

LA POSTE'S COMMITMENTS

MISSION COMMITTEE REPORT 2024

WHAT WAS ACHIEVED IN 2024?

Find out how La Poste
puts impact at the heart
of everything it does

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LA POSTE
GROUPE

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WHAT IS THE AIM OF THIS REPORT?

“ In the 2024 report, the Mission Committee presents a positive view of La Poste’s achievements and how it has upheld its commitments. ”

Natalie Rastoin

Chair of the Mission Committee, La Poste Groupe

Antoine de Saint-Exupéry once wrote: “The grandeur of a profession is above all uniting men; there is only one true luxury, that of human relationships.” This idea also applies to La Poste Groupe, which has been connecting French people for centuries and currently provides four public service missions entrusted to it by the French State.

France’s PACTE law of 2019 introduced the concept of a mission-led company (“*entreprise à mission*”). It was a logical step for La Poste to go down this route in 2021 to further reinforce its contribution to society and the common good. While the term “mission” is also found in “public service mission”, the new law allowed La Poste to incorporate a purpose into its Articles of Association and to embody this purpose through four voluntary commitments towards society. These ambitious commitments relate to critical, universal issues: contributing to the development and cohesion of local areas, fostering social inclusion, promoting ethical, inclusive and affordable digital services, and working to accelerate the environmental transition for all.

As it does every year, the Mission Committee has prepared this report on the concrete progress made by La Poste in relation to these four objectives, measuring the real impact of the initiatives taken to benefit as many people as possible in society. This is an opportunity to share the dialogue between the company and the Mission Committee, whose role is to enable the company to find the best possible balance between economic competitiveness and social responsibility, ensuring that it remains responsible and sustainably profitable.

The Committee’s members need to have a full understanding of the company in order to carry out their role and ensure that this dialogue is effective. They visit the various post office sites to meet with postal workers and learn about their initiatives, and conduct numerous discussions with company executives who may have an impact on its objectives, such as within the Purchasing Department or La Poste Immobilier. But beyond these exchanges, it is vital that postal workers know about these commitments, as they are the ones that bring them to life, as is demonstrated by the initiatives set out in this report and those we are seeing in practice. This report is therefore intended primarily for them.

In the 2024 report, the Mission Committee presents a positive view of La Poste’s achievements and how it has upheld its commitments. Of course, there is still room for progress, for example in the quality and accuracy of the indicators used and through potential new initiatives. With this in mind, the Committee’s work this year will focus on biodiversity, the impact of resources and banking-related indicators to support regional development and combat financial insecurity.

Finally, this year has seen a certain amount of scepticism, with some companies even taking a step back in terms of their social and environmental commitments. But public debate and controversies should not be allowed to overshadow fundamental progress. Climate change, employees’ desire for meaningful work and the depletion of resources are all very real. When a company finds a way of being both responsible and competitive, it’s the way forward. La Poste Groupe is a clear example of this for everyone.

MISSION-LED COMPANY, PUBLIC SERVICE MISSIONS: WHAT EXACTLY ARE THEY?

In 2021, La Poste amended its Articles of Association to adopt the status of a mission-led company (“*entreprise à mission*”), reinforcing its commitments in the service of society. What are the differences between a mission-led company and a company involved in public service missions? How does the mission-led company status fit in with La Poste’s contractual public service missions?



Public service missions: activities entrusted by the State

A public service is an activity in the general interest carried out by the State or a public authority that is not covered by the private sector. The State may entrust these activities to companies providing public service missions on the basis of three principles: continuity, equality and adaptability.

Since the law of 2 July 1990, La Poste has provided **four public service missions entrusted to it by the French State:**

- ▶ the universal postal service;
- ▶ regional development;
- ▶ accessible banking; and
- ▶ press transport and delivery.

A public service agreement between the French State and La Poste, which is renewed every five years, sets out the terms of carrying out these four missions. As these activities are unprofitable by definition, La Poste receives financial compensation from the State.



Mission-led company: an assertive approach

Any French company can choose to adopt mission-led company status. Since the PACTE law of 2019, companies wishing to do so can define their mission and adopt a corporate purpose in the form of commitments incorporated into their Articles of Association. To ensure that these commitments are upheld, indicators are identified and a Mission Committee is created. The aim is to reconcile a greater contribution to society with financial performance.

As a mission-led company, La Poste has made **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.



Why become a mission-led company?

Just 5.4% of major companies have made this choice⁽¹⁾. By adopting this status in 2021, La Poste is a pioneer. In view of its history, becoming a mission-led company was a logical step for La Poste, which has always worked in service of society. By incorporating four social, societal and environmental commitments into its Articles of Association, La Poste has set itself the target of increasing its impact for all its stakeholders, improving its value creation and sharing this value.

La Poste's purpose

“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.”



Is there a link between the mission-led company commitments and the public service missions?

They complement each other. For example, when postal carriers work six days a week collecting and delivering mail across all of France, they are providing a public service mission. This almost daily presence – for everyone in the country, particularly the most vulnerable members of society – makes it possible to offer services such as delivery of meals and medication and checking in on vulnerable people. These are impactful services that contribute to fulfilling La Poste's commitment as a mission-led company.

(1) Source: Mission-led companies survey (2024).

WHAT DOES THE MISSION COMMITTEE DO?

The Mission Committee is responsible for monitoring the implementation of the four commitments made by La Poste as a mission-led company. To do this, it works with the group to devise and monitor indicators to measure its commitments. It may suggest additional initiatives on top of those already in place. It rounds out La Poste's governance.

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QUALIFIED PERSONS



N. RASTOIN
Chairwoman of the Mission Committee,
Chairwoman of Polytane



C. GOLLIER
Executive Director
of the Toulouse School
of Economics



G. GUIBERT
Chairman of
La Fabrique Écologique



J. LÉVY
Geographer



E. DE LOMBARES⁽¹⁾
Chairwoman of
the Management
Board of ONET



F. RIAHI
Director of Jardins
de la Montagne Verte



C. SENIK
Professor of economics



L. PUYFAUCHER
Ecology and
energy consultant,
Île-de-France region



M. TRELLU-KANE
Chairwoman
and co-founder
of Unis-Cité

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MEMBERS OF LA POSTE SA'S BOARD OF DIRECTORS



P. WAHL
Chairman and Chief
Executive Officer
of La Poste Groupe



G. BROHAN
Chairwoman of
the Board of Directors
of the Familles Rurales
non-profit organisation



S. CHEVET
Director representing
employees



M. MURET-BAUDOIN⁽²⁾
Mayor of
Noyal-sur-Vilaine



F. GERVAIS
Director of La Poste
representing
the French State



F. HASPOT
Director representing
employees



C. MAYENOBE
Director representing
Caisse des Dépôts



P. MOLINOZ
Vice-President
of the Bourgogne-
Franche-Comté region

(1) Émilie de Lombares joined the Committee in early 2024.

(2) Gil Averous, appointed as a government minister, has resigned. He was replaced by Marielle Muret-Baudoin in early 2025.

It analyses major challenges for the company

In 2024, a number of reviews were conducted regarding major challenges for the company: changing uses of postal services, informing consumers about the environmental impact of using these services, presentation of the duty of care and the updated climate policy. The Mission Committee also met with a number of La Poste executives to discuss environmental, social and societal issues relating to their business lines and activities. These discussions served to deepen the understanding and analysis of the Mission Committee members, providing a solid, clear and informed basis for measuring how well its targets have been achieved.



Visit by members of the Mission Committee to the Paris 9 mail processing and distribution centre.

It sets out to meet with postal workers

Bringing Mission Committee members in close contact with the day-to-day realities of the company, these visits are essential to enhancing their understanding of the postal services and the context in which they are performed. In 2024, members of the Mission Committees of La Poste and La Banque Postale visited L'Appui. This is a unique service which advises vulnerable banking customers on budget management. The visit inspired questions and further reflection about La Banque Postale's inclusion initiatives. Meanwhile, on a visit to the Paris 9 mail processing and distribution centre, members of the Mission Committee spoke to postal carriers and the site's CSR lead about matters such as involving the centre's postal workers in environmental issues using the CSR Score.



QUESTION FROM A POSTAL WORKER

JEAN-MICHEL N.,
Services-Mail-Parcels
business unit, Brittany

Why does the Mission Committee include members from both inside and outside the company?

The company is free to choose who makes up its Mission Committee. The law requires at least one employee to be a member of the Committee. La Poste has created a Mission Committee made up of a mixture of Board members and qualified persons from outside the company. Employee representatives provide real-world insight on an operational level to support discussions. Board members ensure that La Poste's commitments as a mission-led company are aligned with its strategy. External members provide specific expertise to feed into dialogue and provide greater understanding about the company's commitments. This balanced make-up of the Committee supports La Poste's role as a mission-led company, providing it with an external viewpoint while reflecting its strategy, its identity and its environmental and social objectives.

HOW DO WE ENSURE THAT LA POSTE'S COMMITMENTS ARE UPHELD?



COMMITMENTS

Contributing to the development and cohesion of local areas

Having been part of the local economy for many years, La Poste has a role to play in fostering local cohesion, in particular by making public services accessible and by contributing to economic growth. This commitment is an extension of its public service missions. In 2024, the Mission Committee decided to measure La Poste's ability, as a company buying several billion euros' worth of products and services, to encourage an entire ecosystem of suppliers and subcontractors to be more responsible.

3 THEMES

Local presence, regional prosperity, ability to drive the entire economic fabric

3 INDICATORS

- ▶ **Percentage of the population** less than 5 km or under 20 minutes by car from a contact point
- ▶ **Employment footprint** in the regions
- ▶ **Percentage of purchasing consultations** based on selective CSR criteria

COMMITMENTS

Fostering social inclusion

La Poste embodies useful service and creating social bonds. It was therefore important to link this commitment to themes and monitoring indicators tracking the most vulnerable members of society, such as people with disabilities, seniors, people in financial difficulty and young people. In 2024, the Mission Committee encouraged La Poste to consider anyone up to the age of 30 as a young person, in order to better take into account unconventional life paths, particularly those who have not taken the traditional study route.

