

ESG INDICATORS 2023

GRI INDEX – ESRS



LA POSTE
GROUPE



ESG indicators 2023

Report on the Group's environmental, societal and governance (ESG) performance

This ESG indicators handbook replaces the CSR report. It is intended in particular for non-financial analysts and rating agencies to enable them to better assess Le Groupe La Poste's non-financial performance in 2023.

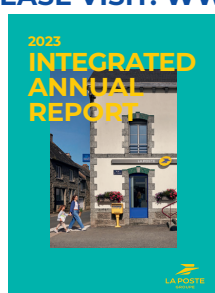
Prepared according to the guidelines of the Global Reporting Initiative (GRI standards), this handbook also provides a cross-reference with the sustainability standards set by the Corporate Sustainability Reporting Directive. It has been prepared to complement the Group's other publications, in particular the Universal Registration Document (URD). Depending on the themes, additional information to these publications is provided.

This document presents the objectives and ambitions defined by the Group on the basis of assumptions and an updated risk analysis. The current context is fraught with unforeseeable exogenous factors that are not controlled by the Group. Le Groupe La Poste therefore draws the attention of readers of this handbook to the fact that these factors could cause it difficulty or delay in achieving its objectives, despite the good faith implementation of the resources described in the roadmaps associated with the objectives.

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COMMITMENTS OF LE GROUPE LA POSTE



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1 COMMITMENTS OF LE GROUPE LA POSTE

Environmental indicators and targets



Since its creation, La Poste offers **essential services for the development of social interaction and the economy in the regions**. It is constantly being renewed to adapt to social and technological changes, always with the desire to serve the general interest, in particular through its four public service missions⁽¹⁾.

Back in 2014, La Poste Group identified **four major environmental and societal transitions**, whose impacts have been amplified by one crisis after another. They represent a set of challenges that the Group is committed to meeting, and are at **the heart of the "La Poste 2030, committed to you" strategic plan**.

Faced with the social and environmental challenges posed by the planet's habitability, La Poste wants to **amplify its positive impact** in the service of the common good. The aim is to be profitable and responsible, at the forefront of the advent of a new business model. With this in mind, La Poste became a company with a mission in 2021, and as such has formalized **four environmental and societal commitments**. The Group deploys these principles across all its businesses, as part of its commitment to supporting major environmental and societal transitions: contributing to regional development and cohesion; fostering social inclusion; promoting ethical, inclusive and frugal digital technologies; and working to accelerate the ecological transition for all.

These social, societal and environmental commitments enable La Poste group to contribute to the UN Sustainable Development Goals (SDGs). To monitor and manage these commitments, the Group has defined indicators and medium-term objectives detailed below⁽²⁾.

1.1 ENVIRONMENTAL INDICATORS AND TARGETS

Indicator	Scope	Unit	2021	2022	2023	Target
AMBITIOUS GHG REDUCTION TRAJECTORIES IN FAVOUR OF REDUCING AND ADAPTING TO CLIMATE CHANGE						
 30% reduction in GHG emissions over the 2013-2025 period	La Poste	%	(17.9)	(26.6)	-35.1%	-30%
 ■ of which Scopes 1 & 2	La Poste	%	(35.3)	(38.3)	-44.6%	-51%
■ of which Scope 3	La Poste	%	(2.2)	(15.9)	-26.5%	-14%
Reduction in GHG emissions over the 2020-2030/2040 period ^(a)	GeoPost	%	8	(6.5)	-1.3%	-43% by 2030
46% reduction in GHG emissions over the 2019-2030 period ^(b)	LBP	%	(15)	ND	-19.4%	-46%
Obtain electricity from 100% renewable sources ^(c) by 2025	LGLP	%	84.7	89.5	89.5	100%
REDUCTION IN THE IMPACT OF REAL ESTATE MANAGED BY LA POSTE IMMOBILIER						
Reduction in the energy intensity of the real estate portfolio ^(d)	La Poste Immobilier	%		(12)	-15	-7.6% by 2025
Reduction in the carbon intensity of energy consumption ^(d)	La Poste Immobilier	%		(5)	-18	-10.8% by 2025

(a) For more information see *Together for a better tomorrow*, available for download geopost.com/en/sustainability. The objective is -90% in 2040.

(b) Scope of the commitment: GHG emissions from energy consumption related to the use of La Banque Postale's vehicle fleet and non-LCB buildings.

(c) Since 2016, the buildings managed by La Poste Immobilier have been supplied entirely with electricity from renewable sources.

(d) Baseline 2021.

In March 2024, Le Groupe La Poste, with all its business units and subsidiaries, obtained the approval of its **SBTi Near Term 2030 and "Net zero emissions" by 2040 trajectories**⁽³⁾. Le Groupe La Poste⁽⁴⁾ is committed to a trajectory by 2030 aiming to reduce its emissions by 43.6% on Scopes 1 and 2 and by 25% on Scope 3, and aims in the long term for "Net zero emissions" from 2040 (reference year: 2021).






Since 2024, Le Groupe La Poste has been using a tool called the **"carbon budget"** to manage this trajectory. Applied to all its subsidiaries, it enables Le Groupe La Poste to verify that its commitments are being met, and to link them to the resources allocated (OPEX / CAPEX) to these ambitions.

(1) See Universal Registration Document Section 1.6 "Public service missions" (p.92).

(2) The perimeters are specified on each of the objectives. It should be noted that La Poste Europe group accounts for 95.9% of the Group's consolidated sales and 98.7% of its workforce, while La Poste SA employs over 142,000 people in France.

(3) See the following link : <https://www.lapostegroupe.com/en/carbon-neutrality>

(4) This trajectory concerns the Services-Mail-Parcels and Consumer and Digital Services business units, the support and structure activities, as well as GeoPost and La Banque Postale.

Indicator	Scope	Unit	2021	2022	2023	2025 target
IMPROVING AIR QUALITY^(a) BY REDUCING ATMOSPHERIC POLLUTION						
 Nitrogen oxide (NOx) emissions	Véhiposte	metric tonnes	72.9	65.4	56.7	-60%
 PM2.5 particulate emissions	Véhiposte	metric tonnes	3.5	3.5	3.2	-60%
 Percentage of kilometres travelled by the fleet managed by Véhiposte	Véhiposte	%	74	71	64	-
PRESERVING BIODIVERSITY						
 Biodiversity performance contracts ^(b)	La Poste Immobilier	Number		24	16	40
 Environmental assessments ^(c)	La Poste Immobilier	Number		103	87	setting up actions

(a) Target set for the scope of the vehicle fleet managed by Véhiposte, reference year 2015.

(b) Performance contracts signed with CDC biodiversité and number of LPO refuges obtained on sites.

(c) Number of visits by ecologists to sites to formalize recommendations to be implemented in favor of biodiversity.

Rational management of resources



Indicator	Scope	Unit	2021	2022	2023	2025/2030 target
REUSING OR RECYCLING 75% OF OPERATING WASTE BY 2030^(a)						
Weight of WEEE produced	LGLP	Metric tonnes	1,510	1,174	1,068	-
Recovery of waste electrical and electronic equipment ^(b)	LGLP	Rate in %	93	90	90	-
■ of which reused	LGLP	Share in %	5	6	3	-
■ of which recovered through material recycling	LGLP	Share in %	85	80	83	-
■ of which incinerated with energy recovery	LGLP	Share in %	3	4	4	-
REUSING^(c) 100% OF REUSABLE IT EQUIPMENT BY 2030						
Computers reused	La Poste and LBP	Number	3,035	6,564	5,621	-
Smartphones and tablets reused	La Poste and LBP	Number	22,063	27,282	19,192	-
Smartphones and tablets repaired and returned to service	La Poste and LBP	Number	3,624	2,281	3,329	-
PROMOTING AN ECO-RESPONSIBLE APPROACH AMONG MOBILE SUBSCRIBERS BY 2025						
Sales of refurbished mobile phones	La Poste Mobile	Share in %	2.7%	4.7%	6.5%	10% by 2025
OFFERING CUSTOMERS ECO-DESIGNED AND CIRCULAR POSTAL PACKAGING						
Share of recycled material on the total weight of packaging sold	La Poste	Share in %	40.1%	40.5%	34% ^(d)	60% by 2030
Non-reusable plastic packaging sold	La Poste	Million	4.5	1.9	0.4	0 by 2025






(a) While the objective concerns all types of operating waste, currently only waste electrical and electronic equipment data is reported.




(b) Concerns waste from electrical and electronic equipment used by La Poste Groupe for its own operations. Such waste is recovered and reused through a variety of treatment processes, including reuse, materials recycling and use as fuel for heat recovery. These data do not include equipment that has been donated or sold, thereby avoiding waste.

(c) Refers to the entire second life of refurbished and reused equipment after its use by La Poste

(d) The "total packaging sold made from recycled material, by weight" indicator has seen a drop resulting solely from paper packaging: i) Despite extensive investigations by our purchasing department, the state of the paper market in 2023 was such that we were unable to source recycled paper of sufficient quality and security of supply to produce our ready-to-mail products; ii) In 2023, the launch of the new Mail range resulted in a reduction in ready-to-mail stocks and very substantial new orders to supply all of our contact points. The amount of paper packaging in 2023 therefore represented a higher proportion of the total weight of packaging. The fact that this paper is not recycled pushes down our indicator (overall recycled rate across all references). By contrast, the average recycled rate in cardboard and plastic packaging increased to 46% in 2023, in line with the targets set. Due to the state of the paper market, we are currently considering changing the scope of the target from 2024.

1.2 SOCIAL INDICATORS AND TARGETS

SDG	Indicator	Scope	Unit	2021	2022	2023	2030 target
ANCHORING THE RESPONSIBLE EMPLOYER POLICY AT THE HEART OF ACTIONS							
  	Workforce on permanent contracts	LGLP (Europe)	%	94.0	95.7	95.8	> 85%
	Turnover	LGLP (Europe)	%	9.0	10.5	11.5	< 20
	Recruitment under permanent contracts	LGLP (Europe)	Nb	17,925	22,321	26,386	-
	Percentage of women in the workforce	LGLP (Europe)	%	47.4	47.3	47.4	50%
	Percentage of women in the workforce	La Poste	%	52.7	52.8	52.6	Maintenance
	Female senior executives	LGLP	%	35	35.5	38.2	50%
	Percentage of women in the top 10% of high responsibility positions ^(a)	La Poste	%	44.8	44.9	45.4	50%
	Gender equality index	La Poste	Score out of 100	94	94	94	-
	Gender pay gap ^(a)	LGLP (Europe)	%	(5.7)	(5.1)	-6.6	< -6%
	Gender pay gap ^(b)	La Poste	%	+0.2	+0.5	+0.2	Maintenance of equal pay
	Number of young people hired or welcomed (permanent contracts, temporary contracts, work-study students, interns)	La Poste	Number	18,386	14,689	16,781	Maintenance
	Recruitment of young people under the age of 25	LGLP (Europe)	Number	3,933	5,175	6,456	Maintenance
	Young people hired under an apprenticeship or work-training contract (new contracts signed)	LGLP (France)	Number	4,182	3,474	4,124	Maintenance
	Work-study students	LGLP (Europe)	Number	5,743	5,117	5,653	> 4,500
	Beneficiaries of the obligation to employ disabled workers ^(a)	La Poste	%	8.66	8.77	9.33	Greater than the legal obligation
Ratio between the Chairman and CEO's remuneration and the average remuneration of employees	La Poste		14.2	13.7	13.2	< 15	
Number of employees housed in La Poste reserved accommodation	LGLP (France)	Number	1,650	2,300	2,800	n > n-1	
IMPROVING QUALITY OF LIFE AT WORK AND PRESERVING THE HEALTH AND SAFETY OF EMPLOYEES AT WORK							
 	Monitor quality of life at work in the commitment survey	LGLP (France)	Score out of 10	6.4	6.6	6.7	7
	Commitment score measured via the commitment survey	LGLP (France)	%	59%	61%	65%	70%
	Perception by each employee of the teams' commitment to reducing the environmental impact (implementation of actions, measurement of the commitment survey)	LGLP (France)	%			71%	80%
	Sickness absenteeism rate	LGLP (Europe)	in days	6.7	7.2	6.6	< 7%
	Days of absence for accidents at work and commuting accidents or work-related diseases ^(c)	LGLP (Europe)	Nb	833,316	796,568	777,024	< 800,000

SDG	Indicator	Scope	Unit	2021	2022	2023	2030 target
	Accident at work frequency rate ^(d)	LGLP (Europe)	%	20.20	19.3	17.9	< 19
	Accident severity rate ^(e)	LGLP (Europe)	%	1.41	1.36	1.31	< 1.4
PROMOTING THE DEVELOPMENT OF THE SKILLS AND EMPLOYABILITY OF EMPLOYEES							
	Training hours	LGLP (Europe)	Nb	5,518,097	4,789,118	6,913,674	= or > N-1
	Employees having attended at least one training during the year (rate of access to training)	LGLP (Europe)	Share in %	92.3	86.9	88.8	> 85%
	Training hours per employee trained	LGLP (Europe)	Nb	24	22	23	Maintenance
	Employees having attended at least half a day of training during the year	LGLP (Europe)	Share in %	82%	80%	82.6	> 80%
	Share of training expenses in payroll ^(a)	LGLP (Europe)	%	4.8	4.1	3.85	> 3.5%
	Share of training expenses in payroll	LPSA	%	4.84	4.92	5.05	>3.5%
	Proportion of employees having attended a digital training course during the year (as a %)	LGLP (Europe)	Share in % during the year	19%	20.8%	15.06%	100% cumulative by 2025
	Employees trained in personal data protection (GDPR)	La Poste + LBP	Number	3,000	39,381	26,894 ^(f)	-
	Number of employees enrolled in innovative career paths	LGLP (France)	Nb	525	569	1,360	7,000 cumulative at 2030
	Employees who have developed professionally	LGLP (France)	Nb	18,532	20,641	20,163 (13%)	> 10%
	Promotion rate	LGLP (Europe)	%	8.3	8.2	6.7	Maintenance
	Offers on the Job Exchange	LGLP (France)	Nb	21,559	18,368	16,143	Maintenance
	Employees supported by the Mobility and Recruitment teams	LGLP (France)	Nb	27,918	12,816	25,773	100% of employees in transition
RESPECTING HUMAN RIGHTS AND MAINTAINING A CONSTRUCTIVE AND QUALITY DIALOGUE^(g)							
	Number of agreements signed	LGLP (Europe)	Number	271	276	252	-
	Number of agreements signed	LGLP (France)	Number	157	160	154	-

(a) Partial consolidation of Geopost's European subsidiaries since 2021, based on available data.

(b) La Poste SA scope excluding civil servants.

(c) Based on the number of employees excluding fixed-term contracts; days of absence are counted in calendar days.













(d) Based on the number of civil servants, permanent and fixed-term contracts (excluding trainees); number of workplace accidents (excluding commuting accidents) with time off per million hours worked, calculated on the basis of the average number of employees multiplied by the number of annual working hours; method of calculating the frequency rate as at 31 December, with one month of consolidation.

(e) Civil servants, permanent and fixed-term contracts; number of days off due to workplace accidents (excluding commuting accidents) per thousand hours worked. The days lost for workplace accidents are counted in calendar days. The number of workplace accidents with time off as well as the number of days off due to accidents were taken from the HR management systems on 31 December.

(f) CNP Assurances was added to the scope of the indicator in 2023. The fall in the number of people trained in 2023 is explained by the exceptional catch-up drive launched in 2022 following implementation of a new training programme for La Banque Postale employees. As this training is valid for two years, the number of participants was automatically lower in 2023.

(g) The minimum number of weeks' notice is 12, frequently increased to 24.

1.3 SOCIETAL INDICATORS AND TARGETS

SDG	Indicator	Scope	Unit	2021	2022	2023	2025 target
ASSERTING A STRONG AND COORDINATED PHYSICAL PRESENCE IN THE REGIONS							
 	Physical access points ^(a)	LGLP	Number	35,313	35,600	37,287	40,000
	La Poste retail outlets, France	La Poste	Number	17,038	17,321	17,679	-
	French population living less than 5 km from a La Poste retail outlet ^(b)	La Poste	%	97.1	97.0	97.0	90
FINANCING SMES / ISES AND VSES AND THE LOCAL PUBLIC SECTOR							
 	Annual production of credit to local authorities	La Banque Postale	€bn	5.2	4.4	4.5	4.5
	Annual production of credit social, healthcare, charity and local economic fabric	La Banque Postale	€bn	3.9	4.9	2.88	4.9
DEVELOPING A RESPONSIBLE PURCHASING POLICY							
 	Signing of the Responsible Purchasing Charter by suppliers	La Poste	Share in %	100%	100%	100%	100%
	Value of purchases made from the protected workforce integration sector (<i>secteur de l'insertion par l'activité économique</i>) and from the disabled and sheltered work sector (<i>secteur du travail protégé et adapté</i>)	La Poste	€m	29.7	35	39	40 by 2025
ACTING FOR INCLUSIVE AND ETHICAL DIGITAL TECHNOLOGY							
 	Supported, trained and equipped citizens experiencing digital illiteracy ^(c)	La Poste	Number	236,085	473,734	646,071	1 million / year by 2030
ACCELERATING ON THE SUBJECT OF FINANCIAL ACCESSIBILITY							
 	Customers in financially vulnerable situations ^(d)	La Banque Postale	Million	1.6	1.7	1.7	-
	Livret A customers benefiting from the banking accessibility public service mission	La Banque Postale	Number	1.4	1.4	1.3	-

- (a) Post offices, local postal agencies, "La Poste Relais" outlets, as well as pick-up and drop-off points, professional customers spaces (*carrés pros*), lockers, drives, etc. within which one or more services of La Poste, its entities or subsidiaries are provided.
- (b) In accordance with the postal coverage agreement, the Group's objective is to reach 90% of the population within 5 km and less than 20 minutes by car from a La Poste retail outlet in France. Accessibility in respect of universal service: in regard to the accessibility of the universal postal service, Article R. 1-1 of the French Postal and Electronic Communications Code specifies that at least 90% of the French population in each department must live less than 10 km from a retail outlet, and that all municipalities with more than 10,000 inhabitants must have at least one retail outlet for each section of 20,000 inhabitants.
- (c) Number of citizens experiencing digital illiteracy supported by La Poste and its partners. In 2023, the estimate of the number of people assisted by the Digital Advisors was based on the number of transactions carried out by them and on the ratio used in previous years, the conservative nature of which has since been confirmed on the basis of actual data (January 2024 period), which are now available within the consolidated indicator of the France Services platform used by the Digital Advisors.
- (d) Customers in financially vulnerable situations, as defined by La Banque de France.

For more information on the ambitions of:

- La Banque Postale, please refer to the 2023 statement of non-financial performance in La Banque Postale's Universal Registration Document (p.46).
- CNP Assurances: please refer to the 2023 statement of non-financial performance in CNP's Universal Registration Document and the 2023 CSR Report
- GeoPost: please refer to the 2023 Sustainability report

GRI INDEX 2.

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Le Groupe La Poste follows GRI's sustainable development reporting standards and applies its reporting principles. The reporting has been prepared in accordance with the latest version of the GRI standards (*GRI 1: Foundation 2021*).

The non-financial information has been verified in several ways by third parties:

- as the independent third party responsible for the report of one of the Statutory Auditors on the consolidated statement of non-financial performance, KPMG's opinion is included in the management report (see Section 4.7 of Le Groupe La Poste's Universal Registration Document, page 218, which can be downloaded from the Group's website);
- a reasoned opinion expressing a conclusion of moderate assurance on the historical information related to the implementation of the social and environmental objectives that La Poste has set for the scope concerned by virtue of the status of a company with a mission (see the 2022 report of La Poste's Mission Committee, on page 23);
- as an issuer of green bonds (EMTN⁽¹⁾), Le Groupe La Poste also responds to numerous questionnaires and requests from investors.

In addition to these external audits, in 2023 the assignments carried out by the Group's Audit Department (excluding audits in subsidiaries conducted by their own teams) focused on the management of the climate risk and the Group's internal control system (annual assignment), the management of embargoes (monitoring mission), the distribution and application of the LBP Code of Conduct within the Network, and the Group GDPR compliance system.

