

2025
ESG Metrics
GRI Index - ESRS



LA POSTE
GROUPE

La Poste Groupe 2025 handbook on ESG metrics

Report on our environmental, societal and governance (ESG) performance

This handbook on ESG metrics 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 2025.

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 sustainability statement. Depending on the themes, additional information to these publications is provided.

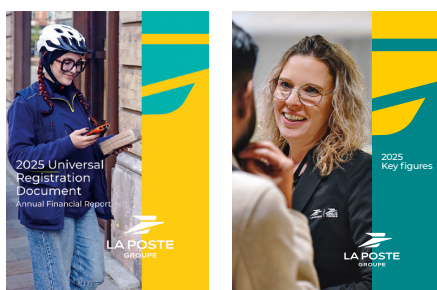
This document presents the objectives and ambitions defined by the Group on the basis of assumptions and an updated risk analysis. The current context is fraught with unforeseeable exogenous factors that are not controlled by the Group. La Poste Groupe therefore draws the attention of readers of this 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 in this document to other publications contain a hyperlink enabling readers to access the other publication directly.

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COMMITMENTS OF LA POSTE GROUPE



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1. COMMITMENTS OF LA POSTE GROUPE

Environmental metrics and objectives

ESG is a strategic asset at the heart of La Poste Groupe's business model and value creation. Through this ambitious and differentiating asset, the Group aspires to be sustainably profitable and responsible, by managing overall performance and reporting on its actions and impact.

The Group has defined [10 priority ESG issues](#) combining impact and performance. These issues, from which the Group's main ESG policies flow, are grouped into three components:




- taking action for the planet (environmental performance);
- taking action with and for employees (social performance);
- taking action for society and the future of the regions (societal performance).

By becoming a mission-led company in 2021 and by adopting a company purpose and [four structuring commitments](#), La Poste Groupe reaffirmed its postal DNA: a commitment to serving society as a whole. In the face of major transitions, this choice was made with the conviction that a company cannot only be economically efficient, but that it must also seek to be accountable for and deepen its impact on society, the environment, its employees and all its stakeholders.

2026 marks a new chapter for La Poste Groupe: with a renewed mission committee, the ambition is to make the mission-led company the body responsible for qualifying and monitoring the impact of the Group's activities on its stakeholders, and to make its company purpose a vector of cohesion and trust for all of the Group's stakeholders, in particular its employees, in France and internationally. This new step is in line with La Poste Groupe's strategic ambition and confirms its positioning as a pioneering, resilient company that creates value for itself and society.

The environmental, social and societal commitments enable La Poste Groupe to contribute to the UN Sustainable Development Goals (SDGs). The Group has defined metrics and medium-term objectives detailed below.

1.1 ENVIRONMENTAL METRICS AND OBJECTIVES

SDG	Metric	Scope	Unit	2023	2024	2025	Objective
GHG EMISSION REDUCTION TRAJECTORIES TO MITIGATE CLIMATE CHANGE							
GHG reduction trajectory by 2030 (compared to 2021)^(a)							
	Group	Scope under SBTi trajectory ^(b)	%	+2	-6	-11	-28% by 2030
	■ of which Scopes 1 and 2	Scope under SBTi trajectory ^(b)	%	-17	-27	-31	-43.6% by 2030
	■ of which Scope 3 ^(c)	Scope under SBTi trajectory ^(b)	%	+5	-2	-8	-25% by 2030
DECARBONISATION OF LONG-DISTANCE TRANSPORT							
Share of km of low-carbon long-distance transport							
		Services-Mail-Parcels	%	3.3	10.9	19.2	50% by 2030
		Geopost	%	11.9	16.3	18.4	50% to 52% by 2030
REDUCTION IN THE IMPACT OF THE REAL ESTATE PORTFOLIO							
	Share of electricity from renewable sources ^(d)	Group	%	89.5	89.3	90	100% by 2025
	Reduction in the energy intensity of the real estate portfolio (kWh/m ²) ^(e)	La Poste Immobilier	%	-14	-24	-24	-11% by 2025

(a) More details can be found in the 2025 Universal Registration Document, section 3.1.2.1 "Climate change - E1", Subsection "GHG emission reduction targets" (p.176).

(b) The scope under the SBTi trajectory includes all Group entities under operational control excluding CNP Assurances, Asendia, DPD Laser, Pickup Service, Tipsa, Lenton, C Chez Vous, DPD Romania, Jadlog, Speedy BG, Biocair and City Sprint.

(c) Excluding financed emissions.

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

(e) Baseline 2021.

