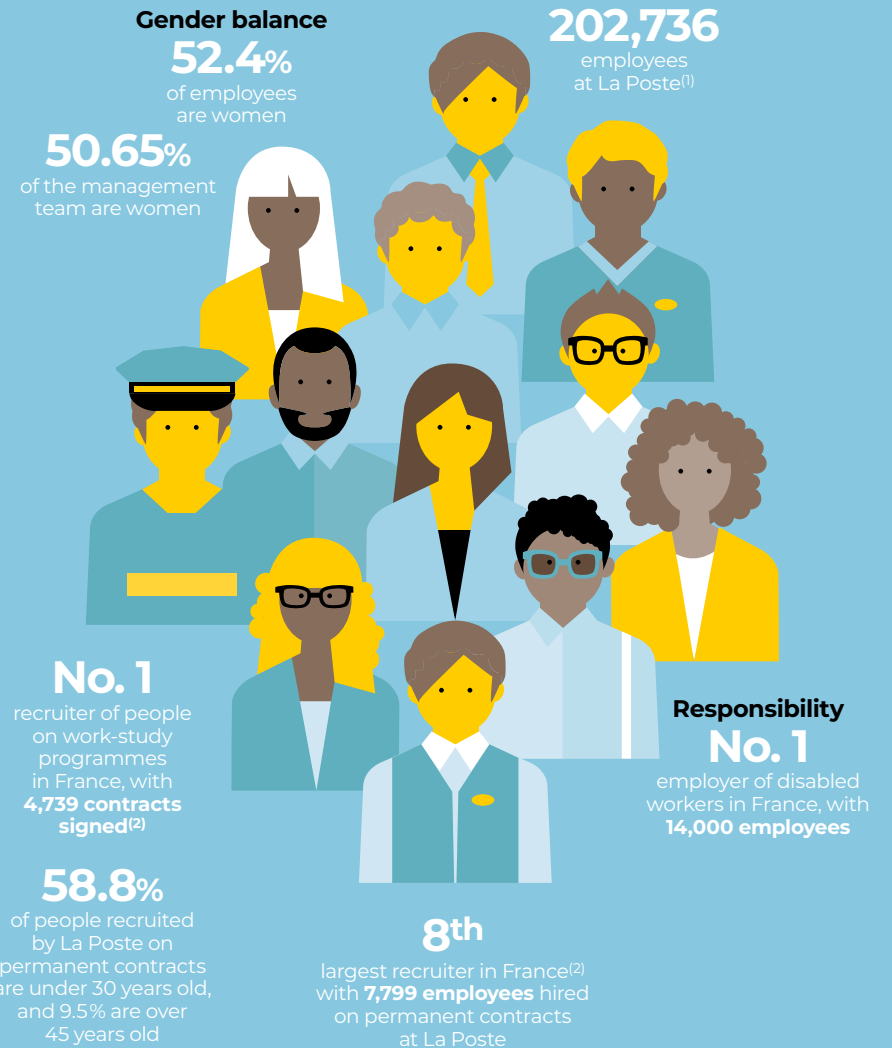
La Poste is also committed to gender equality within the Group. It encourages the employment of women, particularly in managerial positions, and ensures equal pay (0.1% gap). Thanks to this proactive policy, La Poste achieved a score of 94/100 in the gender equality index in 2019, with the average for French companies standing at 83/100.

Integrating people with disabilities

With an employment rate of 7% of recipients of the employment obligation (BOE) in 2019, La Poste exceeds the legal rate of 6%. It currently has 14,000 employees with disabilities in its teams. The new agreement signed by the Group in 2019 (see p. 50-51) provides for the recruitment of 650 people with disabilities in four years, including 260 on permanent contracts.

Employment at La Poste in 2019

249,304 employees within
Le Groupe La Poste
(in full-time equivalents)



(1) Scope: La Poste parent company.

(2) According to the *Le Figaro/Cadre emploi* 2019 ranking.

