



SOCIETAL COMMITMENT

CSR ESSENTIALS

CONTENTS

A WORD FROM THE CHAIRMAN	3
LE GROUPE LA POSTE IS CHANGING	4
LE GROUPE LA POSTE ACTS FOR SOCIAL AND REGIONAL COHESION	6
LE GROUPE LA POSTE ACTS FOR ETHICAL AND RESPONSIBLE DIGITAL SERVICES	8
LE GROUPE LA POSTE ACTS FOR ENVIRONMENTAL TRANSITIONS	10
LE GROUPE LA POSTE FACILIATES SOCIAL AND EMPLOYMENT TRANSFORMATIONS	12
LE GROUPE LA POSTE COMMITS FOR CUSTOMER SERVICE	14
RECOGNITION BY CSR RATING AGENCIES	16

All the figures relate to the year 2018, unless stated otherwise.
This document is available in e-accessible version.



“Le Groupe La Poste is committed to addressing societal challenges”

Philippe Wahl,
Le Groupe La Poste’s Chairman and Chief Executive Officer

Our vision is to be a leading, people-centred local services company for everyone, everywhere, every day, which gives us a particular responsibility.

The challenges are daunting: environmental transition, the risks and opportunities of digital and the need for stronger, social and regional cohesion. Le Groupe La Poste is committed to taking action for a more sustainable world.

Social engagement has been a big part of our story throughout the Group’s history. We have consistently innovated to keep pace with far-reaching transformations and not leave anybody by the wayside. This commitment is an integral part of our public interest mission. Helping to shape tomorrow’s world means adapting to meet our customers’ changing usage patterns and imagining

solutions for society’s needs. Social engagement is not just part of being a good corporate citizen, but also helps to drive the Group’s transformation.

We made the decision to concentrate all our energy and efforts around three big transition challenges: protecting **social and regional cohesion, responsible and ethical digital services** and accelerating **environmental transition**.

Be an exemplary corporate citizen and encourage society as a whole to interrogate our growth models: this is the urgent priority that galvanises the Group day after day so that we continue to merit the confidence of our fellow citizens.



LE GROUPE LA POSTE IS CHANGING



A WORLD...

DEMOGRAPHICS

REGIONS

OUR RESOURCES

HUMAN RESOURCES⁽¹⁾

251,219 employees
including 37,094 abroad
160 roles⁽²⁾

INDUSTRIAL CAPITAL

11,983 buildings,
94,694 vehicles⁽³⁾,
Around 700,000
IT equipment items⁽⁴⁾,
logistics network, digital infrastructures

SOCIAL AND RELATIONAL CAPITAL

Proximity
17,238 retail outlets
40,000 pick-up and drop-off points
in Europe⁽⁵⁾

FINANCIAL CAPITAL

100% public capital
€12 billion in equity
€24.7 billion in revenue
of which 27% internationally

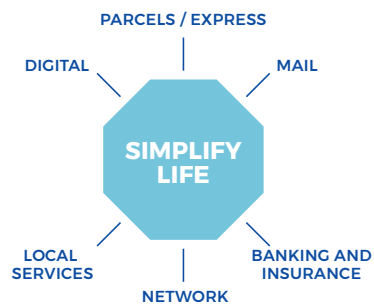
NATURAL CAPITAL

100% renewable electricity
One of the world's largest electric
vehicle fleets
16,260 electric vehicles,
24% of the fleet excluding bicycles
and trolleys