Statement of use	Le Groupe La Poste has disclosed the information cited in this index of the content of the GRI standard for the period from 1 January to 31 December 2023 with reference to the GRI standards.
GRI 1 used	GRI 1: Foundation - 2021
Applicable GRI industry standard(s)	-

2.1 GENERAL INFORMATION

GRI 2: General information - 2021

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-1 Organisational details	Directive 2013/34/EU	Legal name and location of the registered office	Universal Registration Document Sections 1.1 (p.44) and 7.1.2 (p.463)
		Type of share capital and legal form	Universal Registration Document Section 7.1.1 (p.460)
		Countries in which La Poste operates	Summary: Universal Registration Document (p.9) and Integrated activity report (p.6). In detail: Note 44 (p.399-412)
2-2 Entities included in the organisation's sustainability reporting	ESRS 15.1; ESRS 2 BP-1 §5 (a) and (b) i	List of the entities included in the sustainability reporting, reporting approach and differences compared to the financial reporting	Universal Registration Document Section 4.6.1 (p.210)
		Details of the scope of consolidation	Universal Registration Document Section 6 Note 44 (p.399-412)
2-3 Period, frequency and point of contact	ESRS 1 §73	Reporting period and frequency of reporting	Universal Registration Document Section 4.6.1 (p.210)
		Report publication date	Le Groupe La Poste's 2023 Universal Registration Document was published on 4 April 2024. This index was published on 28 June 2024.
		Point of contact for questions regarding the reporting or information provided	Societal Commitment Department, 9 rue du Colonel Pierre Avia 75757 PARIS CEDEX 15 Tel: +33 (0)1 55 44 00 00 www.lapostegroupe.com
2-4 Restatements of information	ESRS 2 BP-2 §13, §14 (a) to (b)	Reference framework and scope of non-financial reporting	Universal Registration Document Section 4.6.1 (p.210)

(1) EMTN: European Medium Term Note.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-5 External assurance	See Directive (EU) 2022/2464	La Poste's policy and practices in terms of seeking external assurance	Universal Registration Document Section 4.7 (p.218) and 2022 report of the Mission Committee (p.23)
		Report of the independent third party on the statement of non-financial performance	Universal Registration Document Section 4.7 (p.218)
2-6 Activities, value chain and other business relationships	ESRS 2 SBM-1 §40 (a) i to (a) ii, (b) to (c), §42 (c)	Sectors in which La Poste operates	Universal Registration Document Integrated report (p.2-40), Chapter 1 (p.40) in summary form Chapter 1 (p.60-98) in detail for the four business units and the public service missions, Integrated activity report (p.12-13, 34-53 and 68-69)
		The Group's value chains, activities, products, services and markets served	Universal Registration Document Integrated report (p.2-40), Chapter 1 (p.41-98), Section 4.1 (p.161) and Section 4.4.1 (p.196)
2-7 Employees	ESRS 2 SBM-1 §40 (a) iii; ESRS S1 S1-6 §50 (a) to (b) and (d) to (e), §51 to §52	Breakdown of the workforce by geographic area in 2023	Universal Registration Document Integrated report (p.9), Section 4.3 (p.183); Integrated activity report (p.79-80); see below "Additional information on the breakdown of Le Groupe La Poste's employees" (p.13-14).

Additional information on the breakdown of Le Groupe La Poste's employees

Indicator	Scope	Unit	2021	2022	2023
Number of employees	LGLP	Average in full-time equivalents	244,980	238,033	232,726
Percentage of workforce in France	LGLP (France)	% of workforce (average full time equivalent)	78.6	77.3	77.1
Percentage of workforce outside France	LGLP	% of workforce (average full time equivalent)	21.4	22.7	22.9
<i>in other European countries</i>	LGLP	% of workforce (average full time equivalent)	17.95	19.00	19.3
<i>in other countries</i>	LGLP	% of workforce (average full time equivalent)	3.4	3.7	3.6
Number of employees	La Poste	Average in full-time equivalents	158,390	148,098	142,505
Number of employees in France	LGLP (France)	Individuals	214,043	203,710	199,272
Number of Group employees in France	La Poste	Individuals	176,866	166,772	161,456
Number of Group employees in France	La Banque Postale	Individuals	9,042	9,516	9,985
Number of Group employees in France	Mediapost	Individuals	8,913	7,814	6,345
Number of Group employees in France	Docaposte	Individuals	5,960	6,068	7,106
Number of Group employees in France	Viapost	Individuals	2,194	2,177	2,126
Number of Group employees in France	La Poste Silver	Individuals	1,350	1,299	1,917
Number of Group employees in France	GeoPost	Individuals	8,170	8,460	8,893
Number of Group employees in France	Poste Immo	Individuals	509	498	634
Number of Group employees in France	La Poste New Services	Individuals	605	602	704
Number of Group employees in France	Other	Individuals	434	-	39
Change in number of employees	LGLP	%	(0.05)	(0.03)	(0.02)

Indicator	Scope	Unit	2021	2022	2023
Change in number of employees	La Poste	%	(0.07)	(0.06)	(0.03)
Breakdown of permanent workforce by age (Group in France)	LGLP (Europe)	Number (under 25 years of age)	7,645	7,594	7,691
Breakdown of permanent workforce by age	LGLP (Europe)	Number (25-29 years)	16,428	15,744	15,849
Breakdown of permanent workforce by age	LGLP (Europe)	Number (30-39 years)	50,269	47,225	46,760
Breakdown of permanent workforce by age	LGLP (Europe)	Number (40-49 years)	67,136	64,886	63,005
Breakdown of permanent workforce by age	LGLP (Europe)	Number (50-54 years)	38,310	37,792	37,636
Breakdown of permanent workforce by age	LGLP (Europe)	Number (55-59 years)	43,424	40,291	37,128
Breakdown of permanent workforce by age	LGLP (Europe)	Number (60 years of age or more)	22,387	23,463	24,877
Percentage of employees on permanent contracts	LGLP (Europe)	Number	94	95.7	95.8
Part-time workforce	LGLP (Europe)	Number	28,701	26,218	25,017
Percentage of part-time employees	LGLP (France)	% of the workforce at 31/12 in individuals excl. temporary contracts	12.5	12.2	9.8
Percentage of the workforce working night shifts	LGLP (France)	% of the workforce at 31/12 in individuals excl. temporary contracts	3.2	3.1	2.5
Share of employees / managers	LGLP (Europe)	% of the workforce at 31/12 in individuals excl. temporary contracts	73.2 / 26.8	71 / 29	69.97 / 30.03
Percentage of women in the workforce	La Poste	% of total workforce (France)	52.6	52.8	52.6
Percentage of men in the workforce	La Poste	% of total workforce (France)	47.4	47.2	47.4
Percentage of women managers in France	La Poste	% of total workforce (France)	52.7	52.8	52.8
Percentage of non-managerial women in France	La Poste	% of total workforce (France)	37.3	36.6	36.6
Permanent workforce	LGLP (Europe)	Number of individuals	17,925	22,321	23,906
Permanent employees who had previously worked on temporary contracts	La Poste	Number of individuals	2,182	2,381	2,165
By type of contract (temporary/ permanent)	LGLP (Europe)	%	5.6 / 94.4	4.1 / 95.9	4.2 / 95.8
Women hired on permanent contracts	La Poste	%	48.02	50.9	46.4
Employees aged 30 and over with permanent contracts	La Poste	Number of individuals	2,704	3,088	4,135
Employees aged 45 and over with permanent contracts	La Poste	%	11.5	5.7	8.7
Workforce on temporary contracts	LGLP (Europe)	Number of individuals	14,593	10,233	10,110
Number of women on temporary contracts	La Poste	Number of individuals	7,765	4,605	5,927
Number of departures	LGLP	Number of individuals	27,651	30,596	31,307
Young people hired under an apprenticeship or vocational training contract	La Poste	Number	4,182	5,103	4,124

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-8 Workers who are not employees	ESRS S1 S1-7 §55 to §56		Le Groupe La Poste uses temporary employees for its activities. See "Additional information on the use of temporary staff" (p. 15).

Additional information on the use of temporary staff

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Expenditure on temporary staff ("staff outside the company")	Groupe La Poste	€m	1,530	1,555	1,600	3%
Temporary staff	La Poste	Employees-years equivalents	19,526	21,343	20,891	-2%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-9 Governance structure and composition	ESRS 2 GOV-1 §21, §22 (a), §23; ESRS G1 §5 (b). See also the reporting obligations pursuant to Directive 2013/34/ EU	Governance structure and Committee of the Board of Directors	Universal Registration Document Integrated report (p.34), Sections 5.1 (p.222) and 5.2.3 (p.244) for a description of the Board Committees; Report of the Mission Committee (p.2-3); Integrated activity report (p.16-19). See also the description of the Board and the Executive Committee on the Group's website
		Committee of the Board responsible for making decisions and supervising the management of La Poste's impacts on the economy, environment and people	Quality and Sustainable Development Committee, see Universal Registration Document Sections 5.2.3 (p.244) and 4.1.2 (p.4.1.2); Communication on Progress; see "Additional information on the governance of the corporate social responsibility policy" below (p.16).
		Composition of the Board of Directors	Universal Registration Document (p.34), Section 5.1.1 (p.222); Integrated activity report (p.16-18). It should be noted that in accordance with French law, which prohibits ethnic statistics, Le Groupe La Poste does not publish details by ethnic minorities.
2-10 Nomination and selection of the highest governance body	-	Appointment of the members of the Board of Directors	Universal Registration Document Sections 5.1.1 (p.222) and 5.1.2 (p.237); Internal regulations of the Board of Directors of Le Groupe La Poste Chapter "Operation of the administrative bodies" (available on La Poste's website)
2-11 Chair of the highest governance body	-	Chairmanship of the Board of Directors and Executive Management	Universal Registration Document Integrated report (p.34), Section 5.1.2 (p.237); Integrated activity report (p.16-19)
2-12 Role of the highest governance body in overseeing the management of impacts	ESRS 2 GOV-1 §22 (c); GOV-2 §26 (a) to (b); SBM-2 §45 (d); ESRS G1 §5 (a)	Role of governance in terms of sustainable development	Universal Registration Document Sections 4.1.2 (p.159), 5.1 (p.222) and 5.2 (p.243); Communication on Progress
		Role of governance in overseeing due diligence	Universal Registration Document Section 2.3.2, introduction to Chapter 4 (p.153) and Section 4.1.2 (p.159); Communication on Progress; see "Additional information on the governance of the corporate social responsibility policy" (p.16).

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-13 Delegation of responsibility for managing impacts	ESRS 2 GOV-1 §22 (c) i; GOV-2 §26 (a); ESRS G1 G1-3 §18 (c)	Management within the company in charge of impacts	Universal Registration Document Section 4.1.2 (p.159); Communication on Progress; see "Additional information on the governance of the corporate social responsibility policy" (p.16).
2-14 Role of the highest governance body in sustainability reporting	ESRS 2 GOV-5 §36; IRO-1 §53 (d)		Universal Registration Document Sections 4.1.2 (p.159), 5.1 (p.222) and 5.2 (p.243); Communication on Progress; see "Additional information on the governance of the corporate social responsibility policy" (p.16).

Additional information on the governance of the corporate social responsibility policy

In 2023, Le Groupe La Poste undertook a review of the governance of its ESG approach. The objective: to prepare for the entry into force of the CSRD and improve efficiency. Approved by the Board of Directors and the Executive Committee, this new organisation applies from 2024. Before this date, the governance was organised as presented in the 2022 CSR report Section 1.3 (p.15-22).

The ESG roadmap was presented at a Comex seminar and at the Board of Directors in November 2023. In order to make societal commitment the driving force behind profitable and responsible development, for a committed company, the topics discussed were very numerous. They focused on the management of sustainable performance with the entry into force of the CSRD, the strengthening of our carbon policy, the ambitions in terms of resource management and the circular economy, the ambition of social cohesion and the deployment and mobilization strategy.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-15 Conflicts of interest	-	Prevention of conflicts of interest	Universal Registration Document Section 5.1.1 (p.222)
2-16 Communication of critical concerns	ESRS 2 GOV-2 §26 (a); ESRS G1 G1-1 RA 1 (a); G1-3 §18 (c)		Universal Registration Document Sections 2.3.2 (p.118) and 4.4.2 (p.198); Communication on Progress.
2-17 Collective knowledge of the highest governance body	ESRS 2 GOV-1 §23		Universal Registration Document Section 5.2.2 (p.243) Integrated report (p.32-33)
2-18 Evaluation of the performance of the highest governance body	-	Assessment of the Board of Directors and actions taken in response to assessments	Universal Registration Document Section 5.2.2 (p.244) Integrated report (p.32-33)
2-19 Remuneration policies	ESRS 2 GOV-3 §29 (a) to (c); ESRS E1 §13	Remuneration policies and link with the management of the organisation's impacts	Universal Registration Document Sections 4.1.2 (p.159) and 5.4 (p.249)
2-20 Process to determine remuneration	ESRS 2 GOV-3 §29 €		Universal Registration Document Sections 4.1.2 (p.159) and 5.4 (p.249)
2-21 Annual total remuneration ratio	ESRS S1 S1-16 §97 (b) to (c)		Universal Registration Document Section 5.4 (p.249); Integrated activity report (p.80); see "Additional information on the equity ratio" (p. 17)

Additional information on the equity ratio

Indicator	Scope	Unit	2021	2022	2023
Ratio of average salary to the Chairman's salary	La Poste	Ratio based on gross annual remuneration	14.2	13.7	13.2
Comparative increase ratio	La Poste	%	2.2	4.7	1.9

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-22 Statement on sustainable development strategy	ESRS 2 SBM-1 §40 (g)		Universal registration document Message from the Chairman (p.2 of the Integrated report); Interview with the Chairman (p.2 of the Integrated activity report)
2-23 Policy commitments	ESRS 2 GOV-4; MDR-P §65 (b) to (c) and (f); ESRS S1 S1-1 §19 to §21, and §AR 14; ESRS S2 S2-1 §16 to §17, §19, and §AR16; ESRS S3 S3-1 §14, §16 to §17 and §AR 11; ESRS S4 S4-1 §15 to §17, and §AR 13; ESRS G1 G1-1 §7 and §AR1 (b)	Policy commitments for responsible business conduct	Universal Registration Document Section 4.1.1 (p.157) Integrated report (p.2-38)
		Policy commitments specific to human rights	Universal Registration Document Sections 4.3.1 (p.184), 4.4.1 (p.196) and 7.2 (p.464). See "Additional information on policy commitments" (p.18-20).
2-24 Embedding policy commitments	ESRS 2 GOV-2 §26 (b); MDR-P §65 (c); ESRS S1 S1-4 §AR 35; ESRS S2 S2-4 §AR 30; ESRS S3 S3-4 §AR 27; ESRS S4 S4-4 §AR 27; ESRS G1 G1-1 §9 and §10 (g)		Universal Registration Document Section 4.1 (p.157)

Additional information on policy commitments

Le Groupe La Poste, a large multi-service international group, is particularly attentive to the laws and regulations of the countries in which it operates.

In order to promote its positions and best practice, it acts in consultation with all stakeholders. To strengthen its transparency approach, the Group created a Compliance Department in 2021.

The representation of interests activity involves promoting and defending the interests of Le Groupe La Poste and its entities by informing its relevant stakeholders, in the technical, economic, environmental, social and societal fields and in the exercise of its public service missions. La Poste wants to be able to share with institutional players, in particular members of governments, parliamentarians, central administrations and local authorities, its vision and technical expertise, raise awareness of the Group, and promote its image, values, businesses and services.

These positions, while remaining mindful of the general interest, are intended to inform the public decision-making of these various players. To this end, Le Groupe La Poste acts directly with its institutional contacts and contributes to the work of professional associations that also carry out interest representation activities.

All of Le Groupe La Poste's actions in France are carried out in accordance with the rules laid down by the Haute Autorité pour la Transparence de la Vie Publique (French High Authority for Transparency in Public Life - HATVP).

Commitments of La Poste

Le Groupe La Poste has established a documentary corpus covering lobbying activities: the Interest Representation Charter, the Group Code of Conduct and the whistleblowing procedure - available on Le Groupe La Poste's website. There are also other tools for preventing conflicts of interest specific to La Poste group's buyers: the Responsible and Ethical Purchasing Charter for Suppliers, La Poste group's Code of Conduct (Part 5), La Poste's Purchasing Compliance Policy and a Charter covering the responsible and ethical commitments of the group's purchasing network.

Moreover, as part of its ethical approach, in order to establish a dialogue with the bodies that oversee interest representation, Le Groupe La Poste has appointed a contact person in accordance with the recommendations of the High Authority for Transparency in Public Life (HATVP).

Every year, Le Groupe La Poste fulfils its reporting and transparency obligations to the High Authority for Transparency in Public Life (HATVP). The following persons are in charge of representing interests for La Poste: Philippe Wahl (Chairman and Chief Executive Officer), Yannick Imbert (Group Head of Regional and Public Affairs), Rebecca Peres (Manager of Regional Affairs and Parliamentarians).

The audit for 2017, 2018 and 2019 is closed. The High Authority for Transparency in Public Life believes that the declaration made by La Poste meets the requirements and the spirit of the guidelines it has defined. La Poste's annual declaration can be consulted on the HATVP website, along with the interest representatives, the interest representation actions and the means of interest representation activity.

Financing of political parties

Under French law, the participation of companies in political activities is prohibited. La Poste is careful not to finance political parties in any way, to respect all of its stakeholders in its positions and to respect the elected representatives of all democratic parties in its relations. The Group refrains from any financing of political activities, even in countries where such financing is authorised and regulated by law.

Implementation

In Europe, since 1993, La Poste has maintained a representative office in Brussels responsible for monitoring issues that concern the European Union, representing the company and defending its interests with the EU institutions. La Poste is registered on the European Union's Transparency Register. It is also assisted by a specialised consulting firm. As part of its monitoring and lobbying activities at European level, La Poste closely monitors the initiatives launched by the European Commission as part of the Green deal.

La Poste also participates in the work of various organisations (CEN, IPC, UPU) to define a recognised standard to harmonise the measurement, allocation and reporting of GHG emissions for parcels and mail.

La Poste chairs the **European Affairs Committee** and the **PostEurop CSR Circle**, which brings together European postal operator ESG specialists and leads a number of working groups on environmental issues, training, occupational health and safety and social dialogue.

La Poste also fulfils a number of duties for the **European Social Dialogue Committee for the postal sector (SDC)**, comprising representatives of postal sector operators and unions from the European Union member states. The SDC is jointly run by the European social partners, under the auspices of PostEurop which represents postal operators, and two trade unions UNI Europa Post & Logistics and CESI, representing the employees. Its main missions are to:

- advise the Commission on social policy initiatives and EU policy developments with a social impact in the postal services sector;
- promote social dialogue in the postal services sector, in order to contribute to the development of employment and the improvement of the working conditions of employees in this sector;
- discuss appropriate structures to enable negotiations between partners in this sector.

In 2023, as part of the CDS, La Poste finalised a foresight project that made it possible to develop 13 personas that could exist in five scenarios for the postal sector in 2030.

At the international level, La Poste also plays a leading role on ESG issues within the postal bodies, restricted unions and within the framework of its institutional bilateral cooperation and exchange agreements with other postal services.

Chairs a working group dedicated to sustainable development within the Kahala Post Group (KPG) alliance⁽¹⁾. It presented its own urban logistics (UL) strategy during the visit of its Parisian UL centre carried out during the KPG CEO meeting held in July 2023. In addition, within the UPU, La Poste proposed Resolution C 7/2023 which was adopted at the Extraordinary Congress held in Riyadh in October 2023. This resolution made it possible to set an emission reduction target of 85% by 2050 for the entire postal sector at the international level.

Lastly, as part of the EU-Japan Business Round Table, chaired since 2020 by Philippe Wahl, which brings together European and Japanese companies to make recommendations to their respective public authorities, the subject of ESG is one of the priorities for members.

Le Groupe La Poste is regularly approached by numerous postal services in Asia, Africa and America to share experiences and best practices in ESG, or to participate in limited working groups to promote its environmental and societal commitments.

ESG is one of the priority themes that the Group promotes through these agreements. As an illustration, the following actions were carried out with **Poste Maroc**, the ESG component being one of the important projects of the cooperation agreement signed between La Poste and Barid Al-Maghrib in 2017. The two groups are working on the following topics: circular economy, carbon neutrality and renewable energy, disability policy, contribution to the work of the international philatelic conference.

With **Japan Post** La Poste has maintained close cooperation since 2008, particularly in the field of ESG. Each year, field visits and discussions are organised under this cooperation agreement and give rise to the sharing of information and best practices. In 2023, the focus was on urban logistics, green finance and the process to be followed to define an SBTi trajectory.

In 2023, the Group was also asked to present its CSR strategy at the Forum on Sustainable Post organised by the Chinese regulator in Beijing and to contribute to Pos Malaysia's reflection on the creation of its electric fleet.

In France, and at **the national level**, the Regional and Public Affairs Department is responsible for implementing the company's obligations to the High Authority for Transparency in Public Life, by preparing the annual statement on representatives of interests, their actions, as well as professional associations, associations or trade unions of which the company is a member and which carry out actions of representation of interests. The Group's subsidiaries make independent declarations, if they are concerned.

A request for overall coordination of the interest representation strategies at group level has been adopted by the Executive Committee in order to strengthen the effectiveness and transparency of the Group's influence actions: a **Group Public Affairs Committee** was therefore set up in 2022. It is chaired by the Director of Regional and Public Affairs and brings together high-level representatives appointed by the concerned business units and subsidiaries. It is a privileged place for discussion to monitor the implementation of La Poste's obligations in terms of transparency in public life. The Compliance Department is represented on the committee. It meets every month.

