



La Poste's commitments

MISSION REPORT 2025




LA POSTE
GROUPE

A COMMITMENT TO SERVING SOCIETY AS A WHOLE



Marie-Ange Debon
Chairwoman and Chief Executive Officer
of La Poste Groupe

“We are setting ourselves a demanding roadmap: to make our mission a catalyst for action for the planet, society and local communities, and equally for all employees across the group, including those abroad.”

In 2021, La Poste was among the first to adopt the status of a purpose-driven company (*entreprise à mission*) and establish its purpose statement (*raison d'être*):

“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.”

It also incorporated four commitments into its statutes, thereby extending and renewing its postal DNA as a responsible enterprise.

I have long been convinced that whilst companies must evidently be economically successful, they must equally seek to have a positive impact on their environment, their employees and their customers.

Adopting the purpose-driven model is not about following a trend or securing an image boost, it is about demonstrating our conviction in the value of a governance form that involves stakeholders. It is about affirming our commitment to developing a driving force for engagement that is crucial to building our future.

In an uncertain and demanding market environment, our international, multi-sector group is demonstrating its resilience. And what makes us unique and gives us strength is our commitment to positive societal contribution. It enhances our attractiveness compared to our competitors, for those who join us and for our stakeholders, and enables us to pursue our transformation with confidence.

It is fuelled – as I have been struck since my arrival – just as much by the strength of our history, our sustainably profitable and responsible business model, and the commitment of the employees who bring this ambition to life every day. Being a purpose-driven company is thus a strong marker of our identity but also of our future.

Beyond this, I am convinced that being a purpose-driven company contributes to

our group's holistic performance. Taking impact into account means being better prepared for major risks, seizing development opportunities more effectively and protecting our assets and value-creation model. The pursuit of performance can only be holistic, and to be sustainable, performance must be responsible.

A successful first term has enabled the mission Committee to be established within the group's governance structure.

The 2025 report illustrates these investments and the group's fulfilment of the purpose-driven company's commitments since 2021.

This report builds on the work carried out by the previous mission Committee, which has paved the way to open up this governance body to all group employees and promote our commitments and impacts. On behalf of the group, I would like to extend my warmest thanks to Natalie Rastoin and all the members of the previous mission Committee for their dedication and hard work, which have made the purpose-driven company a reality that is now widely recognised.

I have decided to renew the Committee for the coming years. I would like to thank all the members of the Committee, members of the Board of Directors and qualified external persons in environmental, societal or impact fields who are joining it, and in particular Martin Hirsch, who is taking on the role of Chair.

Our investment in CSR over recent years has been tangible and real, giving us a head start, but we must press on with ever greater ambition to create value and set ourselves apart.

We are setting ourselves a demanding roadmap: to make our mission a catalyst for action for the planet, society and local areas, and equally for all employees across the group, including those abroad. The work to be undertaken will nurture and strengthen our commitment in the service of society as a whole.

UNDERSTANDING THE PURPOSE-DRIVEN COMPANY

La Poste, 5 years as a purpose-driven company

In 2021, La Poste made a bold choice and reaffirmed what has always guided its actions: serving society.

By becoming a purpose-driven company, it renewed its postal DNA and anchored it in the 21st century. Created by the PACTE law of 2019 (*Loi PACTE*), this status enables a company to publicly commit to combining economic performance with a contribution to the common good.

It is a deliberate and demanding choice. It requires :

- Defining a purpose statement, i.e. one's specific contribution to society;
- Taking social and environmental commitments and setting targets tracked by performance indicators;
- Accepting independent and transparent monitoring by a mission Committee and an independent third-party body;
- Reporting on its results annually in a report.

La Banque Postale is also a purpose-driven company since 2022.

La Poste's purpose statement

"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."

Developed in collaboration with its stakeholders, **the purpose statement links business model to societal impact. The mission, defined in 2021, is translated into four commitments:**

- Contributing to the development and cohesion of local areas;
- Fostering social inclusion;
- Promoting ethical, inclusive and affordable digital services;
- Working to accelerate the environmental transition for all.

La Poste's mission is therefore not a theoretical concept, but a responsibility that guides the way in which the entire group contributes, through its development and performance, to the common good in a concrete and measurable way, by acting for the planet, for society and local areas, and for and with its employees.

Purpose-driven company and public service missions: are they the same thing?

Both share a common objective of contributing to the public interest and reinforce one another, but their nature is different.

Public service missions are established and regulated by law. La Poste has been responsible for four since 1991: the universal postal service, regional development, accessible banking, and press transport and delivery.

A purpose-driven company, on the other hand, is a voluntary choice and reflects the impact and positive contribution the company wishes to make through its development and its business model.