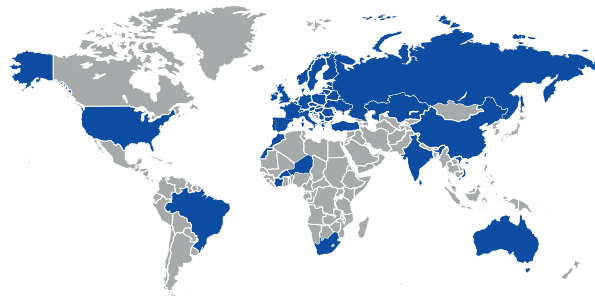
INTELLECTUAL CAPITAL

Trusted image
Innovation

A MULTI-BUSINESS MODEL



INTERNATIONAL DEVELOPMENT



4 PUBLIC SERVICE MISSIONS

- UNIVERSAL POSTAL SERVICE
- PRESS TRANSPORT AND DELIVERY
- REGIONAL PLANNING
- BANKING ACCESSIBILITY

The data presented in the above business model are, unless specified otherwise, within Le Groupe La Poste's scope.

(1) Average Group headcount in full-time equivalents.

(2) La Poste advertising campaign (September 2018): "160 roles to make life simpler!".

(3) Fleet owned or managed directly by the Group (i.e. two-wheeled vehicles [incl. bicycles and electric bicycles], three-wheeled vehicles [Staby], quads and four-wheeled vehicles [cars, vans and trucks]).

IN TRANSITION



ENVIRONMENT



ETHICS & VALUES



DIGITAL



GROWTH WAVES

- E COMMERCE
- URBAN LOGISTICS
- MODERNISATION OF PUBLIC SERVICE ACTIVITIES
- TRUSTED DIGITAL PARTNER
- SILVER ECONOMY & HEALTH
- ENERGY TRANSITION
- CHANGE IN THE BANKING INDUSTRY

LA POSTE 2020 CONQUERING THE FUTURE

Diversify the portfolio of activities to desensitise the Group by limiting the share of traditional mail in the revenue to 20%

- ACCELERATING BUSINESS DEVELOPMENT AND CONQUERING NEW MARKETS
- IMPROVING COMPETITIVENESS BY PRESERVING THE LABOUR-MANAGEMENT AGREEMENT
- FIVE COMMON PRIORITY PROGRAMMES STRENGTHENING THE SYNERGIES BETWEEN THE BUSINESS UNITS

THE GROUP'S SOCIETAL COMMITMENT

- SOCIAL AND REGIONAL COHESION
- ENVIRONMENTAL TRANSITIONS
- ETHICAL AND RESPONSIBLE DIGITAL SERVICES

OUR IMPACTS

FOR THE PLANET

GHG emissions **-20%**
Product and service offer **100% offset**

Waste recycling and reuse **85,000 metric tonnes**

FOR THE TERRITORIES

More than 13.5 million households visited per day
95.7% of the population within 5 km or 20 minutes of a retail outlet

FOR OUR CUSTOMERS

Faithful and satisfied (NPS)
94.8% of "Lettre Verte" (green mail) delivered within two days
Balances of less than €150 for **51%** of Livret A passbook savings accounts

FOR OUR EMPLOYEES⁽⁶⁾

93% on permanent contracts
50% of executives are women
80% of employees trained in 2018
13 national agreements in 2018

FOR OUR SUPPLIERS

80% of suppliers are SMEs

FOR OUR SHAREHOLDERS AND INVESTORS

€171 million in dividends
Issuance of a **green bond**

(4) Equipment including screens, computers, ancillary equipment, printing systems, tablets, telephones.

(5) Pickup points in Europe.

(6) Scope: La Poste parent company (permanent contract: weighting of employees on permanent contracts; proportion of women in management; proportion of employees who took at least one training course during the year).



LE GROUPE LA POSTE ACTS



FOR SOCIAL AND

Its history and its public service missions have made La Poste a favoured partner of the French regions. La Poste acts to help all citizens well living in all areas of the country.

CONTRIBUTE TO THE ATTRACTIVENESS OF REGIONS

As a major player in local economic life and with our exceptionally dense local coverage, La Poste makes a big contribution to regional activity.

Helping to boost new economic sectors, such as the silver economy, green housing renovation and eco-mobility, La Poste supports local job creation. La Banque Postale also provides financing for SMEs and local authority projects helping to build the urban and rural fabric that ensures people can lead a full life close to home.