It complements the organisation already in place, in particular with a **Parliamentary Monitoring Committee** led by the Regional and Public Affairs Department. This committee allows the company's entities to jointly assess the impact of the bills presented to Parliament.

Regular discussions are held with French MPs to report on postal strategy.

(1) Kahala Post Group (KPG) brings together the postal services of Australia, Canada, China, Korea, Spain, the United States, France, Hong Kong, Japan and Thailand.

At the national level, the interest representation actions carried out in 2023 were declared to the High Authority for Transparency in Public Life and can be consulted on the HATVP website.

At the local level, La Poste's Chairman and Chief Executive Officer has appointed group representatives responsible for relations with local stakeholders (elected representatives, institutions, non-profit organisations, socio-economic actors, etc.): in each French region, the Group's Regional Representative and in each French department, the Group's Departmental Representative. Their role is to ensure that the Group upholds its commitments to these stakeholders. The Group's representatives must also support its transformation, especially with the roll-out of new Postal Services designed to serve the public interest and meet new societal needs.

Public positions supported by the Group

La Poste continues to pay close attention to changes in the legislative framework for postal services. It responded to several Commission consultations on the assessment of the regulation on cross-border parcel delivery and on the assessment of the Postal Services Directive.

With regard to environmental and social issues, in 2023 La Poste positioned itself on the environmental taxonomy and the accounting of GHG emissions. La Poste also participates in the EFRAG working group on the transport sector to discuss sectoral indicators relevant to its activities, which will be developed as part of the CSRD.

Lobbying expenses

	Scope	Unit	2021	2022	2023
Lobbying expenses	La Poste	€m	0.2 to 0.3	0.2 to 0.3	0.2 to 0.3

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-25 Processes to remediate negative impacts	ESRS S1 S1-1 §20 (c); S1-3 §32 (a), (b) and (e), §AR 31; ESRS S2 S2-1 §17 (c); S2-3 §27 (a), (b) and (e), §AR 26; S2-4 §33 (c); ESRS S3 S3-1 §16 (c); S3-3 §27 (a), (b) and (e), §AR 23; S3-4 §33 (c); ESRS S4 S4-1 §16 (c); S4-3 §25 (a), (b) and (e), §AR 23; S4-4 §32(c)		Universal Registration Document Section 2.1 (p.100), introduction Chapter 4 (p.154)
2-26 Mechanisms for seeking advice and raising concerns	ESRS S1 S1-3 §AR 32 (d); ESRS S2 S2-3 §AR 27 (d); ESRS S3 S3-3 §AR 24 (d); ESRS S4 S4-3 §AR24 (d); ESRS G1 G1-1 §10 (a); G1-3 §18 (a)		Universal Registration Document Sections 2.3.2 (p.118), 4.1.1 (p.161) and 7.2.2 (p.469); Communication on Progress.
2-27 Compliance with laws and regulations	ESRS 2 SMB-3 §48 (d); ESRS E2 E2-4 §AR 25 (b); ESRS S1 S1-17 §103 (c) to (d) and §104 (b); ESRS G1 G1-4 §24 (a)		Universal Registration Document Sections 2.3.2 (p.118), 2.4 (p.121), 4.5.3 (p.209) and 7.2.2 (p.469)
2-28 Membership associations	ESRS 1 §AR 16		Universal Registration Document Section 7.2.2 (p.469); Declaration to the High Authority for Transparency in Public Life of Le Groupe La Poste; Representation of Interests Charter. See "Additional information on association membership" (p.22-23).

Additional information on association memberships

In the exercise of its social responsibility, Le Groupe La Poste (at the level of the Group, the business units or the subsidiaries, supported by members of the Executive Committee or committed employees) participates in the activities of numerous associations and think tanks. It contributes to debates on topics in which it takes a particular interest, and shares best practice.

Illustration of the associations and think tanks in which the Group participates

Alliance pour le Mécénat de Compétences (Alliance for Skills-based volunteering)	Founding member of this association which brings together companies offering its employees time to provide skills-based volunteering, in order to promote such sponsorship, share best practice and carry out impact studies
Laboratoire des Entreprises Engagées (Committed Companies Laboratory – Lab2e)	Endowment fund created in 2020 at the initiative of the Solidarités Nouvelles Face au Chômage (New Solidarity Against Unemployment – SNC) association with the aim of strengthening links between employers to promote, define and implement recruitment and integration practices for job seekers in the context of responsible practices. A person from Le Groupe La Poste sits on the Board of Directors of Lab2e.
Les Entreprises pour la Cité (Businesses for the City - LEPC)	Network of companies involved in social innovation (equal opportunities, integration of young people, diversity, sponsorship and citizen investment). Participation in working groups
Collectif Génération Responsable (Responsible Generation Collective)	Association whose purpose is to improve the environmental and social quality of retailers and distribution networks. The association organises an annual Distribution Forum in which the Consumer and Digital Services business unit participates.
Observatoire de la Responsabilité Sociétale des Entreprises (Corporate Social Responsibility Observatory)	La Poste is a member of the Board of Directors and participates in the various working groups, particularly forward-looking ones.
Institut de l'Entreprise	La Poste participates in working groups, particularly on social innovation issues within companies.
Communauté des Entreprises à Mission (Community of Companies with a Mission)	Association whose purpose is to reflect on the governance of companies and the quality of a company with a mission

Responsible digital services

Institut du Numérique Responsable (Institute of Responsible Digital Services – INR)	Founding member of Club Green IT founded in 2011, which became the Institut du Numérique Responsable (Institute of Responsible Digital Services - INR) in 2019 (Publication of the White Paper "From Green IT to Responsible Digital Services"). Participation in the "Large companies" College and the "Eco-design of digital services" College. La Poste responds to numerous requests to disseminate the responsible digital culture, think tanks, workshops, etc.
CIGREF (Association of Information Systems Directors)	Participation in work on digital, ethical and responsible issues; Co-editor of the digital sobriety report
Conseil National du Numérique (National Digital Council – CNNum)	Participation in the work of CNNum on the digital and environment roadmap to implement the recommendations of the white paper of the same name
GAIAX	Docaposte, a long-standing trusted third party, founding member of this Cloud infrastructure (management of data, transparency and use of international standards)
Fondation Internet Nouvelle Génération (New Generation Internet Foundation – FING)	Participation in the work of the RESET and CAPACITY LAB programme (research agreement): intercompany working group on digital inclusion

Social and regional cohesion

ObsAR	Observatoire des Achats Responsables (Responsible Purchasing Observatory)
Pas@pas association	Fight against social exclusion, contributing to the application of the law for equal rights and opportunities
EDH	Promoting the understanding and integration of human rights within companies

Environmental transition

Institut National de l'Économie Circulaire (Institute of the Circular Economy – INEC)	Founder and member of the Board of Directors. Co-construction of positions on the implementing decrees of the act on the circular economy, the draft finance act and the European taxonomy
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Illustration of the associations and think tanks in which the Group participates

Fondation Nationale Entreprises et Performances (National Foundation for Business and Performance – FNEP)	Creation of the concept and the #sobériser association, innovating to create a sustainable world and adding value to the Group’s frugal innovation
La Fabrique Écologique	Member of the Board of Directors of LFE. La Poste contributes to the publications and discussions of this cross-party organisation aimed at promoting the environment and sustainable development.
Laboratoire de la Mobilité Inclusive (Inclusive Mobility Laboratory – LMI)	LMI supports the development of mobility for all (centre of resources and expertise, an institutional partner and player in the public debate). La Poste has been a member since LMI’s creation in 2013.
Avere-France	Véhiposte sits on the Board of Directors and the Institutional Relations and Heavy Mobility Commissions. Contribution to the <i>Fleet electrification guide</i> and <i>2027 roadmap</i>
IDDR / Plateforme Mobilité en Transition (Mobility in Transition Platform)	Contribution to the think tank’s work aiming to accelerate the energy transition of mobility players and the evolution of public policies in this area
SesamLLD	Véhiposte present as the long-term rental company of Le Groupe La Poste
Change Now	Participation in forums, fairs and conferences on sustainable mobility
Club des Voitures Écologiques (Green Cars Club – CVE) and Club du Dernier Kilomètre de Livraison (Last Mile Delivery Club – CDKL)	Monitoring the implementation of the mobility policy law, Participation in the national and European parliamentary breakfast meetings, Contribution to the strategy of the CVE and the CDKL Representation of interests of the electric vehicle sector (recovery plan / annual finance act)
Institut Français pour la Performance du Bâtiment (French Institute for Building Efficiency - IFPEB)	La Poste Immobilier is an active member and director, a member of the low-carbon specifiers hub and Reuse Booster; participates in the CUBE 2020 competition and contributes to workshops on energy flexibility, reuse, life cycle analyses and the E+C- label
“Large users” group, Observatoire de l’Immobilier Durable (OID)	La Poste Immobilier is a member and director. Sharing of best practice and promotion of sustainable development in real estate, survey of the environmental performance of buildings
Science-Based Targets Network (SBTN)	Joined the Corporate Engagement Programme of the SBT Network in January 2021, in order to participate in the co-construction of the Science-Based Targets for Nature guidelines (SBT framework for resources)
Comité de Liaison des Entreprises Consommatrices d’Électricité (Electricity Consumers Liaison Committee – CLEEE)	La Poste, through La Poste Immobilier, is a member of CLEEE, which brings together companies that consume large amounts of electricity in different areas.
French Bird Protection League	Association acting for biodiversity and the protection of birds in Europe. Supports the Group on its biodiversity policy
WWF	Association working to protect threatened species and ecosystems around the world
Fondation de l’Université Gustave Eiffel	Foundation whose objective is to imagine, design and build the sustainable cities of tomorrow
Social	La Poste is a member of the following organizations: AFMD, OPE, INCA, Autre Cercle, Club Landoy, STOPE au sexisme en entreprise, Elles bougent, Girls in the bank, Club handicap et compétences, Manifeste inclusion, FNCIDFF, OITW, Fondation de la MG sur les aidants

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-29 Approach to stakeholder engagement	ESRS 2 SMB-2 §45 (a) i to (a) iv; ESRS S1 S1-1 §20 (b); S1-2 §25, §27 (e) and §28; ESRS S2 S2-1 §17 (b); S2-2 §20, §22 (e) and §23; ESRS S3 S3-1 §16 (b); S3-2 §19, §21 (d) and §22; ESRS S4 S4-1 §16 (b); S4-2 §18, §20 (d) and §21		Universal Registration Document Sections 4.1 (p.157) and 4.6.2 (p.211); Integrated activity report (p.54-59 and 80); see “Additional information on stakeholder engagement” (p. 24-25).

Additional information on stakeholder engagement

La Poste group's stakeholders form a rich and complex ecosystem. The Group identifies the stakeholders with whom it engages based on the importance and frequency of interactions with them. Over time, it extends its visibility to the entire value chain. Shareholders, customers, Tier 1 suppliers, local authorities, NGOs and professional organizations, and La Poste group employees are among the main stakeholders, as they are essential to operational performance and value creation.

To identify the categories of stakeholders involved in its activities, the Group uses:

- the NF X30-29 standard on the methodology for identifying stakeholders and the hierarchisation of the fields of action for an organisation given the impact on society and the environment;
- the ISO 26000 standard;
- the Global Reporting Initiative (GRI) standards;
- the UN's sustainable development policy;
- the Charter and guiding principles for constructive dialogue with stakeholders (*Comité 21*).

For more information on Le Groupe La Poste's participatory approach, see Section 1.2.2 (p.8-9) of the 2022 CSR report.

Main stakeholder expectations

Types of direct stakeholders	Main expectations identified
French State	<ul style="list-style-type: none"> ■ Respect of commitments with the French State (regulatory compliance and public service obligation) ■ Customer satisfaction and adaptation to consumer expectations
Shareholders	<ul style="list-style-type: none"> ■ Financial performance and sustainability of the business model (long-term value creation) ■ Managing risks that may affect the company's reputation
Customers and consumer associations	<ul style="list-style-type: none"> ■ Being listened to, taken into account, receiving a personalised response on the first request and real-time tracking of communications ■ Innovative offer adapted to different needs ■ Data protection and confidentiality ■ Easy, quick and intuitive access to services
Employees and their representatives	<ul style="list-style-type: none"> ■ Quality jobs and working conditions (health, safety, quality of life at work) ■ Involvement in changes within the company and in ESG initiatives ■ Boosting employability and supporting career paths
Local elected representatives, local authorities	<ul style="list-style-type: none"> ■ Strong presence in their region, including in underprivileged areas. Involvement in local projects that promote sustainable development (climate plan, regional climate-air-energy plans [SRCAE], city policy, and rural development) ■ Contribution to the policy in favour of vulnerable people ■ Support for the implementation of public service activities
Suppliers and subcontractors	<ul style="list-style-type: none"> ■ Long-term economic partnership with <i>ad hoc</i> solutions to propose innovation ■ Compliance with contractual commitments and payment deadlines ■ Conditions of access to fair markets, choice criteria on the part of Le Groupe La Poste, not only in terms of prices but also of the ESG criteria (set at a minimum of 10% in consultations according to the Responsible Purchasing Policy)
Other companies and groups	<ul style="list-style-type: none"> ■ Discussions on shared practices, tools, positions or commitments ■ Respecting fair competition rules
Non-profit sector partners (NGOs or other non-profit organisations)	<ul style="list-style-type: none"> ■ Transparency of practices and communications ■ Contribution by the Group to progress on sustainable development and national and local solidarity initiatives
Multi-stakeholder organisations	<ul style="list-style-type: none"> ■ Request for dialogue with the Group, information and feedback pertaining to the commitments made ■ Request for participation in public interest work, making commitments relating to the sustainable development topics

Le Groupe La Poste is not subject to litigation⁽¹⁾ for reasons of:

- consumer-related non-compliance of its products and services;
- non-compliance of labelling on its products and services;
- marketing communication;
- non-compliance with social and economic laws and regulations;
- environmental non-compliance.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-30 Collective bargaining agreements	ESRS S1 S1-8 §60 (a) and §61		Universal Registration Document Section 4.3.4 (p.191); Communication on Progress. See "Additional information on collective bargaining" (p.25-26).

Additional information on collective bargaining

Summary of national agreements in 2023

Subject	Wording	Scope
Disability	Eighth agreement to promote the employment of people with disabilities 2023-2025	La Poste SA
Caregivers	Amendment No. 3 to the agreement on improving the work-life balance of caregiving employees signed on 18 September 2018 (valid until 12/31/2024)	La Poste SA
Remuneration	Salary agreement on salary measures for 2023	La Poste SA
Remuneration	Amendment of 14 March 2023 to the La Poste - France Télécom joint agreement	La Poste SA
Employee representative bodies	Agreement on the architecture of the new employee representative bodies at La Poste SA	La Poste SA
Employee incentive-based pay	Amendment of 22 June 2023 relating to the La Poste incentive agreement: 2021 - 2023	La Poste SA
Social dialogue	Agreement on the procedures for social dialogue within La Poste SA	La Poste SA
Working conditions	Extension amendment (valid until 12/31/2024) to the La Poste agreement with La Poste employees, signed on 4 May 2021	La Poste SA
Teleworking	Amendment No. 3 to the agreement on teleworking at La Poste of 27 July 2018 (valid until 30/06/2025)	La Poste SA
Health and personal protection	Amendment No. 5 to the health and personal protection agreement for civil servants of 7 July 2011	La Poste SA
Health and personal protection	Amendment No. 11 to the health and personal protection agreement for employees of 19 May 2006	La Poste SA
Employee representative bodies	Electronic voting agreement	La Poste SA
Employee representative bodies	Trade union rights agreement	La Poste SA
Quality of life at work	Agreement extending the housing agreement	La Poste SA

(1) All grievances or complaints directly filed against one or other of the entities of which the Group's Legal Department is aware, i.e. at least any dispute or fine exceeding €10 million.

Indicators

Indicator	Scope	Unit	2021	2022	2023
Total number of employees covered by collective bargaining agreements.	La Poste	%	100	100	100
Participation rate in employee representative elections ^(a)	La Poste	%	ND	ND	ND
Number of national agreements signed	LGLP (France)	Number	157	160	139
■ of which number of agreements covering more than 50% of the workforce	LGLP (France)	Share in %	100	100	100
Number of days lost due to strikes ^(b)	LGLP (France)	Number	91,000	59,359	164,429
Number of days lost due to strikes per staff member at La Poste (national and local strikes)	LGLP (France)	Number	0.45	0.3	0.97

(a) Workplace elections take place every four years. The latest ones were held in 2018.

(b) Number of days lost due to national or local strikes in response to the payroll system (indicator restricted to unpaid strike days).

GRI 3: Material topics - 2021

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-1 Process to determine material topics	ESRS 2 BP-1 §AR 1 (a); IRO-1 §53 (b) ii to (b) iv	Materiality analysis	Universal Registration Document Integrated report (p2-38), p154-156 Sections 4.1.2 (p.161), 4.4.2 (p.211) and 7.2.1 (p.469)
3-2 List of material topics	ESRS 2 SBM-3 §48 (a) and (g)	Material topics	Universal Registration Document Integrated report (p2-38), p154-156 Sections 4.1.2 (p.162) and 7.2.2 (p.469)
3-3 Management of material topics	ESRS 2 SBM-1 § 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDR-A, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S4-5 §41 (b) to (c)	Managing impacts, risks and opportunities	La Poste's statement of non-financial performance and its risk management process present the management of the Group's sustainability impacts, risks and opportunities. See Universal Registration Document, Integrated report (p2-38), p154-156 Chapter 4 (p.153) and Section 7.2.3 (p.475) See Integrated activity report (in particular, p.7-15, 20-29 and 54-73).

2.2 ECONOMIC STANDARDS

GRI 201: Economic performance - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Integrated report (p2-38), p154-156 Chapter 4 (p.153) and Section 7.2.3 (p.475)
201-1 Direct economic value generated and distributed	-		Universal Registration Document Integrated report (p.24); Integrated activity report (p.72-76). See "Additional information" (p.27,28,29,30,31).

Additional information on the direct economic value generated and distributed

Indicator	Scope	Unit	2021	2022	2023
Consolidated operating revenue	LGLP	€bn	34.6	35.4	34.1
Operating revenue from commercial activities	LGLP	€bn	26.6	27.1	26.8
La Banque Postale net banking income	LBP	€bn	8.0	8.3	7.2
Share in profits/(losses) of jointly controlled companies	LGLP	€m	87	31	35
Share in profits/(losses) of other equity associates	LGLP	€m	(12)	(88)	(169)
Operating profit/(loss)	LGLP	€m	3,431	1,197	1,680
Remuneration and social security charges	LGLP	€m	14,154	13,935	13,605
Remuneration, salaries, bonuses and allowances	LGLP	€bn	10.6	10.8	11
Pension contributions, Social Security contributions and social security charges	LGLP	€bn	2.8	2.8	2.4
Taxes and payroll contributions	LGLP	€m	718	704	710
Local taxes	LGLP	€m	119	128	121
Miscellaneous taxes	LGLP	€m	329	336	522
Income tax expense	LGLP	€m	620	605	(496)
Dividends paid	LGLP	€m	33	442	136
Regional development ^(a)	La Poste	€m	177	177	177

(a) Amounts received.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
201-2 Financial implications and other risks and opportunities due to climate change	ESRS 2 SBM-3 §48 (a), (d) to (e); ESRS E1 §18; E1-3 §26; E1-9 §64		Universal Registration Document Section 2.1.1 (p.105) Sections 4.2.2 (p.168), 4.2.4 (p.176) and 4.6.4 (p.214) Integrated activity report (p.77)
201-3 Defined benefit plan obligations and other retirement plans	-		Universal Registration Document Section 4.3.5 (p.193)
201-4 Financial assistance received from government	-		Universal Registration Document Section 1.6 (p.92-98)

GRI 202: Market presence - 2016



GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Chapter 4 (p.153) and Section 7.2.3 (p.475)
202-1 Ratios of standard entry level wage by gender compared to local minimum wage	ESRS S1 S1-10 §67-71 and §AR 72 to 73		-
202-2 Proportion of senior management hired from the local community	S3		In accordance with French law, which prohibits ethnic statistics, Le Groupe La Poste does not publish details by ethnic minorities.

GRI 203: Indirect economic impacts - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Chapter 4 (p.153) and Section 7.2.3 (p.475)
203-1 Infrastructure investments and services supported	ESRS S3		Universal Registration Document Integrated report (p.24); Sections 4.4.3 (p.202), 24.6 (p.448), 25.2 (p.450); Integrated activity report (p.22 and 72-73). See "Additional information on the philanthropy and general interest policy" (p.28-29).

Additional information on the philanthropy and general interest policy

Le Groupe La Poste participates in public interest initiatives carried out through financial sponsorship of associations, end-of-career skills-based sponsorship and short-term sponsorship.

