



2024
ESG INDICATORS
GRI INDEX-ESRS



LA POSTE
GROUPE



2024 handbook on ESG indicators

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

This handbook on ESG indicators is intended in particular for non-financial analysts and rating agencies to enable them to better assess La Poste Groupe's non-financial performance in 2024.

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 (CSRD). It has been prepared to complement the Group's other publications⁽¹⁾, in particular the Universal Registration Document (URD) containing the Group's first sustainability statement. 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. La Poste Groupe 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.

(1) All references to other publications contain a hyperlink in order to be able to consult the publication directly.

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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







"Serving all, useful to everyone, La Poste, a proximity company, with local anchorage develops exchanges and forges essential links by contributing to the common goods of society as a whole".

Natively and through the four public service missions entrusted to it⁽¹⁾, La Poste aims to have a positive impact on its environment, society and the regions. **Having become a mission-led company in 2021**, La Poste places its corporate purpose at the heart of its strategy, comprising **four major commitments**: work to accelerate the environmental transition for all; contribute to the development and cohesion of the regions; promote ethical, inclusive and frugal digital services; promote social inclusion.

These four structuring commitments illustrate **the role the Group⁽²⁾ wants to play in the major transitions facing society** and are a core priority of its **"La Poste 2030, committed for you" strategic plan**. La Poste Groupe's actions for the planet, with and for its employees, and for society and the future of the regions go back many years.

The **social, societal and environmental commitments** enable La Poste Groupe 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⁽³⁾.

1.1 ENVIRONMENTAL INDICATORS AND TARGETS

SDG	Indicator	Scope	Unit	2022	2023	2024	Target
AMBITIOUS GHG REDUCTION TRAJECTORIES IN FAVOUR OF REDUCING AND ADAPTING TO CLIMATE CHANGE							
GHG reduction trajectory by 2030 (compared to 2021):							
 	■ of which Scopes 1 & 2	Group ^(a)	%	(10)	(24)	(33)	-43.6% by 2030
	■ of which Scope 3	Group ^(a)	%	(9)	(6)	(9)	-25% by 2030
REDUCTION IN THE IMPACT OF THE REAL ESTATE PORTFOLIO							
 	Source 100% of its electricity from renewable sources ^(b)	Group	%	89.5	89.5	89.3	100% by 2025
 	Reduction in the energy intensity of the real estate portfolio (kWh/m ²) ^(c)	La Poste Immobilier	%	(12)	(14)	(24)	-11% by 2025
	Reduction in the carbon intensity of energy consumption (kgCO ₂ e/m ²) ^(c)	La Poste Immobilier	%	(5)	(18)	(28)	-15% by 2025

(a) La Poste Groupe, including all its subsidiaries. Baseline 2021.

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

(c) Baseline 2021.

(1) See Universal Registration Document Section 1.6 "Public service missions" (p.106).

(2) Comprising the parent company, La Poste SA, and its subsidiaries, La Poste Groupe is structured around four operating segments (business lines) as well as the Real Estate and Support & Corporate segments.

(3) The scopes are specified for each of the objectives. It should be noted that La Poste SA has a workforce of more than 140,000 employees.








To manage its GHG emissions reduction trajectory, La Poste Groupe has had a tool since 2024, the **carbon budget**. Applied to all its subsidiaries, it enables the Group to ensure that its decarbonisation commitments are being met, and to link them to the resources allocated (OPEX/CAPEX) to these ambitions.

IMPROVING AIR QUALITY BY REDUCING ATMOSPHERIC POLLUTION															
Scope	2030 targets			2024 ^(a)			2023			Baseline 2020			Change 2020-2024 (%)		
	NO _x	CO	PM10	NO _x	CO	PM10	NO _x	CO	PM10	NO _x	CO	PM10	NO _x	CO	PM10
Geopost	-87%	-40%	Cap the increase in PM10 emissions at 310 metric tonnes/year	1,519	296	202	1,603	345	199	2,667	498	234	-43%	-41%	-14%
Services-Mail-Parcels	-73%	-16%	Cap the increase in PM10 emissions at 40 metric tonnes/year	632	86	31	694	80	30.9	861	111	57	-27%	-23%	-45%
Group	-83%	-37%	Less than 350 metric tonnes/year	2,151	382	233	2,297	425	229.9	3,528	609	291	-39%	-37%	-20%

(a) 2024 data related to the reduction in emissions of atmospheric pollutants and published in 2024 URD have been estimated. Real data has been calculated retrospectively.










PRESERVING BIODIVERSITY AND RESOURCES						
Indicator	Scope	Unit	2022	2023	2024	Target
Improved square meters	La Poste Immobilier	m ²	ND	450,000	610,000	1,000,000 m ² in 2030
Water leak detectors	La Poste Immobilier	Nb	ND	ND	50	90 by 2025

1.2 SOCIAL INDICATORS AND TARGETS

SDG	Indicator	Scope	Unit	2023	2024	2030 targets
A CARING GROUP						
	Freedom of association and the right to collective bargaining					
	Social cohesion, quality of constructive and ongoing social dialogue	La Poste SA	Nb of days	>0.5 d/employee	0.2 d/employee	Maintenance of constructive social dialogue and limited industrial action
	Number of days per employee per year (national and local level)	La Poste SA	Nb of days		0.18 d/employee	
	Occupational health and safety of employees					
	Incident frequency rate	Group	%	17.9 ^(a)	17	N+1<N
	Quality of life and working conditions					
	Measured via the commitment survey	La Poste SA	Score / 10	6.7	6.8	7
	Professional equality					
	Parity among senior executives	La Poste SA	%	38.20	39.60	50%
	Diversity and inclusion					
	Employment rate of people with disabilities (government mandated)	La Poste SA	%	9.33	9.76	>6%
A QUALIFYING GROUP						
	Integration in employment					
	Number of young people aged under 30 recruited or taken on (permanent or temporary contracts, work-study students, trainees)	La Poste SA	Nb	16,800	24,000	Maintaining commitment
	Developing employability					
	Number of employees completing training courses leading to certification (cumulative)	La Poste SA	Nb	1,360	3,400	6,000
	Professional development					
	Percentage of employees having benefited from internal mobility	Group	%	13	13.41	≥ N-1
A GROUP COMMITTED TO PERFORMANCE AND PEOPLE-ORIENTED INNOVATION						
	Exemplary management					
	Commitment score measured via the commitment survey	La Poste SA	%	65	63	≥60%
	CSR					
	Each employee's perception of the teams' commitment to reducing the environmental impact	La Poste SA	%	71	71	80%

(a) In 2023, the scope was Group Europe.

1.3 SOCIETAL INDICATORS AND TARGETS

SDG	Indicator	Scope	Unit	2022	2023	2024	2025 target
ASSERTING A STRONG AND COORDINATED PHYSICAL PRESENCE IN THE REGIONS							
 	Physical access points ^(a)	Group France	Nb	35,600	37,287	39,125	43,600 by 2028
	■ of which La Poste retail outlets, France	La Poste SA	Nb	17,321	17,649	16,896	-
	French population living less than 5 km from a La Poste retail outlet ^(b)	La Poste SA	Share in %	97.0	97.01	96.99	90
FINANCING SMES/ISES AND VSES AND THE LOCAL PUBLIC SECTOR							
 	Annual production of credit to local authorities	La Banque Postale	€bn	4.4	4.5	5.8	4.5
	Annual production of credit for the social housing, healthcare and non-profit sectors	La Banque Postale	€bn	-	1	1.53	2.5
	Annual loan production for the local economic fabric	La Banque Postale	€bn	-	1.9	1.94	2.4
DEVELOPING A RESPONSIBLE PURCHASING POLICY							
 	Signing of the Responsible Purchasing Charter by suppliers	La Poste SA	Share in %	100	100	100	100%
ACTING FOR INCLUSIVE AND ETHICAL DIGITAL TECHNOLOGY							
 	Number of people detected, supported, trained and equipped in the use of digital technology	La Poste SA	Nb	473,734	646,071	788,252	1,000,000 by 2030
				-	-	1,485,073 ^(c)	

(a) Post offices, local postal agencies, and "La Poste Relais" outlets.

(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) In 2024, La Poste measured, for the first time, the number of customers supported in post offices in urban priority neighbourhoods by the social mediators of partner associations.

For more information on the ambitions of:

- **La Banque Postale (LBP):** see the 2024 sustainability statement in [La Banque Postale's Universal Registration Document \(Chapter 2, p.55\)](#).
- **CNP Assurances:** see the 2024 sustainability statement presented in [CNP Assurances' Universal Registration Document \(Chapter 2, p. 41\)](#).
- **Geopost:** see the [2024 Sustainability Report](#).

1 COMMITMENTS OF LE GROUPE LA POSTE

Societal indicators and targets

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La Poste Groupe 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:

- a report issued by the Statutory Auditors on the **sustainability information** and the information provided for in Article 8 of Regulation (EU) 2020/852, relating to the financial year ended 31 December 2024. The Statutory Auditors' report is included in the management report (see the [La Poste Groupe Universal Registration Document, Section 3.2](#), p.260);
- 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 its **status as a mission-led company** (see the report of one of the Statutory Auditors appointed as an independent third party in the [2024 Mission Committee report](#), p.28);
- as an issuer of green bonds (EMTN⁽¹⁾), La Poste Groupe also responds to numerous questionnaires and requests from investors.

Alongside these external audits, in 2024 the **missions carried out by the Group's audit** (excluding the audits in subsidiaries carried out by their own teams) focused in particular on the governance and management of the operating and service vehicle fleet and on an assessment of the creation of the Transport Department. From a more specific point of view, some internal audit assignments focused on the review of the implementation of CSR roadmaps (post-acquisition assignments, work-study management, etc.).

Statement of use	La Poste Groupe has disclosed the information cited in this index of the content of the GRI standard for the period from 1 January to 31 December 2024 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

The organisation and its reporting practices

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 Section 7.1.2 (p.571)
		Type of share capital and legal form	Universal Registration Document Section 7.1.1 (p.568)
		Countries in which La Poste operates	Universal Registration Document: <ul style="list-style-type: none"> ■ Summary: p.9 ■ In detail: Section 6 Note 45 Scope of consolidation (p.507)
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 3.1.1.1 (p.152)
		Details of the scope of consolidation	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.1 (p.152) ■ Section 6 Note 5 Changes in the scope of consolidation (p.403) and Note 45 Scope of consolidation (p.507)

(1) EMTN: European Medium Term Note.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-3 Period, frequency and contact point	ESRS 1 §73	Reporting period and frequency of reporting	Universal Registration Document Section 3.1.1.1 (p.152)
		Report publication date	La Poste Groupe's 2024 Universal Registration Document was published on 10 April 2025. This index was published on 30 June 2025.
		Contact point 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 3.1.1.1 (p.152)
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 3.2 (p.260) 2024 Mission Committee report (p.28)
		Report of the independent third party on the statement of non-financial performance	Universal Registration Document Section 3.2 (p.260)

Activities and workers

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
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: <ul style="list-style-type: none"> ■ Integrated report (p.4 to 51) ■ Section 1 p.54 in summary form ■ Section 1 p.56 to 113 in detail for the four business units and the public service missions ■ Section 3.1.1.3 (p.159) Impact report (p.17-27)
		The Group's value chains, activities, products, services and markets served	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report: business model (p.28-29) ■ Section 1 (p.56 to 113) ■ Section 3.1.1.3 (p.159)
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	Quantitative information on the workforce	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.6) ■ Sections 3.1.1.3 (p.159) and 3.1.3.1 (p.208 and p.222) Impact report (p.7) See below "Additional information on the breakdown of La Poste Groupe's employees" (p.12)

Additional information on the breakdown of La Poste Groupe's employees [2-7]

Indicator	2024				Total
	M	F	Other	Not reported	
Number of employees (individuals)					
Total number of employees	134,641	116,701	3	24	251,369
Number of permanent employees	124,805	109,955	-	23	234,783
Number of non-permanent employees	9,836	6,746	3	1	16,586
Number of non-guaranteed hours employees	-	-	-	-	-
Number of full-time employees	120,648	95,084	3	24	216,759
Number of part-time employees	13,993	21,617	-	-	35,610

Indicator	2024
Number of employees (individuals)	251,369
France	201,328
■ Of which permanent contracts	188,404
■ Of which temporary contracts (excluding work-study students)	7,613
■ Of which work-study students	5,311
Europe (excluding France)	42,865
■ Of which permanent contracts	39,306
■ Of which temporary contracts (excluding work-study students)	3,368
■ Of which work-study students	191
Rest of the World	7,176
■ Of which permanent contracts	7,073
■ Of which temporary contracts (excluding work-study students)	55
■ Of which work-study students	48

Indicator	France	Europe (excluding France)	Rest of the World	Total
Breakdown of average workforce in 2024 (in FTE)	77.1%	19.3%	3.6%	100%
Corporate (support functions)	3.2%	0.0%	0.0%	3.2%
Services-Mail-Parcels	42.8%	0.4%	0.0%	43.2%
Geopost	4.0%	18.3%	2.7%	25%
La Banque Postale	8.4%	0.4%	0.8%	9.6%
Retail Customers & Digital Services	18.7%	0.2%	0.1%	19.0%

Indicator	Scope	Unit	2022	2023	2024
Employee departures	Group	Nb	30,714	31,636	34,055
Turnover rate	Group	%	12.5	13.1	14.3
By type of contract (temporary/permanent)	Group	%	4 / 96	4 / 96	7 / 93
Number of employees with night shifts	Group	Nb	17,555	14,937	18,998
Permanent employees who had previously worked on temporary contracts ^(a)	La Poste SA	Nb	769	771	1,112

(a) Takes into account recruitments following a replacement or an increase in activity.