4 THEMES

Young people, people with disabilities, seniors, people in financial difficulty

4 INDICATORS

- ▶ **Number of young people aged under 30** who have benefited from an internship, work-study placement or hired on a permanent or fixed-term contract during the year
- ▶ **Employment rate** of people with disabilities
- ▶ **Number of accessible banking beneficiaries** able to receive social benefits
- ▶ **Number of beneficiaries of La Poste Groupe support services** for older and vulnerable people

To ensure the effectiveness of La Poste’s actions in relation to its mission-led commitments, the Mission Committee has identified key areas in which La Poste has or may have a significant impact. An indicator and a target have been assigned for each of these areas.



COMMITMENTS

Promoting ethical, inclusive and affordable digital services

In view of growing risks, La Poste has decided to step up its policies and actions in relation to ethics and responsibility in the digital sector. Given the large amount of equipment used for all the group’s activities, the Mission Committee has suggested that frugality should be considered to take into account the impact on greenhouse gases and resource management. Finally, in view of the difficulties experienced by some people in using digital technology, La Poste has invested more generally in a digital inclusion mission.

3 THEMES

Ethics and trust, inclusion, frugality

3 INDICATORS

- ▶ **Number of people** identified, supported, trained and equipped in the use of digital technology
- ▶ **Number of active** Digiposte and La Poste Digital Identity users
- ▶ **Amount of raw materials saved** by extending the life of IT equipment



COMMITMENTS

Working to accelerate the environmental transition for all

In view of its transport- and bancassurance-related activities, reducing greenhouse gas emissions is a key issue for La Poste. Air pollution, particularly in cities, is also a major public health concern. In addition to taking both these issues into consideration, the Mission Committee has asked La Poste to take into account the impact on biodiversity, as protecting wildlife is key to ensuring the Earth remains habitable.

3 THEMES

Climate change, air quality, biodiversity

3 INDICATORS

- ▶ **Greenhouse gas emissions (GHG) avoided** (scopes 1, 2 and 3 emissions related to transport and delivery subcontractors) through the reduction in parcel emission intensity
- ▶ **Reduction in emissions** of air pollutants
- ▶ **Action taken to promote biodiversity** – Global Biodiversity Score (GBS)

HOW IS THIS MISSION TRANSFORMING LA POSTE?

Joint interview

La Poste Groupe's non-financial results are excellent. Why are ESG commitments still a priority? How do we achieve them?

Philippe Wahl: Our ESG commitments and actions have been acclaimed by world-renowned ESG rating agencies, who rank us among the global leaders in this domain. Moody's ESG placed us No. 1 worldwide, all sectors combined, with a score of 81 out of 100. This is the first time that a company anywhere in the world has achieved such a high rating. These awards are the outcome of our strategy and are also due to the dedicated work of all of our people. They encourage us to keep up our efforts to achieve our goal of sustainable, profitable and responsible growth. We are a committed company, so our role is to lead the way.

Stéphanie Dupuy-Lyon: Being a mission-led company drives us to make progress in a context where the priority given to environmental and societal issues is a matter of debate. It gives meaning to our actions. Our indicators allow us to measure our impact across the whole value chain. We can depend on the external viewpoint of the Mission Committee to guide us and help us stay on course to achieve our goal of remaining profitable and responsible in the long term.

How has becoming a mission-led company contributed to the group's transformation?

P. W. As part of our "La Poste 2030, committed for you" strategic plan, we have adopted mission-led company status. It was a natural step, given our role in society, our four public service missions and our close relationship with our stakeholders. It is embodied in our purpose, which was drawn up with input from postal workers. It's also a challenge that drives us to go further in tackling



“The requirements of the mission-led company status oblige us to be even more transparent and to rigorously manage our commitments.”

Philippe Wahl,
Chairman and Chief Executive Officer of La Poste Groupe



“We want to make our commitments a guide for all our actions and a lever for improving our performance.”

Stéphanie Dupuy-Lyon
Chief Sustainability Officer
of La Poste Groupe

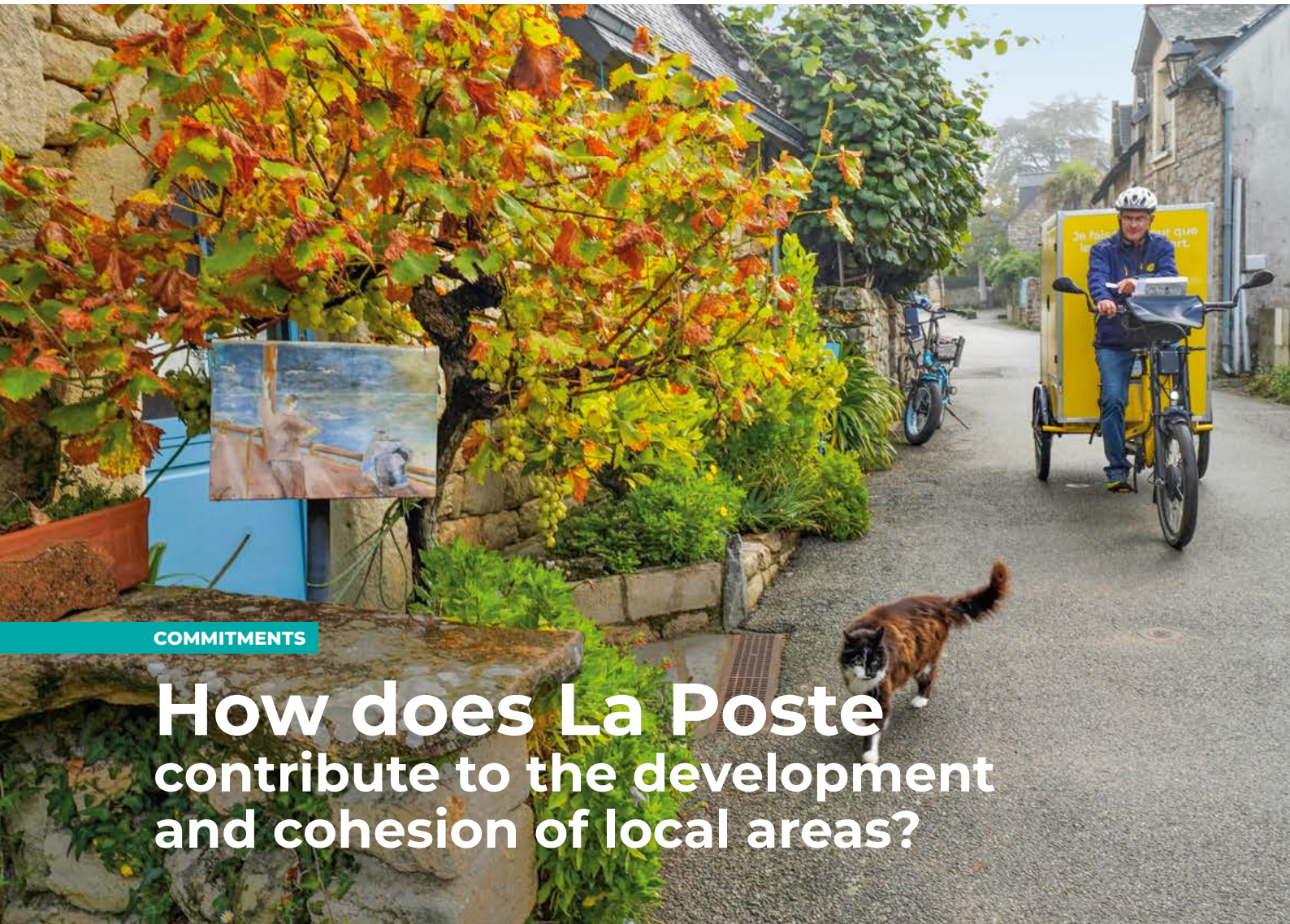
What are the challenges for the coming year and beyond?

S. D.-L. In the short term, our challenge is to ensure that postal workers understand what being a mission-led company really means. We aim to make our commitments a guide for all our actions and a lever for improving our performance. At the same time, we want to better connect the mission-led company status with our challenges, our strategic roadmap and our impact. The climate is a good example. As a logistics provider, we're making decarbonisation a key issue when it comes to our impact. It is also a performance issue in terms of competitiveness and customer preference. These challenges are driving us to include decarbonisation pathways in the medium-term plan for the group's activities, and to start preparing now to adapt our activities to +3 °C or +4 °C climate scenarios. Climate change exposes us to risks to our real estate assets, service continuity and the health of postal workers. This will be discussed with the Mission Committee in the coming years.

P. W. In the near future, a company's performance will be assessed based on a global approach. While financial performance is still fundamental, it is now complemented by environmental, social and societal performance. By adopting mission-led company status in 2021, we have already begun this transformation. Our goal of being a sustainably profitable and responsible company means aligning different issues – financial and non-financial, performance and impact. It's a challenge for our group. I am confident in our postal workers' ability to meet this challenge, remaining at everyone's service and bringing value to all throughout the country.

the issues of our time: regional cohesion, inclusion of the most vulnerable, ageing well, responsible digital technology and the environmental transition. We also chose to adopt mission-led company status to strengthen our ESG commitments. The requirements of this status oblige us to be even more transparent and to rigorously manage our commitments. Every year, the Mission Committee assesses whether we are achieving our goals and meeting our commitments as a mission-led company. The members of the Mission Committee also help to broaden our horizons. We are now measuring our biodiversity footprint and our ability to help make the local economic fabric more responsible through our purchasing policy.

WHAT WAS ACHIEVED



COMMITMENTS

How does La Poste contribute to the development and cohesion of local areas?

La Poste goes beyond what is expected of it as regards its public service mission of regional development. It works with its local partners – public authorities, local shops and non-profits – to develop physical formats that are accessible to everyone, complementary and suited to the various needs of the local area and its residents. This presence and activity enables La Poste to support local employment.