Indicator	Scope	Unit	2021	2022	2023
FINANCIAL AND SKILLS-BASED SPONSORSHIP					
 Financial sponsorship (in cash, skills and in-kind)	LGLP France	€m	11.7	13	14.7
■ of which funds paid to La Poste's Corporate Foundation		€m	0.96	0.96	0.96
■ of which La Banque Postale		€m	5.7	6.3	6.1
PROMOTING SHORT-TERM SKILLS SPONSORSHIP, IN SUPPORT OF PARTNER ASSOCIATIONS					
 Assignments carried out by employees	LGLP France	Number	728	1,082	2,892
Sponsorship hours	LGLP France	Number	2,203	3,655	8,464
Non-profit organisations involved in short-term assignments*	LGLP France	Number	43	49	55

* The five associations that mobilised the most employees in 2022: World Cleanup Day; Fondation La France S'Engage; Banque Alimentaire; Écoles de la Deuxième Chance; Jaccede.

Le Groupe La Poste supports registered charities by offering its employees a wide range of secondments. The approach is structured around four areas: solidarity, environment, education, health.

The roll-out of the skills sponsorship policy continues through several channels:

- as part of a scheme called “Part-time arrangements for seniors-SSE”, employees close to retirement can work part-time for an association;
- skills-based sponsorship is open to all employees, in favour of general interest associations that echo the Group’s challenges;
- a dedicated platform facilitates meetings between employees and partner structures. Nearly 100 public interest partner structures are present on the platform.

Le Groupe La Poste puts its activities at the service of the greatest number of people and the general interest.

The purpose of the La Poste Corporate Foundation is to transmit the culture and promote writing at events and workshops. Since its creation in 1946, the La Poste museum (www.museedelaposte.fr/en) has had three main missions: to preserve, enrich and show the public the French State’s postal and philatelic collections; safeguard the memory and heritage of La Poste; promote knowledge of the Group’s history. The museum also organises events throughout the Greater Paris region. It thus reaches different types of audiences: schoolchildren, seniors, hospitalised children and people with disabilities.

The Committee for the History of La Poste (https://www.laposte.fr/chp/index_uk.php) supports research in the humanities and contributes to the promotion of the company’s historical heritage.

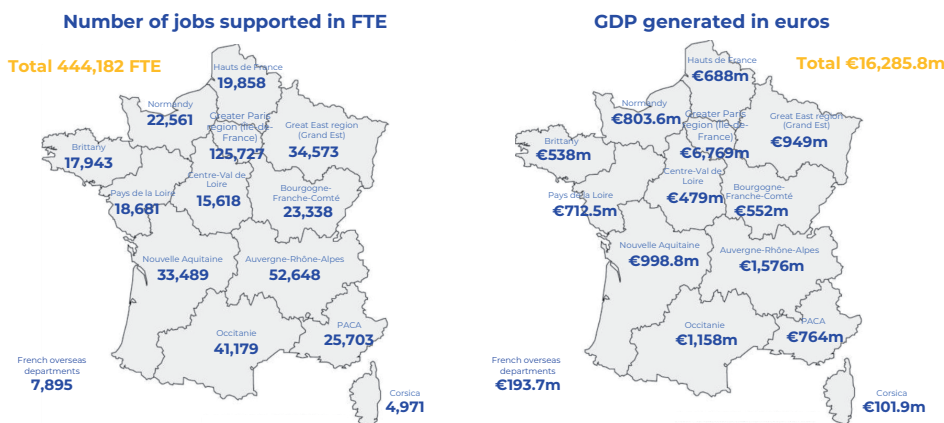
Le Groupe La Poste is committed to major causes, in particular to the mobilisation of La Poste’s employees to send in record time the pledges of the **Telethon**, as a partner of the **Yellow Coins** operation to help hospitalised children, alongside the Fondation Hôpitaux de Paris-Hôpitaux de France, and to the issue every year of premium stamps to benefit the **Red Cross**, in support of actions in favour of vulnerable people, patients or elderly.

La Poste is also committed to sports (*Tous arbitres* programme), culture (Fondation du Doude, sponsor of the Lyon biennial) and the development of tourism in the regions (Plus Beaux Detours de France association).

As part of its new strategic plan, Le Groupe La Poste wants to accelerate its digital transformation, develop digital trust services, contribute to digital inclusion, while aiming for digital sobriety. The Group’s stated purpose is threefold: contribute to the advent of ethical digital technology, to develop digital trust services and to deploy innovative solutions; assert itself as a privileged partner of the State and local authorities to reduce the digital divide and illetronism; promote the ethical and responsible use of digital techniques while reducing environmental impacts. For more information, see Universal Registration Document, Chapter 1, Section 1.4.1. (p.83)

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
203-2 Significant indirect economic impacts	ESRS S1 S1-4 §AR 41; ESRS S2 S2-4 §AR 37; ESRS S3 S3-4 §AR 36		Universal Registration Document Integrated report (p.24); Section 4.4 (p.196) and socio-economic impact study Integrated activity report (p.72-73 and 79) see “Additional information on significant indirect economic impacts” (p.29-30).

Le Groupe La Poste’s socio-economic impacts



Additional information on significant indirect economic impacts

Thanks to the combined power of its physical, digital and human networks, La Poste is consolidating its presence in the regions and innovating in the forms of postal coverage. On a daily basis, the Group works for customer satisfaction and accessibility of post offices.

Postal coverage and adaptation of formats

Indicator	Scope	Unit	2021	2022	2023
La Poste retail outlets in France of which:	La Poste	Number	17,038	17,321	17,679
■ Classic format	Marketing to private individuals / professionals in banking / insurance / mail / parcel / express services / mobile telephony	Number	7,298	7,001	6,761
■ Postman-counter clerk offices	Sharing of postman-counter clerks' time between post office counter services and mail and parcel delivery	Number	1,280	1,507	1,632
■ "France Services" certified offices ^(b)	Offer a dozen public services on behalf of the Ministry of Finance, the Ministry of the Interior, the Ministry of Justice, the National Health Insurance Fund, the National Pension Insurance Fund and MSA, the National Family Allowances Fund, the National Employment Office, etc.	Number	524	402	413
■ Sensitive district offices	Located in urban priority neighbourhoods (customer reception and working conditions for employees improved to adapt to needs)	Number	1,929	1,782	1,244 ^(c)
Postal coverage outlets in partnership including:	La Poste	Number	9,779	10,320	10,918
■ Local and inter-communal postal agencies	Located on the premises of a town hall, they offer most of the services of a post office.	Number	6,737	6,915	7,037
■ "La Poste Relais" outlets ^(d)	Hosted by retailers, craftspeople or associations, commissioned by La Poste to provide postal services and, in rural areas, simple financial support services	Number	3,003	3,097	3,210
Customers per day	La Poste	Million	0.964	0.8	0.8
Number of unique visitors to the La Poste website	La Poste	Million	27.8	23.0	23.0
Pick-up and drop-off points of the Pickup retail network in Europe	Europe	Number	61,182	63,434	108,792
■ of which France	France	Number	15,331	16,500	18,229

(a) The offices market banking and insurance services ranging from day-to-day operations to individualised advice with a full range of products and services; mail services such as ready-to-mail envelopes, "Lettre Verte" (green mail), franking, collection of items on hold, mail forwarding, etc.; parcel and express services: sale, drop-off, pick-up, etc.; mobile telephony services. Some offices also market inclusive offers such as "Veiller sur mes parents" (Watch Over My Parents) or the driving license theory test.

(b) The "France Services" offices are operated by staff who have undergone intensive training. La Poste aims to obtain the "France Services" certification for some of its public service areas (Maisons de services publics), by improving the service offered to customers.

(c) Since sensitive district offices have replaced societal priority offices, the 2023 data is not comparable with the 2022 data.

(d) Relays can be urban, rural or social and solidarity-based economy relays. Multi-service shops in rural areas, such as solidarity grocery shops, solidarity concierge services and non-profit cafés, contribute in particular to maintaining social ties between residents of isolated municipalities by providing them with the services necessary for their daily consumption. By prioritising short supply chains through sourcing local products, these businesses are also contributing to the environmental transition. Some "La Poste Relais" outlets are operated by players in the social and solidarity-based economy.

Customer satisfaction

Indicator	Scope	Unit	2021	2022	2023
Overall satisfaction of the customers using the network*	La Poste	% (score out of 10)	7.3 out of 10	7.8 out of 10	8.5 out of 10
Claims processing within five working days	La Poste	Rate in %	78.4%	81.2%	78.3%
CERTIFICATION ISO 9001					
Coverage ratio (employees)	LGLP	%		12	52
Coverage ratio (operating revenue)	LGLP	%		22	20

* In 2021, the measurement of customer satisfaction with the Network was modified to adopt a numerical scale from 0 to 10, on which the score is 7.3. The new methodology adopted allows greater precision in the use of the survey results, in particular in the assessment of correlations with the recommendation and the effort rate.

Post office accessibility

Indicator	Scope	Unit	2021	2022	2023
Post offices with a sales area accessible to all disabilities	La Poste	Number (%)	6,511 (85%)	6,520 (89%)	6,460 (92%)
Offices with an accessible sales area and outdoor access for persons with reduced mobility (PRM)	La Poste	Number (%)	4,879 (64%)	4,871 (66.5%)	4,832 (68%)
Post offices equipped with ATMs with at least one ATM accessible to PRM	La Poste	Share in %	97%	98%	97%
La Banque Postale ATMs accessible to blind or visually impaired persons	La Poste	Share in %	93.7%	95.3%	92%
ATMs located inside offices accessible to disabled people	La Poste	Number (%)	100%	100%	100%
Post offices equipped with sound amplifiers	La Poste	Number (%)	6,134 (83%)	6,113 (86.9%)	6,022 (89%)
Network employees in contact with customers who have received e-learning training on how to welcome disabled customers	La Poste	Share	86%	86%	87%
Number of deaf and hearing-impaired contacts supported by Deafi	La Banque Postale	Number	11,754	8,497	8,274

GRI 204: Procurement practices - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Chapter 4 (p.153) and Section 7.2.3 (p.475)
204-1 Proportion of spending on local suppliers	ESRS S3		Universal Registration Document Integrated report (p.22 and 24) and Section 4.4.1 (p.196) See "Additional information on the responsible purchasing policy" (p.48-51).

GRI 205: Anti-corruption - 2016

GRI standard	CSRD - ESRs equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Chapter 4 (p.153) and Sections 2.1.4 (p.111), 2.3.2 (p.119) and 7.2.3 (p.475)
205-1 Operations assessed for risks related to corruption	ESRS G1 G1-3 §AR 5	Risk assessment	Universal Registration Document Sections 2.1.4 (p.111) and 2.3.2 (p.119); Communication on Progress.
		Risks related to corruption	Universal Registration Document Sections 2.1.4 (p.111) and 2.3.2 (p.119)
205-2 Communication and training about anti-corruption policies and procedures	ESRS G1 G1-3 §20, §21(b) and (c) and §AR 7 and 8		Universal Registration Document Section 2.3.2 (p.119); Communication on Progress. The group's anti-corruption policy is part of the in accordance with the Group's Code of Conduct, accessible on the group's website at this time. Address: https://www.lapostegroupe.com/en/compliance-and-professional-conduct . It is annexed to the Internal regulations updated in 2024. The approach anti-corruption measures are also being put in place in the context of relations with third parties Suppliers: see the Suppliers presented on the following page : https://www.lapostegroupe.com/fr/la-conformite-fournisseurs
205-3 Confirmed incidents of corruption and actions taken	ESRS G1 G1-4 §25		Universal Registration Document Section 2.3.2 (p.118)

Additional information on the fight against corruption

The mandatory anti-corruption training system is aimed at executives as well as at exposed targets, including buyers, specifiers, sales representatives, employees working with public officials, auditors and senior executives. These training courses aim to train them in the prevention and detection of corruption and influence peddling. The Group provides entities with training courses with a general core curriculum to share the following key concepts: raising awareness of corruption and appropriating terminologies, identifying at-risk situations (gifts, third-party intermediaries, facilitation payments, etc.), various focuses (gifts and invitations, conflicts of interest, non-commercial partners, integrity of third parties) and the whistleblowing system. Practical cases, through simulations related to the job of the exposed employees, complete the common core curriculum and make it possible to verify that employees master the anti-corruption rules in force within the Group.

Any reporting of incidents, in particular through the whistleblowing system or internal control, gives rise to an analysis that determines whether remedial actions are necessary. This approach may take the form of adapting procedures or enhancing the detection and prevention system. The entity must also assess the need to apply disciplinary sanctions in the event of non-compliance with the rules of the Group's Code of Conduct as provided for in the internal regulations and, if necessary, to file a complaint.

Additional information on fraud prevention within La Poste Group

In 2023, La Poste Group has launched a communication and prevention plan for fraud, scams and theft. The aim is to ensure that everyone involved in the Group is aware of the issues surrounding fraud, scams and theft, and knows how to prevent them.

The cornerstone of this awareness campaign is the serious training game "Tous mobilisés contre la fraude" ("All mobilized against fraud"), co-constructed with the branches and professions. Open to all postal workers, it enables them to discover in a short space of time the main risks of fraud in the professional (corruption, etc.) and personal (phishing, etc.) worlds, and the right reflexes to adopt. This training was accompanied by an extensive communication plan to encourage every employee to take part.

GRI 206: Anti-competitive behaviour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document (p.120) Chapter 4 (p.153) and Section 7.2.3 (p.475)
206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	-		Universal Registration Document Section 2.4 (p.121); see "Additional information on stakeholder engagement" (p.24).

GRI 207: Taxation - 2019

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Managing impacts, risks and opportunities	Universal Registration Document Chapter 4 (p.153) and Section 7.2.3 (p.475). The tax policy was updated during 2024 and is available on the Group's website.
207-1 Approach to tax	-	Tax policy and fight against tax evasion	Universal Registration Document Integrated report (p.24) and Section 4.5.1 (p.208); Integrated activity report (p.72-73). The tax policy was updated during 2024 and is available on the Group's website.
207-2 Tax governance, control, and risk management	-	Tax risk management	Universal Registration Document Section 4.5.1 (p.208). The tax policy was updated during 2024 and is available on the Group's website.
207-3 Stakeholder engagement and management of concerns related to tax	-	Whistleblowing procedure	Universal Registration Document Sections 2.3.2 (p.118) and 4.5.1 (p.208). The tax policy was updated during 2024 and is available on the Group's website.
207-4 Country-by-country reporting	-		The tax policy was updated during 2024 and is available on the Group's website.

2.3 ENVIRONMENTAL STANDARDS

GRI 301: Materials - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E5 E5-1 §12; E5-2 §17; E5-3 §21	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469 and 473-484) and Resources Policy
301-1 Materials used by weight or volume	ESRS E5 E5-4 §31(a)	Optimising the use of materials	Universal Registration Document Section 4.2.4 (p.175); Report of the Mission Committee (p.19 and 21); Integrated activity report (p.51 and 78).
301-2 Recycled input materials used	ESRS E5 E5-4 §31(c)	Use of recycled materials	Universal Registration Document Section 4.2.4 (p.175); Report of the Mission Committee (p.19 and 21); Integrated activity report (p.51 and 78)
301-3 Reclaimed products and their packaging materials	ESRS E5	Packaging management	Universal Registration Document Section 4.2.4 (p.175), see "Additional information on Le Groupe La Poste's actions in favour of the circular economy" (p.35-36).

Indicator	Scope	Unit	2021	2022	2023
RESPONSIBLE PAPER CONSUMPTION					
Total consumption of paper	LGLP	Metric tonnes	15,592	13,755	11,968
■ of which paper from sustainably managed, eco-certified forests or from recycled	LGLP	% of the total	84.8	88.3	85.5
BECOMING A LEADER IN NEW LOCAL SERVICES IN TERMS OF CIRCULAR ECONOMY LOGISTICS					
Quantity of materials collected	Recygo and Nouvelle Attitude	Metric tonnes	115,674	107,111	87,056
■ of which materials recovered for reuse or material recycling	Recygo and Nouvelle Attitude	Share in %	99	98	97
Recygo customer sites	Recygo	Number	19,450	23,000	25,800
Integration support	Nouvelle Attitude	Persons	135	185	197

Additional information on Le Groupe La Poste's actions in favour of the circular economy

At every stage in the lifecycle of the objects used in its operations, the Group aims to apply the principles of the circular economy. In this way, it acts through its procurement and consumption of resources, and strives to give a second life to equipment and recycle its waste. It works on products destined for customers, such as envelopes, postal parcels and cell phones. It also works on its own equipment and supplies, including electrical and electronic equipment, vehicles, paper, site materials, water, furniture, logistics packaging and professional clothing.

Customer products

Envelopes, postal parcels and packaging sold by La Poste	<ul style="list-style-type: none"> ■ These objects are eco-designed. Their thickness has been reduced while maintaining their sturdiness. ■ Septembre 2023: generalization of dual-use on the entire range of postage packaging (plastic and cardboard).
Cell phones	<p>La Poste Mobile's action plan:</p> <ul style="list-style-type: none"> ■ at least one reconditioned phone model offered in the 430 main post offices by 2025 ■ deployment of a reconditioned cell phone rental offer from mid-2024 ■ recovery of used phones, with financial recovery in certain cases ■ test in 2024 in two regions of the recovery of all used phones, including those no longer of marchand value, with a view to their reuse or recycling.
Bank cards (LBP)	<ul style="list-style-type: none"> ■ Gradual switch to 100% recycled plastic from mid-September 2023 ■ Extended validity period from 3 to 4 years on 98% of the range, from January 2024 onwards ■ At the end of 2023, 263 post offices will start collecting used cards for recycling, before the system is rolled out in 2024.

Equipment and supplies used by La Post group

Paper	In 2023, La Poste submitted its plan for the prevention and eco-design of graphic paper to 2025 in accordance with regulations. The company is committed to: reducing its consumption by 18%; moving to 40% paper without any recycling disruptors; identifying alternatives to the mineral oil inks used for certain stamps; sourcing 100% of its paper from recycled or sustainably managed forests, with a label.
Household packing	<p>In 2023, La Poste submitted its plan for the prevention and eco-design of household packaging to 2025, in accordance with regulations. The company is committed to:</p> <ul style="list-style-type: none"> ■ reducing the marketing of packaged products by 50%, testing reusable packaging; seeking alternatives to non-recyclable plastic blister packs; ■ incorporate 70% recycled material in cardboard packaging.
Spare parts for sorting machines	<p>To extend machine lives:</p> <ul style="list-style-type: none"> ■ Re-use of parts recovered from scrapped machines (€1.6M saved in 2023) ■ 3D printing of spare parts at our facilities (in 2023, 13,629 parts produced, 37,000 hours of printing, €200,000 saved).
Vehicules (Vehipost)	<ul style="list-style-type: none"> ■ Véhiposte: 6,000 to 8,000 second-hand vehicles sold to professionals and group employees each year. ■ Test launched on the reuse of parts from the circular economy of its vehicles, via a specialized operator and garages service providers of La Poste. ■ Partnership with Michelin to equip letter carriers' vehicles with more robust airless tires. ■ Retrofit by Stellantis of a thermal postal truck to transform it into an electric vehicle: approval expected in early 2024.
Electrically-assisted bicycles (EABs) and bicycle panniers	<ul style="list-style-type: none"> ■ Repairs and maintenance enabling bikes to be kept for an average of 5 years and 26,000 km. ■ Commitment to implement new practices by 2025, to send all EABs and bike bags for reconditioning, and to reuse or recycle all batteries. ■ Test the use of reconditioned bikes as an alternative to buying new ones. ■ Signing of donation agreements with the Recycleries Sportives network, starting in 2022, for the reuse of panniers.

Professional clothing	<ul style="list-style-type: none"> ■ Participation since 2016 in collective R&D programs to bring about the emergence of a French recycling sector for professional clothing, which is very complex to process. Six tons of letter carrier's clothing have been sent to manufacturers to test their processes. By the end of 2023, the Nouvelles Fibres Textiles consortium will have set up a processing unit that will enable efficient recycling in France. In particular, it relies on Recygo's collection services and La Poste's logistics resources. ■ In 2023, the Services-Courrier-Colis Division will decide to recycle its used work clothing through this new channel, while maintaining a number of local, supportive and controlled re-use partnerships. ■ The renewal of customer service outfits in post offices was accompanied by a major collection operation for the old vests, which were mass-produced in 1,600 post offices and then at Nouvelle Attitude logistics platforms. 4 tons of textiles were upcycled by a French industrial start-up.
Plastics	<ul style="list-style-type: none"> ■ Reflection on the design of workwear and packages to reduce plastic consumption and/or increase recyclability at end-of-life. ■ Systematic recycling of palletizing film, strapping, bottles, etc.). ■ Distribution of instructions for finding alternatives to disposable plastic cups and bottles, and referencing of suitable supplies by the purchasing department. Inclusion of this topic in an internal communication campaign on eco-gestures and energy saving.
Contract catering	<ul style="list-style-type: none"> ■ Requirements integrated into the specifications for catering services on multiple ESG subjects, including the fight against food waste and the recovery of bio-waste. ■ Implementation of processes and methods designed to avoid food waste on a daily basis, ■ Raising awareness among kitchen teams and guests. ■ Innovations to reduce unsold goods.
Buildings and construction materials	<ul style="list-style-type: none"> ■ Priority given to building materials with low environmental and health impact in La Poste Immobilier's specifications and calls for tender. ■ Construction site waste prevention and management policy ■ Diagnosis of products, equipment, materials and waste (PEMD) required on all construction sites in compliance with regulations, with the aim of generalizing resource diagnostics. ■ Reuse of materials required on several sites in each region, to reduce carbon footprint ■ Ambitious target of 85% material recovery from non-hazardous waste. The recovery rate for non-hazardous waste from real estate operations monitored in La Poste Immobilier's national reporting system is 88% by 2023. ■ At the end of 2023, launch of a tender to set up a framework contract with one or more construction waste management service providers, with a view to optimizing management and recovery rates. ■ Drafting of a re-use charter to complement the waste management kit.