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	Total number of workers who are not employees and whose work is controlled by the organisation	Universal Registration Document Section 3.1.3.1 (p.223) See below "Additional information on the use of temporary staff" (p.13)

Additional information on the use of temporary staff [2-8]

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Temporary employment expenses	Group	€m	1,171	1,250	1,152	-7.8%
Non-employees	Group	FTE	25,912	26,059	23,824	-8.6%

Governance

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 committees of the Board of Directors	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.44-47) ■ Section 3.1.1.2 (p.154) ■ Section 5.1 (p.334) Impact report (p.42-43) See also the description of the Board of Directors 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 (QSDC) and Audit Committee: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.154) ■ Section 5.1.1 (p.350-353) Communication on Progress
		Composition of the Board of Directors and its committees	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.44-47) ■ Section 3.1.1.2 (p.154) ■ Section 5.1 (p.334) Communication on Progress See also the internal regulations of the Board of Directors on the Group's website. It should be noted that in accordance with French law, which prohibits ethnic statistics, La Poste Groupe 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 Section 5.1.1 (p.334)
2-11 Chair of the highest governance body	-	Chairmanship of the Board of Directors and Executive Management	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.44) ■ Section 5.1.1 (p.334)
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: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.154) ■ Section 5.1 (p.334) Communication on Progress
		Role of governance in overseeing due diligence	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.48-49) ■ Section 3.1.1.2 (p.154) ■ Section 4.2 (p.288) Communication on Progress
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: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.154) ■ Section 3.1.4.1 (p.250) Communication on Progress
2-14 Role of the highest governance body in sustainability reporting	ESRS 2 GOV-5 §36; IRO-1 §53 (d)		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.154) ■ Section 3.1.1.4 (p.164) Communication on Progress

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 3.1.4.1 (p.250) ■ Section 5.1.4 (p.356)
2-16 Communication of critical concerns	ESRS 2 GOV-2 §26 (a); ESRS G1 G1-1 AR 1 (a); G1-3 §18 (c)		Universal Registration Document: ■ Section 3.1.1.2 (p.154) ■ Section 4.3.8 (p.324) Communication on Progress
2-17 Collective knowledge of the highest governance body	ESRS 2 GOV-1 §23		Universal Registration Document: ■ Integrated report (p.44) ■ Section 3.1.1.2 (p.154)
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 5.1.1 (p.350)
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: ■ Section 3.1.1.2 (p.157) ■ Section 5.3 (p.363)
2-20 Process to determine remuneration	ESRS 2 GOV-3 §29 (e)		Universal Registration Document: ■ Section 3.1.1.2 (p.157) ■ Section 5.3 (p.363)
2-21 Annual total remuneration ratio	ESRS S1 S1-16 §97 (b) to (c)		Universal Registration Document: ■ Section 3.1.3.1 (p.226) ■ Section 5.3.1 (p.364) See "Additional information on the equity ratio" (p.15)

Additional information on the equity ratio [2-21]

Indicator	Scope	Unit	2022	2023	2024
Ratio between the remuneration of the Chairman and Chief Executive Officer and the average remuneration of La Poste's employees	La Poste SA	Ratio	14	13	12
Annual total remuneration ratio	Group	Ratio	ND	ND	23

Strategy, policies and practices

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 <ul style="list-style-type: none"> ■ Message from the Chairman (p.4 of the integrated report) ■ Section 3.1.1.3 (p.159)
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 §AR 16; 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 §AR 1(b)	Policy commitments for responsible business conduct	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.159) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.228) ■ Section 3.1.3.3 (p.234) ■ Section 3.1.3.4 (p.240, 243 and 244) ■ Section 3.1.4.1 (p.250) See "Additional information on policy commitments" (p.17)
		Policy commitments specific to human rights	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 3.1.3.3 (p.234) ■ Section 3.1.3.4 (p.240, 243 and 244) ■ Section 3.1.4.1 (p.250) ■ Section 4.3 (p.291) See "Additional information on policy commitments" (p.17)
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 <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.157) ■ Section 3.1.3.1 (p.210) ■ Section 3.1.3.2 (p.231) ■ Section 3.1.3.3 (p.236) ■ Section 3.1.3.4 (p.240, 243 and 244) ■ Section 3.1.4.1 (p.250) See "Additional information on policy commitments" (p.17)

Additional information on policy commitments [2-23]

La Poste Groupe, 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 La Poste Groupe 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, La Poste Groupe acts directly with its institutional contacts and contributes to the work of professional associations that also carry out interest representation activities.

All of La Poste Groupe'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

La Poste Groupe has established a **documentary corpus covering lobbying activities**: the Interest Representation Charter, the Group Code of Conduct and the whistleblowing procedure – available on La Poste Groupe's website. There are also other tools for preventing conflicts of interest specific to the buyers of La Poste Groupe: the Responsible and Ethical Purchasing Charter for Suppliers, La Poste Groupe'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 function.

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

Every year, La Poste Groupe 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).

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**At the European level**

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 is Vice-President of **PostEurop's** CSR Circle, which brings together, through various working groups, ESG experts from European postal operators and covers issues pertaining to the environment, transport, training, health and safety at work, and social dialogue. It is also Vice-President of PostEurop's ESG reporting working group, which enables exchanges between experts and carries out lobbying actions regarding Taxonomy, CSRD and CS3D reporting.

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 2024, within the framework of the SDC, La Poste obtained funding from the European Commission for a new European project on inclusion and diversity.

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. Within the **Universal Postal Union (UPU)**, through the France Fund, it financially supported the climate action project in favour of Bhutan and Tuvalu.

La Poste Groupe 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. Within the **Asian-Pacific Postal Union (APPU)**, the Group, as an observer member, actively promotes CSR initiatives:

- In 2024, it provided its financial support as well as its CSR expertise to the APPU project "Sustainable development in the postal sector in Asia-Pacific". This project, rolled out over two years, provides for an inventory of the practices of the postal operators in the region, as well as the holding of workshops and training sessions to support them in the integration of more sustainable practices within their daily activities.
- At the request of the APPU, the Group presented its CSR strategy in June 2024. This intervention prompted constructive discussions and feedback from participants.
- During the Business Forum of the APPU, La Poste also presented its actions in favour of ethical, inclusive and frugal digital services to nearly 40 CEOs or representatives of Asian postal services. It shared its experience of detecting and training French people experiencing digital poverty, by means of France Services and its digital advisors, and of promoting its free services for citizens, such as the Digital Identity and Pronote services.

Within the **Kahala Post Group alliance⁽¹⁾**, La Poste chairs a working group dedicated to Sustainable Development, whose members participate in the Sustainability Measurement and Management System (SMMS) programme of the International Post Corporation (IPC). La Poste presented its transport decarbonisation actions and its environmental score. 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.

ESG is one of the priority themes that the Group promotes in the cooperation agreements. By way of illustration, the ESG component is one of the major areas of the cooperation agreement signed between La Poste and the Moroccan postal operator Barid Al-Maghrib in 2017. The two groups are working on the following topics: circular economy, carbon neutrality and renewable energy, disability policy. In 2024, teams of Barid Al-Maghrib and La Poste met to discuss the HR disability policy. The objective of this exchange was to share feedback on the approach and system put in place by La Poste Groupe.

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 2024, the focus was on sharing experience in terms of the clean vehicle fleet. The banking policy for vulnerable customers was largely promoted as part of the banking accessibility benchmark launched by the Yucho Foundation (a Japanese research institute).

In 2024, the Group was also asked by Malaysia, the US Postal Service, and the Chilean Post Office Correos Chile to contribute to their reflection on the creation of an electric vehicle fleet, and by Vietnam, Senegal and the Maldives to share its Universal Postal Service model.

(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.

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 coordinate 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.

At the national level, the interest representation actions carried out in 2024 were declared to the High Authority for Transparency in Public Life and can be consulted on the HATVP website.

At the local level, the Chairman and Chief Executive Officer of La Poste appointed representatives of the Group in charge of relations with local stakeholders (elected officials, institutions, associations, socio-economic players, etc.): in each region, the Group's regional representative and in each 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 2024 La Poste positioned itself in particular on the environmental taxonomy, with a meeting organised between Chairman P. Wahl and the European Commissioner for Financial Services M. McGuinness, and on the decarbonisation of corporate fleets. 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	2022	2023	2024
Lobbying expenses	La Poste SA	€m	0.2 to 0.3	0.5 to 0.6	0.5 to 0.6

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: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.210 and 218) ■ Section 3.1.3.2 (p.228, 230 and 231) ■ Section 3.1.3.3 (p.234, 236 and 239) ■ Section 3.1.3.4 (p.240) ■ Section 4.1 (p.276)
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 §AR 24 (d); ESRS G1 G1-1 §10 (a); G1-3 §18 (a)		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.218) ■ Section 3.1.3.2 (p.230) ■ Section 3.1.3.3 (p.239) ■ Section 3.1.3.4 (p.242 and 249) ■ Section 3.1.4.1 (p.250) ■ Section 4.3.5 (p.322) <p>Communication on Progress</p>
2-27 Compliance with laws and regulations	ESRS 2 SBM-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: <ul style="list-style-type: none"> ■ Section 3.1.1.3 (p.163) ■ Section 3.1.2.3 (p.192) ■ Section 3.1.3.1 (p.226) ■ Section 3.1.4.1 (p.250) <p>See "Additional information on cases of non-compliance" (p.22)</p>
2-28 Membership associations	ESRS 1 §AR 16		Universal Registration Document Section 4.3.1 (p.291) Declaration by La Poste Groupe to the High Authority for Transparency in Public Life (HATVP); Interest representation charter. See "Additional information on association memberships" (p.21)

Additional information on association memberships [2-28]

In the exercise of its social responsibility, La Poste Groupe (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

<i>Mouvement Impact France</i>	Movement seeking to disseminate the principles of social and ecological entrepreneurship. A member of the movement, La Poste is a member of the Board of Directors, finances the summer schools and participates in working groups.
<i>Collectif génération responsable</i> (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 Retail Customers & Digital Services business unit participates.
<i>Observatoire de la responsabilité sociale des entreprises</i> (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.
<i>Culture Papier</i>	Association bringing together all stakeholders in the paper ecosystem to raise awareness of the role of paper and print and to promote their responsible use. This association was launched in partnership with La Poste Groupe and Mediapost.
Com'Publics	Agency specialising in institutional strategy and public affairs.
<i>Fédération e-commerce et vente à distance</i> (Fevad)	Federation bringing together all e-commerce and distance selling players. La Poste is one of the e-commerce service providers listed by Fevad.
<i>Fédération française des services à la personne et de proximité</i> (Fédésap)	Association based on recognised expertise in the personal services sector. The <i>Age d'Or Services</i> network, a subsidiary of La Poste Santé et Autonomie, is a member.
<i>Union des entreprises de transport et de logistique de France</i> (TLF)	Professional organisation representing all trades in the Transport and Logistics chain.
Afilog	Association bringing together private and public players in logistics and industrial real estate.
Responsible digital services	
<i>Institut du numérique responsable</i> (Institute of Responsible Digital Services – INR)	Founding member of Club Green IT founded in 2011, which became the <i>Institut du numérique responsable</i> (Institute of Responsible Digital Services – INR) in 2019 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.
GAIA-X	Docaposte, a long-standing trusted third party, founding member of this Cloud infrastructure (management of data, transparency and use of international standards).
Social and regional cohesion	
ObsAR	<i>Observatoire des achats responsables</i> (Responsible Purchasing Observatory).
<i>Pas@pas</i> 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	
<i>Institut national de l'économie circulaire</i> (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.

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

<i>Fondation nationale entreprises et performances</i> (National Foundation for Business and Performance – FNEP)	Founding member of the foundation. Creation of the concept and the #sobériser association, innovate for a sustainable world.
<i>La Fabrique Écologique</i> (LFE)	Member of the Board of Directors. La Poste contributes to the publications and discussions of this cross-party organisation aimed at promoting the environment and sustainable development.
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> .
<i>Institut français pour la performance du bâtiment</i> (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, and recently of ENR 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, <i>Observatoire de l'immobilier durable</i> (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. Contribution to the development of the Bat-ADAPT tool on adaptation to climate change.
<i>Comité de liaison des entreprises consommatrices d'électricité</i> (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.
<i>Fondation de l'Université Gustave Eiffel</i>	Foundation whose objective is to imagine, design and build the sustainable cities of tomorrow.
Social	La Poste is a member of the following organisations: AFMD, OPE, INCA, <i>Autre Cercle</i> , Club Landoy, <i>StOpE au sexisme en entreprise</i> , <i>Elles bougent</i> , Girls in the bank, <i>Club handicap et compétences</i> , <i>Manifeste inclusion</i> , FNCIDFF, OITW, <i>Fondation de la MG sur les aidants</i> .

Stakeholder commitment

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
2-29 Approach to stakeholder engagement	<p>ESRS 2 SMB-2 §45 (a) i to (a) iv;</p> <p>ESRS S1 S1-1 §20 (b); S1-2 §25, §27 (e) and §28;</p> <p>ESRS S2 S2-1 §17 (b); S2-2 §20, §22 (e) and §23;</p> <p>ESRS S3 S3-1 §16 (b); S3-2 §19, §21 (d) and §22;</p> <p>ESRS S4 S4-1 §16 (b); S4-2 §18, §20 (d) and §21</p>		<p>Universal Registration Document:</p> <ul style="list-style-type: none"> ■ Section 3.1.1.3 (p.160) ■ Section 3.1.3.1 (p.210) ■ Section 3.1.3.2 (p.228) ■ Section 3.1.3.3 (p.234) ■ Section 3.1.3.4 (p.240)

Additional information on cases of non-compliance

La Poste Groupe is not subject to significant 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;
- environmental non-compliance.

(1) Complaints, disputes or fines for a unit amount of more than €10 million filed directly against an entity controlled by La Poste of which the Group's Legal Department is aware.