Who ensures that the mission is upheld ?

This is the role of the mission Committee. It ensures that the commitments made do not remain theoretical, thereby lending credibility to the mission. It also supports the group in understanding major societal challenges. At La Poste, its composition is unique as it brings together members of the Board of Directors, including an employee representative, and qualified external persons. The dialogue between internal and external governance enables a close link to be forged between the mission commitments and the group's strategy.

On June 1st, 2026, Marie-Ange Debon renewed the mission Committee. Martin Hirsch, President of the *Institut de l'Engagement*, succeeds Natalie Rastoin as Chair of La Poste's mission Committee.



Martin Hirsch
New Chair of the mission Committee of La Poste

I would like to thank Marie-Ange Debon and the members of the mission Committee for their trust and commitment. I look forward to leading a group of distinguished figures, both external and internal, with the ambition of helping La Poste, this immense French and international company, to have the greatest possible impact on social and territorial cohesion as well as on the environment, by reconciling economic performance with a vision dedicated to the common good and public interest. The first chapters were written under the leadership of Natalie Rastoin, and we will dedicate ourselves to writing the next great chapters, in a spirit mindful of the strong values that characterise the postal community and its determination to take on new challenges, including the rapid development of artificial intelligence.

Find out more:



The mission Committee:



OUR RESULTS ILLUSTRATED

Developing local areas

97%
of the population

lives within reach of a postal contact point ⁽¹⁾

43,500

access points to postal services in France and a total of 163,000 access points worldwide

La Poste Groupe contributes TO EMPLOYMENT IN FRANCE...

... through direct jobs

180,000

employees

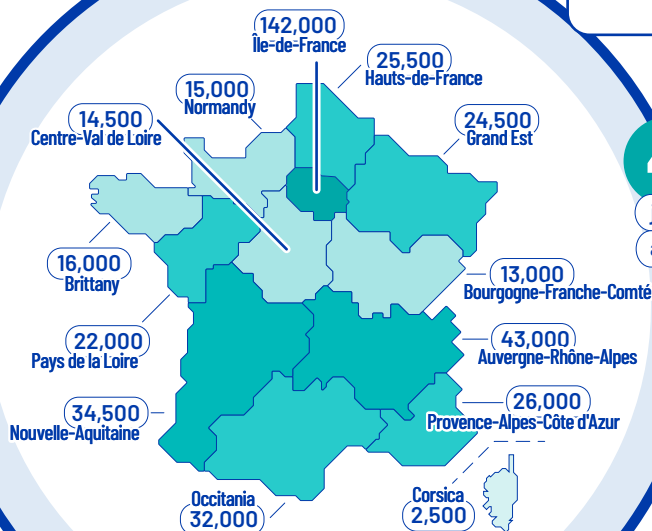
+ indirect jobs

linked to group and employee spending ⁽²⁾

For **every** direct job
1.6 additional jobs are supported

419,000

jobs supported across France



8,500
Overseas departments and regions of France



Martinique



Guadeloupe



Réunion



French Guiana



Mayotte

Benefiting a LOCAL AND RESPONSIBLE ECONOMY

SME

SMB

80%

of suppliers are small and medium-sized enterprises

84%

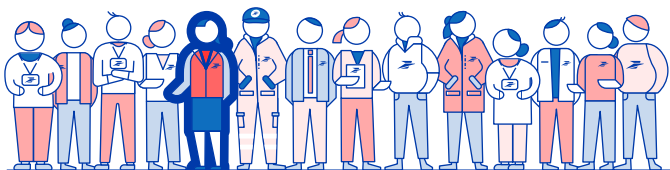
of procurement consultations include purchasing criteria based on environmental targets ⁽³⁾

Fostering social inclusion

DISABILITY

1/14

employees has a disability



La Poste is among a select group of companies committed to going far beyond legal minimums on the subject.

EMPLOYMENT

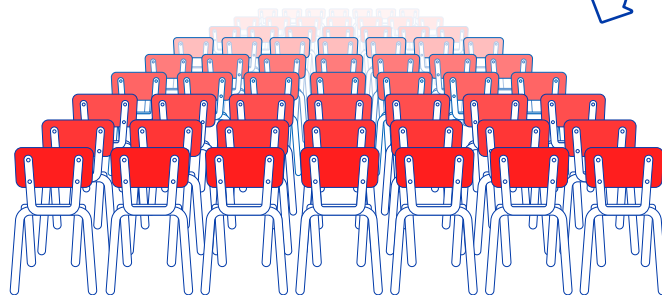
25,500

young people under the age of 30 joined La Poste in 2025

Including:

6,500 on work-study schemes or internships

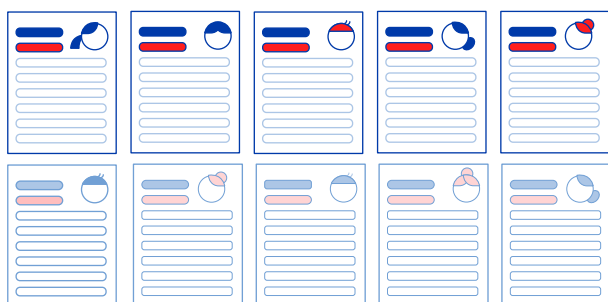
equivalent to 215 classes of 30 students



BANKING INCLUSION

5/10

financially vulnerable people are supported (5)



540,000

people have been able to receive social benefits

SUPPORT FOR ALL

290,000

elderly or vulnerable people receive home support from the group's employees



IN DETAIL

170,000

home healthcare services (installation of medical equipment, etc.)



17,000 meals delivered



22,000

elderly people looked after by postal workers (4)



43,500

support services for ageing well at home



37,500

senior citizens benefiting from an adapted touchscreen tablet

Promoting responsible digitalisation

2025

2023

2021

646,000

236,000

2025

810,000

people have been supported towards greater digital independence in 2025

1.7 MILLION

people were assisted with administrative procedures in priority urban neighbourhoods (*quartiers prioritaires de la ville*)

1/3

eligible person in France trusts La Poste to keep their personal data secure ⁽⁶⁾

25,000

company digital devices were reused or repaired

saving over 10,000 tonnes of material

Screens

Computers

Tablets

Phones

Protecting the environment



RENEWABLE ENERGY

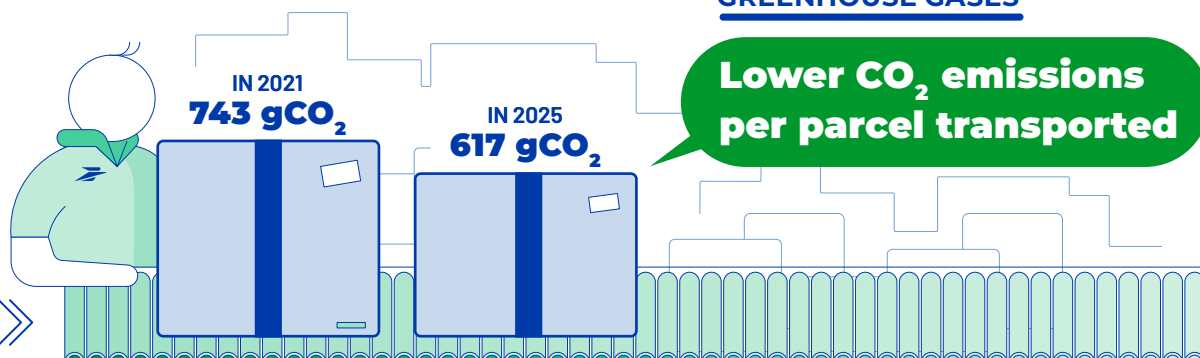
12,000 buildings
powered by 90%
renewable electricity

ELECTRIC VEHICLES

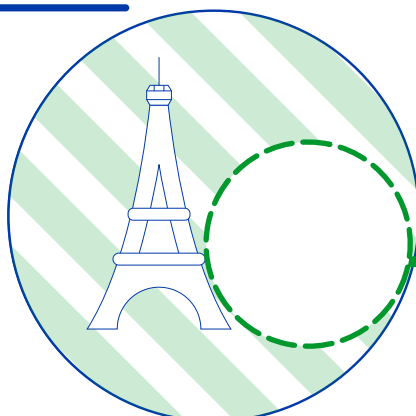


42% of delivery vehicles are electric

GREENHOUSE GASES



AIR POLLUTANTS



64 tonnes
less fine particulate
matter in the air

Equivalent to

1/4

of the particulate matter emitted
by Parisian road traffic in a year. (7)