GRI 302: Energy - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E1 E1-2 §25 (c) to (d); E1-3 §26; E1-4 §33	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162) and 7.2.2 (p.469 and 473-484); Integrated activity report (p.60-63)
302-1 Energy consumption within the organisation	ESRS E1 E1-5 §37; §38; §AR 32 (a), (c), (e) and (f)	Fuel consumption	Universal Registration Document Sections 4.2.1 (p.168) and 7.2.3 (p.480); Report of the Mission Committee (p.20-21). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37).
		Energy consumption	Universal Registration Document Section 4.2.1 (p.168). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37).

Additional information on the energy consumption within Le Groupe La Poste

Summary of consumption

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Total energy consumption	LGLP	GWh	9,137	8,783	8,345	-5%
■ of which Le Groupe La Poste vehicle fleet	LGLP	GWh	1,332	1,331	1,167	-12%
■ of which buildings	LGLP	GWh	1,456	1,454	1,280	-12%
■ of which subcontracted transport (road, air)	LGLP	GWh	6,350	5,998	5,898	-2%
Energy consumption: total	La Poste	GWh	2,434	2,325	2,051	-12%
■ of which Le Groupe La Poste vehicle fleet	La Poste	GWh	585	574	550	-4%
■ of which buildings	La Poste	GWh	905	863	702	-19%
■ of which subcontracted transport (road, air)	La Poste	GWh	944	888	799	-10%
Energy consumption: total	La Poste	Share in %	27	26	25	-

Buildings

Energy consumption and GHG emissions of the real estate portfolio owned or managed directly by the Group

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Building surface area	LGLP	million square metre	12.7	12.3	13.1	7%
Number of certified buildings (HQE, BREEAM, LEED, BDM, BBC, BEPOS)(excl. promotion and co-promotion)	La Poste Immobilier (LPI)	number	32 ^(a)	38	46	21%
Real estate portfolio	LPI	number of buildings	9,745	9,439	9,137	-3%
Real estate portfolio	LPI	million square metre	6.1	6	5.9	-2%
Energy consumption: buildings	LGLP	GWh	1,452	1,447	1,267	-12%
■ of which electricity	LGLP	GWh	807	827	780	-6%
Renewable electricity in total electricity consumption	LGLP	share in %	85	90	89	-
Photovoltaic facilities	LPI	number	51	54	57	6%
Installed photovoltaic capacity	LPI	MWp	6.8	8	10.1	26%

(a) Of which six certified in design.

For La Poste Immobilier, the energy performance of buildings must be a priority for all operations, in particular by drastically reducing heating and cooling needs but also by consuming better and at the best time. Three major projects enhancing **energy efficiency** were carried out in 2023: improve the energy supervision of our assets, strengthen the management of our assets and the implementation of our energy performance actions, and efficiently support new uses.

In addition to monitoring the energy intensity of the portfolio, many other associated management indicators are monitored: changes in the energy consumption of buildings, rate of sustainable investments for major repairs and maintenance work (in %), number of energy audits of the portfolio carried out, number of relamping projects completed.

Additional information on ISO 14001 certifications

Indicator	Scope	Unit	2021	2022	2023
Coverage ratio (employees)	LGLP	%	13	15	16
Coverage ratio (operating revenue)	LGLP	%	32	31	26

Transport

Fleet owned or managed directly by the Group

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Total number of vehicles	LGLP	number	109,001	104,713	121,337	16%
Total number of service vehicles	LGLP	number	66,731	65,007	73,818	14%
Electric service vehicles	LGLP	number	16,807	18,955	22,513	19%
■ including electric two-wheel vehicles	LGLP	number	0	0	1	-
■ of which electric three-wheel vehicles (Staby)	LGLP	number	7,927	8,800	8,375	-5%
■ of which electric quadricycles	LGLP	number	1,271	1,088	845	-22%
■ of which electric light commercial vehicles	LGLP	number	7,608	9,066	13,284	47%
■ of which electric lorries	LGLP	number	1	2	8	300%
■ Percentage of electric service vehicles	LGLP	%	25	29	30	-
Alternative motorisation service vehicles (hybrid, natural gas...)	LGLP	number	475	578	2,519	336%
Gasoline/diesel service vehicles	LGLP	number	49,891	46,765	48,786	4%
■ of which motorcycles	LGLP	number	198	138	110	-20%
■ of which light commercial vehicles	LGLP	number	49,410	46,358	48,451	5%
■ of which quadricycles	LGLP	number	18	7	6	-14%
■ of which lorries	LGLP	number	265	262	219	-16%
■ including Euro 5 standard	LGLP	%	20	13	7	-
■ including Euro 6 standard	LGLP	%	70	76	77	-
Company vehicles	LGLP	number	10,512	6,401	13,275	107%
Electric company vehicles	LGLP	number	164	230	297	29%
Bicycles	LGLP	number	17,907	17,477	16,472	-6%
Electric bicycles	LGLP	number	17,780	17,388	16,419	-6%
Trolleys	LGLP	number	2,330	2,761	2,866	4%
Electric trolleys	LGLP	number	180	306	287	-6%
Material handling equipment	LGLP	number	11,521	13,067	14,906	14%
Electric material handling equipment	LGLP	number	9,936	10,440	12,716	22%
Total kilometres travelled by the vehicle fleet	LGLP	million of km	1,122	1,150	1,261	10%
Average age of the fleet managed by Véhiposte	Véhiposte	years	3.8	3.8	3.7	-1%
Average age of the GeoPost / DPDgroup lorry fleet	GeoPost/DPDgroup	years	4.2	4.04	3.13	-23%

Energy consumption of transport (Scope 1)

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Energy consumption by transport	LGLP	GWh	1,332	1,331	1,167	-12%
■ of which gasoline/petrol	LGLP	GWh	65	98	122	25%
■ of which diesel/fuel	LGLP	GWh	1,258	1,220	1,031	-15%
■ of which natural gas	LGLP	GWh	0.75	0.60	0.50	-17%
■ of which LPG	LGLP	GWh	0.04	0.81	0.58	-28%
■ of which LNG	LGLP	GWh	8.5	12	12.1	0.83%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
302-2 Energy consumption outside of the organisation	ESRS E1		Universal Registration Document Section 4.2.1 (p.168). See "Additional information on the energy consumption outside Le Groupe La Poste" (p.39).

Additional information on the energy consumption outside Le Groupe La Poste

Energy consumption of the buildings of subcontractors

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Energy consumption: buildings	LGLP subcontractors	GWh	4.06	7.4	12.7	72%

Energy consumption by subcontracted transport (Scope 3)

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Total km travelled: road	LGLP subcontractors	million of km	3,142	3,126	3,272	5%
Total km travelled: train and boat	LGLP subcontractors	km	460,365	434,883	365,995	-16%
Total metric tonnes-kilometres transported: airplane	LGLP subcontractors	metric tonnes.km	587,844,343	436,550,901	371,149,217	-15%
Energy consumption by subcontracted transport	LGLP subcontractors	GWh	6,354	5,998	5,898	-2%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
302-3 Energy intensity	ESRS E1 E1-5 §40 to §42		Universal Registration Document Section 4.2.1 (p.168). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37) and "Additional information on the energy consumption outside Le Groupe La Poste" (p.39).
302-4 Reduction of energy consumption	ESRS E1	Indicators	Universal Registration Document Section 4.2.1 (p.168). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37) and "Additional information on the energy consumption outside Le Groupe La Poste" (p.39).
302-5 Reductions in energy requirements of products and services	ESRS E1	Optimisation of fleets and their consumption	Universal Registration Document Sections 4.2.1 (p.168) and 7.2.3 (p.480). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37) and "Additional information on the energy consumption outside Le Groupe La Poste" (p.39).
		Indicators	Universal Registration Document Section 4.2.1 (p.168). See "Additional information on the energy consumption within Le Groupe La Poste" (p.37) and "Additional information on the energy consumption outside Le Groupe La Poste" (p.39).

GRI 303: Water and effluents - 2018

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E2 §AR 9 (b); E2-1 §12; E2-2 §16 and §19; E2-3 §20; ESRS E3 E3-1 §9; E3-2 §15, §17 to §18; E3-3 §20	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), (p.176) Section 7.2.2 (p.469 and 473-484)
303-1 Interactions with water as a shared resource	ESRS 2 SBM-3 §48 (a); MDR-T §80 (f); ESRS E3 §8 (a); §AR 15 (a); E3-2 §15, §AR 20	Management of water consumption	Universal Registration Document Section 4.2.4 (p.176)
303-2 Management of water discharge-related impacts	ESRS E2 E2-3 §24	Management of water consumption	Universal Registration Document Section 4.2.4 (p.176)
303-3 Water withdrawal	ESRS E3	Reduction of consumption	Universal Registration Document Section 4.2.4 (p.176)
303-4 Water discharge	ESRS E3	Better water management	Universal Registration Document Section 4.2.4 (p.176)
303-5 Water consumption	ESRS E3 E3-4 §28 (a), (b), (d) and (e)	Indicators	Universal Registration Document Section 4.2.4 (p.176)

Additional information on water

Indicator	Scope	Unit	2021	2022	2023
Water consumption	LGLP	dam ³	1,917	1,806	1,943

GRI 304: Biodiversity - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E4 E4-1 §AR 1 (b) and (d); E4-2 §20 and §22; E4-3 §25 and §28 (a); E4-4 §29	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1(p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3(p.475-484); Integrated activity report (p.14, 60-63 and 78).
304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	ESRS E4 §16 (a) i; §19 (a); E4-5 §35		Universal Registration Document Sections 1.5 (p.87), 2.1.2 (p.111), 4.2.3 (p.172) and 7.2.2 (p.473-484 and 493)
304-2 Significant impacts of activities, products and services on biodiversity	ESRS E4 E4-5 §35, §38, §39, §40 (a) and (c)	Impact management	Universal Registration Document Sections 4.2.3 (p.173) and 7.2.2 (p.469); Report of the Mission Committee (p.21)
304-3 Habitats protected or restored	ESRS E4 E4-3 §28 (b) and §AR 20 (e); E4-4 §AR 26 (a)	Actions to protect biodiversity	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162) and 7.2.3 (p.475-484). See "Additional information on the actions in favour of biodiversity" (p.41).
304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	ESRS E4 E4-5 §40 (d) i	Impact on species	Universal Registration Document Sections 4.2.3 (p.173) and 7.2.2 (p.469 and 473-484). See "Additional information on the actions in favour of biodiversity" (p.41).

Additional information on the actions in favour of biodiversity

In 2023, **La Poste Immobilier** carried out various projects aimed at preserving biodiversity:

- **Promote biodiversity at La Poste Immobilier's sites:** deployment of actions to improve green spaces, establishment of specifications for the maintenance and sustainable management of green spaces with a view to consulting green space maintenance companies and acculturating teams to actions promoting on-site biodiversity.
- **Improve biodiversity through long-term actions:** monitor the implementation and maintain sites identified as LPO (Ligue de Protections des Oiseaux) shelters, roll out biodiversity performance contracts (BPCs), in particular in partnership with CDC Biodiversité, study and support teams on other types project certifications (Biodiversity) and green space management.
- **Better understand the ecological importance of La Poste Immobilier's sites:** continue to support teams in carrying out ecological diagnostics, carry out a quantified inventory of the various types of green spaces present in LPI's portfolio of directly-owned and rental properties.
- **Establish a water management strategy:** establish a water management strategy, with the identification and inventory of current practices, a benchmark of water consumption monitoring and management solutions, in order to establish a first water management roadmap for the entire portfolio.

As part of its roadmap, for new sites, it is a question of limiting the impact on the artificialisation of the soils and integrating biodiversity as a new quality standard. For existing sites, La Poste Immobilier aims to improve biodiversity by 1,000,000 m² green spaces by 2030.

For more information on the commitments in favour of biodiversity, please see La Banque Postale's Universal Registration Document (2023 URD, Sections 2.2.1.3 p.51 and 2.4.1.2 p.100).

GRI 305: Emissions - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E1 E1-2 §22; E1-3 §26; E1-4 §33 and §34 (b); E1-7 §56 (b) and §61 (c); ESRS E2 §AR 9 (b); E2-1 §12; E2-2 §16 and §19; E2-3 §20	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Integrated activity report (p.7, 14 and 77-78); Communication on Progress.
305-1 Direct (Scope 1) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (a); §46; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; AR §43 (c) to (d)	GHG emissions	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212); Integrated activity report (p.7, 14 and 77-78)
305-2 Energy indirect (Scope 2) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (b); §46; §49; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; §AR 45 (a), (c), (d), and (f)	GHG emissions	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212); Integrated activity report (p.7, 14 and 77-78); see "Additional information on greenhouse gas (GHG) emissions" (p.43-44).
305-2 Energy indirect (Scope 2) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (b); §46; §49; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; §AR 45 (a), (c), (d), and (f)	GHG emissions	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212). Integrated activity report (p.7, 14 and 77-78). See "Additional information on greenhouse gas (GHG) emissions" (p.43-44).
305-3 Other indirect (Scope 3) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (c); §51; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 46 (a)(i) to (k)	GHG emissions	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212) Integrated activity report (p.7, 14 and 77-78) See "Additional information on greenhouse gas (GHG) emissions" (p.43-44).

Additional information on greenhouse gas (GHG) emissions

Summary of greenhouse gas (GHG) emissions

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Total GHG emissions	LGLP	metric tonnes eq. CO ₂	2,681,992	2,392,988	5,624,945 ^(a)	NC
■ of which direct emissions (Scope 1)	LGLP	metric tonnes eq. CO ₂	441,506	432,360	387,205	-10%
■ of which indirect GHG emissions related to energy (Scope 2)	LGLP	metric tonnes eq. CO ₂	63,415	49,908	37,681	-24%
■ of which indirect emissions (Scope 3)	LGLP	metric tonnes eq. CO ₂	2,177,071	1,910,720	5,200,060 ^(b)	172%
● Cat. 1 - Products and services purchased	LGLP	metric tonnes eq. CO ₂	ND	ND	1,474,661	-
● Cat. 2 - Fixed assets	LGLP	metric tonnes eq. CO ₂	ND	ND	504,891	-
● Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	LGLP	metric tonnes eq. CO ₂	ND	ND	107,737	-
● Cat. 4 - Upstream transport and distribution	LGLP	metric tonnes eq. CO ₂	2,037,281	1,789,254	2,204,326	23%
● Cat. 5 - Waste generated during operations	LGLP	metric tonnes eq. CO ₂	ND	ND	71,975	-
● Cat. 6 - Business travel	LGLP	metric tonnes eq. CO ₂	3,368	10,224	9,290	-9%
● Cat. 7 - Commuting	LGLP	metric tonnes eq. CO ₂	ND	ND	162,860	-
● Cat. 8 - Upstream leased assets	LGLP	metric tonnes eq. CO ₂	1,373	2,853	5,240	84%
● Cat. 9 - Downstream transport and distribution	LGLP	metric tonnes eq. CO ₂	ND	ND	446,636	-
● Cat. 10 - Processing of products sold	LGLP	metric tonnes eq. CO ₂	NA	NA	NA	-
● Cat. 11 - Use of products sold	LGLP	metric tonnes eq. CO ₂	ND	ND	43	-
● Cat. 12 - End of life of products sold	LGLP	metric tonnes eq. CO ₂	ND	ND	13,115	-
● Cat. 13 - Downstream leased assets	LGLP	metric tonnes eq. CO ₂	NA	NA	NA	-
● Cat. 14 - Franchises	LGLP	metric tonnes eq. CO ₂	ND	ND	27,863	-
● Cat. 15 - Investments	LGLP	metric tonnes eq. CO ₂	ND	ND	116,953	-
● Extrapolated emissions (Scope 3)	LGLP	metric tonnes eq. CO ₂	135,049	108,390	54,470	-50%
Total GHG emissions	La Poste	metric tonnes eq. CO₂	607,487	543,855	478,473	-12%
■ of which direct emissions (Scope 1)	La Poste	metric tonnes eq. CO ₂	222,575	210,585	188,751	-10%
■ of which indirect GHG emissions related to energy (Scope 2)	La Poste	metric tonnes eq. CO ₂	5,698	7,253	4,609	-36%
■ of which indirect emissions (Scope 3) ^(c)	La Poste	metric tonnes eq. CO ₂	379,214	326,018	285,113	-13%

(a) According to the methodology for calculating GHG emissions as published in 2022, the results for 2023 are marked by a 5% decrease in emissions (2,270 kteqCO₂ in 2023 vs 2,393 kteqCO₂ in 2022).

(b) Scope 3 footprint measurement is now extended to all 15 Scope 3 categories as defined by the GHG Protocol.

(c) Scope 3 categories 3.4 and 3.6.

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
GHG emissions: buildings	LGLP	metric tonnes eq. CO ₂	185,269	164,219	151,935 ^(d)	-7%
Share of buildings emissions / Total	LGLP	% of the total	7	7	3	-

(d) In 2023, in addition to combustion emission factors, upstream emission factors were taken into account.

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
GHG emissions: natural gas	LGLP	% of the total	4	4	2	-
GHG emissions: electricity	LGLP	% of the total	2	1.7	1	-
GHG emissions: urban heating	LGLP	% of the total	0.2	0.4	0.2	-
GHG emissions: fuel	LGLP	% of the total	0.5	0.4	0.2	-
GHG emissions: transport ⁽¹⁾	LGLP	metric tonnes eq. CO ₂	2,361,673	2,120,379	2,590,253	22%
Share of Transports emissions / Total	LGLP	% of the total	88	89	46	-
GHG emissions: road	LGLP	% of the total	68.2	74	40	-
GHG emissions: air	LGLP	% of the total	20	14	6	-
GHG emissions: railroad and maritime	LGLP	% of the total	0.01	0.01	0.04	-
GHG emissions: not allocated	LGLP	metric tonnes eq. CO ₂	135,050	108,390	54,470	-50%
Share of non-allocated emissions / Total	LGLP	% of the total	5	5	1	-

GHG emissions from the real estate portfolio (Scopes 1, 2 and 3)

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Direct GHG emissions (Scope 1) related to energy in buildings	LGLP	metric tonnes eq. CO ₂	120,482	111,458	86,840	-22%
Indirect GHG emissions (Scope 2) related to energy in buildings	LGLP	metric tonnes eq. CO ₂	63,415	49,908	37,681	-24%
Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	LGLP	metric tonnes eq. CO ₂	ND	ND	22,173	-
Scope 3 Cat. 8 - Upstream leased assets ⁽¹⁾	LGLP	metric tonnes eq. CO ₂	1,373	2,853	5,240	84%

For La Poste Immobilier, the choice of low-carbon energy guides operations with a global cost approach; however, the notion of user comfort should not be discarded. La Poste Immobilier's strategy of climate resilience and asset valuation through diagnostics, work plans and certifications is also a key focus. Three projects were carried out in 2023:

- **Reducing the carbon impact of La Poste Immobilier's energy mix** thanks to the replacement of fuel oil boilers and less carbon-intensive renovation and new construction projects.
- **Sustainably enhancing La Poste Immobilier's assets** via the systematisation of life cycle analyses for renovation and new construction projects and via the continuation of the environmental certification policy.
- **Understanding the vulnerability of La Poste Immobilier's assets and improving their resilience**, in particular through the deployment of audits to assess the resilience of La Poste Immobilier's 50 strategic assets.

Greenhouse gas emissions related to transport (Scopes 1 and 3)

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
GHG emissions (Scope 1) related to the use of the fleet	LGLP	metric tonnes eq. CO ₂	321,024	320,902	300,364	-6%
Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	LGLP	metric tonnes eq. CO ₂	ND	ND	85,563	-
Scope 3 Cat. 4 - Upstream transport and distribution ⁽¹⁾	LGLP subcontractors	metric tonnes eq. CO ₂	2,040,649	1,799,478	2,204,326	22%

(1) In 2023, in addition to combustion emission factors, upstream emission factors were taken into account.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
305-4 GHG emissions intensity	ESRS E1 E1-6 §53; §54; §AR 39 (c); §AR 53 (a)	Intensity	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212); Integrated activity report (p.77-78) See "Additional information on the intensity ratio" (p.45).