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 3.1.3.1 (p.224) Communication on Progress See "Additional information on collective bargaining" (p.23)

Additional information on collective bargaining [2-30]

Summary of national agreements in 2024

Topic	Wording	Scope
Management of jobs and career paths	Amendment No. 2 extending the "La Poste, committed with its employees" agreement	La Poste SA
Employee representative bodies	Pre-election memorandum of understanding	La Poste SA
Employee representative bodies	Agreement on the appreciation of acquired skills and the protection of the career paths of employees involved in social dialogue	La Poste SA
Employee representative bodies	Agreement on social and cultural activities	La Poste SA
Employee representative bodies	Agreement on La Poste SA's economic, social and environmental database	La Poste SA
Employee representative bodies	Agreement on the determination and procedures for the election of the members of the staff delegation of the SEC-C of La Poste SA	La Poste SA
Employee representative bodies	Agreement on the implementation of social support for employees of the National Department of Social Activities	La Poste SA
Quality of life and working conditions	Second agreement on improving the work-life balance of postal workers with caregiving responsibilities	La Poste SA
Quality of life and working conditions	Agreement on La Poste's social housing policy for 2025-2027	La Poste SA
Remuneration	Salary agreement on salary measures for 2024	La Poste SA
Remuneration	Amendment of 2 April 2024 to the La Poste - France Télécom joint agreement	La Poste SA
Remuneration	2024-2026 profit-sharing agreement at La Poste SA	La Poste SA
Remuneration	Amendment revising the collective agreement of 8 December 2006 establishing a Group savings plan (PEG) within La Poste Groupe	La Poste SA
Remuneration	Amendment revising the collective agreement of 8 December 2006 establishing a collective retirement savings plan (PERCO) within La Poste Groupe	La Poste SA

Metrics

Indicator	Scope	Unit	2022	2023	2024
COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE					
Percentage of own employees covered by collective agreements	France	%	ND	ND	98.87
	Europe (excluding France)	%	ND	ND	55.65
	Rest of the World	%	ND	ND	75.15
	Total	%	ND	ND	90.80
Participation rate in employee representative elections ^(a)	La Poste	%	ND	ND	64.5
Number of national agreements signed	Group	Nb	318	282	351
■ of which number of agreements covering more than 50% of the workforce	Group France	Share in %	100	100	100
SOCIAL PROTECTION					
Percentage of employees covered, under public programmes or benefits offered by the company, by social protection against loss of income due to one of the following major life events: illness, unemployment, workplace accident and acquired disability, parental leave, retirement	Group	%	ND	ND	96.6

(a) Workplace elections are held every four years.

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 process	Universal Registration Document Section 3.1.1.4 (p.164)
3-2 List of material topics	ESRS 2 SBM-3 §48 (a) and (g)	Material topics	Universal Registration Document: ■ Section 3.1.1.3 (p.163) ■ Section 3.1.1.5 (p.170)
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)	Impact, risk and opportunity management	Universal Registration Document Section 3.1.1.3 (p.163) See the entire sustainability statement (Section 3.1, p.152) which presents the Group's Impact, Risk and Opportunity (IRO) management.

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		Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1 (p.152) ■ Section 4.3 (p.291)
201-1 Direct economic value generated and distributed	-		Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.26 and p.50) ■ Section 6.1 (p.370) ■ Impact report (p.84-85) <p>See "Additional information on the direct economic value generated and distributed" (p.25)</p>

Additional information on the direct economic value generated and distributed [201-1]

Indicator	Scope	Unit	2022	2023	2024
Consolidated operating revenue	Group	€bn	35.4	34.1	34.6
Operating revenue from commercial activities	Group (excluding LBP)	€bn	27.1	26.8	27.0
La Banque Postale net banking income	LBP	€bn	8.3	7.2	7.6
Operating profit/(loss)(after share of net profit of jointly controlled entities)	Group	€m	1,197	1,680	2,950
Share in profits/(losses) of jointly controlled companies	Group	€m	31	35	39
Share in profits/(losses) of other equity associates	Group	€m	(88)	(169)	(164)
Remuneration and social security charges	Group	€m	13,935	13,605	14,006
Wages, salaries, bonuses and allowances	Group	€m	10,820	11,080	11,169
Pension contributions and other security charges	Group	€m	2,575	2,646	2,678
Taxes and payroll contributions	Group	€m	704	710	758
Local taxes	Group	€m	128	121	137
Miscellaneous taxes	Group	€m	336	522	298
Income tax expense	Group	€m	952	(496)	(800)
Dividends paid	Group	€m	442	135	29

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 3.1.1.4 (p.165) ■ Section 3.1.2.1 (p.185) ■ Section 4.1 (p.276)
201-3 Defined benefit plan obligations and other retirement plans	-		Universal Registration Document Section 6 (p.535)
201-4 Financial assistance received from government	-		Universal Registration Document: ■ Section 1.6 (p.106) ■ Section 2.1.2.6 (p.118)

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		Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1 (p.152) ■ Section 4.3 (p.291)
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		Universal Registration Document Section 3.1.3.1 (p.225) See "Additional information on the ratio between the first standard salary by gender compared to the local minimum wage" (p.26)
202-2 Proportion of senior management hired from the local community	ESRS S3		In accordance with French law, which prohibits ethnic statistics, La Poste Groupe does not publish details by ethnic minorities.

Additional information on the ratio between the first standard salary by gender compared to the local minimum wage [202-1]

Indicator	Scope	Unit	2022	2023	2024
Ratio between the first standard salary by gender compared to the local minimum wage ^(a)	La Poste SA	Ratio	1.10	1.11	1.11
Percentage of the Group's employees ^(b) receiving a fixed wage below the level of an adequate wage	Group	%	ND	ND	0

(a) There is no M/F gap because the remuneration is set by salary scale.

(b) Employees are civil servants, on permanent or temporary contracts, excluding work-study students and trainees. Non-employees are not included in the scope of consolidation for 2024.

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		Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1 (p.152) ■ Section 4.3 (p.291)
203-1 Infrastructure investments and services supported	ESRS S3		Universal Registration Document: ■ Integrated report (p.31) ■ Section 6.1, Note 39.2 (p.498) ■ Section 6.2, Note 25.2 (p.557) See "Additional information on the philanthropy and general interest policy" (p.27)

Additional information on the philanthropy and general interest policy [203-1]

La Poste Groupe participates in public interest initiatives carried out through financial sponsorship of associations or skills-based sponsorship.

Indicator	Scope	Unit	2022	2023	2024
FINANCIAL AND SKILLS-BASED SPONSORSHIP					
 Financial sponsorship (in cash, skills and in-kind)	Group France	€m	13	14.7	9.2
■ of which funds paid to La Poste's Corporate Foundation	Group France	€m	0.96	0.96	0.96
■ of which La Banque Postale	Group France	€m	6.3	6.1	5.9
PROMOTING SHORT-TERM SKILLS SPONSORSHIP, IN SUPPORT OF PARTNER ASSOCIATIONS					
 Assignments carried out by employees	Group France	Nb	1,082	2,892	3,889
Number of employees who completed at least one assignment	Group France	Nb	691	2,020	2,663
Sponsorship hours	Group France	Nb	3,655	8,464	12,646
Non-profit organisations involved in short-term assignments*	Group France	Nb	49	55	68

* Five associations that mobilised the most employees in 2024: World Cleanup Day; La Croix-Rouge, Les Restos du Coeur, l'Envol and Banque alimentaire.

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

- The **Déclic, mon temps de travail solidaire (my working time for solidarity) programme** allows employees to make a commitment on working time and with the agreement of their manager in short formats with general interest associations working in four areas: solidarity, the environment, education and health (in connection with the challenges of being a mission-led company). A dedicated platform facilitates meetings between employees and partner structures: nearly 200 general interest partner structures are present on the platform. The annual promotional plan and the event "Tous mobilisés!", relayed by all the branches, help to highlight the Déclic programme.
- As part of a scheme called "Part-time arrangements for seniors-SSE", employees close to retirement can work part-time for an association.

La Poste Groupe 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 1946, **Musée de La Poste** (www.museedelaposte.fr/fr) has been preserving and promoting a heritage describing the social, technical, artistic and human history of the public service. The postal history traced within its walls echoes the missions of La Poste Groupe: serving the general interest, strengthening regional cohesion, encouraging innovation to serve as many people as possible.

The museum promotes accessibility, inclusion and social interaction, with a particular focus on vulnerable audiences, young people and remote areas; it is committed to an ethical digital transition through the digitisation of works, virtual tours, and workshops on responsible digital uses. Lastly, it highlights major societal themes, such as the evolution of the place of women at La Poste, both in its permanent and temporary exhibitions.

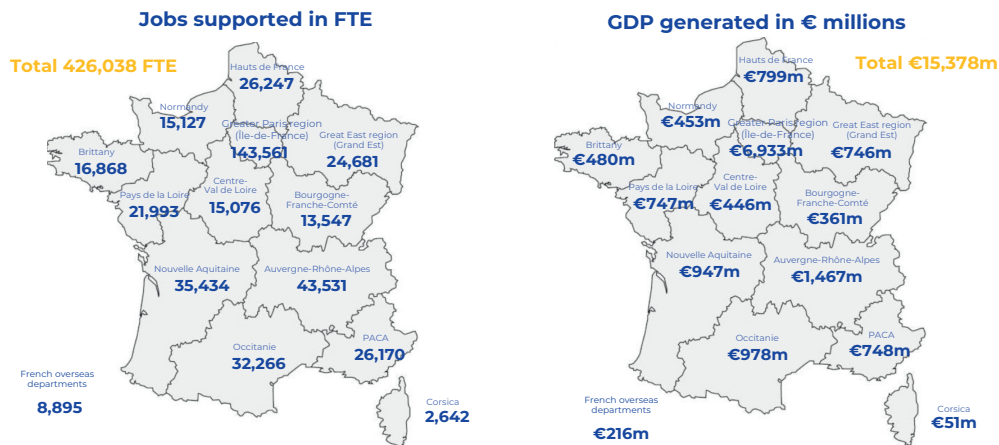
La Poste Groupe is committed to causes of general interest. It mobilises, for example, through campaigns calling for donations to **Telethon** via the www.laposte.fr and www.labanquepostale.fr websites; an internal sporting challenge is also taken up each year via **#TEAMSPORTLAPOSTE** with a matching contribution. The company is also a partner of the **Pièces Jaunes** operation alongside **Fondation des Hôpitaux**, with the distribution and collection of moneyboxes in post offices to help hospitalised children and adolescents. Lastly, it is committed alongside the **French Red Cross** with the issuance each year of premium stamps in support of actions in favour of vulnerable people, patients or seniors.

La Poste is also committed to sports: La Poste and Geopost supported the Paris 2024 Olympic Games as “Official Supporters”. La Poste is also involved in the *Tous arbitres* programme.

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: <ul style="list-style-type: none"> ■ Integrated report (p.30-31) ■ Section 3.1.3.2 (p.228) ■ Section 3.1.3.3 (p.236) 2024 Mission Committee report (p.13) See “Additional information on significant indirect economic impacts” (p.29)

Group results footprints of purchasing and HR

REGIONAL DISTRIBUTION



Additional information on significant indirect economic impacts [203-2]

Indicator	Scope	Unit	2022	2023	2024
Employment footprint	See (a)	FTE	446,350	444,182	426,038
Percentage of the population less than 5 km or 20 minutes by car from a retail outlet	La Poste SA	%	97.0	97.01	96.99

(a) Scope: La Poste, LBP, DPD France, LPI, CNP France, Mediaposte, Viapost group, BPO IS.

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 to promote the **accessibility of post offices** and **customer satisfaction**.

Postal coverage and adaptation of formats

Indicator	Scope	Unit	2022	2023	2024
La Poste retail outlets in France of which:	La Poste SA	Nb	17,321	17,679	16,896
■ Classic format ^(a)	Marketing to private individuals / professionals in banking / insurance / mail / parcel / express services / mobile telephony	Nb	7,001	6,761	6,606
■ Postman-counter clerk offices	Sharing of postman-counter clerks' time between post office counter services and mail and parcel delivery	Nb	1,507	1,632	1,687
■ "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.	Nb	402	413	414
■ Sensitive district offices	Located in urban priority neighbourhoods (customer reception and working conditions for employees improved to adapt to needs)	Nb	1,782	1,244 ^(c)	843
Postal coverage outlets in partnership including:	La Poste SA	Nb	10,320	10,918	10,290
■ Local and inter-communal postal agencies	Located on the premises of a town hall, they offer most of the services of a post office.	Nb	6,915	7,037	7,153
■ "La Poste Relais" outlet ^(d)	Hosted by retailers, craftspeople or associations, commissioned by La Poste to provide postal services and, in rural areas, simple financial support services.	Nb	3,097	3,210	3,137
Average daily footfall in post offices and partner offices	La Poste SA	Unit	ND	770,400	739,039
Number of unique visitors to the La Poste website	La Poste SA	Million	23.0	24.9	22
Pickup points (pick-up and drop-off points & lockers)	Europe ^(e)	Nb	69,612	94,902	116,459
■ of which France	France	Nb	16,500	18,229	20,514

(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.

(e) Excluding PostNord.

Post office accessibility

Indicator	Scope	Unit	2022	2023	2024
Post offices with a sales area accessible to all disabilities	La Poste SA	Nb (%)	6,520 (89%)	6,460 (92%)	6,618 (95%)
Offices with an accessible sales area for persons with reduced mobility (PRM)	La Poste SA	Nb (%)	4,871 (66.5%)	4,832 (68%)	4,618 (71%)
Post offices equipped with ATMs with at least one ATM accessible to PRM	La Poste SA	Share in %	98%	97%	98%
La Banque Postale ATMs accessible to blind or visually impaired persons	La Poste SA	Share in %	95.3%	92%	91%
ATMs located inside offices accessible to people with disabilities	La Poste SA	Share in %	100%	100%	100%
Post offices equipped with sound amplifiers	La Poste SA	Nb (%)	6,113 (86.9%)	6,022 (89%)	6,024 (92%)
Network employees in contact with customers who have received e-learning training on how to welcome customers with disabilities	La Poste SA	Share in %	86%	87%	87%
Number of calls from deaf and hearing-impaired persons handled by Deaf ^(a)	La Banque Postale	Nb	8,328	6,888	6,044

(a) Customer service in French sign language for deaf and hearing-impaired people accessible to customers and prospects from labanquepostale.fr and the Deaf mobile app.