Creator of opportunities

INTERNAL MOBILITY AND TRAINING, DRIVERS OF EMPLOYMENT FOR POSTAL WORKERS

Because tomorrow's La Poste works with today's postal workers, the company offers career developments in key areas of its development: customer relations, digital technology and logistics. It does so by developing the mobility and employability of postal workers through the forward-looking management of skills employment. In total, 11% of La Poste's employees developed their career in 2019, i.e. 20,191 people. These job transfers took place at all levels of the company, between the parent company, the Business Units and the Group's subsidiaries, and vice versa. 441 postmen became customer service managers in post offices, 154 customer service managers became La Banque Postale financial advisors, 295 financial advisors became customer service managers and 104 customer service managers became La Banque Postale specialist advisors. In addition, in 2019, 17,595 employees were promoted, representing a promotion rate of 9.5%. Such opportunities are made possible by an active training policy.

Training opportunities all along the career path

In 2019, 80.33% of postal workers have taken training. Developing skills at all stages of the career path is a priority investment for La Poste. It can even begin before starting at the three company work-study training centres (Formaposte). These centres now support 40% of La Poste's work-study students. More than one-third of them turned this experience into a permanent contract at La Poste. To promote the career aspirations of postal workers, La Poste has, since 2015, been running a programme of 50,000 qualifying courses. By the end of 2019, 43,600 have been undertaken.

Training in digital technology

The success of the Group's digital transformation requires all postal workers to be involved in a common drive in which everyone finds their place in the "digitalisation" of businesses, services and activities. The development of digital skills requires a self-service training offer, accessible to all. Nearly 25,000 postal workers took more than 50,000 e-training courses in 2019. The Banking and Network School (EBR) launched the training programme "Towards a digital and human network" and dedicated workshops for the launch of Ma French Bank to serve customers more effectively.

Postal workers' career paths

From postwoman
...



...
to customer
service manager

"I worked as a postwoman for eighteen years and was looking for a new direction. My career development advisor showed me to the possibilities and introduced me to postal workers who had already changed professions. A three-week immersion in a post office allowed me to judge whether the position of customer service manager was right for me. You have to take the time with each customer, be attentive to all requests in the same way. It's a new challenge."

● Christine M. (Épernay)

From maintenance
technician
...



...
to trainer

"I found this opportunity by browsing the portal dedicated to career development. After eight years as a maintenance technician, I took a lot of training courses and that made me want to give training courses myself. My application was selected and I started a six-month work-study programme."

● Gaétan D. (Chartres)

Quality of life at work

A PRIORITY FOR THE GROUP

Ensuring that every postal worker feels comfortable in carrying out his work is another challenge of La Poste Group's HR policies. Its priority is to ensure the health and safety of all its employees by mobilising its organisation and resources to identify and prevent the risks to which they are exposed.

In 2019, the rolling out of monthly "ParlonZen" workshops continued. They allow teams and managers to discuss the difficulties encountered and the solutions to be found. As another initiative promoting the quality of life of postal workers, 4,349 of them were teleworking by the end of 2019.

Following the employee agreement signed in 2018, assisting postal workers will benefit from a specific scheme to help them strike a better work-life balance. In particular, it allows for the donation of days through a solidarity fund dedicated to carers and funded by La Poste to the tune of 1,000 days per year, and by postal workers who wish to do so. La Poste also facilitates the organisation of their work and supports them in their professional development in the event of geographical mobility.

An active policy of employee relations provision contributes to the quality of life at work and enables a more effective work-life balance. The employee relations budget for the year 2019 amounted to €203.8 million allocated to catering, parenting, holidays and leisure, and solidarity.

The diversity of housing subsidies brings benefits that are highly appreciated by postal workers. La Poste devotes almost €42 million to this every year and a total of 11,584 postal workers were able to benefit from the services and housing solutions in 2019.

12 national social agreements and amendments were signed in 2019, including:

- Signing of the 4th agreement on **gender equality in the workplace** and launch of the 1st **network to promote equality** within the Group. La Poste is committed to achieving the target of 45% of women in senior management and 40% of women in strategic and executive management by 2022. **It is also keen to step up the fight against sexism and violence.**
- The 7th agreement on the **employment of people with disabilities**: La Poste is committed to recruiting 650 people, 260 of whom will have permanent contracts in four years.
- €23 million** devoted to disability policy until 2023, including at least 50% devoted to keeping disabled postal workers in employment.
- The agreement on the integration of young people and the employment of seniors: 2019 was marked by an active policy on **the integration of young people into employment through its recruitment opportunities on permanent contracts** as well as its contribution to work-study programmes of young people and internships.
- More than **700 local labour agreements** were also signed in 2019.

Ongoing dialogue

A PERMANENT COMMITMENT TO SOCIAL DIALOGUE