STRENGTHENING OF SOCIAL LINKS

Working hand-in-hand with local players is still the best way of identifying solutions to enhance living conditions for everyone, every day.

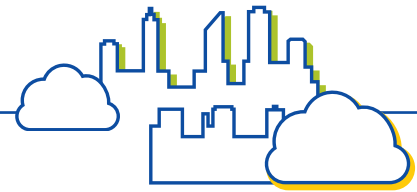
Profound changes in our societies, including longer life expectancy, new family structures and new forms of working, encourage to rebuild social interaction. La Poste provided new services delivered by mail carriers or as innovative partnerships, helping elderly, young person or the mayor of a small town.

INNOVATE FOR LOCAL AND REGIONAL ECOSYSTEMS

Supporting local initiatives also means to contribute to create more dynamic, connected and greener spaces, that are more suitable for vulnerable people.

Working together with our partners, La Poste offers new co-working spaces tailored to the local area. La Poste also works in the Dynamic Alliance to promote the emergence of social initiatives with groups active in the social and solidarity-based economy.

REGIONAL COHESION



97% of the population in France lives less than five km from one of the 17,000 La Poste retail outlets: this is the strength of our dense local network.

€4.4 billion in purchases fed into the local economy thanks to Le Groupe La Poste, and more than **100,000 jobs** supported by our purchases every year.

80% of La Poste's suppliers are SMEs.

More than 835,000 driver's licence applicants took the theoretical part of the driving test at one of the La Poste-operated exam centres.

185 municipalities have Localeo up and running, a one-stop internet portal for simplified management of relations with residents.

No. 1 financing partner for local authorities, La Banque Postale lent more than €13.4 billion in 2018 to 3,287 local public sector operators, including local authorities, social housing associations, public sector companies and healthcare facilities.

503 public service areas provide access to local public services (jobs, family benefits and more).

318 partnerships with organisations in urban priority neighbourhoods.

More than 40,000 Ardoiz® tablets distributed, 2,000 to non-profit groups. An initiative to support the digital inclusion of seniors.

200,000 Watch Over My Parents

to help the elderly to stay at home longer, safely and securely.

€115 million in revenue from New Services, a new line-up of services designed to meet the big social challenges of our day: an ageing population, isolation and regional inequalities.

La Poste mentors young people in their journey towards employment

The Group has made youth employment a priority and each year the L'Envol programme supports more than 100 talented students, 600 sponsor postmen in the E2C second-chance school, 700 courses for secondary school students in REP and REP+ priority schools.

2 types of co-working spaces, "Nomade" and "Startway" to provide new ways of working and create synergy locally.

15 initiatives, supported by the French IoT programme across France every year aimed at developing the French tech Internet of Things and expand La Poste's services through digital.

59 full-scale trials

launched since 2015 under the *Time to test* programme in the Services-Mail-Parcels business unit.

Online social initiatives on the Les É lanceurs website. 10 projects rewarded in 2018, almost half of them in the circular economy.

KissKissBankBank and Lendopolis

enable citizens to fund the development of start-ups or renewable energy development projects through crowdfunding.

40 or so social and solidarity-based economy networks

partner La Poste in the Dynamic Alliance.





LE GROUPE LA POSTE ACTS



FOR ETHICAL AND

The digital revolution and the omnipresence of the technology are undoubtedly the most significant of all the technological and societal changes we have seen in the past 20 years. La Poste is actively working to ensure that everyone can have access to inclusive, responsible and ethical digital services.

TO PROMOTE INCLUSIVE DIGITAL SERVICES

La Poste actively works to give everyone access to digital services.

Leveraging the long reach of our bricks-and-mortar and people-centred networks, La Poste actively works to give everyone access to digital services. We have equipped our mail carriers with mobile handsets and installed digital tablets in our post offices to connect people and ensure they get the advice and support they need. We also want to set the standard when it comes to access to our websites and our mobile apps.