PURCHASING TO SUPPORT THE GROUP'S COMMITMENTS

Purchasing by La Poste and its main subsidiaries supports 1.5% of jobs in France. 80% of La Poste Groupe's suppliers and subcontractors are micro enterprises, SMEs and mid-caps. The group plays a major role in helping to boost the local economy. It is also able to create positive momentum within the entire local ecosystem. In 2022, La Poste published its responsible purchasing policy centred around four core principles: respecting fundamental rights, reducing the environmental impact of its purchasing and its suppliers, inclusion and contributing to the local economic fabric, and responsible and ethical relationships with suppliers.

IN 2024?

“The group’s Purchasing Department has an ambitious responsible purchasing policy that reflects the group’s commitments. With purchasing amounting to around €8 billion in France from 30,000 suppliers in various regions – mostly SMEs – this policy is a powerful way of achieving our goals and creating a more virtuous economy. Our efforts are supported by the Mission Committee’s wish to measure the percentage of purchasing consultations subject to CSR criteria.”

Julien Alix

Group Purchasing Director
La Poste (acting)



In recognition of this policy, La Poste, La Poste Immobilier, La Banque Postale and CNP Assurances were awarded the “Responsible Purchasing and Supplier Relations” label in 2023, attesting to the commitment of all involved and providing a framework for everyone to adhere to for building balanced relationships with suppliers.

Around
30,000
suppliers used
by La Poste

80%
of La Poste Groupe’s
suppliers and
subcontractors are
micro enterprises,
SMEs and mid-caps

Around
€8
billion of purchasing
in France



To support farmers and help rural areas to thrive,

La Poste Groupe signed a five-year partnership agreement with the French Chambers of Agriculture in 2024. This has so far led to Chronofresh transporting fresh farm produce from 10,000 farmers supported by the Bienvenue à la Ferme network, as well as the development of La Poste pick-up points at farms and in rural communities.

THE MISSION COMMITTEE’S OPINION

La Poste upholds its commitment of contributing to the development and cohesion of local areas and has achieved its operational objectives. 97% of French people live less than 5 kilometres or under 20 minutes by car from a contact point. La Poste innovates to adapt to the specific needs of each local area by diversifying its physical formats. Its employment footprint means that La Poste also contributes to regional development and the local economy despite a reduction in purchasing. The Mission Committee welcomes this first measurement of the percentage of purchasing consultations using CSR criteria to select or eliminate suppliers, which reflects the group’s ability to help create a more sustainable economic fabric. Work on revising indicators in relation to this subject will continue in 2025, particularly with regard to financing local authorities and social housing/healthcare, in connection with La Banque Postale’s Mission Committee.



QUESTION FROM A POSTAL WORKER

CLAUDINE R.,
La Poste Immobilier,
Île-de-France

What is the scope of the mission-led company's work?

From a legal perspective, La Poste SA has adopted the status of a mission-led company. This concerns the Services-Mail-Parcels and Retail Customers & Digital Services business lines, as well as the support functions. However, remaining faithful to its purpose of serving everyone and contributing to the common good of society as a whole, La Poste ensures that its commitments feed into all the group's activities and components. Notably, direct, indirect or induced jobs created in local areas where the company operates concern all of its activities. Similarly, the responsible purchasing strategy and associated commitments concern all business lines. While La Banque Postale is also a mission-led company, the Mission Committee felt it was important to monitor the banking activities, which are an essential element of its impact on society. Beyond La Poste SA, all employees contribute to achieving the group's commitments as a mission-led company.

LA POSTE FACILITATES ACCESS TO PUBLIC SERVICES

In 2024, in the 414 post offices with "France Services" certification, postal workers helped members of the public with 849,869 administrative tasks. 65% of those helped were aged over 55⁽¹⁾. Helping to foster regional cohesion, two-thirds of France Services post offices are in rural areas and 12% are in priority urban neighbourhoods.

(1) Source: ANCT.



LOCAL SERVICES TO MEET THE NEEDS OF THE LOCAL COMMUNITY

1,400 postal sites have been authorised for driving, boat and motorcycle theory tests and Toeic English language assessments since 2024.

4.3/5

Google customer rating of post offices
(up from 4.2/5 in 2023 and 2.2/5 in 2021)

INNOVATION TO BENEFIT EVERYONE, IN CITIES AND IN THE COUNTRYSIDE

To combat rural isolation and keep public services accessible in all local areas, La Poste is trialling five mobile post offices in the Creuse, Gers, Haute-Marne, Marne and Orne regions of France. This entails a La Poste van driving through these regions to provide essential postal services for around 13,000 people living in rural areas. Customer service representatives are also tasked with identifying those who struggle to use digital technology and directing them towards the right support at the nearest France Services centre. This project – jointly financed with Banque des Territoires is part of the national France Ruralités plan to meet the needs of the most isolated rural areas. Another innovative physical format is the Service Hubs, a new hyper-local concierge service concept combining human presence and smart services. 15 hubs have already been set up in residential areas or at the entrance of residential buildings to enable people to lend items to each other, make enquiries about human services, hold digital workshops for senior citizens and more. A dedicated mobile app provides details about all these services, as well as the latest news and local information. In partnership with Banque des Territoires, La Poste is thereby helping to create a sense of fellowship between local residents, while also providing useful everyday services.

More than **40,000** postal service points, 16,896 postal contact points (post offices, La Poste local postal agencies and La Poste Relais outlets) and 23,649 additional access points (Pickup points, lockers, etc.)



La Poste's progress in achieving its objectives

Percentage of the population which is less than 5 kilometres or under 20 minutes by car from a contact point

To develop its network of contact points and adapt them to meet local needs, further trials to expand the postal network were launched in 2024 at farms, third-party premises, and trials of mobile post offices in five rural areas.

TARGET

► Over 90%⁽¹⁾



RESULTS

2023	2024
97.01%	96.99%

(1) This target corresponds to La Poste's commitment within the framework of its regional development public service mission.

Proportion of purchasing consultations using CSR criteria (over 10%) to select or eliminate suppliers

This is the first year the indicator was tracked. It currently covers around 40% of total purchasing and will be gradually extended to the whole of the group.

It is based on the four core principles of the responsible purchasing policy:

- enforce and promote human rights throughout supply chains;
- reduce the negative environmental impact of purchases and suppliers, and encourage positive impacts;
- foster social inclusion and contribute, through our purchases, to the development of the regional economic and social fabric;
- build more responsible and ethical relationships with suppliers.

TARGET

► Devise an indicator in 2024



RESULTS

2023	2024
N/A	81%

Employment footprint

La Poste accounts for 1.5% of jobs in France. For every direct job at La Poste, 1.66 further jobs are supported in France. The 4% reduction in the employment footprint relative to 2023 is due to a 10% reduction in purchasing.

TARGET

► Measure and report on the employment footprint and changes in the footprint



RESULTS

2023	2024
444,182	426,038
(Full-time equivalents)	

LA POSTE CONTRIBUTES TO THE FOLLOWING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS





COMMITMENTS

How does La Poste foster social inclusion?

Society is changing and new challenges are arising, such as longer life expectancy, less linear life paths, growing inequality, new vulnerabilities and increased loneliness. In the light of these issues, La Poste is diversifying its products and services with the aim of fostering social cohesion, in particular in order to help people age well at home. La Banque Postale offers specific services to support its 2.9 million customers in financial difficulty. And to help the most vulnerable people find employment, it provides support for young people and people with disabilities.

HELPING PEOPLE AGE WELL AT HOME: INNOVATIVE SERVICES TO ADDRESS THIS CHALLENGE

In the light of the ageing population, La Poste is drawing on its local knowledge and digital expertise to help prevent health problems and provide healthcare at home. A number of local services have been introduced, such as home meal deliveries, in partnership with local authorities, as well as deliveries of medicines. La Poste also contributes to Icope⁽¹⁾, a World Health Organization programme to identify factors causing vulnerability among the elderly early on. The aim is to encourage over-60s to download the Icope Monitor app to assess their ability to live independently. A programme was run in the Haute-Garonne region in summer 2024 in which 10 specially-trained postal carriers held 30 group workshops in 16 communities on how to use the app. This programme has also been rolled out in the Isère, Dordogne, Loir-et-Cher and Corrèze regions.

(1) Integrated Care for Older People.

A CIVIC-MINDED APPROACH TO INCLUSIVE BANKING

As part of its accessible banking public service mission, La Banque Postale welcomes particularly vulnerable customers such as migrants, asylum seekers and unaccompanied minors, offering a “universal” banking service that is accessible to all and completely free. La Banque Postale has also launched a financial inclusion drive for customers in excessive debt, behind on payments or on low incomes, who are eligible for the Simplicité Account at €1 per month. Since 2013, 30 specially trained advisors have worked with these customers going through hard times with L'Appui.

2.9 million people
benefit from inclusive
banking services



The Saint-Étienne serviced senior residence has opened its doors. Located in the Grand'Poste former general post office building, the residence has been designed to encourage its residents to be autonomous, while also offering a wide range of services. In 2024, 270 accommodation units were offered and 12,000 sq.m was renovated with the rollout of this type of residence.

13,000 letterboxes for people with no fixed address. The Paris Adresse site, located within the mail processing and distribution centres in the 17th *arrondissement* of Paris, allows people living in unstable conditions to have an address to receive their mail. This is essential in order to be able to carry out administrative tasks and submit other requests for social services.

Products and services tested by postal workers with disabilities to help make internal and external postal solutions more accessible. 11 tests were carried out in 2024 thanks to this community of more than 900 volunteer postal workers. La Poste is France's leading employer of people with disabilities, with 14,000 postal workers registered as having disabilities.



Home meal deliveries by postal workers to 15,000 people. Postal carriers delivered more than 10 million meals in 2024. In addition to supporting healthy ageing, this service – provided in conjunction with local authorities – helps to keep elderly people connected to society and is something for postal workers to be proud of.