Customer satisfaction

Indicator	Scope	Unit	2022	2023	2024
Overall satisfaction of the customers using the network ^(b)	La Poste SA	%	81	82	83
Claims processing within five working days	La Poste SA	Rate in %	81.2	78.3	81.1
ISO 9001 CERTIFICATION					
Coverage ratio (employees)	Group	%	12	52	52
Coverage ratio (operating revenue)	Group	%	22	20	40

(b) Including partners (local postal agencies, "La Poste Relais" outlets). Corresponds to the percentage of scores of 7 to 10 given in the Private Individuals survey to the question "Overall, how would you assess your last visit?".

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		Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1 (p.152) ■ Sections 4.1 (p.276) and 4.3 (p.291)
204-1 Proportion of spending on local suppliers	ESRS S3		Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.31) ■ Section 3.1.3.2 (p.227) <p>See "Additional information on the responsible purchasing policy" (p.48)</p>

Additional information on purchasing practices [204]

Indicator	Scope	Unit	2022	2023	2024
Average payment period observed at Group level	See (a)	Days	ND	ND	38
Average payment period observed for SMEs	See (a)	Days	ND	ND	35
Percentage of invoices paid within the Group's standard payment deadline	See (a)	%	ND	ND	83
Percentage of SME invoices settled within the Group's standard payment deadline.	See (a)	%	ND	ND	95

(a) In 2024, these indicators covered the 10 most significant entities, representing 77% of the Group's purchases.

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		Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1 (p.152) ■ Sections 4.1 (p.276) and 4.3 (p.291)
205-1 Operations assessed for risks related to corruption	ESRS G1 G1-3 §AR 5	Risk assessment	Universal Registration Document: ■ Section 3.1.4.1 (p.250) ■ Section 4.1 (p.276) Communication on Progress
		Risks related to corruption	Universal Registration Document: ■ Section 3.1.4.1 (p.250) ■ Section 4.1 (p.276)
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 3.1.4.1 (p.250) Communication on Progress The Group's policy on combating corruption and influence peddling is part of a body of standards, in application of the Group's Code of Conduct , and is available here . The Code of Conduct is appended to the internal regulations of each entity. The Group's anti-corruption approach is also implemented as part of the relationships with third-party suppliers (see the supplier compliance approach presented on the Group's website here).
205-3 Confirmed incidents of corruption and actions taken	ESRS G1 G1-4 §25		Universal Registration Document Section 3.1.4.1 (p.253)

Additional information on fighting corruption

Indicator	Scope	Unit	2024
Number of convictions for breaches of anti-corruption and anti-bribery laws	Group	Nb	0
Fines for breaches of anti-corruption and anti-bribery laws	Group	Nb	0

Indicator	Scope	Unit	2023	2024
Number of employees trained to combat corruption ^(a)	Group	Nb	38,394	71,737
Training rate	Group	%	66	83

(a) Specific training compulsory for employees with managerial status and employees whose duties expose them to the risk of corruption. In 2024, the target number of trained employees was 86 644.

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 Groupe

In 2024, La Poste continued its actions to prevent fraud, theft and scams. The objective is to promote an anti-fraud culture at all levels, in order to protect the company, its customers and its employees.

At the end of 2024, **35,000 employees had been trained** thanks to the first season of **All mobilised against fraud**. In addition, the *Fraud overview*, a newsletter disseminating information on fraud trends, is distributed bimonthly and is accessible to all employees.

Lastly, to integrate the risk of fraud natively into all projects, La Poste Groupe has developed *Equinoxe*, the **first method of fraud risk analysis**, intended for all project managers and product managers.

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		Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1 (p.152) ■ Section 4.1 (p.276)
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-		Universal Registration Document Section 4.4 (p.330)

GRI 207: Tax - 2019

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the Universal Registration Document and additional information
3-3 Management of material topics		Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1 (p.152) ■ Sections 4.1 (p.276) and 4.3 (p.291)
207-1 Approach to tax	-	Tax policy and fight against tax evasion	Universal Registration Document: ■ Integrated report (p.31) ■ Section 3.3.4 (p.271) The tax policy was updated in June 2025 and is available on the Group's website.
207-2 Tax governance, control, and risk management	-	Tax risk management	Universal Registration Document Section 3.3.4 (p.271) The tax policy was updated in June 2025 and is available on the Group's website.
207-3 Stakeholder engagement and management of concerns related to tax	-	Whistleblowing procedure	Universal Registration Document: ■ Section 3.1.4.1 (p.251) ■ Section 3.3.4 (p.271) The tax policy was updated in June 2025 and is available on the Group's website.
207-4 Country-by-country reporting	-		The tax policy was updated in June 2025 and is available on the Group's website.

2.3 ENVIRONMENTAL STANDARDS

GRI 301: Materials - 2016⁽¹⁾

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	Impact, risk and opportunity management	Universal Registration Document ■ Section 3.1 (p.152) ■ Section 3.3.2 (p.266) Communication on Progress
301-1 Materials used by weight or volume	ESRS E5 E5-4 §31(a)	Optimising the use of materials	Universal Registration Document Section 3.3.2 (p.266) Mission Committee report (p.20-21) Impact report (p.51)
301-2 Recycled input materials used	ESRS E5 E5-4 §31(c)	Use of recycled materials	Universal Registration Document Section 3.3.2 (p.266) Impact report (p.51)
301-3 Reclaimed products and their packaging materials	ESRS E5	Packaging management	Universal Registration Document Section 3.3.2 (p.266)

Indicator	Scope	Unit	2022	2023	2024
RESOURCES USED BY THE GROUP					
Management of IT equipment					
IT equipment repaired for return to service within the Group	See (a)	Nb	2,281	3,329	10,028
Reused IT equipment	See (a)	Nb	34,909	28,530	21,801
Equipment donated in solidarity reuse operations	See (a)	Nb	ND	4,845	4,545
Consumption of materials saved by extending the life of IT equipment (telephones, computers)	See (a)	Metric tonnes	15,608	13,400	9,841
Equipment exchange market					
Number of items exchanged through 'La Bourse aux matériels' ^(b)	Group	Nb	ND	ND	39,166
CIRCULAR ECONOMY OFFERS					
Percentage of dual-use parcel packaging in the packaging ranges sold to private individuals	La Poste SA	%	ND	56	82
Postmen's bikes given to Nouvelle Attitude for reconditioning	Nouvelle Attitude	Nb	400	855	1,456

(a) 2022: La Poste SA, LBP SA, Geopost head office. 2023: La Poste SA, LBP SA, Sofiap, LBP CF, Geopost head office. 2024: La Poste SA, LBP SA, Louvre Banque Privée, LBP AM, LBP CF, Domiserve, CNP Assurances and Easybourse, Chronopost and Docaposte.

(b) More information on the equipment exchange market in the 2024 Universal Registration Document (p. 267).

(1) The double materiality assessment and stakeholder consultations confirmed that resources and the circular economy (ESRS E5) are not material matters for the Group, either financially or in terms of impact.

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.2.1 (p.178) Sections 4.1 (p.276) and 4.3 (p.291) Communication on Progress
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 Section 3.1.2.1 (p.189) See "Additional information on the energy consumption within La Poste Groupe" (p.35)
		Energy consumption	Universal Registration Document Section 3.1.2.1 (p.189) See "Additional information on the energy consumption within La Poste Groupe" (p.35)

Additional information on the energy consumption within La Poste Groupe [302-1]

Summary of the energy consumption and energy mix

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total energy consumption related to own operations	Group	MWh	2,781,216	2,437,707	2,650,543	+9%
■ of which energy consumption from fossil sources	Group	MWh	2,040,927	1,739,308	1,550,573	-11%
		% of total	73	71	59	-
■ of which energy consumption from renewable sources	Group	MWh	740,289	698,399	1,099,969	+57%
		% of total	27	29	41	-
Fuel consumption from renewable sources	Group	MWh	189	133	382,227	
Fuel consumption from crude oil and petroleum products	Group	MWh	1,355,935	1,189,730	1,056,376	-11%
Fuel consumption from natural gas	Group	MWh	544,667	419,101	373,077	-11%
Fuel consumption from other fossil sources	Group	MWh	-	-	-	-
Consumption of purchased or acquired electricity, heat, steam, or cooling from renewable sources	Group	MWh	740,100	698,265	717,742	+3%
Consumption of purchased or acquired electricity, heat, steam, or cooling from fossil sources	Group	MWh	140,325	130,476	121,120	-7%
Consumption of self-generated non-fuel renewable energy	Group	MWh	1,271	1,699	2,065	+22%
Renewable energy production	Group	MWh	16,641	16,075	20,149	+25%
Non-renewable energy production	Group	MWh	-	-	-	-
Energy intensity associated with activities in high climate impact sectors (total energy consumption per million euros of industrial revenue)	Group	MWh/€m revenue	ND	90.7	98	+8%

Energy consumption of transport (Scope 1)

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Energy consumption by transport	Group	GWh	1,331	1,167	1,418	+21%
■ of which gasoline/petrol	Group	GWh	98	122	152	+25%
■ of which diesel/fuel	Group	GWh	1,220	1,031	875	-15%
■ of which natural gas	Group	GWh	0.6	0.5	1.9	+277%
■ of which LPG	Group	GWh	0.8	0.6	4.6	+695%
■ of which B100	Group	GWh	-	-	0.5	-
■ of which HVO	Group	GWh	-	-	356.5	-
■ of which ethanol	Group	GWh	-	-	18.4	-
■ of which LNG	Group	GWh	12	12.1	8.4	-30%

Buildings

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

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Building surface area	Group	million square metre	12.3	13.1	13.1	-
Number of certified buildings (HQE, BREEAM, LEED, BDM, BBC, BEPOS) (excl. promotion and co-promotion)	La Poste Immobilier (LPI)	number	38	46	54	+17%
Real estate portfolio	LPI	number of buildings	9,439	9,137	8,972	-2%
Real estate portfolio	LPI	million square metre	6	5.9	6.1	+3%
Energy consumption of buildings	Group	GWh	1,447	1,267	1,233	-3%
■ of which electricity	Group	GWh	827	780	804	+3%
Renewable electricity in total electricity consumption	Group	Share in %	90	89	89	-
Photovoltaic facilities	LPI	number	54	57	63	+11%
Installed photovoltaic capacity	LPI	MWp	8	10.1	12	+19%

Real estate plays a key role in achieving La Poste Groupe's carbon trajectory targets, with energy consumption of 1,233 GWh in 2024. The teams of La Poste Immobilier, the Group's real estate company, are working to **decarbonise the postal network** for the scope under management, representing a significant share of the consumption and greenhouse gas emissions (GHG) from real estate (approximately 721 GWh and 64 ktCO₂eq, respectively, in 2024, with a marked reduction of 25% in these emissions compared to 2023).

As part of the entry into force of the **Tertiary eco-energy system decree**, La Poste Immobilier reported its energy consumption data on the OPERAT platform, in accordance with the deadlines imposed by the regulations. It has also rolled out a plan to reduce its consumption and associated GHG emissions, in line with the requirements of this decree and the National Low-Carbon Strategy (*Stratégie nationale bas-carbone* - SNBC). Between 2017 and 2024, the GHG emissions were reduced by nearly 50% to reach 64 ktCO₂eq, thanks to the combined efforts on both the energy intensity of the portfolio (work to improve the energy efficiency of buildings, sobriety measures, etc.) and the carbon intensity (photovoltaic deployment, removal of fuel oil and reduction in the proportion of natural gas in heating systems, etc.).

La Poste Immobilier exceeded the energy and carbon intensity targets that it had set for itself in 2017 for 2025, and in 2023 committed to defining and validating with the SBTi a new, longer-term low-carbon pathway, aligned with the ambition of the Paris Agreement to limit global warming to 1.5°C. This trajectory will be determined in 2025 and the energy and carbon performance indicators will be revised accordingly.

Additional information on ISO 14001 certifications

Indicator	Scope	Unit	2022	2023	2024
Coverage ratio (employees)	Group	%	15	16	18
Coverage ratio (operating revenue)	Group	%	31	26	28

Transportation

Fleet owned or managed directly by the Group

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total number of vehicles	Group	Nb	104,713	121,337	116 541	- 4,1%
SERVICE VEHICLES						
Total number of service vehicles	Group	Nb	65,007	73,818	79 848	+ 7,6%
Electric service vehicles	Group	Nb	18,955	22,513	25 531	+ 11,8%
■ of which electric two-wheel vehicles	Group	Nb	0	1	1	-
■ of which electric three-wheel vehicles (Staby)	Group	Nb	8,800	8,375	8 019	- 4,4%
■ of which electric quadricycles	Group	Nb	1,088	845	578	- 46,2%
■ of which electric light commercial vehicles	Group	Nb	9,066	13,284	16 886	+ 21,3%
■ of which electric lorries	Group	Nb	2	8	47	+ 83%
Percentage of electric service vehicles	Group	%	29	30	32	-
Alternative motorisation service vehicles (natural gas, compressed natural gas, HVO...)	Group	Nb	578	2,519	7 552	+ 66,6%
Combustion service vehicles	Group	Nb	46,765	48,786	46 786	- 4,3%
■ of which motorcycles	Group	Nb	138	110	107	- 2,8%
■ of which light commercial vehicles	Group	Nb	46,358	48,451	46 451	- 4,3%
■ of which quadricycles	Group	Nb	7	6	6	-
■ of which lorries	Group	Nb	262	219	222	+ 1,4%
■ including Euro 5 standard	Group	%	13	7	8	-
■ including Euro 6 standard	Group	%	76	77	74	-
Percentage of combustion service vehicles	Group	%	72	66	59	-
COMPANY VEHICLES						
Total number of company vehicles	Group	Nb	6,401	13,275	11 168	- 18,9%
Electric company vehicles	Group	Nb	230	297	485	+ 38,7%
BICYCLES, TROLLEYS AND MATERIAL HANDLING EQUIPMENT						
Bicycles	Group	Nb	17,477	16,472	16 016	- 2,8%
Electric bicycles	Group	Nb	17,388	16,419	15 983	- 2,7%
Trolleys	Group	Nb	2,761	2,866	2 700	- 6,1%
Electric trolleys	Group	Nb	306	287	280	- 2,5%
Material handling equipment	Group	Nb	13,067	14,906	6 809	- 118,9%
Electric material handling equipment	Group	Nb	10,440	12,716	3 544	- 258,9%
KILOMETRES TRAVELLED						
Total kilometres travelled by the vehicle fleet	Group	million of km	1,150	1,261	1 292	+ 4,9%