TO DEPLOY RELEVANT DIGITAL TECHNOLOGY AVAILABLE TO ALL

As a digital service provider and a trusted third party, Le Groupe La Poste is delivering simple and effective solutions (e-signature, digital ID, electronic vaults) and offers digital support services.

Digital has the power to promote inclusion and access to services – especially banking – provided you know how to use it. But 33% of French people who say they are struggling think that they need a short training course. Le Groupe La Poste develops solutions to keep customers' data safe and make sure it is used responsibly. La Poste are also investing in e-health through our Docaposte subsidiary.

TO ENSURE ETHICAL, TRUSTED DIGITAL SERVICES

The data charter formally sets out our commitment to confidentiality. All mail carriers take an oath to comply with the charter, which sets them apart from all other data operators.

La Poste has the address of everyone in France, making it one of the oldest data management companies. The new general data protection regulation (GDPR) governs how private data is processed. But La Poste has always been extremely vigilant about its customers' data.

RESPONSIBLE DIGITAL SERVICES



90,000 Facteo smartphones

for mail carriers to simplify their daily routine and provide the opportunity to offer new services.

7,800 digital tablets available for customers in La Poste community outlets.

503 public service areas

digital mediation in our public service areas means access to an internet connection, a computer, a scanner and a printer. It provides access to partner public service providers for people living in rural or mountain areas, together with help and support from specially trained customer service managers.

300 post offices Roll-out of the banking inclusion plan using digital technology in 300 post offices. Access to digital services is essential for independence nowadays, but some people are excluded from digital technology. La Banque Postale has teamed up with WeTechCare, the Union Nationale des PIMMS and FACE to spot, support and train people with little or no digital skills in how to use banking services to be more independent.

€500 million in revenue for Docaposte, our subsidiary that facilitates digitisation of public policy by local authorities.

7 partner networks to deliver digital mediation in post offices: customers receive help using the websites of the main public service operators, like the employment centre, Pôle Emploi, or the family benefits agency, CAF.

3 million electronic vaults and Digiposte+ mobile apps.

Residents of France have free access to a digital safe where they can securely store their payslips and other official documents, which simplifies administrative tasks. The service is available for individuals and SMEs to securely store and exchange documents. It is stored for an unlimited period and hosted on servers located in France.

Digiposte+ Ma santé

Docaposte offers eSanté, a consolidated space with three separate solutions. The first two are intended for individual customers.

The digital ID service already has 210,000 users. They connect to all online public services using a unique identifier, verified at home by the mail carrier.

The Digital Pass, trialled in the autumn of 2018, gives access to digital training workshops. It will be rolled out in public service areas and in post offices.

ISO 27001-2013 certification process

Mediapost, a Group's relationship marketing subsidiary, has been certified in 2018, guaranteeing its ability to protect its own and its customers data. Only 200 companies in France have obtained this certification.

DOCAPOSTE BPO is an approved private health data hosting provider for medication master files.

Fully GDPR-compliant: in 2017, we anticipated implementation of the General Data Protection Regulation. Our compliance systems boosted the protection of private data in the Group.

Data Charter and oath

The data charter and oath are part of the framework developed by Le Groupe La Poste to keep customers' data safe and make sure it is used responsibly.

All managers have received training in data protection.





LE GROUPE LA POSTE ACTS



FOR ENVIRONMENTAL

Faced with the challenge of global warming, there are solutions to make buildings more energy-efficient, to reduce the carbon footprint of transport and to change how we consume to save natural resources. La Poste is active in all these areas and provides solutions for our customers.

TO REDUCE ENERGY CONSUMPTION IN OUR BUILDINGS

Global energy consumption has doubled in 40 years.