THE MISSION COMMITTEE'S OPINION

La Poste's commitment to fostering social inclusion is upheld and its operational objectives have been achieved. In response to a request from the Committee, which is aware of the diverse paths taken by young people, the age limit for young interns, work-study placements and hires has been increased from 26 to 30. The results attest to La Poste's role in making young people employable. The percentage of people with disabilities employed at La Poste – which is already exceptional – has continued to rise, mainly as a result of more widespread campaigns to recognise invisible disabilities and the increased visibility of disability officers. La Poste has also stepped up its support for vulnerable people and the elderly, as demonstrated by the increase in the number of beneficiaries of services designed specifically for these groups. Although it has noted the policies in place to improve banking support for vulnerable customers, the Mission Committee believes that this indicator needs to be adjusted to give a better measurement of the group's actions to combat financial insecurity.



QUESTION FROM A POSTAL WORKER

SARAH P.,

Retail Customers & Digital
Services business line, Occitanie

How does the Mission Committee assess the company's impact?

All the commitments made by La Poste as a mission-led company are associated with indicators to assess the effectiveness of the company's actions and policies. This is one of the Committee's key roles, ensuring that the indicators used are able to measure this effectiveness for the stakeholders concerned. The Committee can also suggest that indicators be revised to make them ever more relevant in view of changes in society or the company's activities. For example, the Mission Committee has invited La Poste to review its indicator monitoring the number of young people benefiting from an internship, work-study placement or hiring. This is because the Committee believes that defining a "young person" as an individual aged under 30 – rather than under 26 – gives a better reflection of the wide range of profiles and less linear life paths taken. This more inclusive definition is more suitable for assessing the effectiveness of La Poste's policies in relation to social inclusion.



"Life paths are becoming increasingly diverse, with education becoming less and less linear and people entering active working life later on. To better reflect this reality and on the recommendation of the Mission Committee, La Poste has extended the measurement of its actions for young people aged under 30 and launched a large-scale communication campaign and a number of partnerships. We can be proud of the results: 50% of new hires on permanent contracts in 2024 were young people."

Cécile Padeloup

Head of HR Development
La Poste Groupe



3,700 NEW WORK-STUDY STUDENTS WELCOMED IN 2024

10% are from priority urban neighbourhoods. At Formaposte training centres, these work-study students acquire concrete skills in La Poste activities such as press, mail and parcel delivery, as well as local services. After training, students receive an industry-recognised diploma in logistics, delivery and distribution. 2,000 permanent contracts for in-demand jobs were offered to work-study students.



La Poste's progress in achieving its objectives

Number of beneficiaries of La Poste Groupe support services for older and vulnerable people

La Poste provides support for the elderly, offering a range of at-home and healthcare services to enable them to remain in their own homes.

TARGET

- ▶ Continue developing services for older and vulnerable people



RESULTS



Percentage of employees with disabilities

La Poste is still France's leading employer of people with disabilities, 3.76 points above the legal requirement. 84% of its disabled employees feel they have been well integrated into the company.

TARGET

- ▶ Over 6%



RESULTS



Number of young people under 30 taken on as interns, work-study students and new hires (permanent or fixed-term contracts) during the year

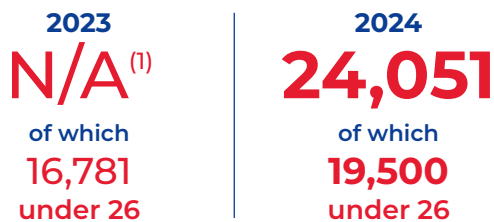
Through its partnerships with organisations such as France Travail, La Poste took on more than 4,300 interns in 2024 and 3,700 students on work-study placements, around 10% of whom were from priority urban neighbourhoods. Young people account for 50% of new hires on permanent contracts.

TARGET

- ▶ At least 15,000 by 2024



RESULTS



(1) Figure not available for 2023, as the indicator was amended in 2024.

Number of inclusive banking service beneficiaries able to receive social benefits

To be able to support the 2.9 million beneficiaries of inclusive banking services, La Poste has trained all its bank advisors in inclusive banking, in particular for migrants.

TARGET

- ▶ Increase support for vulnerable customers



RESULTS



LA POSTE CONTRIBUTES TO THE FOLLOWING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS





COMMITMENTS

How does La Poste promote ethical, inclusive and affordable digital services?

While digital technology provides many services, it can also cause exclusion, as an estimated 16 million people in France are digitally illiterate⁽¹⁾.

La Poste Groupe offers digital trust services that combine technological sovereignty and the general interest.

From combating digital illiteracy to developing ethical AI solutions, as well as more environmentally friendly processes and sovereign solutions, La Poste has made the digital transition a social and strategic priority.

DOCAPOSTE, A KEY PLAYER IN DIGITAL TRUST SERVICES

One in two companies experienced a cyberattack in 2023⁽²⁾. This is one of the downsides of digitisation. Small and medium-sized business and local authorities are particularly vulnerable, primarily due to a lack of human and financial resources. To address this concern, Docaposte has worked with 12 partners to design the Cyber Pack, which is used to prevent attacks, protect systems and networks, and quickly detect any warning signs in order to ensure an efficient response. In addition, Docaposte, Dassault Systèmes, Bouygues Telecom and Banque des Territoires have joined forces to create NumSpot, a trusted sovereign cloud solution targeted at French businesses and institutions in strategic sectors working with sensitive data. NumSpot is due to launch its services platform in 2025.

(1) Source: ANCT, 2022.
(2) Source: ANSSI, 2023.

“With the current explosion in the power of data and AI, Docaposte supports trusted, responsible and universal digital technology for the benefit of society as a whole. This demanding positioning – backed up by independent certifications – has very real implications for our governance, the products and services we offer, the technology we use, and even how we help our staff and customers adopt more responsible practices.”

Mariam Warsama

Director of sustainable performance and societal engagement – Docaposte



For the first time, in 2024 La Poste measured its impact in terms of digital inclusion in priority urban neighbourhoods.

1,485,073 customers benefited from the help of community outreach officers from partner associations at a post office. Outreach initiatives in priority urban neighbourhoods include interpreting services and social and digital outreach. For La Poste, the challenge is both helping vulnerable people and also improving management of customer flows and combating rude customer behaviour.



La Poste, a leader in responsible use of digital technology in education

Pronote protects the educational data of 18 million users within an ethical and sovereign framework. It is France’s leading school-home communication system, with 4.3 billion connections per year. Distributed in 10,000 educational establishments – from primary through to higher education –, Pronote is the go-to system in the education market for communicating information between teachers, parents, administrative staff and students. In 2024, it was awarded SecNumCloud qualification by ANSSI, the French national cybersecurity agency, which is a first in France for an educational software company.



La Poste and Orange join forces to give equipment from the 2024 Olympic Games a new lease of life, using WiFi terminals and other latest-generation equipment to improve the connectivity of La Poste sites.

THE MISSION COMMITTEE’S OPINION

La Poste is upholding its commitment to promote ethical, inclusive and affordable digital services. It has achieved its operational objectives. The number of people identified, supported, trained and equipped in the use of digital technology has increased (by 22% between 2023 and 2024), and the initial measurement of the number of customers helped at post offices by community outreach officers within priority urban neighbourhoods confirms the extent of La Poste’s impact in terms of social and digital inclusion. More and more French people now have a La Poste digital identity and have activated their Digiposte digital safe, confirming La Poste’s position as a provider of trusted and secure digital services for all. The Mission Committee notes that the reduction in the quantity of materials saved as a result of the longer life span of IT equipment is due to more limited equipment replacement programmes, and is closely monitoring the implementation of policies to buy refurbished equipment.



QUESTION FROM A POSTAL WORKER

ABDOU M.,
Retail Customers & Digital
Services, Mayotte

What happens if a commitment or a target is not upheld?

A series of operational objectives have been set for each commitment corresponding to indicators. The Mission Committee and an independent third party oversee the implementation and fulfilment of these commitments, according to the achievement of the operational objectives associated with indicators. Failure to uphold a commitment must be set out in their reports, and may result in the company being unable to report on the commitment that has not been upheld, or even being unable to demonstrate its status as a mission-led company. The principle aim of this control phase is to ensure that La Poste makes the necessary changes to make progress in its commitments. The expected results in terms of reuse of IT equipment were not delivered in 2023. The Committee has assessed the policies in place and reiterated its confidence in the group's commitment.

A NEW DATA & AI ETHICS CHARTER

In 2024, the group adopted a new Data & AI Charter, which sets out an operational action framework focusing on reasonable use of data and ethical algorithm design. The Trusted AI Committee, made up of both internal and external experts, is responsible for upholding the charter's commitments. This approach marks a new milestone in the group's maturity and the development of trusted AI.



SUSTAINABLE IT: LABEL FOR DOCAPOSTE

Following an audit, DocaPoste was awarded the Level 2 Sustainable IT label in early 2025 with an overall score of 793 out of 1,000. This accreditation strengthens DocaPoste's position as a leading name in trusted digital services in France and highlights its pioneering role in promoting responsible and sustainable digital technology.



3,859

La Poste local postal agencies offer digital hubs, 2,618 of which are equipped with tablets.

DIGITAL INCLUSION, A CHALLENGE FOR US ALL

Digital illiteracy may lead to a form of exclusion and certain people missing out on benefits they are entitled to. In view of this, La Poste and its partners encourage digital inclusion for the most vulnerable members of society. La Poste and Banque des Territoires have launched Étapes Numériques spaces that anyone can use, offering free one-on-one or group support and training in everyday digital tools and how they can be used. Spearheaded by digital advisors from La Poste or partners such as WeTechCare, FACE and Emmaüs Connect, these sessions help support attendees' digital autonomy. The longstanding partnership between La Poste and the Pimms outreach hubs provides help for post office customers in using self-service machines, drafting documents and carrying out administrative tasks online. La Poste also donates IT equipment to local charities and local authorities.