REPORT | 2025 RESULTS

Commitment	Indicator	2025 Target	2024	2025
Contributing to the development and cohesion of local areas	Percentage of the population which is less than 5 kilometres or under 20 minutes by car from a La Poste contact point	> 90% (directly linked to the public service mission)	96.99 %	97.00 %
	Employment footprint in France (direct, indirect, and induced jobs)	Measure and report on the employment footprint and changes in the footprint	426,038 FTE	419,010 FTE
	Proportion of purchasing consultations using discriminant or eliminatory CSR criteria (over 10%)	Continue to consolidate the indicator across the group's operations in France	81 %	84 % (3)
Fostering social inclusion	Number of young people under 30 taken on as interns, work-study students and new hires (permanent or fixed-term contracts) during the year at La Poste	At least 20,000	24,051	25,630
	Percentage of employees with disabilities at La Poste	> 6 %	9.76 %	10.37 %
	Number of inclusive banking service beneficiaries able to receive social benefits	Increase support for vulnerable customers	556,577	541,215 1.1 million customers benefiting from banking accessibility and 1.8 million financially vulnerable customers supported daily
	Number of beneficiaries of La Poste Groupe support services for older and vulnerable people	Continue developing services for older and vulnerable people	283,424	287,152
Promoting ethical, inclusive and affordable digital services	Number of people identified, supported, trained and equipped in the use of digital technology	In 2030, reach 1 million people through its various programmes	788,252 1,485,073 clients supported through mediation in priority urban neighbourhoods	809,141 1,714,788 customers supported through mediation in priority urban neighbourhoods
	Number of active Digiposte (DGP) and La Poste Digital Identity (LIN) users	12.6 million DGP lockers and 8 million LIN users	12 million DGP lockers and 6.5 million LIN users	13.8 millions DGP lockers 8.2 millions LIN users 19.1 millions unique users
	Amount of materials saved by extending the life of IT equipment (phones, computers) (8)	Reuse of 100% of reusable IT equipment by 2030	9,841 tonnes	10,107 tonnes
Working to accelerate the environmental transition for all.	Greenhouse gas (GHG) emissions avoided (scopes 1, 2 and 3) through the reduction in parcel emission intensity	Continue to reduce emissions intensity per package	122,181 teqCO ₂ avoided compared to 2023	74,656 teqCO ₂ avoided compared to 2024
	Reduction in air pollutants (for 2030 targets and results expressed as %, the base year is 2020) 1 Nitrogen oxide (NOx) 2 Carbon monoxide (CO) 3 Fine particulate matter (PM)	By 2030 : 1 – 83 % NOx emissions 2 – 37 % CO emissions 3 Less than 350t PM emitted yearly	1 – 39.0 % NOx 2 – 37.3 % CO 3 233t PM (i.e. – 19.9 %)	1 – 45.3 % NOx 2 – 44.3 % CO 3 227t PM (i.e. – 22.0 %)
	Action taken to promote biodiversity (Global Biodiversity Score): - Static footprint - Dynamic footprint	Reporting of a metric on the group's impact in 2024	1.181 MSA.km ² 12.8 MSA.km ²	Indicator not renewed in 2025

SOURCES AND FOOTNOTES

Sources: 2025 results of the purpose-driven company; La Poste Groupe's 2025 Universal Registration Document.

(1) The concept of “within reach” refers to a distance of less than 5 kilometres and less than 20 minutes by car. A postal contact point is an official location within the French postal network, offering a minimum guaranteed level of services. A point of access to La Poste services is any location where at least one postal service can be accessed, even if only partially or via a shared arrangement (retail outlets, parcel lockers, etc.).

(2) According to the impact study of the group's activities in France carried out by Utopies, based on eight entities: La Poste SA, La Banque Postale SA, DPD France, La Poste Immobilier, CNP France, Mediaposte, Viaposte Groupe and BPO IS.

(3) Procurement consultations with a corporate social responsibility criterion weighing at least 10 per cent and including at least one environmental criterion. The scope of the analysis has been expanded compared to the figure published in April 2025 in the URD (which is 85%) to include the subsidiaries DPD France, Chronopost, Mediaposte, and BPO IS.

(4) 110,000 services provided thanks to a monitoring scheme: check-in visits, installation of fall detection bracelets etc.

(5) In 2025, La Poste Groupe served 1.1 million customers benefiting from universal and non-discriminatory banking access, as well as 1.8 million financially vulnerable customers receiving daily support. In December 2024, 4.6 million people were identified as financially vulnerable by the French Observatory for Banking Inclusion. Social security benefits are identified through credit transactions on current accounts or Livret A savings accounts, over a two-week period in December and August, corresponding to the Christmas and back-to-school benefits.

(6) 13.8 million Digiposte lockers and 8.2 million La Poste Digital Identity users by the end of 2025

(7) According to the Air-Climat-Énergie inventory published by Airparif in May 2024, road transport in Paris emitted 279.8 tonnes of fine particulate matter (PM10 and PM2.5 types) in 2021. Between 2020 and 2025, La Poste Groupe reduced its fine particulate matter emissions by 64 tonnes, notably through the deployment of electric vehicles.

(8) The scope includes La Poste SA, La Banque Postale and some of its subsidiaries, Chronopost, and Docaposte.