In France, buildings account for roughly 17% of greenhouse gas emissions. Our portfolio of over 12,000 sites and buildings makes us a leading player in real estate, a sector that has a considerable impact on climate change. Alive to the high stakes, we have a large-scale programme for measuring, reducing and offsetting energy consumption and greenhouse gas (GHG) emissions. The know-how developed in-house is also available to companies and local authorities to help them to manage their climate impact: our SOBRE system facilitates responsible building use, while Action Habitat helps local authorities to identify the most energy-intensive housing.

GOING FURTHER WITH NEW FORMS OF MOBILITY

The transport sector alone accounts for 29% of greenhouse gas emissions.

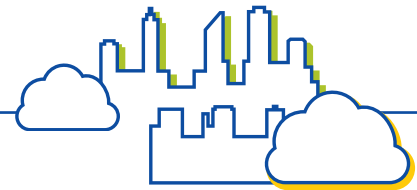
As consumption patterns shift and e-commerce grows, La Poste is constantly innovating to reinvent urban logistics. Committed to clean deliveries, especially in city-centres, the Group has one of the first electric vehicle fleets in the world. Our deliveries use low-emission vehicles through shared urban platforms (logistics hotels) and micro-depots.

NATURAL PARTNER OF THE CIRCULAR ECONOMY

300 million tonnes of waste are generated every year in France.

We have to produce and consume differently if we want to move away from a linear economy and embrace the circular model. The circular economy develops products and services in a closed-loop system where the supply, re-use, repair and recycling of waste are seen as sources of opportunity. La Poste draws on its industrial heft to capture diffuse resources and recycle them with companies and the circular economy. Reverse logistics solutions, like Recygo for office waste, were scaled up in 2018. Across all areas, the Group is committed to increasing the percentage of recycled materials used, extending the service life of equipment and recycling or recovering end-of-life equipment. This expertise is applied with a range of partners to foster the emergence of a vibrant circular economy in France.

TRANSITIONS



-20% cut in total GHG emissions since 2013

We are defining a new path to 2025 to reduce our emissions in line with the targets set in the Paris Agreement (COP 21).

€500 million + €750 million

La Poste Green Bond issue to finance investments in our energy transition, and a La Banque Postale Green Bond issue to finance customer investments.

100% renewable energy to supply electricity for buildings managed by Poste Immo, the Group's real-estate subsidiary.

46 photovoltaic (PV) power plants installed by the Group generate enough electricity to supply a town of 10,000 inhabitants.

A comprehensive range of loans offered by La Banque Postale for energy upgrades to homes.

100,000 households aware of the Action Habitat housing renovation strategy.

SOBRE installed at 325 sites to track energy performance as part of our energy management system. SOBRE is also offered to our real-estate management customers.

10 renewable energy self-sufficiency projects.

16,260 electric vehicles in circulation, which amounts to 24% of the fleet managed in-house, excluding bikes and trolleys.

Our mail, express, parcel and digital services are

100% carbon-neutral since 2012.

La Banque Postale extended the model to all operating activities in 2018.

10,000 electric bikes in a bike-sharing scheme in the Paris region using a solution developed by Bemobi, in partnership with Ile de France Mobilité.

Committed to clean deliveries in 15 large cities

Urby

Urby brand launched to offer integrated urban logistics in large metropolitan areas.

275,000 users of Recygo in the first year of launch.

85,000 tonnes of materials sent to recycling or reuse streams (office waste, unused printed forms/leaflets, books, etc.).

94% of WEEE (waste electric and electronic equipment) recovered in 2018.

75% of inert site waste recovered at pilot sites in 2018. Target met by Poste Immo, which is currently working on re-using construction materials in a sustainable process delivering higher social and environmental benefits than simple recovery.

20% recycled materials in Colissimo's ready-to-mail packaging, without compromising on durability.

260,000 tablets and smartphones managed since 2014 with a focus on reuse, a longer service life and recycling (230 t. CO₂-eq prevented).