100,000

postal workers trained in digital skills, including more than 70,000 who followed the "AI Objectives" training

La Poste's progress in achieving its objectives

Number of people identified, supported, trained and equipped in the use of digital technology

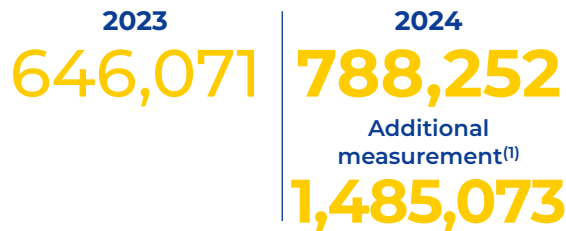
By combating digital exclusion, La Poste is using various methods to ensure people have access to their rights and to bring digital autonomy to a growing number of people.

TARGET

- ▶ In 2030, reach 1 million people through its various programmes



RESULTS



(1) For the first time in 2024, La Poste measured the number of customers helped at post offices in priority urban neighbourhoods by community outreach officers from partner associations.

Amount of materials saved by extending the life of IT equipment (phones, computers)

The group uses more than 700,000 items of electrical and electronic equipment. 10,000 items were repaired for reuse within the group, and 21,800 items were reused outside the group.

TARGET

- ▶ Reuse of 100% of reusable IT equipment by 2030



RESULTS



Number of active Digiposte and La Poste Digital Identity users

La Poste secures the data of one in five eligible people in France with Digiposte, and one in four eligible people in France with its Digital Identity service.

TARGET

- ▶ 16.6 million customers in 2024



RESULTS



LA POSTE CONTRIBUTES TO THE FOLLOWING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS





COMMITMENTS

How is La Poste working to accelerate the environmental transition for all?

The environment is the third most important concern of French people, and the second most important among young people⁽¹⁾. Aware of its impact and its ability to take action and support society in its environmental transition, La Poste has set four main priorities: climate and energy management, air pollution, the circular economy and careful management of resources, as well as biodiversity.

(1) Source: "Social representations of climate change" survey – 23rd wave, November 2023. OpinionWay survey for Ademe.

ON COURSE FOR NET ZERO EMISSIONS

La Poste is aiming for net zero emissions by 2040, one decade earlier than the target set by the Paris Agreement. In 2024, the pathway defined by the group to achieve this target was approved by the Science-Based Targets initiative (SBTi), the international standards body. Just six French companies have been certified with a target of 2040. To reach its goal, La Poste is focusing on three main priorities: low-carbon transport and logistics, reducing the energy consumption of the more than 11,000 buildings in its property portfolio, and using electricity from renewable sources. In addition, La Banque Postale has made a commitment to decarbonise its portfolio and is one of the world's first banks to commit to a complete exit from the coal, oil and gas sectors by 2030.

30

million kilometres covered by Colissimo in 2024 by low-carbon heavy goods vehicles⁽²⁾, representing 11% of the total number of kilometres covered in France (compared with 3% in 2023)

(2) Electric, biogas or biofuel.

“In 2024, we are proud to have achieved our initial carbon-reduction pathway target of 2 °C approved by the SBTi, with a 39% reduction in CO₂ emissions overall and a 53% reduction in parcels between 2013 and 2024. As a result, Colissimo achieved the lowest carbon footprint in the market of 281 g of CO₂ per parcel. We are continuing to develop our use of low-carbon transport and pool our routes to achieve net zero emissions in 2040.”

Olivia Amozig-Bellot

Head of Strategy and Industrial Transformation,
Services-Mail-Parcels – La Poste



With

26,016⁽³⁾

electric vehicles,
La Poste has one of
Europe’s largest
electric vehicle fleets



La Poste is experimenting with trams for parcel delivery

In autumn 2024, a parcel delivery trial began using Strasbourg’s tram line B. This initiative – spearheaded by La Poste Groupe, Alstom, the Eurométropole de Strasbourg authority and Compagnie de Transports Strasbourgeois (CTS) – aimed to investigate new parcel delivery solutions capitalising on the available capacity of the existing transport infrastructure. This innovative project attests to La Poste’s delivery expertise and its desire to work to accelerate the environmental transition for all.



By decarbonising its activities,

La Poste is also helping to improve air quality.

In Paris, 100% of parcel deliveries are low-carbon and 70.8% of vehicles have low or very low emissions in the most densely populated urban areas in the rest of the country.

Reusing workwear while also creating jobs is possible.

In 2024, La Poste created France’s first network for recycling workwear by joining forces – via its subsidiary Recygo – with a number of partners to collect, sort and give a new lease of life to the 50,000 tonnes of occupational clothing in France⁽⁴⁾.

⁽³⁾ Excluding e-bikes and trolleys.

⁽⁴⁾ Source: Ademe.

THE MISSION COMMITTEE’S OPINION

La Poste is holding firm to its commitment to support the environmental transition for all. The operational objectives related to this commitment have been achieved. As parcel volumes increase, La Poste is continuing to decarbonise its operations and significantly reduce its greenhouse gas emissions. The Mission Committee stresses that it intends to continue monitoring the reduction in air pollutant emissions, an additional benefit of decarbonisation, and welcomes the continuation of this reduction. The Mission Committee welcomes the publication of the biodiversity impact metric, which has now been extended to cover the entire group, and intends to continue reviewing how actions taken by postal workers to protect biodiversity are measured. Emphasising that reducing greenhouse gases is a priority, the Mission Committee intends to launch a review of its monitoring indicators for its next report in order to make them more relevant.





QUESTION FROM A POSTAL WORKER

BÉNÉDICTE G.,
Services-Mail-Parcels business
line, Île-de-France

Has the Mission Committee encouraged La Poste to take action in new areas?

The Mission Committee plays a guiding role in encouraging La Poste to go even further in its commitments and what it does. Given La Poste's considerable land assets, the Committee has raised questions about its impact on biodiversity. The group has measured its footprint to ascertain the link between its economic activities and pressure on biodiversity. On this basis, it has established a specific policy and roadmap to roll out relevant and proportionate actions within the group's business lines. This is concrete evidence of the Mission Committee's crucial role as a dialogue body to embody La Poste's commitments, in line with changing environmental and social issues and concerns. For example, in 2024, postal carriers were involved in raising awareness and filling in holes where birds could get trapped as part of a partnership with France's bird protection organisation, the Ligue pour la Protection des Oiseaux.

A CARBON BUDGET TO STEER THE LOW-CARBON PATHWAY

In 2024, La Poste drew up and implemented its carbon budget based on two elements: reduction in carbon emissions in tonnes and the investment required to achieve this in euros. Both elements must be taken into account when making investment decisions. A key tool for steering the decarbonisation of its operations, this enables La Poste to align its investment with its low-carbon pathway by means of regular monitoring. Its launch and rollout clearly demonstrate La Poste's shift towards responsible and sustainably profitable business model.



PROMOTING REUSE OF MATERIALS WHILE ALSO SUPPORTING EMPLOYMENT

This is the goal of Sequndo, the network created by La Poste Immobilier and 12 access-to-employment organisations in 2024. The partnership provides

selective building dismantling services with a view to reusing the materials collected at other sites, thereby saving them from incineration. In addition to Sequndo's circular approach, which should result in the reuse of 80% of the materials concerned, this project also supports access to employment.



Over
11,000
buildings, 89.3%
of which are powered
by electricity from
renewable sources

La Poste's progress in achieving its objectives

Greenhouse gas (GHG) emissions avoided (scopes 1, 2 and 3 related to transport and delivery subcontractors) through the reduction in parcel emission intensity

Thanks to various low-carbon strategies, La Poste is continuing to reduce its greenhouse gas emissions, despite the increase in parcel volumes.

TARGET

- ▶ Obtain SBTi certification for the group's low-carbon pathway in 2024



RESULTS



(1) 2023 data has been recalculated.

Action taken to promote biodiversity (Global Biodiversity Score)

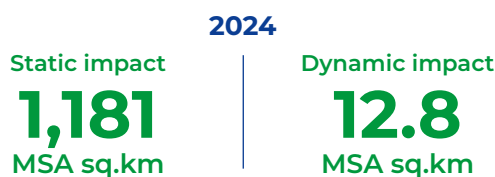
First measurement of the group's biodiversity footprint.

TARGET

- ▶ Reporting of a metric on the group's impact in 2024



RESULTS⁽²⁾



(2) 2023 results: 543 MSA sq.km static impact and 5.4 MSA sq.km dynamic impact across a partial group scope including La Poste SA, La Banque Postale and CNP Assurances.

Reduction in air pollutants (vs. 2020) emitted by the in-house and subcontracted fleets of La Poste and Geopost

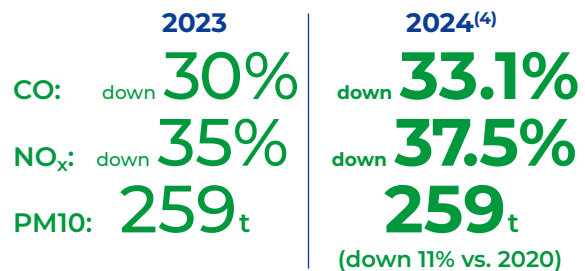
This is an additional benefit of 100% carbon-free deliveries in Paris. 70.8% of delivery vehicles used in France's most densely populated urban areas have low or very low emissions.

TARGET⁽³⁾

- ▶ 37% reduction in CO by 2030
- ▶ 83% reduction in NO_x by 2030
- ▶ Cap PM10 emissions (including PM2.5) at 350 tonnes per year



RESULTS⁽³⁾



(3) For 2030 targets and % results, the base year is 2020.

(4) 2024 data on the reduction of air pollutant emissions are estimations.

LA POSTE CONTRIBUTES TO THE FOLLOWING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



HOW IS THE ROLE OF THE MISSION-LED COMPANY SET TO CHANGE?