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 3.1.2.1 (p.178) See "Additional information on the energy consumption outside La Poste Groupe" (p.38)

Additional information on the energy consumption outside La Poste Groupe [302-2]

Energy consumption and energy mix

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total energy consumption outside the organisation	Subcontractors	MWh	5,898,596	5,794,383	6,307,558	+9%
■ Of which energy consumption from fossil sources	Subcontractors	MWh	5,898,220	5,740,341	6,061,484	+6%
		% compared to total	99.99	99.07	96.10	-
■ Of which energy consumption from renewable sources	Subcontractors	MWh	376	54,041	246,073	+355%
		% compared to total	0.01	0.93	3.90	-
Consumption of fuels from renewable sources	Subcontractors	MWh	357	54,035	246,044	+355%
Fuel consumption from crude oil and petroleum products	Subcontractors	MWh	5,758,326	5,560,478	5,915,677	+6%
Fuel consumption from natural gas	Subcontractors	MWh	133,790	169,636	141,921	-16%
Fuel consumption from other fossil sources	Subcontractors	MWh	-	-	-	-
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources	Subcontractors	MWh	19	6	30	400%
Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources	Subcontractors	MWh	6,104	10,228	3,887	-62%

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 3.1.2.1 (p.189) See "Additional information on the energy consumption within La Poste Groupe" (p.35)
302-4 Reduction of energy consumption	ESRS E1	Metrics	Universal Registration Document Section 3.1.2.1 (p.178) See "Additional information on the energy consumption within La Poste Groupe" (p.35) and "Additional information on the energy consumption outside La Poste Groupe" (p.38)
302-5 Reductions in energy requirements of products and services	ESRS E1	Optimisation of fleets and their consumption	Universal Registration Document: ■ Section 3.1.2.1 (p.178) ■ Section 4.3 (p.291) See "Additional information on the energy consumption within La Poste Groupe" (p.35) and "Additional information on the energy consumption outside La Poste Groupe" (p.38)
		Metrics	Universal Registration Document Section 3.1.2.1 (p.189) See "Additional information on the energy consumption within La Poste Groupe" (p.35) and "Additional information on the energy consumption outside La Poste Groupe" (p.38)

GRI 303: Water and effluents - 2018⁽¹⁾

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.2.3 (p.190) ■ Section 3.3.2 (p.266) ■ Sections 4.1 (p.276) and 4.3 (p.291)
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: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.3.2 (p.266)
303-2 Management of water discharge-related impacts	ESRS E2 E2-3 §24	Management of water consumption	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.2.3 (p.190) ■ Section 3.3.2 (p.266)
303-3 Water withdrawal	ESRS E3	Reduction of consumption	Universal Registration Document Section 3.3.2 (p.266)
303-4 Water discharge	ESRS E3	Better water management	Universal Registration Document Section 3.3.2 (p.266)
303-5 Water consumption	ESRS E3 E3-4 §28 (a), (b), (d) and (e)	Metrics	Universal Registration Document Section 3.3.2 (p.266) See "Additional information on water" (p.40)

Additional information on water [303-5]

Indicator	Scope	Unit	2022	2023	2024
Water consumption	Group	m ³	1,805,580	1,942,915	1,961,814

The most water-intensive entities have been **equipped with meters**, which enable teams to spot leaks quickly and take appropriate action: **50 sites** were fitted with these meters in 2024 for their company restaurants and washrooms, and **by 2030 several hundred sites** will have meters to measure their general water consumption.

Almost all the water used by the group is supplied by public utility networks managed by local authorities, although several entities use harvested rainwater for their washrooms or for watering grounds and gardens.

In 2024, La Poste Immobilier launched a feasibility study on the **reuse of rainwater**, and in 2025 it will carry out projects at eight pilot sites, with a subsequent roll-out to other relevant sites. A second feasibility study is being carried out to identify sites on which it would be useful to remove waterproofing. Lastly, discussions are underway on the treatment and reuse of grey waters (slightly polluted wastewater).

La Poste Immobilier aims to **map its sites in water-stressed regions** by the end of 2026. All of these actions are aimed at reducing the Group's water consumption. Thanks to the above-described opportunity studies and the initial actions taken by La Poste Immobilier in 2024-2025, the group will be able to estimate its water reduction potential and set itself a quantified target for 2030.

(1) The double materiality assessment and stakeholder consultations confirmed that water and marine resources (ESRS E3) are not material matters for the Group, either financially or in terms of impact.

GRI 304: Biodiversity - 2016⁽¹⁾

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.3.1 (p.264) ■ Sections 4.1 (p.276) and 4.3 (p.291) Communication on Progress
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: <ul style="list-style-type: none"> ■ Section 1.5 (p.99) ■ Section 3.3.1 (p.264) ■ Section 4.3 (p.291)
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: <ul style="list-style-type: none"> ■ Section 3.3.1 (p.264) ■ Section 4.3 (p.291) Mission Committee report (p.25)
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: <ul style="list-style-type: none"> ■ Section 3.3.1 (p.264) ■ Section 4.3 (p.291) Impact report (p.51, 68-69, 75) 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: <ul style="list-style-type: none"> ■ Section 3.3.1 (p.264) ■ Section 4.3 (p.291) See "Additional information on the actions in favour of biodiversity" (p.41)

Additional information on the actions in favour of biodiversity [304]

In 2024, **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 of project certifications (Biodiversity) and green space management.
- **Mitigate land pressure and contribute to the Zero Net Artificialisation (ZNA) objective by 2050:** the Group is committed to achieving the ZNA objective by 2050 by defining a strategy including a ZNA trajectory for 2030, driven by La Poste Immobilier. This strategy is based on the "Avoid, reduce, offset" principle, which the group applies to all of its real estate projects. For more information, see the section on [Biodiversity and ecosystems of the 2024 URD \(p.265\)](#).
- **Establish a water management strategy:** La Poste Immobilier manages issues relating to the water consumption of the Group's buildings. To this end, it has defined an action plan for its activities with three priority areas: monitor consumption and reduce leaks; improve rainwater and grey water management; conduct a cross-functional project to raise awareness, train and mobilise the Group's employees.

(1) The double materiality assessment and stakeholder consultations confirmed that biodiversity issues (ESRS E4) are not material matters for the Group, either financially or in terms of impact.

Indicator	Scope	Unit	2022	2023	2024
GLOBAL BIODIVERSITY SCORE (GBS)^(a)					
■ Static footprint	See note ^(a)	MSA.km ²	ND	543	1,181
■ Dynamic footprint	See note ^(a)	MSA.km ²	ND	5.4	12.8
<i>(a) 2023: La Poste SA and La Banque Postale scope (operational scope). Measure extended to Geopost in 2024. The activities of La Poste SA, La Banque Postale (operating scope) and Geopost represent 76% of the Group's consolidated revenue.</i>					
BREAKDOWN OF THE STATIC FOOTPRINT BY SCOPE				2023	2024
Scope 1 and Scope 2 (internal activity)				11%	9.9%
Scope 3 upstream				89%	90.1%
DISTRIBUTION OF THE STATIC FOOTPRINT BY PRESSURE				2023	2024
Land use impacts				47%	51.3%
Climate change impacts				31%	34.8%
Pollution-related impacts				17%	9.4%
Water consumption impacts				5%	4.5%

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.2.1 (p.178) ■ Section 3.1.2.3 (p.190) ■ Sections 4.1 (p.276) and 4.3 (p.291) Impact report (p.48) Communication on Progress
305-1 Direct GHG emissions (Scope 1)	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 Section 3.1.2.1 (p.178) See "Additional information on greenhouse gas (GHG) emissions" (p.43)
305-2 Energy indirect GHG emissions (Scope 2)	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 Section 3.1.2.1 (p.178) See "Additional information on greenhouse gas (GHG) emissions" (p.43)
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 Section 3.1.2.1 (p.178) See "Additional information on greenhouse gas (GHG) emissions" (p.43)

Additional information on greenhouse gas (GHG) emissions [305]

Summary of the GHG emissions

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total GHG emissions	Group	metric tonnes eq. CO ₂	2,392,988	5,708,785	5,480,257	-4.0%
■ of which direct emissions (Scope 1)	Group	metric tonnes eq. CO ₂	432,360	387,205	331,578	-14.4%
■ of which indirect emissions related to energy (Scope 2 market-based)	Group	metric tonnes eq. CO ₂	49,908	37,681	43,919	+16.6%
Scope 2 location-based	Group	metric tonnes eq. CO ₂	123,211	123,224	138,480	+12.4%
■ of which indirect emissions (Scope 3)	Group	metric tonnes eq. CO ₂	1,910,720	5,283,900	5,104,760	-3.4%
● Cat. 1 - Products and services purchased	Group	metric tonnes eq. CO ₂	ND	1,474,661	1,268,470	-14.0%
● Cat. 2 - Non-current assets	Group	metric tonnes eq. CO ₂	ND	504,891	517,428	+2.5%
● Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	Group	metric tonnes eq. CO ₂	ND	107,737	101,790	-5.5%
● Cat. 4 - Upstream transport and distribution	Group	metric tonnes eq. CO ₂	1,789,254	2,288,163 ^(a)	2,233,938	-2.4%
● Cat. 5 - Waste generated during operations	Group	metric tonnes eq. CO ₂	ND	71,975	87,914	+22.1%
● Cat. 6 - Business travel	Group	metric tonnes eq. CO ₂	10,224	9,290	6,847	-26.3%
● Cat. 7 - Commuting	Group	metric tonnes eq. CO ₂	ND	162,860	171,843	+5.5%
● Cat. 8 - Upstream leased assets	Group	metric tonnes eq. CO ₂	2,853	5,240	1,991	-62.0%
● Cat. 9 - Downstream transport and distribution	Group	metric tonnes eq. CO ₂	ND	446,636	497,997	+11.5%
● Cat. 10 - Processing of products sold	Group	metric tonnes eq. CO ₂	NA	NA	NA	-
● Cat. 11 - Use of products sold	Group	metric tonnes eq. CO ₂	ND	43	12	-72.1%
● Cat. 12 - End of life of products sold	Group	metric tonnes eq. CO ₂	ND	13,115	17,529	+33.7%
● Cat. 13 - Downstream leased assets	Group	metric tonnes eq. CO ₂	NA	NA	NA	-
● Cat. 14 - Franchises	Group	metric tonnes eq. CO ₂	ND	27,863	28,628	+2.7%
● Cat. 15 - Investments	Group	metric tonnes eq. CO ₂	ND	116,953	127,884	+9.3%
● Extrapolated emissions (Scope 3)	Group	metric tonnes eq. CO ₂	108,390	54,474	42,490	-22.0%

(a) Restatement of category 4 (upstream transportation and distribution) in 2024.

Indicator	Scope	Unit	2022	2023	2024
Greenhouse gas (GHG) emissions saved ^(b)	Services-Mail-Parcels and Geopost	metric tonnes eq. CO ₂	104,558	12,378	122,181

(b) Scopes 1, 2 and 3 concerning transport and delivery subcontractors, in connection with the reduction of parcel emission intensity.

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

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total GHG emissions of buildings	Group	metric tonnes eq. CO ₂	164,219	151,935	145,631	-4%
■ Direct GHG emissions (Scope 1) related to energy in buildings	Group	metric tonnes eq. CO ₂	111,458	86,840	79,941	-8%
■ Indirect GHG emissions (Scope 2) related to energy in buildings	Group	metric tonnes eq. CO ₂	49,908	37,681	43,919	+17%
■ Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	Group	metric tonnes eq. CO ₂	ND	22,173	19,780	-11%
■ Scope 3 Cat. 8 - Upstream leased assets ^(a)	Group	metric tonnes eq. CO ₂	2,853	5,240	1,991	-62%
Share of Building GHG emissions / Total GHG	Group	%	7	3	3	

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

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Total GHG emissions from transport	Group and subcontractors	metric tonnes eq. CO ₂	2,120,380	2,674,090	2,567,585	-4%
GHG emissions (Scope 1) related to the use of the fleet	Group	metric tonnes eq. CO ₂	320,902	300,364	251,637	-16%
Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	Group	metric tonnes eq. CO ₂	ND	85,563	82,010	-4%
Scope 3 Cat. 4 - Upstream transport and distribution ^(a)	Subcontractors	metric tonnes eq. CO ₂	1,799,478	2,288,163	2,233,938	-2%
Share of Transport GHG emissions / Total GHG	Group and subcontractors	%	89	47	47	

(a) 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 Section 3.1.2.1 (p.189) See "Additional information on the intensity ratio" (p.45)

Additional information on the intensity ratio [305-4]

Indicator	Scope	Unit	2022	2023	2024
GHG emissions intensity, based on location (total GHG emissions by net revenue ^(a))	Group	tCO ₂ e / €m revenue	ND	215.5	206.1
GHG emissions intensity, market-based (total GHG emissions per million euros of revenue)	Group	tCO ₂ e / €m revenue	ND	212.3	202.6
Net revenue ^(a) used to calculate the GHG emissions intensity	Group	€m	ND	26,888	27,055

(a) Net revenue is compared with the revenue reported in Note 6 to the consolidated financial statements "Segment information" of the 2024 Universal Registration Document.