7,000 mobile phones collected for recycling from individuals in the Auvergne-Rhône-Alpes region in France. We made it easy with a return envelope and collection by the postman. New application of reverse logistics expertise at La Poste.



LE GROUPE LA POSTE **FACILITES**



SOCIAL AND EMPLOYMENT

Le Groupe La Poste opted for a strong social model based on quality jobs, equal opportunity and support for career paths. Our commitment starts with our most valuable resource, our people.

LA POSTE EMPLOYEES ARE THE FIRST TO BENEFIT FROM CHANGE

In our drive to make our employees agents in and beneficiaries of the transformation of the company, La Poste is introducing a new model for professional skills development and paths to promotion for all postal employees.

As a company that values learning, we have a laser focus on career development and mobility so that we can all grow together. La Poste is a dynamic and rapidly changing company. We offer a diverse range of job opportunities to our staff and are one of France's leading employers. We want all our employees to be fulfilled in their job, since work satisfaction is not only important for cohesion and engagement, but also for efficiency and performance as a whole.

AN HR POLICY PROMOTING EQUALITY IN THE WORKPLACE

La Poste's activities, size and presence throughout France reflect society's diversity.

As a driver for social cohesion, we monitor that individual skills are recognised and valued without discrimination. We are consistently committed to encouraging equality and acceptance of differences. La Poste is firmly convinced that equal opportunity and equality in the workplace help to drive success. These values have long been embedded in our culture and policies and are reflected in tangible actions and collective agreements.

HIGH-QUALITY SOCIAL DIALOGUE

The La Poste working method is based on intense social dialogue, including negotiation, information and consultation, to ensure that everyone is involved in projects.

The many agreements signed are the result of fruitful social dialogue with all representative trade unions. They demonstrate a shared wish to support the Company's transformation for the benefit of all employees. Social dialogue in La Poste is based on respect between the parties, exchanging information, discussing points of view in an atmosphere of loyalty, and finding a solution through consultation or negotiation. These values, which form an intrinsic part of La Poste's history, were further strengthened in 2010 when La Poste became a public limited company, primarily through the social agreement of 2013 which strengthens negotiating rules in the territories.

TRANSFORMATIONS



251,219 employees,

85.24% of them in France

80% of employees trained in 2018.

36,500 training pathways leading to qualification.

160 jobs in 27 occupational pathways.

16,323 new hires on permanent contracts in 2018.

Nearly a 10% reduction in the work accident frequency rate

improved performance for the second year.

22,000 electric bikes to facilitate the work of the mail carriers.

86% full-time employment rate.

93% on permanent contracts, confirming that La Poste prioritises permanent contract positions.

Leading work-study placement employer in France **with 4,900** hired on work-study contracts.

50% of managers are women, of La Poste's overall figure of 52.4% women.

94% equality index, as set out by the Act of 5 September 2018. This positive score confirms that gender equality has a long-standing value in La Poste's culture and policies.

6.75% a rate in excess of the statutory minimum employment requirement of people with disabilities.

More than 14,000 employees with a recognised disability. La Poste is the No. 1 employer of people with a disability in France.

13 new national agreement in 2018.

The agreements cover many different areas, including support for transformation, direct financial measures and improvements for the lives of postal workers.

5.2% low employee turnover rate, illustrating La Poste's responsible employment policy.

73% participation rate in employee representative elections, La Poste leads all other public organisations in France.

7 trade union representatives on the Board, i.e. one third of its members.

€1,115 average annual budget per postal employee for employee benefits in La Poste's kind.





LE GROUPE LA POSTE **COMMITTS**



FOR CUSTOMER

OFFERING RESPONSIBLE PRODUCTS AND SERVICES

Le Groupe La Poste applies CSR criteria throughout the lifecycle of its products and services.

We develop a responsible range of products both by putting a particular emphasis on ecosocial design and carbon neutrality, and by supporting sustainable finance.