Context: companies are becoming more transparent about their ESG commitments

While companies' CSR roadmaps have so far been voluntary, they are now set to change, adopting more refined indicators in order to better monitor and account for companies' concrete achievements in relation to the key issues facing them.

Over two years ago, the European Union published the Corporate Sustainability Reporting Directive (CSRD), a European standard aiming to harmonise companies' environmental, social and governance (ESG) reporting. The aim of this standard is firstly to get companies to

think about their impact on the environment and society, as well as the effects of environmental and societal changes on their performance (e.g., risks and opportunities). After this initial review phase, companies must define actions to address these risks and impacts.

Application of the CSRD became mandatory for large companies, including La Poste, in 2024, which have published their first sustainability statements⁽¹⁾, setting out the analyses and work done within the framework of the CSRD, as well as the results of their ESG policies.

(1) La Poste Groupe ESG information: <https://www.lapostegroupe.com/en/esg>.



Mission-led company, a voluntary approach in addition to existing ESG actions

La Poste did not wait for the CSRD to incorporate ESG into its business model. For several years now, it has been transforming to become a sustainably profitable and responsible company via actions defined at group level to support the environmental, digital, demographic and regional transitions. Adopting mission-led company status has taken it even further in defining clear commitments backed up by evolving impact indicators developed based on advice from the Mission Committee. Both the CSRD and La Poste's mission-led company status enable it to make an effective contribution to supporting major transitions.

Both drive it to identify its main priorities and establish a concrete and quantifiable action plan, with meaningful performance and impact indicators, while also ensuring transparency.



Adopting mission-led company status has taken La Poste even further in defining clear commitments backed up by evolving impact indicators developed based on advice from the Mission Committee.



HOW DOES LA POSTE ENSURE THAT THIS REPORT REFLECTS REALITY?



Upholding of commitments audited by an independent third party

Under French law, mission-led companies must be audited by a recognised and accredited independent third party. The independent third party appointed by the company is responsible for verifying the achievement of the company's social and environmental commitments and objectives at least every two years.

The audit checks:

- ▶ how the overall corporate purpose reflects the company's social and environmental commitments and objectives;
- ▶ the achievement of these objectives.

To do this, it looks in particular at the means and resources used and checks that they are appropriate for the company's operational objectives and pathways, taking account of business

development over the period. It also checks the robustness of the indicators made available to the Mission Committee and how these fit in with the company's operational commitments and objectives. On the basis of its work, the independent third party gives a reasoned opinion explaining what was taken into account and stating whether or not the company has met its objectives.



Findings accessible to all

La Poste appointed KPMG to perform its 2024 audit. KPMG's work and its findings are appended to this report on pages 28-31.

APPENDIX

OPINION OF THE INDEPENDENT THIRD PARTY

La Poste

9, rue du Colonel Avia
75015 Paris, France

Report of one of the Statutory Auditors, appointed as an independent third party, on the implementation of social and environmental objectives

For the period 1 January 2023 to 31 December 2024

This is a free translation into English of the Statutory Auditors' report issued in French and is provided solely for the convenience of English speaking readers. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.

To the Shareholders,

In our capacity as Statutory Auditor of La Poste (hereinafter the "entity"), appointed as an independent third party and certified by Cofrac (under number 3-1884 rév. 2, scope available at www.cofrac.fr/en/), we have undertaken a limited assurance engagement on the historical information relating to the achievement of the social and environmental objectives set by the entity within the scope of its status as a mission-led company, as presented in the Mission Committee reports for the period 1 January 2023 to 31 December 2024, appended to the management reports and in line with Article L. 210-10 of the French Commercial Code.

Conclusion

Based on the procedures we have performed, as set out in the section "Nature and scope of our work", and the information collected, for each social and environmental objective set in line with Article L. 210-10, paragraph 2° of the French Commercial Code and set out in the Articles of Association, within the scope of the company's status as a mission-led company and at the end of the period covered by our audit, nothing has come to our attention that causes us to believe that the entity has not:

- ▶ achieved the operational objectives that it has defined and that underpin the abovementioned social and environmental objectives;
- ▶ mobilised adequate and consistent means in relation to its resources and the action plan defined by management, and that;
- ▶ as a result, La Poste complies with each of the objectives that it pursues, as set out in its Articles of Association and in line with its purpose and its activity.

Comments

Without qualifying our conclusion, we have the following comments:

- ▶ we noted that some of La Poste's mission-led company objectives are expressed through qualitative operational objectives relating to the deployment of actions, measures or key offerings for the implementation of the mission. These qualitative operational objectives, some of which were revised in 2024, are systematically associated with quantified, non-objective indicators. All the operational objectives and associated indicators are presented in the Mission Committee report;
- ▶ our work highlighted an area for improvement regarding the management and governance of certain indicators⁽¹⁾ monitored as part of the mission, i.e., those established on the basis of multiple data sources, and for which the calculation methods, monitoring procedures and levels of robustness vary, as outlined in the methodology presented in the Mission Committee report;
- ▶ in particular, we noted that approximately 15% of the 2024 data relating to the "Number of people identified, supported, trained and equipped in the use of digital technology" indicator was based on an estimate, as outlined in the methodology presented in the Mission Committee report. Improvements could be made, in particular by strengthening internal controls.

(1) Number of beneficiaries of La Poste Groupe support services for older and vulnerable people, Number of people identified, supported, trained and equipped in the use of digital technology.

Preparation of information relating to the achievement of social and environmental objectives

The absence of a generally accepted and commonly used reference framework or established practice on which to base the assessment and measurement of the achievement of social and environmental objectives allows for the use of different, but acceptable, measurement techniques that may affect comparability between entities over time.

Consequently, information relating to the achievement of social and environmental objectives needs to be read and understood together with the entity's procedures (hereinafter the "Guidelines"), the main elements of which are presented in the Mission Committee reports (or which are available online or on request from the entity's head office).

Inherent limitations in preparing the information relating to the achievement of social and environmental objectives

As stated in the Mission Committee report, the information may be subject to uncertainty inherent to the state of scientific and economic knowledge and the quality of external data used. Some of the information presented is sensitive to the choice of methodology and the assumptions or estimates used for its preparation.

The entity's responsibility

Management is responsible for:

- ▶ setting up a Mission Committee responsible for preparing an annual report in accordance with the provisions of Article L. 210-10 of the French Commercial Code;
- ▶ selecting or setting appropriate criteria and procedures for drawing up the entity's Guidelines;
- ▶ designing, implementing and maintaining internal control over information relevant to the preparation of the Mission Committee's report, and implementing the internal control procedures it deems necessary for the preparation of information relating to the achievement of social and environmental objectives that is free from material misstatement, whether due to fraud or error;
- ▶ preparing information relating to the achievement of social and environmental objectives in accordance with the Guidelines and making this information available to the Mission Committee.

The Mission Committee is responsible for drawing up reports based on the information relating to the achievement of social and environmental objectives made available by the entity, and for carrying out any verification it deems appropriate.

These reports are appended to the Board of Directors' management reports.

Responsibility of the Statutory Auditor, appointed as an independent third party

In accordance with Article R. 210-21 of the French Commercial Code, based on our work, our responsibility is to provide a report expressing a limited assurance conclusion on the entity's compliance with the social and environmental objectives that it has set itself within the scope of its status as a mission-led company.

As it is our responsibility to form an independent conclusion on the achievement of the social and environmental objectives, we are not permitted to be involved in the preparation of the information as doing so may compromise our independence.

Applicable regulatory provisions and professional guidance

We performed the work described below in accordance with Article R. 210-21 of the French Commercial Code, the professional guidance issued by the French Institute of Statutory Auditors (*Compagnie Nationale des Commissaires aux Comptes*) applicable to such engagements, in particular the professional guidance issued by the French Institute of Statutory Auditors, *Intervention du commissaire aux comptes – Intervention de l'OTI – Sociétés à mission*⁽²⁾, together with our own procedures, which are appended to this report and act as the verification programme, and with the International Standard on Assurance Engagements 3000 (revised)⁽³⁾.

Independence and quality control

Our independence is defined by the provisions of Article L. 821-28 of the French Commercial Code and the French Code of Ethics (*Code de déontologie*) of Statutory Auditors. In addition, we have implemented a system of quality control including documented policies and procedures aimed at ensuring compliance with applicable legal and regulatory requirements, ethical requirements and the professional guidance issued by the French Institute of Statutory Auditors relating to this engagement.

(2) Avis Technique – Intervention du commissaire aux comptes – Intervention de l'OTI – June 2024 version.

(3) ISAE 3000 (Revised) – Assurance engagements other than audits or reviews of historical financial information.

Means and resources

Our work was carried out by a team of four people between January and May 2025 and took a total of around eight weeks.

We were assisted in our work by our specialists in sustainable development and corporate social responsibility. In particular, we conducted around 20 interviews with the people responsible for preparing the historical information relating to the achievement of social and environmental objectives.

Nature and scope of our work

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the information relating to the achievement of the social and environmental objectives that the entity pursues within the scope of its status as a mission-led company is likely to arise.

We believe that the procedures carried out, based on our professional judgement, are sufficient to provide a basis for our limited assurance conclusion.

We obtained an understanding of the entity's activities within the scope of its status as a mission-led company, the formulation of its purpose and the social and environmental challenges it faces.

Our work mainly consisted of:

- ▶ verifying the overall consistency of the entity's purpose and its social and environmental objectives, set in line with Article L. 210-10, paragraph 2° of the French Commercial Code and set out in its Articles of Association;
- ▶ assessing the achievement of these objectives.