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 Section 3.1.2.1 (p.178) Impact report (p.88) See "Additional information on greenhouse gas (GHG) emissions" (p.43)
305-6 Emissions of ozone-depleting substances (ODS)	ESRS E2	Other emissions	Universal Registration Document Section 3.1.2.3 (p.190)
305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), 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 Section 3.1.2.3 (p.192) See the environmental targets (p.6)

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.3.2 (p.266) ■ Section 4.3 (p.291)
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: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.3.2 (p.266)
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)	Actions to manage impacts	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 1.1.1 (p.60) ■ Section 3.3.2 (p.267)
306-3 Waste generated	ESRS E5 E5-5 §37 (a), §38 to §40	Waste generation	Universal Registration Document Section 3.3.2 (p.269)
306-4 Waste diverted from disposal	ESRS E5 E5-5 §37 (b), §38 and §40		See "Additional information on waste" (p.46)
306-5 Waste directed to disposal	ESRS E5 E5-5 §37 (c), §38 and §40	Metrics	
306-3 Significant spills	ESRS E2	Spill prevention	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.2.3 (p.190) ■ Section 4.3 (p.291)

Additional information on waste [306]⁽¹⁾

Indicator	Scope	Unit	2023	2024
Total quantity of waste produced (37a)	Group	metric tonnes	119,845	190,256
■ of which total quantity of hazardous waste (39)	Group	metric tonnes	2,329	2,180
■ of which total quantity of non-hazardous waste	Group	metric tonnes	117,516	188,076

Indicator	Scope	Unit	2023	2024
WASTE NOT ELIMINATED (RECOVERED), BY TYPE OF RECOVERY OPERATION				
Total quantity of waste not disposed of (recovered)(37b)	Group	metric tonnes	105,360	147,643
Weight of hazardous waste	Group	metric tonnes	1,768	1,296
● sent to be prepared for reuse (37b i)	Group	metric tonnes	50	30
● sent for material recycling (37b ii)	Group	metric tonnes	1,616	1,203
● sent for energy recovery (37b iii)	Group	metric tonnes	100	63
● sent to other recovery operations (37b iii)	Group	metric tonnes	2	0
Weight of non-hazardous waste	Group	metric tonnes	103,592	146,347
● sent to be prepared for reuse (37b i)	Group	metric tonnes	6,893	8,099
● sent for material recycling (37b ii)	Group	metric tonnes	94,749	137,742
● sent for energy recovery (37b iii)	Group	metric tonnes	1,935	503
● sent to other recovery operations (37b iii)	Group	metric tonnes	15	2

(1) In order to extend the scope covered to the entire Group, a new methodology for estimating the volumes of waste produced by the establishments of La Poste Groupe was used for the 2024 financial year.

Indicator	Scope	Unit	2023	2024
WASTE ELIMINATED, BY TYPE OF WASTE TREATMENT				
Total quantity of waste disposed	Group	metric tonnes	14,485	42,613
Weight of hazardous waste	Group	metric tonnes	561	884
● sent for incineration (37c i)	Group	metric tonnes	78	152
● sent to landfill (37c ii)	Group	metric tonnes	134	92
● sent to other disposal operations (37c iii)	Group	metric tonnes	349	640
Weight of non-hazardous waste	Group	metric tonnes	13,924	41,729
● sent for incineration (37c i)	Group	metric tonnes	678	4,766
● sent to landfill (37c ii)	Group	metric tonnes	3,652	25,608
● sent to other disposal operations (37c iii)	Group	metric tonnes	9,594	11,355
Indicator	Scope	Unit	2023	2024
Total quantity of non-recycled waste (37d) ^(a)	Group	metric tonnes	16,537	43,182
Percentage of non-recycled waste (37d) ^(a)	Group	%	14	23

(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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.4.2 (p.254) ■ Section 4.1 (p.276) ■ Section 4.3 (p.291)
308-1 New suppliers that were screened using environmental criteria	ESRS G1 G1-2 §15 (b)	Supplier environmental assessment	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.4.2 (p.254) ■ Section 4.3.4 (p.314) See "Additional information on the responsible purchasing policy" (p.48)
308-2 Negative environmental impacts in the supply chain and actions taken	ESRS 2 SBM-3 §48 (c) i and iv		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.3 (p.163) ■ Section 3.1.1.4 (p.164) ■ Section 3.1.4.2 (p.254) ■ Section 4.3.4 (p.314) Impact report (p.72) Mission Committee report (p.13) See "Additional information on the responsible purchasing policy" (p.48)

Additional information on the responsible purchasing policy

A BODY OF POLICIES GOVERNING 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. This policy, updated in 2019, establishes the governance framework and guides the purchasing function and its employees in their daily actions by presenting the strategic areas of the Group Purchasing Department. It incorporates the societal and environmental issues and guarantees compliance with the legal rules and ethical principles pertaining to 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 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.

La Poste Groupe continued to roll out its CSR 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. Validated by the Executive Committee, this policy is based on four fundamental and complementary pillars (see the 2024 sustainability statement, section on [Supplier relationship management \[G1-2\]](#), p.254). This approach is already applied to each of the stakeholders in the purchasing process: the purchasing function, suppliers and specifiers.

These policies form a coherent whole that sets out the principles of conduct shared between La Poste, its suppliers and its subcontractors through compliance with the **Responsible and Ethical Purchasing Charter**, which is electronically signed by the contracted suppliers. This charter reiterates the respect for:

- the fundamental rights (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).

In addition to the supplier relationship, La Poste has endeavoured to supplement this framework by integrating the main principles mentioned above, within the purchasing function as well as with specifiers through the following two charters.

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.

GOVERNANCE

The governance of purchasing within La Poste Groupe 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 the sectoral risks, which includes a view by geographic area (**Duty of vigilance plan**, in [Section 4.3 of La Poste Groupe's 2024 Universal Registration Document](#)). This tool enables the purchasing function to manage and control the Compliance and CSR risks related to its suppliers;
- **the category managers** define the purchasing strategy for their portfolios, validated by the heads of purchasing;

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

- **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, 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. The entire purchasing function is focused on the integration of ESG into their business line;
- **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.

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 through a reserved batch system ■ 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 sign the GPC, which include the ESG clauses, and 100% of suppliers submitted to calls for tenders sign 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 and/or the Responsible Purchasing division ■ 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

Risk mapping (Supplier e-Compliance Hub and AFNOR mapping)

- Hub:** regular mapping update:
- Including a view by geographic area
 - Breakdown at sector and country level according to six themes

AFNOR mapping

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.

Training/coordination of buyers and specifiers

- 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

In addition, following the signing of the **Responsible Supplier Relations and Purchasing Charter** 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 five areas, presented in the sustainability statement ([Management of relationships with suppliers section \[G1-2\], p.255](#)).

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. 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 must 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 must 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 adequacy between the license plate and the Euro standard used by the vehicle. 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: 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 workers with disabilities); 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	2022	2023	2024
PURCHASE VOLUME					
Purchases	La Poste (LP), La Poste Immobilier (LPI) and La Banque Postale (LBP)	€bn excl. tax	5.5	5.8	5.3
Weight of VSEs/SMEs/ISEs	LP, LPI and LBP	%	80	80	80
PURCHASING FUNCTION INDICATORS					
Purchasing employees trained in responsible purchasing	LP, LPI and LBP	Nb	108	329	295
Ratio of purchasing employees trained in responsible purchasing	LP, LPI and LBP	%	33	90	94
Purchasing employees having signed the purchasing function's responsible and ethical commitments	La Poste SA	%	100	100	100
SUPPLIER INDICATORS					
Coverage rate of the clauses	La Poste SA	%	100	100	100
Number of suppliers informed of the self-assessment system	LP, LPI and LBP	Nb	2,108	2,887	3,203
Number of self-assessments carried out	LP, LPI and LBP	Nb	462	652	1,202
Suppliers and subcontractors audited (documentary audits)	LP, LPI and LBP	Nb	146	179	189
Percentage of formalised purchasing consultations with discriminatory (>10%) or eliminatory criteria	La Poste, Viapost Transport Management, La Banque Postale and La Poste Immobilier	%	ND	ND	81
INCLUSIVE PURCHASING					
Purchases from the protected workforce integration sector	LP, LPI and LBP	€m	33.4	39	55.7
■ Of which purchases from the protected workforce integration sector		€m	17	22.8	36.3
■ Number of suppliers from the protected workforce integration sector		Nb	240	248	226
■ Purchases from the disabled and sheltered work sector		€m	16.4	16.2	19.4
■ Number of suppliers from the disabled and sheltered work sector		Nb	256	316	308

2.4 SOCIAL STANDARDS

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 (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) et (c)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> Section 3.1.1.4 (p.164) Section 3.1.3.1 (p.208) Section 3.1.3.2 (p.227) Section 4.1 (p.276) and 4.3 (p.291) Communication on Progress See "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 Section 3.1.3.1 (p.208 and p.222) See "Additional information on recruitment and young professionals" (p.52)
		Employee turnover	Universal Registration Document Section 3.1.3.1 (p.208 and p.222) See "Additional information on recruitment and young professionals" (p.52)

Additional information on recruitment and young professionals [401-1]

Indicator	Scope	Unit	2022	2023	2024
RECRUITMENT					
Number of people hired on permanent contracts	France	PP ⁽¹⁾	14,569	15,622	12,628
Number of people hired on permanent contracts	Rest of the World	PP	9,434	9,232	8,247
Recruitment on permanent contracts	Total	PP	24,003	24,854	20,875
Employee turnover rate	Group World	%	10.95	11.67	11.5
YOUNG PROFESSIONALS					
Number of interns received	La Poste SA	Nb	4,068	6,918	8,100
■ of which from urban priority neighbourhoods ^(a)	La Poste SA	%	23	11	ND
Year 10/9 th grade school pupil trainees welcomed	La Poste SA	Nb	800	849	1,053
Work-study contracts (professional training contracts + apprenticeship)	Group	Nb	5,195	5,705	5,622
■ of which from urban priority neighbourhoods ^(a)	La Poste SA	%	23	11	25.7
Number of young people under the age of 30 who benefited from an internship, work-study programme or hiring (permanent or temporary contracts) during the year ^(b)	La Poste SA	Nb	14,689	16,781	24,051
Young people benefiting from the L'Envol scheme	La Banque Postale	Nb	535	508	516

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

(b) In 2024, this indicator was changed to take into account young people up to the age of 30 (vs under 26 years previously). On a comparable basis to 2023, the figure would be 19,500 young people in 2024.

(1) Individuals.

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	DR S1-11 is a transitional provision not carried forward to 2024. Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.30) ■ Section 3.1.3.1 (p.212) ■ Section 6 Note 3.17 (p.400), Note 24 (p.554) and Note 31 (p.434) See "Additional information on the benefits granted to employees" (p.53)

Additional information on the benefits granted to employees (remuneration and benefits) [401-2]

Indicator	Scope	Unit	2022	2023	2024
REMUNERATION					
Average gross annual remuneration - Women	Group France	€k	ND	35.3	39.2 ^(a)
Average gross annual remuneration - Men	Group France	€k	ND	35.7	40.9 ^(a)
Amount paid in respect of the profit-sharing scheme ^(b)	La Poste SA	€m	186	109	152
Number of employees receiving profit-sharing	Group	Nb	ND	ND	200,045

(a) The figures for 2024 also include variable and additional remuneration.

(b) Corporate social contribution tax ("forfait social") on salaries included.

Indicator	Scope	Unit	2022	2023	2024
EMPLOYEE SAVINGS					
Group employees with an employee savings plan (PEG or PERCO) ^(c)	Group France	Nb	78,788	84,139	95,590
Total amount of Group PEG and PERCO plans ^(c)	Group France	€m	557	686	862
Net contribution paid by the company ^(c)	Group France	€m	25	28	22
SPENDING ON SOCIAL ACTIVITIES					
Total spending on social activities	La Poste SA	€m	183	189	180
Catering and economic segment	La Poste SA	€m	81.8	107.9	107.1
		%	44.7	53.9	59.46
Sporting and cultural activities	La Poste SA	€m	39	38.3	32.7
		%	21.2	19.1	18.17
Childhood	La Poste SA	€m	28.9	33.5	33.5
		%	15.8	16.7	18.41
Mutual aid and social solidarity	La Poste SA	€m	17	9.7	7.1
		%	9.3	4.8	3.97
HOUSING					
Number of employees housed in La Poste reserved accommodation	Group France	Nb	2,300	2,800	3,400

(c) These indicators include active employees of La Poste SA and certain subsidiaries in France who are members of the employee savings plan.

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 3.1.3.1 (p.226) See "Additional information on family and parental leave" (p. 54)

Additional information on family and parental leave [401-3]

Indicator	Scope	Unit	2024	
			MEN	WOMEN
WORK-LIFE BALANCE				
Percentage of entitled persons	Group	%	99.97	99.93
Percentage of entitled persons taking family leave	Group	%	7.90	9.10

Indicator	Scope	Unit	2022	2023	2024
			Employees entitled to parental leave	La Poste SA	%
Employees who took parental leave, by gender	La Poste SA	Nb	711 (F) 105 (M)	861 (F) 116 (M)	898 (F) 170 (M)
Employees who returned to work during the reporting period after parental leave, by gender	La Poste SA	Nb	472 (F) 56 (M)	429 (F) 31 (M)	388 (F) 45 (M)

GRI 402: Labor/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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 4.1 (p.276) and 4.3 (p.291) Communication on Progress
402-1 Minimum notice periods regarding operational changes	ESRS S1	Social dialogue	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.218 and p.224) ■ Section 4.3.5 (p.322) ■ Section 6 Note A (p.532) Impact report (p.32-33) See "Additional information on collective bargaining" (p.23) and below "Additional information on social dialogue" (p.55)

Additional information on social dialogue [402-1]

In 2024, **Social and Economic Committees (SEC)** were set up within La Poste SA. They are now the framework for social dialogue.

La Poste Groupe **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**
- Access to **mediation concerning the Group’s working life** for all employees, managers or HR, for the sake of prevention or to propose an alternative dispute resolution method. This contributes to improving the quality of life at work and the company’s performance.
- **Annual survey (commitment survey)** among all Group employees, and annual surveys to collect opinions on actions taking place during the year.

Indicator	Scope	Unit	2022	2023	2024
Notice period	La Poste SA	Weeks	12	12	12
Prior notice and consultation mechanism in collective bargaining agreements	La Poste SA	Yes/No	yes	yes	yes
Employees represented in collective representation bodies ^(a)	Group France	%	100	100	100
Referrals handled by workplace ombudsman	Group	Nb	330	347	531
Respect for trade union and collective bargaining	Group France	%	100	100	100

(a) The Health, Safety and Working Conditions Committee was in place until 31 October 2024. The Social and Economic Committees were set up as of 1 November 2024.

