

2021

ACTIVITY REPORT



LA POSTE
GROUPE

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**FOR 600 YEARS,
LA POSTE HAS
TRANSFORMED ITSELF
TO RESPOND TO ITS
CONTEMPORARIES' NEEDS,
BUT THE MEANING
OF ITS ACTIONS
REMAINS THE SAME:
PROXIMITY FOR ALL.**

This choice of proximity has guided the unprecedented transformation undertaken by the group in recent years, with mail delivery maintained six days a week, a presence throughout the country and the development of a diversified range of daily services. This choice is also part of the strategic plan "La Poste 2030, committed for you" and its first structuring achievements in 2021. In a year marked by the health crisis, La Poste was able to develop new growth drivers thanks to the unwavering mobilisation of its employees. Having become a company with a mission, it has confirmed its commitment to serving society as a whole.



INTERVIEW

Philippe Wahl
Chairman and
Chief Executive Officer
of La Poste Groupe

HOW WOULD YOU DESCRIBE 2021?

During a year still disrupted by the global health crisis, we carried out our public service missions and continued our development. La Poste Groupe saw a recovery in results. With 2021 operating revenue of €34.6 billion, up by 11%, we have once again demonstrated our resilience and our spirit of conquest. This was made possible thanks to the daily commitment of the 245,000 employees. Thanks also to our shareholders, Caisse des Dépôts and the French State, which consistently and decisively supported our investments, thus consolidating our development. Their trust is a guarantee of solidity for La Poste Groupe, which will be in a position to pay them dividends for the year 2021. The recovery of our results allows us to pay, this year, an incentive-based bonus to the women and men who are involved in the transformation of La Poste Groupe every day.

IN 2021, YOU LAUNCHED A NEW STRATEGIC PLAN. WHAT IS ITS AMBITION, WHAT ARE ITS FIRST ACHIEVEMENTS?

Our strategic plan “La Poste 2030, committed for you”, launched in February 2021, marks an acceleration of our transformation. We have made quality of service and customer satisfaction our top priorities. To meet this challenge, we created the new Retail Customers and Digital Services business unit, which combines the power of the physical postal network with the best of our digital services. The objective of this new strategic plan is to build a sustainable model for our group that enables profitable and responsible growth. We want to finance our development ourselves. We have already started to do this. Thus, La Poste has invested €450 million over four years in its parcel logistics facility to respond to the rapid growth of e-commerce. This brings our industrial investment in France to more than one billion euros over the last ten years. We are also investing to train employees in the evolution of their jobs, this is the priority defined by the “La Poste, committed with employees” employee agreement, signed on 4 May 2021.

DID THE GROWTH IN INTERNATIONAL ACTIVITY, WHICH WAS A STRONG TREND IN 2020, CONTINUE THIS YEAR?

The international development of our group accelerated further in 2021. International business now represents 41% of our operating revenue. La Banque Postale strengthened its presence in Brazil and Italy via CNP Assurances. GeoPost/DPDgroup has taken a position in the Middle East and increased its presence in Asia. With Seur in Spain, BRT in Italy, Chronopost in France and DPD in Northern and Eastern Europe, La Poste Groupe now operates the largest parcel delivery road network in Europe.

HAVE DIGITAL SERVICES, A FOCUS OF THE GROUP'S DEVELOPMENT, ALSO ACCELERATED?

Yes, in digital services, our group has significantly strengthened its digital expertise, in particular through external growth: acquisition of TimeOne, a specialist in the generation of qualified profiles, Openvalue, a Big Data and AI consulting firm, Boxtal, a comparator for online parcel delivery solutions, as well as the electronic

“OUR STRATEGIC PLAN LAUNCHED IN 2021 MARKS AN ACCELERATION OF OUR TRANSFORMATION WITH CUSTOMER SATISFACTION AS A TOP PRIORITY.”

signature activities of Idemia. We have anchored our legitimacy in digital trust services with 500,000 La Poste digital identities and 7 million Digiposte safes.

ALONGSIDE THESE NEW GROWTH DRIVERS, THE GROUP'S COMMITMENT TO SERVING SOCIETY IS AT THE HEART OF ITS ACTIVITY.

We are a key player in the fight against societal divides. Our daily action aims to support citizens in all transitions, whether they are demographic, digital, regional or environmental. Thus, our local services such as meal deliveries or postman visits to the homes of seniors are a response to the challenges of the demographic transition. La Poste employees create social interaction, provide services and meet proximity needs everywhere. New proximity services increased over the year and reached a total of €642 million in operating revenue, up by more than 26%. Our public service missions are strengthened by the French State's decision to grant an annual allowance for the universal postal service: this decision acknowledges La Poste's usefulness in the life of the nation.

IN JUNE 2021, THE GROUP ADOPTED THE STATUS OF A COMPANY WITH A MISSION. WHAT DOES THIS CHANGE FOR YOU?

The status of a company with a mission engages us. It reinforces our actions aimed at having a positive impact on society, through four commitments: contribute to the development and cohesion of the regions, improve social inclusion, promote ethical, inclusive and frugal digital services, and work to accelerate the environmental transition for all. Every day, we build proof of our societal commitment. GeoPost/DPDgroup and the Services-Mail-Parcels business unit, the group's logistics providers, are already

the leaders in low-carbon delivery in France and Europe. La Banque Postale is the first bank in France, and in the world, to abandon the financing of fossil fuels by 2030.

Our societal commitment is recognised by non-financial rating agencies. CDP, a recognised international organisation, has placed La Poste Groupe on the A list as regards the “Climate Change” component, i.e. among the 200 best-rated companies in the world. The Vigeo Eiris agency ranked La Poste Groupe, for the third consecutive year, No. 1 in the world, all sectors combined, with an overall score of 77/100 (+1 point vs 2020). Lastly, EcoVadis yet again awarded La Poste the Platinum medal, with a score of 75/100. These awards are a source of great pride for our company.

FINALLY, IN A FEW WORDS, WHAT IS YOUR VISION FOR 2022?

The climate issue, the various health crises and the war in Ukraine will further accelerate the major transitions underway in our society. Thanks to our employees, we will be alongside our millions of customers. In 2022, La Poste will continue to write its history, that of a human and digital company, green and responsible; that of a post office that makes proximity its business.

THE EXECUTIVE COMMITTEE IN 2021

Philippe Wahl
Chairman and
Chief Executive Officer
of La Poste Groupe



Philippe Bajou
Executive Vice President,
General Secretary,
Chairman of La Poste Immobilier



Yves Brassart
Executive Vice President,
in charge of Finance
and Development



Nathalie Collin
Executive Vice President,
in charge of the Retail
Customers and Digital Services
business unit



Valérie Decaux
Executive Vice President,
in charge of Human Resources



Philippe Dorge
Executive Vice President,
in charge of
the Services-Mail-Parcels
business unit



Philippe Heim
Executive Vice President,
Chairman of the Management
Board of La Banque Postale



Nicolas Routier
Executive Vice President,
in charge of Institutional Strategy
and Regulatory Affairs



Boris Winkelmann
Executive Vice President,
Chairman and
Chief Executive Officer
of GeoPost/DPDgroup until
15 December 2021, when
he passed away suddenly