With regard to the overall consistency of the entity's purpose and its social and environmental objectives, our assessment was based both on its activity and its operational objectives:

- ▶ how the entity's purpose and its social and environmental objectives reflect its activity
 - we conducted interviews to assess the commitment of management and members of the governance bodies to the expectations of the main internal and external stakeholders concerned by the entity's activity;
 - we assessed the processes put in place to structure and formalise this approach, based on:
 - the information available within the entity (e.g., minutes from or materials used in meetings with internal or external stakeholders, risk analyses),
 - the mission-led company's roadmap and the most recent reports drawn up by the Mission Committee since the previous audit,
 - publications, where applicable (e.g., management report, sustainability report, website);
 - we assessed whether the social and environmental objectives are consistent with the company's purpose, and whether they constitute levers for achieving this purpose or commitments on how to achieve it;
 - we assessed whether the company's purpose and social and environmental objectives:
 - are clear, and whether a reader unfamiliar with the company would be able to identify its activities based on this information,
 - help us to understand the company's contribution to society and whether it is able to manage and act on its social and environmental challenges,
 - are specific to the company, compared with those of other mission-led companies in the same sector,
 - are aligned with the entity's business model; in particular, we verified that the entity's revenue is not disconnected from its purpose and social and environmental objectives, and that changes in revenue are not potentially unrelated, or even partially contradictory, to its purpose and social and environmental objectives,
 - are expressed using precise terms related to the company's activity and not just generic terms such as sustainable or responsible;
- ▶ consistency and coordination of the company's purpose and social and environmental objectives with its operational objectives
 - we assessed whether:
 - the operational objectives contribute to compliance with the corresponding social or environmental objective and/or commitment, and whether they are essential for compliance,
 - the achievement of operational objectives provides convincing proof of compliance with the corresponding social or environmental objective and/or commitment,
 - the operational objectives are verifiable and the measures adopted are consistent with them.

Therefore, based on the entity's activity, we assessed the consistency between:

- ▶ the information collected;
- ▶ the company's purpose; and
- ▶ the social and environmental objectives included in the Articles of Association.

With regard to the achievement of the social and environmental objectives, we verified the existence of operational objectives and key indicators for monitoring and measuring the entity's achievement of these objectives at the end of the period covered by our audit, we assessed whether the entity had mobilised adequate and consistent means in relation to its resources and the defined action plan, and whether the operational objectives are in line with what is expected from the pathways defined by the entity within the scope of its status as a mission-led company, as described in the Mission Committee reports and as achieved.

To do so, we performed the following procedures:

- ▶ gaining an understanding
 - we gained an understanding of the documents drawn up by the entity to provide information on its performance, in particular the provisions outlining the operational objectives and the associated monitoring procedures, as well as the Mission Committee reports;
 - we met with the Mission Committee to discuss its assessment of the achievement of social and environmental objectives and, where appropriate, with stakeholders to discuss the objectives that concern them. In addition, we reviewed the analysis presented in the Mission Committee reports and the results achieved by the end of the operational objectives in relation to their defined pathways, in order to assess compliance with social and environmental objectives. We also gained an understanding of the way in which the Mission Committee reported these results;
- ▶ analysis of means and resources used
 - we interviewed the entity's management body to assess the financial and non-financial resources used to achieve social and environmental objectives;
 - in light of the business trends over the period, we assessed the adequacy of the means and resources used and the means and resources used specifically to achieve the operational objectives in relation to their pathways;
- ▶ fairness of performance indicators
 - we verified that Mission Committee reports include performance indicators that are consistent with the operational objectives, defined where applicable, and that allow the achievement of the operational objectives and progress towards the defined pathways to be reported;
 - we assessed the fairness of each of these indicators, and in particular:
 - we assessed the appropriateness of the entity's Guidelines with respect to their relevance, completeness, reliability, objectivity and understandability,
 - we verified that the indicators cover the entire scope of the entity's mission-led company status,
 - we obtained an understanding of the internal control procedures implemented by the entity and assessed the collection process aimed at ensuring the fairness of these indicators,
 - we implemented analytical controls and procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data,
 - we assessed the overall consistency of the Mission Committee reports in light of our knowledge of the entity and within the scope of its status as a mission-led company;
- ▶ failure to meet one or more social and environmental objectives.

Where one or more social and environmental objectives were not met, we examined the reasons for this, as set out in the Mission Committee report. Taking into account the entity's specific context, we assessed whether these reasons were linked to exceptional circumstances external to the entity that could not be anticipated at the time the operational objectives were defined.

The procedures performed in a limited assurance review are less extensive than those required for a reasonable assurance opinion performed in accordance with the professional guidance of the French Institute of Statutory Auditors; a higher level of assurance would have required us to carry out more extensive procedures.

Paris-La Défense, 14 May 2025

KPMG SA



Stéphanie Millet
Partner

Fanny Houlliot
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Fanny Houlliot
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Fanny Houlliot
ESG Expert

APPENDIX

DEFINITION OF INDICATORS

01 CONTRIBUTING TO THE DEVELOPMENT AND COHESION OF LOCAL AREAS

Percentage of the population less than 5 kilometres or under 20 minutes by car from a contact point

This indicator measures the percentage of the population living less than 5 km or under 20 minutes by car from a La Poste contact point.

Employment footprint (direct, indirect and induced)

This indicator measures the contribution made by La Poste, La Banque Postale, DPD France, La Poste Immobilier, CNP France, Mediaposte, Viapost Groupe and BPO IS to employment in France in three ways: direct, indirect (via purchases) and induced (via what is consumed by people in direct and indirect employment, and via taxes and levies paid by the group). The study undertaken to quantify this indicator was conducted with support from consultancy firm Utopies.

Percentage of formal purchasing consultations based on CSR criteria (over 10%)

This indicator was created in 2024 at the Mission Committee's request. It is calculated on the basis of the number of formal purchasing consultations using CSR criteria to select or eliminate suppliers, divided by the total number of formal purchasing consultations at La Poste, La Poste Immobilier, Viapost Transport Management and La Banque Postale. CSR criteria refer to any criteria that fall within the scope of application of the responsible purchasing policy (fundamental rights, environment, inclusion and local area, ethical and responsible relationships). The requirements and scope of this indicator will be increased gradually.

02 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

This indicator measures the number of young people under 30 who benefited from one or more mechanisms. This indicator changed in 2024 to include young people aged up to 30 (compared with under 26 previously).

Percentage of employees with disabilities

This official indicator (BOE rate – beneficiaries of the obligation to employ workers living with a disability) measures the portion of the total La Poste SA workforce who have a disability.

Number of accessible banking beneficiaries able to receive social benefits

This indicator measures the number of customers for inclusive banking services (accessible banking mission and vulnerable customers) who were able to receive social benefits. It is based on the number of inclusive banking customers who received a Christmas bonus benefit and the number who received the new school year payment. The number of customers who received both benefits is deducted from the total.

Number of beneficiaries of La Poste Groupe support services for older and vulnerable people

This indicator measures the number of people in France benefiting from La Poste support services for the elderly and vulnerable (Watch Over My Parents service, meal and medicine deliveries, La Poste Silver Networks, and La Poste Health & Autonomy).

03 PROMOTING ETHICAL, INCLUSIVE AND AFFORDABLE DIGITAL SERVICES

Number of people identified, supported, trained and equipped in the use of digital technology

This composite indicator measures the sum of the number of people supported by France Services with online administrative tasks, the number of people trained by La Poste digital advisors and by advisors/mediators from SSE partners, the number of customers trained in inclusive banking by La Banque Postale partners, the number of postal workers with CléA digital training, the number of sales of Ardoiz tablets, a portion of the number of new La Poste Mobile customers (estimate based on the first-time take-up rate for digital services as measured by an annual survey of new La Poste Mobile customers; 15.2% of this data is estimated for 2024), and the number of items of reconditioned La Poste equipment donated to non-profits.

Number of active Digiposte and La Poste Digital Identity users

This indicator measures the number of people with an active Digiposte account (customer access and/or document stream) and the number of people with a La Poste Digital Identity account in France.

Amount of raw materials saved by extending the life of IT equipment

This indicator measures the number of tonnes of raw materials that have not been used to produce new equipment thanks to the extended lifespan of La Poste's IT equipment. The value assigned to this indicator is based on the concept of the ecological baggage of telephones and computers as described in an Ademe study called "La Face Cachée du Numérique" ("The hidden face of digital technology").

04 WORKING TO ACCELERATE THE ENVIRONMENTAL TRANSITION FOR ALL

Greenhouse gas (GHG) emissions avoided (scopes 1, 2 and 3 related to transport and delivery subcontractors) through the reduction in the emissions intensity of the Parcels activity

This indicator compares emission intensity in year Y (GHG emissions produced in year Y/number of packages in year Y) with emission intensity in year Y-1 (GHG emissions produced in year Y-1/number of packages year Y-1) as a proportion of the number of packages in year Y.

Reduction in emissions of air pollutants

This indicator measures changes in the reduction of pollutant emissions from vehicle fleets used by La Poste and Geopost internally or through subcontractors.

Action taken to promote biodiversity – Global Biodiversity Score

This indicator helps La Poste measure its biodiversity footprint in two stages:

1. establishing the relationship between its economic activities and pressure on biodiversity by quantifying the contribution economic activities make to pressure on biodiversity;
2. analysing the impact these pressures have on biodiversity and quantifying this in terms of MSA sq.km (mean species abundance per square kilometre). This is the GBS metric used to characterise ecosystem integrity and the surface area affected. This is measured on an operational scope (excluding portfolios relating to bancassurance activities). In 2024, the measurement covered a group scope including Geopost.

A

Air quality

Evaluation of air condition using a scale based on the concentration of local air pollutants.

B

Biodiversity

Represents all living organisms on our planet and their interactions: ecosystems (grasslands, forests, green spaces), species (plants, animals, fungi, etc.); genetics (among species).

Blockchain

Large database that can be shared simultaneously by all users, who also own the ledger and can enter data into it according to specific rules set by a highly secure cryptographic protocol.

BOE (BOE rate)

Beneficiary of the Obligation to Employ people with disabilities. The obligation to employ people with disabilities is a mechanism aimed at encouraging private and public employers to hire disabled workers.

C

CDP

The Carbon Disclosure Project is a non-profit that runs a global disclosure system for companies, cities, states and regions to measure their environmental impacts. The business world looks to CDP as the gold standard in environmental reporting for corporate and municipal actors. Its ratings are an international benchmark.

