



PRESS RELEASE
Paris, 03/10/2016

Local services

La Poste strengthens its offering by acquiring a majority stake in AXEO, a group providing services to individuals

Backed by its regional coverage and the commitment of its employees, La Poste is aiming to become the number one company in the provision of local, individual services. In order to broaden its existing range of services, La Poste has taken a majority stake in the AXEO Services Group, which will now become a subsidiary of Le Groupe La Poste's Services-Mail-Parcels business unit.

AXEO Services is a network of services provided to private individuals and professionals which has gained notoriety on the market over the past decade, with 180 branches established across France. AXEO Services offers a comprehensive range of services from homecare to daily tasks (gardening, cleaning, DIY, etc.) and services to SMEs (cleaning, maintenance, etc.).

By acquiring this stake, La Poste is also expanding its current range of services (home visits for the elderly, installation of digital television, medication delivery, etc.).

La Poste chose the AXEO Group because both groups share the same ambition and the same values, such as being present locally through a regional network or striving to provide high-quality service.

This transaction allows La Poste to strengthen its presence in the homes of private individuals, families, senior citizens and professionals in order to meet the daily needs of the French population.

Press contact:

Perrine Landry
+33 (0)1 55 44 22 39
perrine.landry@laposte.fr

About Le Groupe La Poste:

A public limited company with 100% state capital, Le Groupe La Poste is organised into five business units: Services-Mail-Parcels, La Banque Postale, La Poste Network, GeoPost and Digital Services. The Group is established in more than 40 countries across four continents. Every day, La Poste's 17,000 retail outlets welcome 1.6 million customers, making it the leading regional commercial network in the whole of France. La Poste delivers 22.9 billion items per year worldwide (letters, printed advertising and parcels), six days a week. In 2015, the Group made €23.045 billion in revenue, 20.8% of which was in international markets, and its workforce stood at around 260,000 employees. With increased locality and connectivity, La Poste is speeding up its digital transformation by offering a range of services linked to its role as a universal trade operator. With its "La Poste 2020: Conquering the Future" strategic plan, Le Groupe La Poste has set itself the challenge of speeding up the development of its five business units and conquering new territories. Available to everyone, everywhere, every day, La Poste puts the human factor and trust at the heart of its relationship with its customers, with a view to becoming the number one company in the provision of local, individual services.

About AXEO:

With ten years' experience, AXEO Services has 180 franchised branches throughout France. As of the end of 2015, the entire network had around 3,700 employees and 150,000 current or prospective customers covering some 120,000 service hours every month.

With more than a hundred services on offer (including maintenance, homecare, DIY, gardening, assisted living, etc.), AXEO Services covers a huge range of individual requirements. 25% of its revenue comes from working with companies through dedicated offers for cleaning, odd jobs and other services.

AXEO Services promotes values of quality, respect, trust and transparency which are in line with the requirements of Le Groupe La Poste:

- through the franchises, in particular via a quality commitment charter which exceeds industry quality standards;
- particular attention is paid to network employees: integration and training policies in force, with 95% of AXEO network employees having a permanent contract;
- through its customers, with a "guaranteed satisfaction or repeat service" commitment (less than 1% of services repeated). AXEO Services is QualiCert certified.