PARTICULARLY ATTENTIVE TO THE MOST VULNERABLE

Le Groupe La Poste stands out for its focus on assisting all customers, especially the most vulnerable.

The aim of Le Groupe La Poste's digital inclusion plan is to provide widespread access to its digital services in all areas. In some places, La Poste is the only local banking service. In order to support the most vulnerable, we need to do everything in our power to ensure that disabled people can easily access our services.

TO ENSURE CUSTOMER SATISFACTION

La Poste is one of the most popular brands in France, known for its key role in society and for creating value for people.

With this hugely satisfying success comes responsibility! The customer experience is our focus at all times and lies at the heart of our "Customer Priority" programme. Every year, we fine-tune how we measure customer satisfaction so that we constantly meet their expectations. Part of this approach is the introduction of a short loop claims processing procedure where the customer is offered a solution on the spot by the manager, no matter what the problem.

SERVICE



100% carbon-neutral mail, express parcels and digital services since 2012. Business customers can obtain a personalised carbon neutrality certificate.

4 ranges in a new Ecologic branding. Special branding allows La Poste customers to promote the use of a postal partner offering carbon neutral products and services.

100% of the parcels business is ISO 14001 certified covering 15 parcels processing hubs.

All marketing personnel in the Services-Mail-Parcels business unit will be trained in ecosocial product design by 2020.

50% of assets under La Banque Postale's management are socially responsible investments.

100% of La Banque Postale's funds in SRI by 2020.

50% of Livrets A savings accounts had a balance of less than €150; it is the only pre-banking offering for 2 million people.

130 000 vulnerable customers have received support from LBP's Appui initiative since 2013.

Over 117,000 customers received support with social home ownership.

Access to post offices and website. Deaf or hearing-impaired customers can access all customer service options through online banking.

Helpful and useful

in the eyes of the French La Poste is seen as the most helpful and useful company for the second year running, based on an Ifop-Terre de Siennes survey.

95% satisfaction rating of customers leaving post offices

Indicators of customer satisfaction, especially as measured among customers leaving a post office, the NPS (Net Promoter Score) and mail and parcel service recommendation rates, are tracked at the highest management levels.

More than 1,500 customers

"La Poste et Vous" online community of customers, providing a resource to understand their needs and co-develop products and services.

Putting our customers first

The Group's business units run a series of programmes to build customer service skills and improve customer experience.





RECOGNITION BY CSR RATING AGENCIES

Rating agency	Year	Ranking	Comments
CDP	2019	No. 1 in the transport sector and rated "A"	In the top 1.8% of 7,000 global companies
	2019	Gold Medail , with a score of 70/100	Isoskele (Mediapost Publicité, Cabestan, Vertical Mail, SDS and Mediaprism l'Agence)
EcoVadis	2018	Le Groupe La Poste ranked Gold	Le Groupe La Poste: overall score 78/100
			Geopost ranked gold: overall score 63
			Docaposte ranked gold: overall score 68
			Chronopost ranked gold: overall score 67
Sustainalytics	2018	Leader in the transport sector	Le Groupe La Poste number 4 out of 129 companies
Vigeos Eiris	2017	No. 1 in the transport & logistics sector	Overall score : 72/100 for Le Groupe La Poste (67/100 for la Banque Postale)
ISS Oekom	2017	No. 1 in the transport & logistics sector	Overall score : C+ Prime for Le Groupe La Poste (B- Prime for La Banque Postale)



SOCIETAL COMMITMENT DEPARTMENT
 9, RUE DU COLONEL PIERRE AVIA – 75757 PARIS CEDEX 15
 Tel.: +33 (0)1 55 44 00 00
www.groupelaposte.com

La Poste - A French limited company (Société anonyme) with a capital of €3,800,000,000 – 356 000 000 RCS PARIS
 HEAD OFFICE: 9 RUE DU COLONEL PIERRE AVIA - 75015 PARIS