La Poste Groupe’s ambition to evolve towards a sustainable profitable and responsible company requires the **commitment of its employees**. Symmetrically, the Group’s CSR ambition is a factor in the commitment of employees.

The **“Committed company” programme**, launched in 2023, focuses on three areas: **“All employees”**, in order to share a common CSR culture; **“Management functions”** and **“Business lines”**. Each area is structured around appropriate actions in the areas of commitment, training, objectification, and the development of business processes.

- **55%** of employees followed **at least one CSR training** in 2024
- **25,000 employees** attended the **Climate Fresco** workshop.
- More than **2,600 employees** (+32% vs 2023) were able to commit to the **Déclic, mon temps de travail solidaire** programme
- The 2025 **objectification** for managers integrates **ESG objectives at 25.5%**
- La Poste has integrated the **CSR criteria** (at least 10%) in its **purchasing consultations**

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

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: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 4.1 (p.287), 4.3.3 (p.307) and 4.3.4 (p.314) Communication on Progress
403-1 Occupational health and safety management system	ESRS S1 S1-1 §23		Universal Registration Document: Section 3.1.3.1 (p.208 and 226) See below "Additional information on occupational health and safety actions" (p.57)
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: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.209, 211 and 218) ■ Sections 4.3.3 (p.307) and 4.3.4 (p.314) See below "Additional information on occupational health and safety actions" (p.57)
403-3 Occupational health services	ESRS S1		Universal Registration Document: Section 3.1.3.1 (p.209, 211 and 218) See below "Additional information on occupational health and safety actions" (p.57)
403-4 Worker participation, consultation, and communication on occupational health and safety	ESRS S1		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.208) ■ Section 4.3 (p.291) Impact report (p.33) See below "Additional information on occupational health and safety actions" (p.57)
403-5 Worker training on occupational health and safety	ESRS S1	Awareness-raising and training	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.208) ■ Section 4.3.3 (p.307), 4.3.4 (p.315), 4.3.6 (p.324) and 4.3.7 (p.326) See below "Additional information on occupational health and safety actions" (p.57)
403-6 Promotion of worker health	ESRS S1 and S2		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 4.3 (p.291) See below "Additional information on occupational health and safety actions" (p.57)
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 <ul style="list-style-type: none"> ■ Section 3.1.3.2 (p.231) ■ Section 4.3.3 (p.307), 4.3.4 (p.314) and 4.3.8 (p.324) See below "Additional information on occupational health and safety actions" (p.57)
403-8 Workers covered by an occupational health and safety management system	ESRS S1 S1-14 §88 (a); §90		Universal Registration Document Section 3.1.3.1 (p.226) See below "Additional information on occupational health and safety actions" (p.57)

Additional information on occupational health and safety actions [403]

The health and safety issues are detailed in the [Duty of Care Plan](#) (p. 291).

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**.

Indicator	Scope	Unit	2022	2023	2024
Percentage of people in its own workforce who are covered by the undertaking’s health and safety management system based on legal requirements and/or recognised standards or guidelines	Group	%	ND	ND	99.9
Occupational physicians	La Poste SA	Individuals	104	96	90
Occupational health nurses	La Poste SA	Individuals	116	116	116
Social assistants	La Poste SA	Full-time equivalents	198	180	169
Occupational health service assistants	La Poste SA	Individuals	110	105	102

In addition to the internal players, a network of **“kindness ambassadors”** has been in place since 2019, comprising employees of all hierarchical levels. They are trained on how to identify a colleague in psychological difficulty, on how to address this colleague, and how to direct him or her to the appropriate person. At the end of 2024, the network comprised **more than 650 kindness ambassadors**, with a target of having more than 1,000 ambassadors by 2026.

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	Metrics	Universal Registration Document: ■ Section 3.1.3.1 (p.210 and p.226) ■ Section 4.3.8 (p.327) See below "Additional information on accidents at work and work-related diseases" (p.58)
403-10 Work-related ill health	ESRS S1 S1-4, §38 (a); S1-14 §88 (b) and (d); §89; §AR 82	Metrics	Universal Registration Document: ■ Section 3.1.3.1 (p.210 and p.226) ■ Section 4.3.8 (p.327) See below "Additional information on accidents at work and work-related diseases" (p.58)

Additional information on accidents at work and work-related diseases [403-9 and 403-10]

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
Teleworking employees	Group	Nb	38,926	40,864	39,137	-4%
Overtime	Group	Nb	5,319,551	8,475,876	7,947,525	-6%
Frequency rate ^(a)	Group	%	18.94	17.55	17	-
Severity rate	Group	%	1.33	1.28	1.26	-
Number of fatalities in its own workforce as a result of work-related injuries and work-related ill health	Group	Nb	0	1	8	-
Sickness absenteeism rate	Group	%	6.8	6.3	6	-
Days of absence due to illness	Group	Number of days	6,319,823	5,648,743	5,566,002	-1%
Days of absence due to work-related diseases	Group	Number of days	194,503	176,055	155,050	-12%
Days of absence due to workplace accidents ^(b)	Group	Number of days	89,924	88,434	92,624	+5%
ACCIDENTS AT WORK AND COMMUTING ACCIDENTS (CIVIL SERVANTS AND EMPLOYEES)						
Number of recordable accidents at work for own workforce	Group	Nb	8,006	7,429	7,089	-5%
Number of commuting accidents resulting in lost time	La Poste SA	Nb	1,003	892	980	+10%
● Women	La Poste SA	Nb	568	379	421	+11%
● Men	La Poste SA	Nb	435	513	559	+10%

Indicator	Scope	Unit	2022	2023	2024	Change 2024/2023
NUMBER OF PERMANENT DISABILITIES^(a) (PARTIAL AND TOTAL NOTIFIED TO THE COMPANY DURING THE YEAR)						
Due to commuting accidents	La Poste SA	Nb	40	44	44	-
● Women	La Poste SA	Nb	20	23	13	-43%
● Men	La Poste SA	Nb	20	21	31	+48%
Due to accidents at work	La Poste SA	Nb	181	160	163	+2%
● Women	La Poste SA	Nb	117	98	61	-38%
● Men	La Poste SA	Nb	64	62	102	+65%
NUMBER OF WORK-RELATED DISEASES RECOGNISED^(d)						
Name of the disease	La Poste SA	Nb	404	441	453	+3%
Chronic acid and derivative	La Poste SA	Nb	0	0	1	-
Asbestos (30)	La Poste SA	Nb	0	0	0	-
Lung cancer (30 bis)	La Poste SA	Nb	0	0	0	-
Skin lesions (nickel salts)(37)	La Poste SA	Nb	0	0	0	-
Deafness (42)	La Poste SA	Nb	0	0	0	-
Periarticular disorders(57)	La Poste SA	Nb	388	401	414	+3%
Skin lesions (65)	La Poste SA	Nb	0	0	0	-
Lumbar rachis (97)	La Poste SA	Nb	0	0	1	-
Lumbar rachis (98)	La Poste SA	Nb	0	14	19	+36%
Chronic meniscus lesions	La Poste SA	Nb	0	2	2	-
Other	La Poste SA	Nb	16	24	16	-33%
ISO 45001 CERTIFICATION						
Coverage ratio (employees)	Group	%	3	3	4	-
Coverage ratio (operating revenue)	Group	%	7	8	8	-

(a) Based on the number of civil servants, permanent and fixed-term contracts (excluding trainees); number of accidents at work (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.

(b) 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.

(c) These disabilities may result from accidents that occurred during the year or in previous years.

(d) 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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227)
404-1 Average hours of training per year per employee	ESRS S1 S1-13 §83 (b) and §84	Metrics	Universal Registration Document Section 3.1.3.1 (p.225) Impact report (p.36-37) See below "Additional information on training and professional development" (p.60)
404-2 Programs for upgrading employee skills and transition assistance programs	ESRS S1 S1-1 §AR 17 (h)	Strengthen the employability of employees	Universal Registration Document Section 3.1.3.1 (p.216) See below "Additional information on training and professional development" (p.60)
404-3 Percentage of employees receiving regular performance and career development reviews	ESRS S1 S1-13 §83 (a) and §84	Talent review	Universal Registration Document Section 3.1.3.1 (p.225) See below "Additional information on training and professional development" (p.60)

Additional information on training and professional development [404]

On 31 March 2025, La Poste signed a **new majority agreement on the Management of Employment, Career Paths, and Diversity of Business Lines**. This agreement specifies the systems and measures enabling employees to be involved in their employability and career path.

Accelerate CSR training for a shared ESG culture

To succeed in its transformation towards a sustainable profitable and responsible company, 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, in 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. In 2024, 70,841 modules were followed by 42,448 unique learners and the playlist encompassing the 16 modules offered had 5,938 subscribers.

This system complements the deployment of the Climate Fresco, which had been completed by 23,643 employees (at 31 December 2024).

Indicators related to training and professional development [404]

Indicator	Scope	Unit	2024			
			MEN	WOMEN	NOT REPORTED	TOTAL
ANNUAL APPRAISAL INTERVIEWS						
Number of annual performance reviews	Group	Nb	93,154	95,010	24	188,188
Percentage of annual performance reviews	Group	%	69.9	81	100	75.1
Training hours	Group	Nb	2,076,707	2,461,325	2,575	4,540,608
Average number of training hours per employee	Group	Nb	16	21	107	18

Indicator	Scope	Unit	2022	2023	2024
			Rate of access to training	La Poste SA	%
Training expenditure	La Poste SA	% of payroll	4.14	5.05	4.70
Percentage of employees having attended a digital training course during the year	La Poste SA	%	20.8	15.1	12.89
Employees trained in personal data protection	La Poste SA	Nb	39,381	26,894	21,827
EVOLUTION AND MOBILITY					
Employees enrolled in career paths leading to certification (cumulative)	La Poste SA	Nb	1,040	1,360	3,400
Percentage of workforce having benefited from internal mobility	Group	%	12	13	13.41
Offers on the Job Exchange	Group France	Nb	18,368	16,143	11,546
Employees supported by the Mobility and Recruitment teams	Group France	Nb	12,816	25,773	24,311
Employees who transferred to work in civil service	La Poste SA	Nb	141	170	137
Employees who set up or purchased their own business	La Poste SA	Nb	224	205	101 ^(a)
Employees who found jobs in the SSE	La Poste SA	Nb	53	37	11
Actors of professional evolution in territories	La Poste SA	Nb	268	243	219

(a) From 2024, this figure specifically includes the number of business creations supported by La Poste's internal business creation support advisors. Previously, it took into account all business creations, whether or not they had received support from these advisors.

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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 4.3.2 (p.295) and 4.3.3 (p.310) Impact report (p.34-35) Communication on Progress See "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: <ul style="list-style-type: none"> ■ Section 3.1.1.2 (p.156) ■ Section 5.1.1 (p.334) See below "Additional information on gender diversity within the governance bodies" (p.62)

Additional information on gender diversity within the governance bodies [405-1]

Percentage of women in governance bodies	March 2023	March 2024	March 2025
Board of Directors (directors, excluding non-voting members)	48%	43%	48%
Quality and Sustainable Development Committee	71%	71%	71%
Public Service Missions Committee	43%	43%	57%
Appointments, Remuneration and Governance Committee	0%	25%	50%
Audit Committee	20%	20%	40%
Strategy and Investment Committee	67%	56%	67%
Executive Committee	22%	30%	40%
As a reminder: percentage of women in the workforce	47.3%	47.3%	46.6%

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 Section 3.1.3.1 (p.222, p.224 and p.225) See hereinafter "Additional information on diversity among employees" (p.63)
405-2 Ratio of basic salary and remuneration of women to men	ESRS S1 S1-16 §97 and §98	Gender equality	Universal Registration Document Section 3.1.3.1 (p.226) See "Additional information on diversity among employees" (p.63)

Additional information on diversity among employees [405-1 and 405-2]

Indicator	Scope	Unit	2024
BREAKDOWN OF EMPLOYEES IN EXECUTIVE MANAGEMENT			
Male employees	Group	Nb (%)	217 (60.4%)
Female employees	Group	Nb (%)	142 (39.6%)
Total	Group	Nb (%)	359 (100%)
BREAKDOWN OF EMPLOYEES BY AGE GROUP			
Under 30 years	Group	Nb (%)	35,656 (14.2%)
30-49 years	Group	Nb (%)	116,495 (46.3%)
50 years and above	Group	Nb (%)	99,218 (39.5%)
Total	Group	Nb (%)	251,369 (100%)
EMPLOYEES WITH DISABILITIES			
Male employees with disabilities	Group	Nb (%)	4,991 (3.5%)
Female employees with disabilities	Group	Nb (%)	8,522 (6.9%)
Total	Group	Nb (%)	13,513 (5.0%)

Indicator	Scope	Unit	2022	2023	2024
OTHER DIVERSITY METRICS					
Percentage of women in the workforce	Group Europe	%	47.3	47.3	46.4
Percentage of employees/managers	Group Europe	%	71/29	70/30	72/28
Percentage of women senior executives	La Poste SA	%	35.5	38.2	39.6
Employment rate of people with disabilities (% of the government mandated level)	La Poste SA	%	8.77	9.33	9.76
People with disabilities hired	La Poste SA	Nb	138	199	271
GENDER EQUALITY					
Gender equality index	La Poste SA	Score/100	94	94	94
Promotion rate	Group	%	6.9	6.8	6.2
■ Of which percentage of women in promotions	Group	%	49.8	50.4	48.8
Gender pay gap	Group	%	ND	ND	4

RATIO OF AVERAGE FIXED REMUNERATION (GROSS/MONTH) BETWEEN MEN AND WOMEN, BY PROFESSIONAL CATEGORY (IN 2024)	CIVIL SERVANTS	EMPLOYEES
	Senior managers and executives	1.03
Engineers and managers	1.01	1.04
Technicians and supervisors	1.01	0.98
Workers and employees	0.99	0.97

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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 3.1.3.4 (p.240) ■ Section 3.1.4.2 (p.255) ■ Section 4.3.2 (p.295), 4.3.3 (p.310) and 4.3.4 (p.314) Communication on Progress See "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 Section 3.1.3.1 (p.226)

Additional information on the human rights policy

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 the **United Nations Global Compact**.