MISSION-LED COMPANY

IMPROVING AIR QUALITY BY REDUCING ATMOSPHERIC POLLUTION



Scope	2020 baseline (in metric tonnes)			2024 (in metric tonnes) ^(a)			2025 (in metric tonnes)			Change 2020-2025 (%)			2030 targets (in metric tonnes)		
	NO _x	CO	PM10	NO _x	CO	PM10	NO _x	CO	PM10 ^(b)	NO _x	CO	PM10	NO _x	CO	PM10
Geopost	2,667	498	234	1,519	296	202	1,360	242	196	-49.0	-51.4	-16.2	-87%	-40%	Cap the increase in PM10 emissions at 310 metric tonnes/year
Services-Mail-Parcels	861	111	57	633	86	31	569	97	31	-39.9	-12.5	-45.0	-73%	-16%	Cap the increase in PM10 emissions at 40 metric tonnes/year
Group	3,528	609	291	2,152	382	233	1,929	339	227	-45.3	-44.3	-22.0	-83%	-37%	Less than 350 metric tonnes/year

- (a) The 2024 data disclosed in the 2024 sustainability statement were estimates. The data published above are the actual data calculated after publication of the 2024 Universal Registration Document.
- (b) The PM10 measurement includes particles with a diameter of less than 10 µm, including PM2.5. In 2025, the PM2.5 emissions amounted to 26 metric tonnes for the Services-Mail-Parcels business unit and 119 tonnes for Geopost.

PRESERVING RESOURCES



As part of the work implemented in connection with the use of resources and the circular economy, La Poste Groupe aims to measure the footprint of its resources consumed and to steer an associated reduction trajectory, by means of the MRM method⁽¹⁾ developed by La Poste (more details on [p.280](#) of the 2025 Universal Registration Document).

(1) MRM: Resource-Material Method.

1.2 SOCIAL METRICS AND OBJECTIVES









SDG	Metric	Scope	Unit	2023	2024	2025	2030 objectives
A CARING GROUP							
	Freedom of association and the right to collective bargaining						
	Social cohesion, quality of constructive and ongoing social dialogue: average of national and local strike notices	La Poste SA	Number of days of strikes per employee	0.97	0.38	0.43	Maintenance of constructive social dialogue and limited industrial action
	Occupational health and safety						
	Incident frequency rate	Group	%	17.9 ^(a)	17.0 ^(b)	17.8	N+1 < N
	Quality of life and working conditions						
	Measured via the engagement survey	Group	Score out of 10	6.7	6.8	6.8	7
	Professional equality						
	Gender balance in the workforce: percentage of women among senior executives	Group	%	38.2	39.6	40.0	50
	Diversity and inclusion						
	Overall disability employment rate ^(c)	Group	%	N/A	5.4	5.6	6
A SKILL-ENHANCING 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	Number	16,800	24,000	25,630	≥ N-1
	Developing employability						
	Number of employees completing training courses leading to certification (cumulative since 2021)	Group	Number	1,360	3,400	4,200	6,000
	Career development						
	Proportion of postal workers benefiting from internal mobility	Group	%	13.0	13.4	13.2	≥ N-1
A COMMITTED GROUP							
	Exemplary management						
	Commitment score measured via the commitment survey	Group ^(c)	%	65	63	64	≥ 60%
	CSR						
	Perception by each employee of the teams' commitments to reduce the ecological impact (implementation of actions, commitment survey)	Group ^(c)	%	68	71	71	80

(a) Group Europe scope.

(b) The diversity and inclusion metric has been expanded to cover the entire group scope.

(c) In 2025, the commitment survey sent once a year to 211,000 Group employees (approximately 93% of the Group scope), with coverage increasing every year.

1.3 SOCIETAL METRICS AND OBJECTIVES

SDG	Metric	Scope	Unit	2023	2024	2025	Objective
ASSERTING A STRONG AND COORDINATED PHYSICAL PRESENCE IN THE REGIONS							
 	Service points ^(a)	Group France	Number	37,259	40,545	43,443	43,600 by 2028
	■ Number of postal network contact points ^(b)	La Poste SA	Number	17,649	16,896	17,325	-
	Percentage of the population living less than 5 km or less than 20 minutes by car from a contact point ^(c)	La Poste SA	%	97.01	96.99	97.00	90
DEVELOP AND PROMOTE PRODUCTS AND SERVICES IN THE BANCASSURANCE OFFERING THAT MEET ENVIRONMENTAL, SOCIAL AND REGIONAL CHALLENGES							
 	Annual production of credit to local authorities	La Banque Postale	€bn	4.5	5.8	6.5	5.0 in 2025
	Annual production of credit for the social housing, healthcare and non-profit sectors	La Banque Postale	€bn	1.0	1.5	2.5	1.6 in 2025
	Green investment outstandings ^(d)	CNP Assurances	€bn	27.2	29.4	33.0	28.7 in 2025
	Annual loan production for the local economic sector	La Banque Postale	€bn	1.9	1.9	2.0	2.2 in 2025
ACTING FOR INCLUSIVE AND ETHICAL DIGITAL TECHNOLOGY							
 	Number of people detected, supported, trained and equipped in the use of digital technology	La Poste SA	Number	646,071	788,252	809,141	1,000,000 by 2030

(a) The service points include the postal network contact points and the additional access points to services: partner service points, Espaces Pro business areas, Pickup points and lockers.