Climate change adaptation

Process of adjustment to the current or expected climate and its consequences in order to mitigate the harmful effects and harness the benefits.

Climate change mitigation

Refers to human efforts to limit GHG emissions, increase absorption by carbon sinks or reduce sources of emissions.

CO

Carbon monoxide

Copert

Programme funded by the European Environment Agency to calculate air pollutant emissions caused by road transport.

CSR

Corporate social responsibility (CSR) refers to the process whereby companies embed sustainability criteria into their commercial activities and stakeholder interactions. CSR is more of a generic term than ESG because it references how a business behaves towards its environment and stakeholders.

CSRD

The Corporate Sustainability Reporting Directive sets guidelines for non-financial reporting in Europe. It describes how companies are to report their actions to address environmental, social and governance issues. It applies to La Poste, La Banque Postale and CNP Assurances as of 1 January 2024.

D

Digital Identity

La Poste Digital Identity allows people to connect easily and securely to public services, La Poste, their bank, healthcare provider, etc. It is used both as proof of identity and to ensure a secure connection via a smart phone.

Digital illiteracy

Difficulty or complete inability to use digital devices and computers, caused by people having little or no knowledge of how they work.

E

Emission intensity

Emission intensity refers to the level of carbon emissions required to carry out an activity. It is calculated by dividing the activity's or company's carbon emissions by the number of units produced (e.g., XX kg CO₂eq per parcel).

Employment footprint

Assessment of the number of jobs supported by a company's activity. The employment footprint includes direct employment (employees of the company), indirect employment (jobs created by suppliers and subcontractors through the company's purchases), as well as induced employment (jobs supported by the consumption of direct and indirect jobs, as well as jobs supported by the taxes paid by the company).

Environmental, social and governance (ESG)

Acronym referring to non-financial criteria analysing companies' sustainable development and long-term challenges. These criteria are used by companies, rating agencies and investors. ESG is frequently used by the financial industry.

EU Taxonomy

Classification system for environmentally sustainable economic activities, to help steer investment decisions in this direction. An activity is sustainable according to the Taxonomy if it meets at least one of six objectives (climate change mitigation, climate change adaptation, use of water and marine resources, circular economy, pollution, biodiversity), has no detrimental impact on any of these objectives and complies with minimum social safeguards. La Poste and La Banque Postale are required to publish their Taxonomy alignment ratio every year.



F

France Services

France Services centres provide access to eleven main services such as taxes, pensions and state health insurance. The France Services network comprised around 2,700 counters in 2024. 414 post offices had the France Services label in 2024.

G

GHG

Greenhouse gases are gaseous components that absorb infra-red radiation emitted by the Earth's surface, contributing to the greenhouse effect. Increases in their atmospheric concentration are a major contributory factor to global warming.

Global Biodiversity Score (GBS)

Tool developed by CDC Biodiversité on behalf of financial institutions to measure the biodiversity footprint of a company or set of companies.

I

Inclusive banking

Access for all, in particular the most disadvantaged, to essential financial services such as a bank account, payment methods and micro-loans for start-up projects, with appropriate protection and information.

Independent third party

Independent third parties are businesses authorised to verify CSR information as described in Article L. 225-102-1 of the French Commercial Code. They are accredited by the French accreditation committee (Cofrac) on the basis of ISO 17029, which takes account of their competence, independence and impartiality. La Poste needs to be audited at least every two years by an independent third party to ensure that it is upholding its mission.

L

LAP (local atmospheric pollutants)

There are three main sources of air pollution: chemical, biological and particulate. Chemical atmospheric pollutants include a variety of substances created by combustion, including nitrogen oxide, carbon dioxide, lead and sulphur.

M

Mission-led company status

A new legal status introduced by the Pacte law in France in 2019, a mission-led company is a business whose purpose combines economic performance with contributions to the general interest.

N

NO_x

Nitrogen oxides are essentially comprised of two molecules: nitrogen oxide (NO_x) and nitrogen dioxide (NO₂). These polluting gases result from burning fossil fuels, for instance, in a car's internal combustion engine.

NZE

Net zero emissions means cutting greenhouse gas emissions by at least 90%, as well as collecting and capturing residual atmospheric emissions by using carbon sinks, such as oceans and forests.

P

PACTE law

France's 2019 action plan for the growth and transformation of businesses aimed to provide the tools needed to boost innovation and transformation to help companies grow and share the value created with their employees, as well as to improve how ESG issues are embedded into their strategies. This law also defines the status of a mission-led company.

Paris Agreement

International treaty signed in 2015 at COP21, ratified by 194 parties, with the aim of keeping the increase in the global average temperature to well below 2 °C above pre-industrial levels by 2100, while pursuing efforts to limit the increase to 1.5 °C.

PM2.5 and PM10 (particulate matter)

PM2.5 are fine particles with a diameter under 2.5 microns, and PM10 are particles with a diameter under 10 microns. As a reminder, one micron = 0.001 millimetres.

Priority urban neighbourhoods

Priority urban neighbourhoods are the targets of specific government policies intended to compensate for lower living standards compared with the rest of the country. Until 2015, these lowest income neighbourhoods were known as sensitive urban zones. In 2024, France had 1,514 priority urban neighbourhoods with 5.4 million people living in these areas.

Public service mission

Activity carried out under the control of a public authority, i.e., the French State, with the aim of satisfying a need in the general interest. La Poste is tasked with four public service missions entrusted to it by the French State under the French law of 2 July 1990, which shape its identity: universal postal service, contribution to regional planning and development, accessible banking and press transport and delivery.

Purpose

Corporate project responding to a general interest mission that takes environmental and societal criteria into account. This relatively recent concept is set out in Article 1835 of the French Civil Code, amended in May 2019 by the PACTE law.

Q

Qualified persons

Experts in sustainability, environmental management, human rights and ethical governance, playing a key role in companies' CSR initiatives.

R

REP, REP+

Priority Education Networks (REP) and Reinforced Priority Education Networks (REP+) were created in 1981 to reduce social and regional inequalities. Priority education targets children from disadvantaged backgrounds. It covers numerous priority urban neighbourhoods (193 local authorities with priority urban neighbourhoods also have REP+ establishments) as well as disadvantaged rural areas.

S

SBTi

The Science-Based Targets initiative stems from a partnership between CDP, the United Nations Global Compact, the World Resources Institute and World Wide Fund for Nature (WWF). It aims to promote best practices for the reduction of greenhouse gas emissions and net zero goals, in line with climate science. SBTi provides companies with an independent assessment and approval of their carbon emission reduction targets, based on the work of a team of experts.

Scopes 1, 2 & 3

To assess their GHG footprint, companies have to analyse GHG emissions generated within their scope and the scopes of third parties. The three scopes cover all types of emissions, from those most directly linked to the company to those that take into account the entire value chain. Scopes 1, 2 and 3 are based on an international methodology defined by the GHG Protocol. Scope 1 corresponds to

a company's direct emissions. Scope 2 corresponds to indirect emissions relating to a company's energy use. Scope 3 corresponds to indirect emissions (excluding energy), e.g., emissions generated by suppliers and subcontractors.

SDGs

The United Nations Sustainable Development Goals are 17 world-wide targets, set in 2015, that nations are committed to reaching by 2030. They cover a broad spectrum of issues ranging from protecting the planet to promoting peace and guaranteeing that people can live in safety and dignity. The 17 SDGs establish a general framework for moving towards a more sustainable world, and are accompanied by development programmes aimed at helping the most vulnerable, women and children in particular.

Skills-based volunteering

This is a gift-in-kind where a company temporarily makes the skills or labour of its staff available to a general interest organisation.

Social benefits

Benefits offered to improve employee well-being, such as health insurance, top-up pension, paid leave, childcare services, work-related training and help with housing.

Soft mobility

A concept that covers all non-motorised forms of transport (walking, cycling, scooter, etc.) and that offers numerous benefits in terms of lower pollution, increased physical exercise and cheaper travel.

SRI

Socially responsible investment refers to all the mechanisms needed to incorporate non-financial criteria (concerning the environment, social and ethical issues and governance) into investment and portfolio management decisions. It is a mechanism for applying sustainability criteria to financial investment.

SSE

The social and solidarity economy comprises organisations that seek to reconcile solidarity with financial performance and social value.

Stakeholders

Individuals and groups impacted by a company's activities: internal stakeholders (employees, managers, trade unions) and external stakeholders (non-profits, NGOs, customers, suppliers, investors, civil society, etc.).

Sustainability statement

Regulatory reporting document required under the CSRD, replacing the Non-Financial Statement (NFS). The first sustainability statements were published in 2025.

T

tCO₂eq.

Tonne of CO₂ equivalent is a unit created by the IPCC. It makes it easier to compare the environmental impacts of greenhouse gases. It also allows them to be totalled to produce a single indicator.

Z

Zero net land take by 2050

Zero net land take by 2050 is a target set by the Climate and Resilience law that came into force in France on 24 August 2021. It initially requires local and regional policymakers to deliver a 50% cut in the rate of land take and destruction of natural, agricultural and forest areas by 2030. The target for zero net land take must be met by 2050.

NON-FINANCIAL RATINGS

MOODY'S | ESG Solutions



ecovadis

International rating agency used by investors to evaluate corporate non-financial performance.

Benchmark international agency for corporate climate performance.

Benchmark rating agency used by companies to assess their suppliers' social and environmental performance.

No. 1

out of 4,557 companies worldwide across all sectors

81/100
(October 2024)

Top 2%

out of 25,000 companies worldwide across all sectors, CDP Climate Change Leadership status

A
(February 2025)

Top 1%

of companies in the postal, courier and multi-modal freight transport sector

79/100
(September 2024)

To find out more about La Poste Groupe and its commitments to society



Social commitment pages
on lapostegroupe.com



La Poste
Impact Report



La Poste
Integrated Report



La Banque Postale
Mission Report