La Poste Groupe, 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.

The Group has adopted a **human rights policy, driven by the Executive Committee as well as the management bodies of the Group and subsidiaries**. This 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**. This policy contributes to the implementation of the duty of vigilance plan⁽¹⁾. The Group's human rights commitments are available in this policy, on the [Group website](#).

La Poste Groupe 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, **La Poste Groupe 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 Section 4.3 of the 2024 Universal Registration Document.

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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 3.1.4.2 (p.255) Communication on Progress See "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 3.1.3.2 (p.227)

Additional information on labour unions

The social dialogue with the trade unions made it possible, in 2024, to address the following subjects during strategic bilateral meetings: review of business life (strategy of CNP Assurances and the mobile telephony market with La Poste Mobile, out-of-home strategy in Europe and France, e-commerce strategy, La Poste Solutions' marketing strategy, results and outlook for Data and AI at La Poste, and presentation of cash management), training in Data and AI.

GRI 408: Child labor - 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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 3.1.4.2 (p.255) ■ Section 4.1 (p.287) and 4.3 (p.296) See "Additional information on the human rights policy" (p.64)
408-1 Operations and suppliers at significant risk for incidents of child labor	ESRS S1 §14 (g); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against child labour	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.210) ■ Section 3.1.3.2 (p.228) ■ Section 4.3 (p.296)

GRI 409: Forced or compulsory labor - 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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.2 (p.227) ■ Section 3.1.4.2 (p.255) ■ Section 4.1 (p.287) and 4.3 (p.296) <p>See "Additional information on the human rights policy" (p.64)</p>
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	ESRS S1 §14 (f); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against forced labour	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.210) ■ Section 3.1.3.2 (p.228) ■ Section 4.3 (p.296 and 319)

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, 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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.3 (p.233) ■ Section 4.1 (p.287)
410-1 Security personnel trained in human rights policies or procedures	ESRS S3	Promotion of security and human rights	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.3.1 (p.208) ■ Section 3.1.3.3 (p.233)

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.3 (p.233) ■ Section 4.3 (p.296) <p>See "Additional information on the human rights policy" (p.64)</p>
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 3.1.3.3 (p.233) See the responsible and ethical purchasing charter

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	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.3 (p.233) ■ Section 4.3 (p.296) See "Additional information on the human rights policy" (p.64)
413-1 Operations with local community engagement, impact assessments, and development programs	ESRS S3 S3-2 §19; S3-3 §25; S3-4 §AR 34 (c)	Contribution to local communities	Universal Registration Document: <ul style="list-style-type: none"> ■ Integrated report (p.35) ■ Section 3.1.3.3 (p.233) ■ Section 3.1.3.4 (p.243) Mission Committee report (p.14-19) Impact report (p.56-73) See "Additional information on significant indirect economic impacts" (p.29), "Additional information on support for people in vulnerable situations" (p.67) and "Additional information on the respect for human rights in banking and insurance activities" (p.68)
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: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.3 (p.233) ■ Section 3.1.3.4 (p.243)

Additional information on support for people in vulnerable situations

Indicator	Scope	Unit	2022	2023	2024
Number of people detected, supported, trained and equipped in the use of digital technology	La Poste SA, LBP, La Poste Mobile	Nb	473,734	646,071	788,252
			-	-	1,485,073 ^(a)
Number of beneficiaries of support services for elderly and vulnerable people	La Poste SA	Nb	230,263	248,581	283,273
Customers in financially vulnerable situations ^(b)	LBP	Million	1.7	1.6	1.7
<i>Livret A</i> customers benefiting from the banking accessibility public service mission	LBP	Million	1.4	1.3	1.2
Number of beneficiaries of banking inclusion who were able to receive social benefits	LBP	Nb	654,140	578,207	556,577
<i>Livret A</i> savings accounts holding assets of less than €100	LBP	%	46.6	46.4	46.9
Customers supported by <i>L'Appui</i> (budget support)	LBP	Nb	30,121	33,595	42,209

(a) In 2024, the number of customers supported in post offices in priority urban policy neighbourhoods by social mediators from partner associations was measured for the first time.

(b) Customers in financially vulnerable situations, as defined by Banque de France.

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 responsible banking (PRB)**, the **Principles for responsible investment (PRI)**, the **Principles for sustainable insurance (PSI)** and the **Equator Principles**. CNP Assurances, which brings together the Group's insurance businesses, is also a signatory of the PRI for its investing activity, and of the PSI for its insurance business⁽¹⁾.

In terms of **investment and financing**, La Banque Postale has set up a **Responsible Financing and Investment Charter** and **stringent exclusion policies** covering certain sectors and activities. The United Nations Guiding Principles, the International Labour Organization Conventions on Fundamental Rights at Work, and the OECD Guidelines for Multinational Enterprises serve as a benchmark.

For its **socially responsible investment (SRI) funds**, La Banque Postale, via its subsidiary LBP Asset Management, undertakes to exclude from its financing any activity that has a significant negative impact on the health and safety of consumers. It may exclude all issuers suspected of serious or repeated violations of the principles of the United Nations Global Compact.

The **solidarity savings fund LBPAM SRI Human Rights** is an investment solution that implements an SRI strategy; it makes it possible to invest in diversified management taking into account ethical considerations, by investing in the securities of companies and sovereign States that respect and promote human rights. This ethical and sharing undertaking for collective investment (UCI) is composed of approximately 70% of Euro zone bonds and 30% of equities subject to a joint analysis with the International Federation of Human Rights.

For further information, see **La Banque Postale's 2024 Universal Registration Document**.

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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.4.2 (p.254) ■ Section 4.3 (p.291)
414-1 New suppliers that were screened using social criteria	ESRS G1 G1-2 §15 (b)	Supplier social assessment	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.4.2 (p.254) ■ Section 4.3.8 (p.329) <p>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.69)</p>
414-2 Negative social impacts in the supply chain and actions taken	ESRS 2 SBM-3 §48 (c) i and iv		Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.3 (p.163) ■ Section 3.1.4.2 (p.254) ■ Section 4.3.4 (p.314) <p>Impact report (p.72) 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.69).</p>

(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>).

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

The **respect for human rights** is a responsibility that La Poste Groupe applies to its **suppliers, service providers and subcontractors** with which it has a direct commercial contract, 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, and are presented in the Group's **Human Rights Policy**.

Several other charters have also been put in place within the **business lines and subsidiaries** to govern supplier relations and guarantee compliance with the ethical, social and environmental principles promoted by the Group. This is the case, for example, for **La Banque Postale** and **Geopost**.

La Poste Groupe 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 La Poste Groupe in the analysis and assessment of its **partnership operations** and **mergers and acquisitions**.

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	Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1.1.4 (p.164) ■ Section 3.1.4.3 (p.258)
415-1 Political contributions	ESRS G1 G1-5 §29 (b)	Political influence activities	Universal Registration Document Section 3.1.4.3 (p.258) See "Additional information on policy commitments" (p.17)

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)	Impact, risk and opportunity management	Universal Registration Document: ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.4 (p.240)
416-1 Assessment of the health and safety impacts of product and service categories	ESRS S4	Consumer health and safety compliance	Universal Registration Document Section 3.1.3.4 (p.240) See "Additional information on cases of non-compliance" (p.22)
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 3.1.3.4 (p.240) see "Additional information on cases of non-compliance" (p.22)

(1) La Poste Groupe'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 417: Marketing and labeling - 2016

GRI standard	CSRD - ERSR 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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.4 (p.240)
417-1 Requirements for product and service information and labeling	ESRS S4	Compliance and labelling	Universal Registration Document Section 3.1.3.4 (p.240)
417-2 Incidents of non-compliance concerning product and service information and labeling	ESRS S4 S4-4 §35		Universal Registration Document Section 3.1.3.4 (p.240) See "Additional information on cases of non-compliance" (p.22)
417-3 Incidents of non-compliance concerning marketing communications	ESRS S4 S4-4 §35	Compliance and marketing practices	Universal Registration Document Section 3.1.3.4 (p.240) See "Additional information on cases of non-compliance" (p.22)

GRI 418: Customer privacy - 2016

GRI standard	CSRD - ERSR 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)	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ Section 3.1.1.4 (p.164) ■ Section 3.1.3.4 (p.245) ■ Section 4.1 (p.286) Impact report (p.54-55) Mission Committee report (p.18-21) Communication on Progress See "Additional information on cybersecurity and data protection" (p.71)
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 Section 3.1.3.4 (p.245) See "Additional information on cybersecurity and data protection" (p.71)

Additional information on cybersecurity and data protection [418]

Indicator	Scope	Unit	2022	2023	2024
Data breach notifications declared to the CNIL	Groupe France	Nb	20	28	21
Employees made aware of cybersecurity	La Poste SA	%	ND	ND	85
Number of active Digiposte and La Poste Digital Identity customers	La Poste SA	Million people	9.6	14.4	18.6

La Poste Groupe implements a global approach to cybersecurity which aims to ensure its compliance with applicable regulations and laws, in particular to protect its digital assets and ensure the continuity of its activities. 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" regulations are currently being integrated into the Group's PSSI.

Security of information systems, users, equipment and Group subsidiaries is managed as part of the **multi-year (2022-2025) 4x100% plan. A new 2026-2030 cyber strategic plan is being prepared and will be approved by Executive Management at the end of 2025.**

The Group's cyber defence organisation is committed to a process of transformation and improvement to define the right cyber defence operational model, in order to provide the necessary cyber services to the Group's entities according to market standards (operation aligned with those of an internal MSSP⁽¹⁾). This cyber-defence 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 strengthen the expertise of the specialised workforce (15 cybersecurity business lines represented in the Group according to the "SECNUMEDU" standard of the National Information Systems Security Agency), the Group is developing an **internal training programme "The Group's Cybersecurity School"** to guide and train some of its employees in cybersecurity jobs.

Cybersecurity governance

The Group's Cybersecurity Department has continued to develop its **coordination and governance bodies**. The following committees ensure the deployment of La Poste Groupe'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 (COOC)**: 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 (CISOC)**: 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 Groupe's information systems security policy (PSSI-G) is a set of directives that set out the security principles and rules to be respected and applied, as well as the organisation that enables their implementation within the Group. These directives are intended to define an organisational and operational cybersecurity plan in order to identify the risks weighing on information systems and likely to harm the Group.

In this context, **the PSSI-G is La Poste Groupe's sole cybersecurity framework** which applies within **the entire Group**. In 2025, work to overhaul the PSSI-G is underway to integrate the "NIS2/DORA/REC" regulatory requirements and to comply with the ISO 27002:2022 standard.

(1) Managed Security Service Providers.

“4x100%” strategic plan

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

- **supervision of 100% of the critical information systems:** all critical information systems, as defined by the CDC’s Risk Appetite indicator, must be supervised;
- **100% of the subsidiaries are enrolled** in a cybersecurity programme so that their information systems exposed to the Internet, their internal information systems and their messaging systems are protected;
- **protect 100% of the 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 programme on cyber risks and threats.

Resources

Within La Poste Groupe, almost 140 people are employed in the three Security Operation Centres (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 the three entities. They are equipped with a security information event management (SIEM) system, which enables them to manage information system events. The Group’s SOC is qualified 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 Department.

Every year, **an audit plan** is rolled out across the Group. 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 General Inspectorate 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.

These audits are supplemented by cyber maturity assessments (questionnaires with evidence) and controls (organisational and technical) managed by the Group Cyber Department at the subsidiaries. In 2024, 107 subsidiaries were assessed and 20 controlled (level 2 controls).

In addition, the Cyber Department deploys the cyber permanent control plan for the benefit of the Risk Department, which consists of monitoring the application of the PSSI on the most critical IS.

Lastly, La Poste Groupe 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. The populations handling sensitive information are the subject of an annual awareness-raising programme, and the Group is developing an internal training programme.

Cyber security incident reporting

All employees have access to an **incident reporting tool, including those related to cyber security**. In addition to the thousands of cybersecurity events experienced every year, in 2024, 18 cyber incidents were reported to the GCD.

Of these, 8 incidents were declared “significant” (in the sense of the nomenclature suggested by CDC) and 9 incidents were declared “routine”. Of these 18 incidents: 6 directly impacted La Poste SA or a business unit; 10 impacted a subsidiary and 2 impacted La Poste SA or a business unit’s subsidiary service provider, requiring the involvement of the Group Cyber Department to resolve the incident.

(1) Calls on specialists looking for vulnerabilities in applications or server configurations in exchange for a reward for discoveries and reports.

None of these incidents had any impact on the availability of the Group's IT services. All were the subject of an incident response adapted to the impacts, feedback and action plans, managed by the Group's Cybersecurity Department.

The year 2024 was marked by the holding of the **Olympic and Paralympic Games** and the implementation of an action plan aimed at limiting the risk and consequences of possible cyberattacks against the Group. This plan consisted in supporting the business unit's cybersecurity teams, the technical teams (SOC) and various stakeholders (DIGC, i-Team, Communication Department) through preparatory, awareness-raising and security actions. These actions were supplemented by the implementation of a monitoring and response system, including crisis communication throughout the period of the Olympic and Paralympic Games. While four incidents (three "routine" and one "significant") took place during the summer, no link was established with a desire to harm the Games. In order to guarantee an effective and coordinated response in the event of a major incident, cyber crisis management training is organised for the Group's business units every year.

The cyber crisis management system is based on a **Cyber Crisis Management Centre**, implemented by the Group's Cyber Department. This centre manages the resolution of cyber crises at Group level. This system is proven (organisation, doctrine) and tested regularly (a major annual cyber crisis exercise).

The Group has **cyber insurance** policy that covers all of its entities and subsidiaries that are more than 50% owned. This system is supplemented by the "MIRIS" cyber mutual insurance company, of which the Group is a member. An insurance captive was also set up in 2025.



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