Additional information on the intensity ratio

Indicator	Scope	Unit	2021	2022	2023
Intensity ratio	LGLP	metric tonnes eqCO ₂ /operating revenue in €m	77.5	67.6	165.3 ⁽¹⁾

(1) According to the 2022 measurement methodology, the ratio would be 66.7 metric tonnes of CO₂eq./€m.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
305-5 Reduction of GHG emissions	ESRS E1 E1-3 §29 (b); E1-4 §34 (c); §AR 25 (b) and (c); E1-7 §56	Improvement of the GHG footprint	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212); Integrated activity report (p.7, 14 and 77-78) See "Additional information on greenhouse gas (GHG) emissions" (p.43-44).
305-6 Emissions of ozone-depleting substances (ODS)	ESRS E2	Other emissions	-
305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	ESRS E2 E2-4 §28 (a); §30 (b) and (c); §31; §AR 21; §AR 26	Other emissions	Universal Registration Document Sections 4.2.1 (p.168) and 4.6.3 (p.212); Integrated activity report (p.14 and 77-78)

GRI 306: Waste - 2020

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS E5 §AR 7 (a); E5-1 §12; E5-2 §17; E5-3 §21	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484)
306-1 Waste generation and significant waste-related impacts	ESRS 2 SBM-3 §48 (a), (c) ii and iv; ESRS E5 E5-4 §30	Waste generation	Universal Registration Document Sections 1.1.1 (p.48), 4.2.4 (p.173) and 4.4.2 (p.200)
306-2 Management of significant waste-related impacts	ESRS E5 E5-2 §17 and §20 (e) and (f); E5-5 §40 and §AR 33 (c)	Waste generation	Universal Registration Document Section 4.2.4 (p.173) and Waste Policy
306-3 Waste generated	ESRS E5 E5-5 §37 (a), §38 to §40	Waste generation	Universal Registration Document Section 4.2.4 (p.175)
306-4 Waste diverted from disposal	ESRS E5 E5-5 §37 (b), §38 and §40		See "Additional information on waste" (p.46-47).
306-5 Waste directed to disposal	ESRS E5 E5-5 §37 (c), §38 and §40	Indicators	Universal Registration Document Section 4.2.4 (p.175)
306-3 Significant spills	ESRS E2	Spill prevention	Universal Registration Document Section 7.2.3 (p.481)

Additional information on waste⁽¹⁾

Indicator	Scope	Unit	2023
Total quantity of waste produced (37a)	LGLP	metric tonnes	119,845
■ of which total quantity of hazardous waste (39)	LGLP	metric tonnes	2,329
■ of which total quantity of non-hazardous waste	LGLP	metric tonnes	117,516

Indicator	Scope	Unit	2023
NON-DISPOSED WASTE (RECOVERED), BY TYPE OF RECOVERY OPERATION			
Total quantity of waste not disposed of (recovered)(37b)	LGLP	metric tonnes	105,360
Weight of hazardous waste	LGLP	metric tonnes	1,768
● sent to be prepared for reuse (37b i)	LGLP	metric tonnes	50
● sent for material recycling (37b ii)	LGLP	metric tonnes	1,616
● sent for energy recovery (37b iii)	LGLP	metric tonnes	100
● sent to other recovery operations (37b iii)	LGLP	metric tonnes	2
Weight of non-hazardous waste	LGLP	metric tonnes	103,592
● sent to be prepared for reuse (37b i)	LGLP	metric tonnes	6,893
● sent for material recycling (37b ii)	LGLP	metric tonnes	94,749
● sent for energy recovery (37b iii)	LGLP	metric tonnes	1,935
● sent to other recovery operations (37b iii)	LGLP	metric tonnes	15

(1) This is the first reporting exercise to consolidate data relating to waste produced by La Poste group establishments. The scope is partial and will be extended in the coming years.

Indicator	Scope	Unit	2023
WASTE DISPOSED, BY TYPE OF WASTE TREATMENT			
Total quantity of waste disposed	LGLP	metric tonnes	14,485
Weight of hazardous waste	LGLP	metric tonnes	561
● sent for incineration (37c i)	LGLP	metric tonnes	78
● sent to landfill (37c ii)	LGLP	metric tonnes	134
● sent to other disposal operations (37c iii)	LGLP	metric tonnes	349
Weight of non-hazardous waste	LGLP	metric tonnes	13,924
● sent for incineration (37c i)	LGLP	metric tonnes	678
● sent to landfill (37c ii)	LGLP	metric tonnes	3,652
● sent to other disposal operations (37c iii)	LGLP	metric tonnes	9,594
Indicator			
Scope			
Unit			
2023			
Total quantity of non-recycled waste (37d) ^(a)	LGLP	metric tonnes	16,537
Percentage of non-recycled waste (37d) ^(a)	LGLP	%	14

(a) For these indicators, the Group has consolidated all waste except for categories 37b i and 37b ii.

GRI 308: Supplier environmental assessment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS G1 G1-2 §12 and §15 (a)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-475) and 7.2.3 (p.475-484)
308-1 New suppliers that were screened using environmental criteria	ESRS G1 G1-2 §15 (b)	Supplier environmental assessment	Universal Registration Document Sections 4.4.1 (p.196-198), 7.2.3 (p.484-485) and 7.2.6 (p.492). Geopost Sustainable Development Report (p.28). See "Additional information on the responsible purchasing policy" (p.48-51).
308-2 Negative environmental impacts in the supply chain and actions taken	ESRS 2 SBM-3 §48 (c) i and iv		Universal Registration Document Sections 4.4.1 (p.196-198), 7.2.3 (p.484, 488) and 7.2.6 (p.492); Integrated activity report (p.62). Geopost Sustainable Development Report (p.28). See "Additional information on the responsible purchasing policy" (p.48-51).

Additional information on the responsible purchasing policy

A set of policies governs the implementation of the Group's commitment.

The Group's **Purchasing Policy** guides all of its purchasing actions, which apply to the scope of La Poste SA and La Poste Immobilier. This policy, updated in 2019, establishes the governance framework and guides the purchasing function and its employees in their daily actions. It incorporates societal and environmental issues and guarantees compliance with legal rules, ethical principles and compliance in purchasing.

The Purchasing Compliance Policy⁽¹⁾ completed the Purchasing Policy in 2021. It sets out the common core of values (openness, consideration, fairness, accessibility, proximity and sense of service) and commitments⁽²⁾ and the rules that apply to ensure that social, societal and environmental responsibility is applied within the purchasing function and to all suppliers and subcontractors.

It lays down the principles of conduct shared between La Poste, its suppliers and its subcontractors through respect for:

- men and women (respect for human rights, human freedoms and health security throughout the value chain, fight against illegal work, protection of citizens' personal data);
- the environment (fight against global warming, preservation of biodiversity, sustainable use of resources);
- the company (fight against fraud, corruption and situations that could lead to a conflict of interest);
- the suppliers (equal treatment and transparency, respect of payment deadlines);
- the international rules (compliance with embargo laws and international exclusion lists).

Le Groupe La Poste continued to roll out its roadmap through the **launch of the project to strengthen the responsible purchasing approach in March 2022, which steers the deployment of the Responsible Purchasing Policy**. This Responsible Purchasing Policy is available on the Group's corporate website. It aims to make purchases a lever for contributing to the four pillars of its societal commitment and overall performance policy. Therefore, the Responsible Purchasing approach is based on three requirement levels:

- ensure the compliance of Purchasing, in particular compliance with the duty of vigilance;
- formalise and develop strong requirements through selection criteria in specifications, particularly with regard to the environmental and social impact of purchases;
- achieve the purchasing ambitions as regards inclusive structures, the social and solidarity-based economy (SSE) sector, and SMEs.

This approach is already applied to each of the stakeholders in the purchasing process: the purchasing function, suppliers and specifiers (see additional information in the 2023 URD, Section 4.4.1 Responsible purchasing policy).

The Charter of "Responsible and Ethical Commitments in the Purchasing Sector" is intended for the employees of the purchasing function to ensure that they are familiar with and apply the Group's purchasing rules. They also undertake to warn of the risk of serious infringement of human rights, fundamental freedoms, health and safety of people, or the environment, of which they may be aware in the context of their missions within La Poste Groupe or at one of its suppliers. Lastly, they undertake to respect these principles and to promote them to their specifiers and suppliers.

The Charter of Responsible and Ethical Commitments for Specifiers was established in December 2021 and released in April 2022. These employees are the ones who maintain relations with suppliers and who must therefore be familiar with and comply with the purchasing rules and procedures, as well as the systems relating to compliance. This document reminds them of the Group's commitments in terms of compliance and ethics, as well as the social, societal and environmental commitments that they must respect and promote to the Group's suppliers.

The governance of purchasing within Le Groupe La Poste involves the following departments, committees and business lines and enables a regular review of the ESG provisions in purchasing operations:

- the Group's Purchasing Department in particular, draws up the ESG risk prevention policy for purchases and manages the supplier assessment system that it makes available to the Group's entities. It also handles supplier alerts. In order to prevent and limit the environmental and social impacts of its purchases, the Group's Purchasing Department maintains a mapping of sectoral risks, which includes a view by geographic area (**Duty of care plan**, Appendix of Le Groupe La Poste's Universal Registration Document). This tool enables the Purchasing function to manage and control the CSR risks related to its suppliers on a daily basis;

(1) The Purchasing Compliance Policy is available on the Group's institutional website.

(2) The Group's four areas of societal commitment: contribute to the development and cohesion of the regions; promote social inclusion; promote ethical, inclusive and frugal digital services; work to accelerate the environmental transition for all.

- **the category managers** define the purchasing strategy for their portfolios, validated by the heads of purchasing;
- **the Compliance and Responsible Purchasing division** of the Group Purchasing Department provides support to the purchasing function, in particular to validate the compliance of the defined purchasing strategies and support responsible purchasing initiatives, in particular through the integration of ESG issues in purchasing files (see CSR risk management system below). The division is also responsible for leading the responsible purchasing community through the internal network and conferences;
- **the La Poste Purchasing Committee;**
- **the job descriptions of the purchasing teams** include the skills and expectations in terms of responsible purchasing and compliance. A significant portion of the purchasing teams is focused on the integration of ESG in their business;
- **the Legal Department** supports the Purchasing Department in monitoring regulations relating to ESG issues;
- **the Societal Commitment Department** is responsible for establishing the Group's CSR policy and monitoring its implementation by the departments, including the Purchasing Department. It is also responsible for supporting and informing departments through its expertise on ESG issues.

The purchasing function is organised into operational purchasing divisions by area, giving it a general, cross-entity and uniform vision. This enables it to implement a local operational approach, ensuring access to all consultations in the regions.

THE ESG MANAGEMENT SYSTEM INTEGRATED INTO THE PURCHASING PROCESS

System	
 <p>① Sourcing</p>	<ul style="list-style-type: none"> ■ Reflection and definition of the specifier's needs ■ Search for suppliers offering relevant CSR innovations in response to La Poste's needs ■ Participation in trade fairs and presentation of the purchasing strategy to suppliers ■ Use of matchmaking and market referencing platforms
 <p>② La Poste portal</p>	<p>Accessible supplier portal, allowing:</p> <ul style="list-style-type: none"> ■ simplification of the relationship ■ digitisation of the procedure ■ market overview ■ real-time traceability of the procurement process ■ traceability of acts <p>For more information: https://www.lapostegroupe.com/en/suppliers-area</p>
 <p>③ Call for tenders and selection</p>	<ul style="list-style-type: none"> ■ Integration of ESG requirements into specifications ■ Facilitating market access for inclusive businesses and SMEs ■ Communication and signature of the Responsible Purchasing Charter by the supplier ■ Assessment of suppliers and offers based on ESG criteria ■ Assessment of financial solvency and dependency risk
 <p>④ Contractualisation</p>	<ul style="list-style-type: none"> ■ Insertion of ESG clauses in the contract ■ Inclusion of ESG progress plans <p>Note: 100% of suppliers with orders and/or contracts have signed the GPC, which include the ESG clauses, and 100% of suppliers submitted to calls for tenders have signed the Responsible Purchasing Charter</p>
 <p>⑤ Life of the contract</p>	<p>The monitoring of the ESG performance of suppliers includes:</p> <ul style="list-style-type: none"> ■ Mandatory ESG maturity self-assessments for all contracted suppliers using an internal tool, the Supplier e-Compliance Hub and/or an internal maturity questionnaire ■ Programme of documentary controls and audits carried out by a third-party auditor following these self-assessments, in the event of suspected non-compliance ■ Regular follow-up by the buyer ■ Control and monitoring of the financial health and verification of the dependency rate on the publication of company balance sheets ■ Supplier whistleblowing and support systems

Tools to strengthen the system

Sector risk mapping	<p>Regular mapping update:</p> <ul style="list-style-type: none"> ■ Including a view by geographic area ■ Breakdown at sector and country level according to six themes <p>This mapping is also used to identify risks of serious harm to the environment, human rights and fundamental freedoms and working and safety conditions within the framework of the law on the duty of vigilance.</p>
Training/facilitation of buyers and specifiers	<ul style="list-style-type: none"> ■ Responsible purchasing community (350 people) led by the Purchasing Department and the Societal Commitment Department ■ Training for responsible purchasing agents ■ Workshops and conferences on responsible purchasing ■ Purchasing Challenge rewarding innovative projects



For more details, see <https://www.lapostegroupe.com/fr/organisation-des-achats-au-sein-du-groupe>

In addition, following the signing of the Charte Relations Fournisseurs et Achats Responsables in 2022, La Poste SA, La Poste Immobilier, La Banque Postale and CNP Assurances were awarded the Label Relation Fournisseurs et Achats Responsables (RFAR) in September 2023, which assesses the following five areas:

- commitment and governance of the organization in a responsible purchasing approach;
- conditions for the quality of supplier-subcontractor relations;
- respect for the interests of suppliers and subcontractors;
- integration of social responsibility in the purchasing process; impact of purchasing on the economic competitiveness of the ecosystem.

This label enhances the quality of customer-supplier relations and helps build trust within the supply chain. It is based on the ISO 20400:2017 standard (Responsible Purchasing) and is awarded for a period of three years. This practical tool enables the development of a sustainable strategy, and testifies to the collective and responsible commitments of La Poste and its subsidiaries to the territories.

SOME COMMITMENTS IN GREATER DETAIL

Purchases of low-carbon transport services: La Poste has made a strong commitment: by 2030, thanks to the gradual conversion of road transport, 50% of the kilometres travelled by La Poste in France will be covered by low-carbon heavy goods vehicles. As a result, La Poste has invested €400 million to convert its fleet of heavy vehicles to low-carbon energies and to support its 600 partner carriers in their transition. The technical, CSR and purchasing teams are working together to support the deployment of this strong ambition with suppliers.

Purchases of responsible and low-carbon delivery services: 100% of delivery consultations contain an environmental management criterion such as driver training in eco-driving or the existence of a fuel consumption traceability system. 100% of delivery framework agreements include social requirements, in terms of compliance with the French Labour Code and prevention in terms of health and safety. The contracts stipulate that the supplier's employees must be equipped with personal protective equipment (gloves, shoes, masks). On-site checks are carried out on the possession of driving licenses and the adequacy between the license plate and the Euro standard used by the vehicle. A second-level control of the compliance with regulations is carried out by the risk managers. Specifiers, buyers and the CSR team regularly participate in a "Delivery" Committee, which addresses the issues of risk prevention in terms of health, safety, illegal work, and environmental transition. Delivery buyers educate their suppliers about sustainable development. La Poste supports its delivery service providers to promote their environmental transition:

- by explaining the current regulations and the ecosystem;
- by informing them about the assistance available to make the environmental transition;
- by offering them negotiated tariffs on natural gas and biogas for the purchase of clean fuel;
- by considering courses of action to meet specifications with strict environmental requirements.

A questionnaire on ESG practices was sent to delivery personnel. It will enable the Group to improve its knowledge of the existing fleet of delivery personnel in terms of atmospheric pollution and greenhouse gas emissions (number of km travelled, fuel consumption of the fleet) as well as its reporting.

Inclusive purchasing: As a local player, Le Groupe La Poste aims to achieve €40 million in purchases from the sheltered and social inclusion sector by 2025. To this end, the purchasing sector and its contacts have remained mobilised to allocate, in whole or in part, certain types of purchase of goods or services to players in the social and solidarity-based economy or the protected workforce integration sector (printing services, cleaning, green spaces, small maintenance equipment, etc.). Among the various initiatives supported by La Poste: pilots for the test of Agefiph's "digital disability diagnosis" project (in response to the growing need for digital skills, but also to their obligation in terms of employment of disabled workers); partner of Handeco and its participation (conferences) in the online fair for solidarity purchases; partner of the inclusion platform whose objective is to develop the integration sector, in particular by bringing together contractors and companies in this sector.

Indicator	Scope	Unit	2021	2022	2023
Purchases	La Poste, La Poste Immobilier and La Banque Postale	€bn excl. tax	4.5	4.5	5.5
Weight of VSEs/SMEs/ISEs	La Poste, La Poste Immobilier and La Banque Postale	%	87	80	83
Purchasing employees trained in responsible purchasing	La Poste, La Poste Immobilier and La Banque Postale	Number	69	108	329
Ratio of purchasing employees trained in responsible purchasing	La Poste, La Poste Immobilier and La Banque Postale	%	ND	33	90
Coverage rate of duty of vigilance clauses (suppliers under contract and/ Order with General Purchasing Conditions)	La Poste	%	100	100	100
Number of suppliers informed of the self-assessment system	La Poste	Number	1,773	2,108	2,887
Number of self-assessments carried out	La Poste	Number	270	462	652
Number of documentary audits carried out	La Poste	Number	73	146	179
Purchases from the protected workforce integration sector	La Poste	€m	13.5	17	22.8
Number of suppliers	La Poste	Number	156	240	248
Purchases from the disabled and sheltered work sector	La Poste	€m	16.3	16.4	16.2
Number of suppliers	La Poste	Number	358	256	316
Purchasing employees having signed the purchasing function's responsible and ethical commitments	La Poste	%	100	100	100

2.4 SOCIAL STANDARDS

Additional information on material issues relating to Le Groupe La Poste employees

Material topics ^(a)	Significant topics	Key documents presenting policies, measures and results	Additional information presented in this handbook
Good health, safety and well-being	Occupational health management system / Accidents at work / Work-related diseases / Absenteeism / Road safety / Well-being and mental health	URD - Section 4.3.3 "Improving well-being at work and protecting occupational health and safety" (p.190)	Additional information on occupational health and safety actions (p.57-58) and on accidents at work and work-related diseases (p.59)
Skills and employability	Talent management / Career development / Skills development / Professional training / Employability	URD - Sections 4.3.1 "Social policy as a lever to drive development" (p.184) and 4.3.2 "A responsible and inclusive employer" (p.186)	Additional information on the recruitment of young professionals (p.53) and turnover (p.53), Additional information on training and professional development (p.61)
Work environment and commitment	Working conditions / Working environment / Social dialogue / remuneration policies / Employee benefits / Future work developments (automation)	URD - Sections 4.3.4 "Maintaining sustained social dialogue" (p.191) and 4.3.5 "Guaranteeing fair and high-quality remuneration and social protection schemes" (p.193)	Additional information on the promotion of human rights with suppliers, service providers and subcontractors (p.68), the respect for human rights through the banking and insurance activities (p.67), the benefits granted to employees (p.54) and the social dialogue (p.55)
Diversity and inclusion	Workplace equality / Social inclusion / Inclusion and equal opportunities / Human rights and fundamental freedoms / Fight against all forms of discrimination / Harassment	URD - Sections 4.3 Social, diversity and inclusion policy (p.183); 4.3.1 "Social policy as a lever for development" (p.184); 4.3.2 "A responsible and inclusive employer" (p.186) and 4.3.3 Improving well-being at work and protecting occupational health and safety (p.190)	Additional information on the recruitment of young professionals (p.53), Additional information on gender diversity within the governance bodies (p.62-63), p.64
Communication and dialogue	Information system - communication / Consultation	URD - Section 4.3.4 "Maintaining sustained social dialogue" (p.191)	Additional information on social dialogue (p.55)

(a) According to the 2022 double materiality study.

GRI 401: Employment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47; ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Integrated activity report (p.14, 20-27 and 79-80); Communication on Progress; see "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
401-1 New employee hires and employee turnover	ESRS S1 S1-6 §50 (c)	Recruitment	Universal Registration Document Sections 4.3.1 (p.185), 4.3.2 (p.189), 4.3.6 (p.195) and 7.2.3 (p.477 and 482) See "Additional information on the recruitment of young professionals" (p.53).

Additional information on the recruitment of young professionals

Indicator	Scope	Unit	2021	2022	2023
Number of interns received	La Poste	Number	4,300	4,068	4,497
■ of which from urban priority neighbourhoods ^(a)	La Poste	%	11%	23%	11%
Year 10/9th grade school pupil trainees welcomed	La Poste	Number	800	849	475
■ of which from secondary schools in disadvantaged districts	La Poste	%	11%	12%	42%
Young people trained under apprenticeship or vocational training contracts	La Poste	Number	4,182	3,474	4,124
■ of which from urban priority neighbourhoods ^(a)	La Poste	%	12%	23%	11%
OED rate ^(b)	La Poste	Rate in %	8.66	8.77	9.33
Young people benefiting from the L'Envol scheme	La Banque Postale	Number	508	535	508

(a) Urban priority neighbourhoods (Quartiers prioritaires de la politique de la ville – QPV).

(b) Beneficiaries of the obligation to employ disabled workers.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
401-1 New employee hires and employee turnover	ESRS S1 S1-6 §50 (c)	Employee turnover	Universal Registration Document Sections 4.3.1 (p.185) and 4.3.6 (p.195). See "Additional information on the turnover rate" (p.53).

Additional information on the turnover rate

Indicator	Scope	Unit	2021	2022	2023
Employee turnover rate	La Poste	%	4.9	6.32	7.13

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESRS S1 S1-11 §74; §75; §AR 75	Employee benefits	Universal Registration Document Integrated report (p.24), Section 4.3.5 (p.193) and Chapter 6 Section 3.15 (p.284), Note 9 (p.292) and Note 30 (p.319); Integrated activity report (p.72-73). See "Additional information on the benefits granted to employees" (p.54).

Additional information on the benefits granted to employees (remuneration and benefits)

Indicator	Scope	Unit	2021	2022	2023
Average gross annual remuneration	LGLP (France)	€	33,258	34,848	35,511
Average gross annual remuneration - Women	LGLP (France)	€	32,494	33,910	35,293
Average gross annual remuneration - Men	LGLP (France)	€	34,036	35,733	35,731
Amount paid in respect of the profit-sharing scheme	La Poste	€m	126	181	109

Indicator	Scope	Unit	2021	2022	2023
Group employees with an employee savings plan (PEG or PERCO)	LGLP (France)	Number	169,518	174,774	175,953
Group employees with an employee savings plan (PEG or PERCO)	La Poste	Number	145,144	149,786	151,261
Employees with an employee savings plan (PEG or PERCO)	Subsidiaries	Number	9,797	9,526	9,994
Total amount of Group PEG and PERCO plans	La Poste	€m	1,016	980	1,106
Total amount of Group PEG and PERCO plans	Subsidiaries	€m	43	1,393	1,618
Net contribution paid by the company	LGLP (France)	€m	32	37	42
Proportion of employee savings invested in socially responsible investments	LGLP (Europe)	%	100	100	100
Breakdown of spending on benefits in kind	LGLP (France)	€m	186	183	189
Catering and economic segment	LGLP (France)	€m	102.7	81.8	107.9
Catering and economic segment	LGLP (France)	%	55.2	44.7	53.9
Sporting and cultural activities	LGLP (France)	€m	42	39	38.3
Sporting and cultural activities	LGLP (France)	%	22.3	21.2	19.1
Childhood	LGLP (France)	€m	28.1	28.9	33.5
Childhood	LGLP (France)	%	15.1	15.8	16.7
Mutual aid and social solidarity	LGLP (France)	€m	14	17	9.7
Mutual aid and social solidarity	LGLP (France)	%	7.4	9.3	4.8
Teleworking employees	LGLP (Europe)	Number (figures are rounded off)	7,362	38,832	40,758

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
401-3 Parental leave	ESRS S1 S1-15 §93	Parenthood support	Universal Registration Document Section 7.2.3 (p.478)

GRI 402: Labour/Management relations - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Material topics	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484). Communication on Progress. See "Additional information on material matters relating to Le Groupe La Poste employees" (p.52).
402-1 Minimum notice periods regarding operational changes	ESRS S1	Social dialogue	Universal Registration Document Sections 4.3.4 (p.191), 4.7.3 (p.476) and 7.2.4 (p.489). See "Additional information on collective bargaining (p.25) and "Additional information on social dialogue" below (p.55).

Additional information on social dialogue

Le Groupe La Poste has a communication and dialogue policy which is based on the following practices:

- **Respect and attentiveness to all stakeholders**, in particular employees (symmetry of attentions)⁽¹⁾
- **Taking into account all La Poste's statements and regular communication to its employees**: daily, weekly, monthly and annual managerial discussions with each employee; time for communication and dialogue at the start of the shift, to share the expectations of the day and the problems encountered (daily brief); institutional communication via "espaces-temps communication" (ETC) on the major topics of the company's life and systematic participatory approach: construction of the strategic plan, etc.
- **Internal media**: intranet on daily life, HR intranet forum
- **Possibility of speaking out in the event of an alert**
- **Individual and collective listening** to solve problems and improve the quality of life at work, with the **network of life at work mediators**. This network offers support, particularly to the most vulnerable employees (financial aid, housing, etc.).
- **Annual survey (commitment survey)** among all Group employees, and annual surveys to collect opinions on actions taking place during the year.

Indicator	Scope	Unit	2021	2022	2023
Notice period	La Poste	Weeks	12	12	12
Prior notice and consultation mechanism in collective bargaining agreements	La Poste	Yes/No	yes	yes	yes
Employees represented in joint management worker CHSCT	LGLP (France)	%	100	100	100
Referrals handled by workplace ombudsman	LGLP	Number	315	330	347
Respect for trade union and collective bargaining	LGLP (France)	%	100	100	100

(1) Programmes rolled out in the business units: "Echangeons" within the Services-Mail-Parcels business unit, "ParlonZen" listening group, field visits.

In terms of impact, for 2023, Le Groupe La Poste has defined a strong ambition to raise awareness and mobilise employees in the face of societal, environmental and governance issues. To achieve this strong and systemic ambition, eight actions have been defined:

- **Incorporate CSR criteria into the variable remuneration** of employees, with deployment to the Group’s 6,000 managers
- **Deploy the climate fresco** (with a target of 50,000 employees trained)
- **Develop and deploy a comprehensive ESG training offer** for employees to raise their awareness of ESG issues and opportunities and to integrate ESG into their daily lives
- **Identify and lead ambassadors** (beyond the usual CSR channels) to participate in the dissemination of the ESG culture and facilitate feedback from the field on projects or initiatives
- **Accelerate the development of one-off skills sponsorship**
 - Raise awareness among all employees about eco-friendly practices
 - Promote and publicise the Group’s actions illustrating its non-financial commitments
 - Implement a continuous improvement process fuelled by feedback from employees and measure the impact of actions

GRI 403: Occupational health and safety - 2018

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Material topics	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Communication on Progress. See “Additional information on material matters relating to Le Groupe La Poste employees” (p.52).
403-2 Hazard identification, risk assessment, and incident investigation	ESRS S1 S1-3 §32 (b) and §33	Risks related to health and safety	Universal Registration Document Sections 4.2.1 (p.170), 4.3.1 (p.184), 4.3.3 (p.190), 7.2.2 (p.469) and 7.2.3 (p.479 and 483). See below “Additional information on occupational health and safety actions” (p.57-58).
403-3 Occupational health services	ESRS S1		Universal Registration Document Sections 4.3.1 (p.184), 4.3.3 (p.190), 7.2.3 (p.479 and 483) and 7.2.6 (p.493). See below “Additional information on occupational health and safety actions” (p.57-58).
403-4 Worker participation, consultation, and communication on occupational health and safety	ESRS S1		Universal Registration Document Sections 4.3.1 (p.184), 4.3.3 (p.190) and 7.2.3 (p.479 and 483). See below “Additional information on occupational health and safety actions” (p.57-58).
403-5 Worker training on occupational health and safety	ESRS S1	Awareness-raising and training	Universal Registration Document Sections 4.3.1 (p.184), 4.3.3 (p.190), 7.2.3 (p.479 and 483) and 7.2.6 (p.493). See below “Additional information on occupational health and safety actions” (p.57-58).
403-6 Promotion of worker health	ESRS S1 and S2		Universal Registration Document Sections 4.3.1 (p.184), 4.3.3 (p.190), 7.2.3 (p.479 and 483). See below “Additional information on occupational health and safety actions” (p.57-58).

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	ESRS S2 S2-4 §32 (a)		Universal Registration Document Sections 4.3.1 (p.184), 4.3.3 (p.190) and 7.2.3 (p.487). See below "Additional information on occupational health and safety actions" (p.57-58).
403-8 Workers covered by an occupational health and safety management system	ESRS S1 S1-14 §88 (a); §90		See below "Additional information on occupational health and safety actions" (p.57-58).

Additional information on occupational health and safety actions

La Poste implements **measures to promote quality of life and good working conditions**, taking into account changes in employee expectations. The quality of life at work of La Poste's employees is **assessed annually**.

This policy **is implemented throughout the company** by the management line, human resources managers, occupational health services, safety specialists, ergonomists, social workers, in close collaboration with the employee representatives.

■ La Poste considers the protection of the health of its employees as crucial for all its activities

It implements **systems adapted to the diversity of its businesses** to guarantee quality working conditions, reduce the causes of accidents, work-related diseases and absenteeism. The prevention policies favour **primary prevention**, which is the most effective, because it aims for the **reduction of risk factors**.

The prevention of physical risks includes the ergonomics and safety of equipment and modes of transport, the organisation of work and the working environment, and training in good working practices.

The prevention of musculoskeletal disorders (MSDs) is being rolled out including for employees with services-related workstations. Innovative prevention equipment are being tested.

■ A quality of life approach and sustainable working conditions

The prevention of psychosocial risks is reflected in "QLW essentials", an approach to improve quality of life and working conditions designed with the Agence Nationale pour l'Amélioration des Conditions de Travail (National Agency for the Improvement of Working Conditions - ANACT). This approach identifies situations of tension or stress felt by teams at work. It is placed **under the responsibility of the Management Committees** and **brings together managers, specialised HR resources and employees**.

Involvement of managers and strengthening of HR support for managers

Mobilising managers on occupational health and safety issues

- Placing the improvement of occupational health and safety under the **responsibility of managers**
- The actions are defined by regular collective exchanges with HR players: HRD/HRM, health services, safety specialists, ergonomists, social workers.

Developing the prevention of physical risks

Prevention of musculoskeletal disorders

- TMS Pro approach undertaken with the Caisse Nationale d'Assurance Maladie (French National Health Insurance Fund - CNAM) for delivery (good gestures at workstations)
- Comfortable working on screens for services-related workstations
- Design of a new post office model by associating occupational medicine and ergonomists

Strengthening the prevention of psychosocial risks

The "QLW essentials" approach has been launched in all business units and cross-functional departments. It is based on the results of the commitment survey.

Taking health and safety into account in the design of new organisations

Develop **multi-disciplinary** work for national projects upstream of local studies. Monitor the implementation and reporting back to the National Occupational Health and Safety Committees

Preventing incivilities and assault

A new national action plan for **incivility prevention**

- Systematic filing of police reports by La Poste to strengthen support for victims
- Work on changes in procedures that may generate frequent incivilities
- Actions targeted at the most exposed post offices
- External communication to demonstrate La Poste's commitment to the fight against incivility

Actions to combat accidents

Mobilisation and skills development

- Training of managers in the analysis of the causes of accidents at work
- POSST (Prevention through Occupational Health and Safety Observation: identification of hazardous situations in the workplace) approach led by managers

Materials handling and falls

- **Peak period** action plan in mail and parcel establishments and post offices
- Continued deployment of “Prév’ilot” in post offices, equipment that alternates between standing and seated positions
- Campaign to **prevent fall risks** on floors and in stairways
- Continuation of exoskeleton experiments in industrial mail platforms
- New equipment (trolleys, automation/mechanisation in parcel platforms)

Road risk

- Operation **“We all drive for safety”** to prevent accidents with electrically-assisted bicycles and electric three-wheel vehicles

Actions concerning women in particular

- Implementation in 2022 of **listening groups for female** managers and employees:
 - better understand the difficulties faced by female employees, exposing them to accident risk,
 - implement specific prevention actions

Actions concerning temporary staff

- A workstation certification system within the Services-Mail-Parcels business unit for all **new arrivals**, permanent employees, work-study and temporary employees
- New communication on **the welcome and integration** of new employees in post offices and financial centres (CREC), prevention of incivility, prevention of fall risks, adjustment of workstations.

Indicator	Scope	Unit	2021	2022	2023
Occupational physicians	La Poste	Individuals	105	104	96
Occupational health nurses	La Poste	Individuals	124	116	116
Social assistants	La Poste	Full-time equivalents	210	198	180
Occupational health service assistants	La Poste	Individuals	111	110	105
Occupational health and safety training ^(a)	LGLP (France)	%	100	100	100

(a) All new employees receive health and safety training, with regular updating. Collective actions are also implemented in all entities.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
403-9 Work-related injuries	ESRS S1 S1-4, §38 (a); S1-14 §88 (b) and (c); §AR 82	Indicators	Universal Registration Document Sections 4.3.3 (p.190) and 4.3.6 (p.195). See below “Additional information on accidents at work and work-related diseases” (p.59).
403-10 Work-related ill health	ESRS S1 S1-4, §38 (a); S1-14 §88 (b) and (d); §89; §AR 82	Indicators	Universal Registration Document Sections 4.3.3 (p.190) and 4.3.6 (p.195). See below “Additional information on accidents at work and work-related diseases” (p.59).

Additional information on accidents at work and work-related diseases

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
Days of absence for accidents at work and commuting accidents or work-related diseases	LGLP (Europe)	Number of calendar days	833,716	811,164	775,924	-4%
Deaths (commuting accidents)	La Poste	Number	2	3	0	-
Deaths (accidents at work)	La Poste	Number	1	1	4	-
Absenteeism due to illness	LGLP (France)	%	7.34	7.90	7.20	-9%
Absenteeism due to illness	LGLP (France)	Number of calendar days	5,590,000	5,796,515	5,078,153	-12%
ACCIDENTS AT WORK^(a) AND COMMUTING ACCIDENTS (CIVIL SERVANTS AND EMPLOYEES)						
Number of accidents at work with time off	La Poste	Number	6,349	5,322	4,914	-8%
● Women	La Poste	Number	3,790	3,169	2,905	-8%
● Men	La Poste	Number	2,559	2,153	2,009	-7%
Number of commuting accidents resulting in lost time	La Poste	Number	1,088	991	887	-10%
● Women	La Poste	Number	653	556	514	-8%
● Men	La Poste	Number	435	435	373	-14%
NUMBER OF PERMANENT DISABILITIES^(b) (PARTIAL AND TOTAL NOTIFIED TO THE COMPANY DURING THE YEAR)						
Due to commuting accidents	La Poste	Number	54	40	44	10%
● Women	La Poste	Number	28	20	23	15%
● Men	La Poste	Number	26	20	21	5%
Due to accidents at work	La Poste	Number	186	181	160	-12%
● Women	La Poste	Number	116	117	98	-16%
● Men	La Poste	Number	70	64	62	-3%

Indicator	Scope	Unit	2021	2022	2023	Change 2023/2022
NUMBER OF EMPLOYEES AFFECTED BY OCCUPATIONAL DISEASES AND THEIR CHARACTERISATION^(a)						
Name of the disease	La Poste	Number	494	404	441	9%
Chromic acid and derivative	La Poste	Number	0	0	0	-
Asbestos (30)	La Poste	Number	0	0	0	-
Lung cancer (30 bis)	La Poste	Number	1	0	0	-
Skin lesions (nickel salts) (37)	La Poste	Number	0	0	0	-
Deafness (42)	La Poste	Number	0	0	0	-
Periarticular disorders (57)	La Poste	Number	474	388	401	3%
Skin lesions (65)	La Poste	Number	0	0	0	-
Lumbar rachis (97)	La Poste	Number	0	0	0	-
Lumbar rachis (98)	La Poste	Number	0	0	14	-
Chronic meniscus lesions	La Poste	Number	0	0	2	-
Other	La Poste	Number	19	16	24	50%
CERTIFICATION ISO 45001						
Coverage ratio (employees)	LGLP	%		3	3	-
Coverage ratio (operating revenue)	LGLP	%		7	8	-

(a) Including accidents at work for civil servants.
(b) These disabilities may result from accidents that occurred during the year or in previous years.
(c) Table listing work-related diseases recognised during the year. The numbers appearing after the labels refer to the codification of the French Social Security Code (Article R. 421-3).

GRI 404: Training and education - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Integrated activity report (p.14, 20-27 and 79-80). See "Additional information on material matters relating to Le Groupe La Poste employees" (p.52).
404-1 Average hours of training per year per employee	ESRS S1 S1-13 §83 (b) and §84	Indicators	Universal Registration Document Sections 2.1.2 (p.110), 4.3.2 (p.186) and 4.3.6 (p.195). See below "Additional information on training and professional development" (p.61).
404-2 Programmes for upgrading employee skills and transition assistance programmes	ESRS S1 S1-1 §AR 17 (h)	Strengthen the employability of employees	Universal Registration Document Sections (p.110), 4.3.2 (p.186) and 4.3.6 (p.195); Integrated activity report (p.22). See below "Additional information on training and professional development" (p.61).

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
404-3 Percentage of employees receiving regular performance and career development reviews	ESRS S1 S1-13 §83 (a) and §84	Talent review	In order to understand the skills and development wishes of Le Groupe La Poste's employees, managers are instructed to note the employees' development wishes during professional interviews and talent reviews.

Additional information on training and professional development

Accelerate CSR training to integrate it into the daily lives of employees

To succeed in its sustainable transformation, it is essential for La Poste to mobilise all employees and enable them to integrate the Group's commitments into their day-to-day jobs. To this end, a comprehensive training offer has been rolled out within the business units. In March 2023, an online training platform, "CSR essentials for all", was opened to employees in order to acculturate them to the Group's commitments and mobilise them as ambassadors. At the end of 2023, 35,732 training courses had been completed and the platform's module had 3,262 training subscribers and 19,317 unique users. This system complements the deployment of the Climate Fresco, which had been completed by 16,477 employees at 31 December 2023.

In addition, CSR is integrated into career paths as training courses evolve in each department and business unit. For example, the Services-Mail-Parcels business unit aims to train 100% of marketers in eco-socio-design and 100% of its drivers in eco-driving by 2025.

Indicators related to training and professional development

Indicator	Scope	Unit	2021	2022	2023
Training expenditure	LGLP (Europe)	% of payroll	4.8	4.1	3.85
Employees who attended at least one training session	LGLP (France)	Number	189,882	181,877	182,601
Training hours	LGLP (Europe)	Number	5,518,097	4,789,118	6,913,674
Training hours per person trained	La Poste	Number	31	29	31
Days of training	LGLP (France)	Number	742,469	660,568	640,793
Employees who transferred to work in civil service	La Poste	Number	164	141	170
Employees who set up or purchased their own business	La Poste	Number	198	224	205
Employees who found jobs in the SSE	La Poste	Number	170	120	37
Actors of professional evolution in territories	La Poste	Number	ND	268	243
Employees promoted	LGLP (France)	Number	18,000	14,259	14,053
Employees promoted	LGLP (Europe)	Number	15,834	16,283	15,855
Promotion rate	LGLP (Europe)	%	8	8.2	6.7

GRI 405: Diversity and equal opportunities - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Integrated activity report (p.14, 20-27 and 79-80); Communication on Progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
405-1 Diversity of governance bodies and employees	ESRS 2 GOV-1 §21 (d); ESRS S1 S1-6 §50 (a); S1-9 §66 (a) to (b); S1-12 §79	Diversity within the Board of Directors	Universal Registration Document Section 5.1.1 (p.222). See "Additional information on gender diversity within the governance bodies" below (p.62).

Additional information on gender diversity within the governance bodies

Percentage of women in governance bodies	March 2022	March 2023	March 2024
Board of Directors (directors, excluding non-voting members) ^(a)	42.9%	47.6%	43%
Quality and Sustainable Development Committee	71%	57%	71%
Public Service Missions Committee	43%	50%	43%
Appointments, remuneration and Governance Committee	0%	25%	25%
Audit Committee	20%	20%	20%
Strategy and Investment Committee	60%	66.6%	56%
Executive Committee	22.2%	30%	30%
As a reminder: percentage of women ^(c)	52.7%	52.8%	52.6%

(a) Excluding employee representatives (in accordance with the Copé-Zimmerman Act).

(b) Calculated including one non-voting member.

(c) La Poste scope.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
405-1 Diversity of governance bodies and employees	ESRS 2 GOV-1 §21 (d); ESRS S1 S1-6 §50 (a); S1-9 §66 (a) to (b); S1-12 §79	Diversity among employees	Universal Registration Document Sections 4.3.1 (p.184); 4.3.2 (p.186) and 4.3.3 Improving well-being at work and protecting occupational health and safety (p.190); Integrated activity report (p.14 and 79-80). See "Additional information on the professional integration of young people (p.53) and "Additional information on diversity among employees" below (p.63).

Additional information on diversity among employees

Indicator	Scope	Unit	2021	2022	2023
People with disabilities hired	La Poste	Number	150	138	199
People with disabilities hired under permanent contracts	La Poste	Number	41	65	104
Employees with an officially recognised disability	La Poste	Number	9,516	9,367	9,177
Beneficiaries of the obligation to employ disabled workers	La Poste	Number	11,084	10,901	10,620
Overtime hours	LGLP (France)	Number	2,750,616	3,688,570	4,567,481

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
405-2 Ratio of basic salary and remuneration of women to men	ESRS S1 S1-16 §97 and §98	Gender equality	Gender equality index. See "Additional information on gender equality" (p.63).

Additional information on gender equality

Indicator	Scope	Unit	2021	2022	2023
Gender equality index	La Poste	out of 100 ratio	94	94	94
Rate of female promotions	La Poste	%	53.3	54.2	54.7

GRI 406: Non-discrimination - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); §24 (a) and (d); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c); ESRS S4 §10 (b); S4-1 §13; §16 (c); S4-2 §20; S4-4 §31; §32 (a) and (b); §35; §AR 30; §AR 33 (a); S4-5 §38; §41 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484); Communication on Progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
406-1 Incidents of discrimination and corrective actions taken	ESRS S1 S1-17 §97, §103 (a), §AR 103	Prevention and management of cases of discrimination	Universal Registration Document Sections 2.3.2 (p.118) and 7.2 (p.476)

Additional information on the human rights policy

The Group's **human rights policy** sets out its commitment to the protection, respect and promotion of human rights as an employer, contractor and service provider to its employees, both **in France and abroad**.

Human rights are defined and recognised by several international conventions and commitments, including: the **Universal Declaration of Human Rights**; the **United Nations guiding principles** on business and human rights; the declaration and **fundamental conventions of the International Labour Organization**; the principles of **United Nations Global Compact**.

Le Groupe La Poste, including La Poste SA, La Banque Postale, CNP Assurances and GeoPost, is a member of the **United Nations Global Compact**. These standards thus constitute a **reference framework** for the Group.

Human rights are **integrated into a dedicated policy, driven by the Executive Committee, as well as by the management bodies of the Group and subsidiaries**. This policy contributes to the implementation of the duty of vigilance⁽¹⁾.

Le Groupe La Poste **is committed** to:

- preventing any form of infringement of **human rights** and ensuring that it is not complicit in human rights violations;
- prohibiting any form of moral or physical **violence**, and more generally any form of inhuman, cruel or degrading treatment;
- prohibiting any form of **forced** or mandatory **labour, child labour** and human trafficking⁽²⁾;
- prohibiting any form of **discrimination**⁽³⁾, in particular due to gender, age, state of health or disability, pregnancy, sexual orientation, nationality, social origin, belonging to a community, political, trade union or religious convictions;
- defending the **freedom of association** and the **right to collective bargaining**;
- defending the right to **decent remuneration**;
- opposing any form of infringement of the **privacy** of individuals.

Le Groupe La Poste strictly complies with the **obligations** of the General Data Protection Regulation (GDPR). The Group **prohibits itself** from setting up **any device likely to infringe on the privacy** of its staff, service providers or subcontractors.

Le Groupe La Poste conducts its activities **in compliance with the labour legislation** in the countries where it operates. If local provisions are likely to limit the protection of human rights within the meaning of international standards, **Le Groupe La Poste looks for the best answers** to come as close as possible to this protection for its employees and subcontractors.

(1) The actions relating to the duty of vigilance are detailed in the appendix to the Universal Registration Document available at www.lapostegroupe.com.

(2) As defined by the ILO.

(3) As mentioned in Article 225-1 of the French Penal Code.

GRI 407: Freedom of association and collective bargaining - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.3.5 (p.491); Communication on Progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	ESRS S2	Measures to promote freedom of association, social dialogue and collective bargaining	Universal Registration Document Section 7.2.4 (p.475)

Additional information on labour unions

In 2023, close relations with the labour unions enabled the following topics to be addressed at the quarterly strategic bilateral meetings: summary of the financial performance of the main postal operators, trends observed in the postal market, focus on strategic movements with details provided on the progress of La Poste group's business (parcels and logistics, healthcare market, La Poste Mobile market, new services, banking and insurance market, etc.); CSRD and EU Taxonomy training and, more generally, CSR issues.

GRI 408: Child labour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); §22; S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); §18; S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491); Communication on Progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
408-1 Operations and suppliers at significant risk for incidents of child labour	ESRS S1 §14 (g); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against child labour	Universal Registration Document Sections 4.4.1 (p.197) and 7.2.4 (p.476)

GRI 409: Forced or compulsory labour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S1 S1-1 §17; §20 (c); §22; S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-5 §44; §47 (b) and (c); ESRS S2 §11 (c); S2-1 §14; §17 (c); §18; S2-2 §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491); Communication on Progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	ESRS S1 §14 (f); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against forced labour	Universal Registration Document Sections 4.4.1 (p.197) and 7.2.4 (p.476 and 486)

GRI 410: Security practices - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S3 §9 (b); S3-1 §12, zt §16 (c); S3-2 §21; S3-4 §32 (a) to (d), §33 (a) and (b), §35, 36; §AR 31, §AR 34 (a); S3-5 §39, §43	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491). See "Additional information on material matters relating to Le Groupe La Poste employees" (p.52).
410-1 Security personnel trained in human rights policies or procedures	ESRS S3	Promotion of security and human rights	Universal Registration Document Section 4.3.1 (p.184)

GRI 411: Rights of indigenous peoples - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S3 §9 (b); S3-1 §12, §15 and §16 (c); S3-2 §21; S3-4 §32 (a) to (d), §33 (a) and (b), §35, 36; §AR 31, §AR 34 (a); S3-5 §39, §43	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.5.2 (p.491); See Communication on progress. See "Additional information on material issues relating to Le Groupe La Poste employees" (p.52) and "Additional information on the human rights policy" (p.64).
411-1 Incidents of violations involving rights of indigenous peoples	ESRS S3 S3-1 §16 (c), AR 12; S3-4 §30, §32 (b), §33 (b), §36	Respect for the rights of indigenous peoples	Universal Registration Document Section 4.4.1 (p.197)

GRI 413: Local communities - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S3 §9 (b); S3-1 §12, and §16 (c); S3-2 §21; S3-4 §32 (a) to (d), §33 (a) and (b), §35, 36; §AR 31, §AR 34 (a); S3-5 §39, §43	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1(p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491). See "Additional information on material issues relating to Le Groupe La Poste employees"(p.52) and "Additional information on the human rights policy"(p.64).
413-1 Operations with local community engagement, impact assessments, and development programmes	ESRS S3 S3-2 §19; S3-3 §25; S3-4 §AR 34 (c)	Contribution to local communities	Universal Registration Document Integrated report (p.24), Sections 4.4.3 (p.184) and 4.4.4 (p.186); Report of the Mission Committee (p.14-21); Integrated activity report (p.14, 28-29, 54-67 and 72-73). See "Additional information on significant indirect economic impacts"(p.30), "Additional information on support for financially vulnerable people" and "Additional information on the respect for human rights in banking and insurance activities"(p.67).
413-2 Operations with significant actual and potential negative impacts on local communities	ESRS 2 SBM-3 48 (c); ESRS S3 §9 (a) i and (b)	Impacts on local communities	Universal Registration Document Integrated report (p.24), Sections 4.4.3 (p.184), 4.4.4 (p.186) and 4.4.5 (p.205); Report of the Mission Committee (p.14-21); Integrated activity report (p.14, 28-29, 54-67 and 72-73).

Additional information on support for financially vulnerable people

Indicator	Scope	Unit	2021	2022	2023
Livret A savings accounts holding assets of less than €150	La Banque Postale	%	50	50	49.3
Customers supported by L'Appui (budget support)	La Banque Postale	Number	33,303	30,121	33,595
Personal microcredits disbursed (including housing microcredit)	La Banque Postale	Number	1,203	1,200	1,338

Additional information on the respect for human rights in banking and insurance activities

La Banque Postale and its subsidiaries integrate human rights issues in their business policies. La Banque Postale is a signatory of the **Principles for a responsible bank**, the **Principles for responsible investment**, the **Principles for responsible insurance** and the **Equator Principles**.

In terms of **investment and financing**, La Banque Postale has set up a **Responsible Financing and Investment Charter** and **stringent exclusion policies** covering certain countries, companies and organisations. They apply in the event of serious and repeated violation of the principles of the United Nations Global Compact, international codes and conventions or in the event of non-respect of trade union freedoms or the fundamental human rights of employees, subcontractors and suppliers.

In its **asset management activities**, La Banque Postale Asset Management promotes human rights and gender equality.

In its **responsible investment** strategy, CNP Assurances carries out its transactions, within its various asset classes, within the framework of the **Principles for responsible insurance** and **Principles for responsible investment**⁽¹⁾, of which it is a signatory.

For its **socially responsible investment (SRI) funds**, La Banque Postale⁽²⁾ selects companies that are committed to **human rights** and **gender equality**. It excludes all issuers suspected of serious or repeated violations of the principles of the United Nations Global Compact.

The **LBPAM SRI Human Rights solidarity savings fund** excludes from its investments all companies involved in activities considered harmful to human rights, as well as those facing **serious controversies over human rights, workers' rights or corruption**.

(1) These principles aim to promote the consideration of environmental, social and governance (ESG) issues in insurance and investment decisions and activities (<https://www.unepfi.org> and <https://www.unpri.org>).

(2) Through its subsidiary LBP Asset Management.

GRI 414: Supplier social assessment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS G1 G1-2 §12 and §15(a)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3 (p.475-484). See "Additional information on material matters relating to Le Groupe La Poste employees" (p.52).
414-1 New suppliers that were screened using social criteria	ESRS G1 G1-2 §15 (b)	Supplier social assessment	Universal Registration Document Sections 4.4.1 (p.196), 7.2.3 (p.484, 485) and 7.2.6 (p.492); Geopost Sustainable Development Report (p.28). See "Additional information on the responsible purchasing policy" (p.48-51), "Additional information on the promotion of human rights with suppliers, service providers and subcontractors" (p.68).
414-2 Negative social impacts in the supply chain and actions taken	ESRS 2 SBM-3 §48 (c) i and iv		Universal Registration Document Sections 4.4.1 (p.196), 7.2.3 (p.484, 485) and 7.2.6 (p.492-493); Integrated activity report (p.62); Geopost Sustainable Development Report (p.28). See "Additional information on the responsible purchasing policy" (p.48) and "Additional information on the promotion of human rights with suppliers, service providers and subcontractors" (p.68).

Additional information on the promotion of human rights with suppliers, service providers and subcontractors

The **respect for human rights** is a responsibility that Le Groupe La Poste applies to its **suppliers, service providers and subcontractors** with which it has an established business relationship, and to the employees of these companies. It undertakes not to exert any pressure on them that could lead them to derogate from human rights and fundamental freedoms. **These principles are included in the contracting system.** The **responsible purchasing policy** of La Poste reflects the Group's desire to act as a responsible customer. In order to ensure the operational implementation of its commitments, the **Responsible and Ethical Purchasing Charter⁽¹⁾** specifies the **reciprocal human rights commitments** between the Group and its suppliers. These commitments concern all stages of the contractual relationship and the provision of services, in France and abroad. The Group and its suppliers thus undertake to:

- **respect, promote and implement the principles of the Universal Declaration of Human Rights**, the United Nations Global Compact and its guiding principles, the OECD guiding principles and the ILO fundamental conventions;
- **comply with legislation** in terms of working hours, remuneration, training, trade union rights and freedom of association, the fight against illegal or undeclared work;
- **respect for the rights of indigenous and tribal peoples** and communities;
- **not practise any form of discrimination** and promote equal professional treatment;
- ensure that the services or products are produced or manufactured in **conditions that respect the fundamental rights** of individuals and communities, and are safe for end-users;
- **take appropriate measures, in consultation with the company concerned**, in the event of a report of a situation contrary to respect for human rights on a postal site, against a staff member, or on a site of an external company.

Group companies may formulate **Responsible Purchasing Charters adapted to the specificities of their field of activity or the regions in which they operate**, which specify their requirements in terms of human rights protection. This is the case of **La Banque Postale** and **GeoPost**, whose charter is being incorporated into the contractual framework of its subsidiaries.

Le Groupe La Poste gives itself the opportunity to **verify the proper implementation of these commitments** through operational controls or audits. In the event of a breach of these principles, a **corrective action plan** is defined and implemented jointly with the partner. In the event of serious human rights violations, **La Poste may trigger an early termination of the contractual relationship.**

Respect for human rights is included by Le Groupe La Poste in the analysis and assessment of its **partnership operations and mergers and acquisitions.**

(1) Le Groupe La Poste's Responsible Purchasing Policy and Responsible and Ethical Purchasing Charter are available at <https://www.lapostegroupe.com>. This charter also includes other commitments, particularly in the area of health and safety at work.

GRI 415: Public policy - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS G1 G1-5 §27	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1(p.100), 4.1.2 (p.162), 7.2.2 (p.469-474) and 7.2.3(p.475-484).
415-1 Political contributions	ESRS G1 G1-5 §29(b)	Political influence activities	Universal Registration Document Section 4.5.2 (p.208-209). See "Additional information on policy commitments" (p.18).

GRI 416: Customer health and safety - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S4 §10 (b); S4-1 §13, §16 (c); S4-2 §20; S4-4 §31; §32 (a) and (b), §35, §AR 30, §AR 33 (a); S4-5 §38, §41 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1(p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491)
416-1 Assessment of the health and safety impacts of product and service categories	ESRS S4	Consumer health and safety compliance	See "Additional information on stakeholder engagement" (p.24).
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	ESRS S4 S4-4 §35		Universal Registration Document Section 2.3.2 (p.118) and 2.4 (p.121); see "Additional information on stakeholder engagement" (p.24).

GRI 417: Marketing and labelling - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S4 §10 (b); S4-1 §13, §16 (c); S4-2 §20; S4-4 §31; §32 (a) and (b), §35, §AR 30, §AR 33 (a); S4-5 §38, §41 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1(p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491)
417-1 Requirements for product and service information and labelling	ESRS S4	Compliance and labelling	Universal Registration Document Sections 2.3.2 (p.118) and 2.4 (p.121)
417-2 Incidents of non-compliance concerning product and service information and labelling	ESRS S4 S4-4 §35		Universal Registration Document Sections 2.3.2 (p.118) and 2.4 (p.121); "Additional information on stakeholder engagement" (p.24).
417-3 Incidents of non-compliance concerning marketing communications	ESRS S4 S4-4 §35	Compliance and marketing practices	Universal Registration Document Sections 2.3.2 (p.118) and 2.4 (p.121); "Additional information on stakeholder engagement" (p.24).

GRI 418: Customer privacy - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics	ESRS S4 §10 (b); S4-1 §13 and §16 (c); S4-2 §20; S4-4 §31, §32 (a) and (b), §35, §AR 30, §AR 33 (a); S4-5 §38, §41 (b) and (c)	Managing impacts, risks and opportunities	Universal Registration Document Sections 2.1 (p.100), 4.1.2 (p.162), 7.2.2 (p.469-474), 7.2.3 (p.475-484) and 7.2.5 (p.491)
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESRS S4 S4-3 §AR 23; S4-4 §35	Customer data management	Universal Registration Document Sections 2.3.2 (p.119) and 2.4 (p.121)

Additional information on cybersecurity

Indicator	Scope	Unit	2021	2022	2023
Employees trained on and/or made aware of cybersecurity	La Poste	Number	14,331	ND	13,134

La Poste Group implements a comprehensive approach to cybersecurity that aims to ensure its compliance with regulations and laws. The framework of its cyber governance, validated by the Board of Directors in 2018, was built around the cybersecurity requirements defined by the ISO 27001 and 27002 Standard, supplemented by the requirements of the National Institute of Standards and Technologies (NIST) reference framework for its financial and insurance activities. The requirements of the NIS 2 and DORA directives are currently being integrated into the Group's PSSI.

Security of information systems, users, equipment and Group subsidiaries is managed as part of the 4x100% plan.

The Group's cyber-defense organization is currently undergoing a transformation process which should lead to the creation of a Group cyber-defense center, whose operation will be based on market standards, with a view to turning it into an internal MSSP. This cyber-defense also relies on the Telecoms, Network and Security Services Department (DSTRS), which ensures the security of the network and of employees accessing the Group's information systems from home.

To reinforce the expertise of its specialized staff (15 cybersecurity professions represented within the Group according to ANSSI's SECNUMEDU guidelines), the Group is developing an in-house training program called the "Group Cybersecurity School". IT and cybersecurity are included in employee appraisal criteria.

The Group's cybersecurity department has continued to develop its coordination and governance bodies. The following committees ensure the deployment of La Poste group's information systems security policy:

- the Group Cyber Committee (GCC): Group governance committee; decision-making body whose aim is to coordinate and steer the Group's cybersecurity (monitoring major cyber projects and issues, the cyber roadmap and making recommendations).
- the Cyber Operational Coordination Committee (CCOC): a forum for information and instruction, with the aim of sharing threat analysis, significant incidents and operational news, and proposing technical exchanges.
- the Group CISO Committee (CRSSI): an information and instruction body whose aim is to lead the CISO community, share information, publications and recommendations from the Group Cyber Department, and steer cross-functional cyber governance projects.
- several operational and technical committees complete the system.

La Poste Group's Information Systems Security Policy (PSSIG), approved in December 2019, is being rolled out across the Group. This document, based on the ISO/IEC 27001 and 27002 standards, is supplemented by 15 strategic directives, which together form the Group's security framework. It is based on an EBIOS 2010 risk analysis system. A PSSI v2 is currently being validated and will be deployed in 2024.

The security of information systems (IS), users, equipment and Group subsidiaries is steered by the Group Cyber Department (DCG), as part of the "4x100%" strategic plan (2022-2025). The DCG develops and monitors progress indicators for each of the plan's four programs:

- supervision of 100% of critical information systems: all critical information systems, as defined by the CDC's Risk Appetite indicator, must be supervised;
- 100% of subsidiaries are enrolled in a cybersecurity program so that their information systems exposed to the Internet, their internal information systems and their messaging systems are protected;
- protect 100% of connected equipment: all equipment used to connect to the IS of the Group or its subsidiaries must benefit from security solutions that guarantee their protection, including during remote work phases;
- 100% employee awareness-raising: all employees of the Group and its subsidiaries are required to undergo an annual awareness-raising program on cyber risks and threats.

At La Poste Group, almost 140 people are employed in the three security operation centers (SOC) set up for the Group, its subsidiaries Docaposte and La Banque Postale. These structures, which operate 24 hours a day, 7 days a week, ensure information security for all three entities. They are equipped with security information event management (SIEM), which enables them to manage information system events. The Group's SOC is in the process of qualifying as a security incident detection service provider (PDIS) with the French national agency for information systems security (ANSSI). All SOC's are coordinated by the Group's cybersecurity operations department. The Group's cyber-defense organization is currently undergoing a transformation process, which should lead to the creation of a Group cyber-defense center, operating in line with market standards.

Each year, two internal SOC and SIEM audit plans are rolled out across the Group and La Banque Postale. 350 audits were carried out in 2022, including 248 on subsidiaries. These plans are validated by the Chairman and CEO of the Group and the Chairman of the Executive Board of La Banque Postale. Penetration tests are carried out internally by the Group's SOC or by the Group's IT audit department. In addition to these tests, La Banque Postale's Inspectorate General commissions internal or external penetration tests, and the entire Group calls on "Yeswehack" to conduct bug bounty campaigns (1). On average, 90% of sites and applications are tested every year.

Lastly, La Poste Group runs several anti-phishing campaigns each year, as well as information campaigns in the event of security alerts, including when its service providers or suppliers are affected. People handling sensitive information receive annual awareness training, and the Group is developing an in-house training program, the "Group Cybersecurity School", to guide and train some of its employees in cyber-related professions.

All employees have access to an incident reporting tool, including those related to cyber security. In 2023, 39 cyber incidents were reported to the Group's DCG. Of these, 10 incidents were declared "significant" (in the sense of the CDC nomenclature) and 29 incidents were declared "routine". Of these 39 incidents: 16 directly impacted the Group or a Group Branch (BLP, BSCC, BGPB or Geopost); 18 impacted a subsidiary and 5 impacted a Group, Branch or subsidiary service provider, requiring the involvement of the Group Cyber Department to resolve the incident.

Ransomware: 2 incidents related to ransomware attacks, 6 DoS/DDoS attacks, 6 successful phishing campaigns, 8 data thefts and leaks, 5 attacks carried out for fraud purposes, 8 identity theft attempts for fraud purposes (typically President's fraud) and 4 IS intrusions.

Concerning impacts: Service interruption: 6; Legal impact/non-compliance: 8 and Image/Reputation/Customer satisfaction: 25.

Of the 10 significant incidents, 7 were reported to the CNIL and 3 involved intrusion into the Group's information systems or those of its subsidiaries in order to perpetrate fraud. None of these incidents had any impact on the availability of the Group's IT services. These incidents have been the subject of crisis management, feedback and action plans are underway, steered by the Group's cybersecurity department.

GRI 419: Socio-economic compliance - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
419-1 Non-compliance with laws and regulations in the social and economic area			Universal Registration Document Sections 2.3.2 (p.118) and 2.4 (p.121); "Additional information on stakeholder engagement" (p.24).



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