(b) The postal network contact points include the post offices, local postal agencies and "La Poste Relais" outlets.

(c) This objective corresponds to the commitment made by La Poste as part of its public service mission as regards regional development.

(d) Green bonds, forests, labelled buildings, green infrastructure such as renewable energy projects and low-CO2 transport and mobility.

For more information on the ambitions of:

- **La Banque Postale:** see the 2025 sustainability statement presented in La Banque Postale's Universal Registration Document ([chapter 2, p.57](#)).
- **CNP Assurances:** see the 2025 sustainability statement presented in CNP Assurances' Universal Registration Document ([chapter 2, p.47](#)).
- **Geopost:** see the Sustainability Report published on the [Geopost website](#).

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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 on 31 December 2025. The Statutory Auditors' report is included in the management report (see La Poste Groupe's Universal Registration Document, [section 3.2, p.272](#));
- a reasoned opinion was issued as part of the 2024 Mission Committee report (issued every two years), expressing a conclusion of moderate assurance on the 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 final 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⁾), the Group may be required to answer questions from investors, either directly during roadshows or possibly through dedicated questionnaires.

In parallel with these external audits, internal audits are carried out by the Group audit team. In 2025, these assignments (excluding the audits in subsidiaries conducted by their own teams) focused in particular on financial communication and investor relations. From a more specific point of view, some internal audits focused on the review of the implementation of CSR roadmaps (post-acquisition assignments, governance and processes of the Group Purchasing Department). In 2026, an ongoing assignment focuses on the reliability and control environment of the sustainability report.

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 2025 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 2025 La Poste Groupe 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.584) presenting general information about La Poste SA
		Type of share capital and legal form	Universal Registration Document: section 7.1.2 (p.584) and section 7.1.1 (p.582)
		Countries in which La Poste operates	Universal Registration Document: <ul style="list-style-type: none"> ■ summary: integrated report p.9 ■ in detail: section 6, note 45 "Scope of consolidation" (p.525)
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 3.1.1.4 (p.169)
		Details of the scope of consolidation	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.1.4 (p.169) ■ section 6, note 5, "Changes in the scope of consolidation" (p.420) and Note 45 "Scope of consolidation" (p.525)

(1) European Medium Term Note.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-3 Reporting period, frequency and contact point	ESRS 1 §73	Reporting period and frequency of reporting	Universal Registration Document: section 3.1.1.4 (p.169)
		Report publication date	La Poste Groupe's 2025 Universal Registration Document was submitted to the AMF on 3 April 2026. This index was published on 19 June 2026.
		Contact point for questions regarding the reporting or information provided	Societal Commitment Department, 9 rue du Colonel Pierre Avia 75015 Paris, France Tel: +33 (0)1 55 44 00 00 www.lapostegroupe.com
2-4 Restatements of information	ESRS 2 BP-2 §13, §14 (a) and (b)	Reference framework and scope of non-financial reporting	Universal Registration Document: section 3.1.1.4 (p.170)
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.272) 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.272)

Activities and workers

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-6 Activities, value chain and other business relationships	ESRS 2 SBM-1 §40 (a) i and ii, (b) and (c), §42 (c)	Sectors in which La Poste operates	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.6-25) ■ section 1 (p.55) in summary form ■ section 1 (p.53-112) in detail form for the four business units and the public service missions ■ section 3.1.1.1 (p.153)
		The Group's value chains, activities, products, services and markets served	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.40-41) ■ section 3.1.1.1 (p.153)
2-7 Employees	ESRS 2 SBM-1 §40 (a) iii; ESRS S1 S1-6 §50 (a), (b), (d) and (e), §51 to §52	Quantitative information on the workforce	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.6) ■ section 6, note 10 (p.426) ■ sections 3.1.1.1 (p.153) and 3.1.3.1 (p.200 and p.216) <p>See "Additional information on the breakdown of La Poste Groupe's employees" (p.14)</p>

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

Number of employees (individuals at 31/12)	2024					2025				
	MALE	FEMALE	OTHER	NOT REPORTED	TOTAL	MALE	FEMALE	OTHER	NOT REPORTED	TOTAL
Total number of employees	134,641	116,701	3	24	251,369	132,772	112,297	0	0	245,069
Number of permanent employees	124,805	109,955	-0	23	234,783	121,595	105,060	0	0	226,655
Number of non-permanent employees	9,836	6,746	3	1	16,586	11,177	7,237	0	0	18,414
Number of non-guaranteed hours employees	-	-	-	-	-	-	-	-	-	-
Number of full-time employees	120,648	95,084	3	24	215,759	119,701	92,924	0	0	212,625
Number of part-time employees	13,993	21,617	0	0	35,610	13,071	19,373	0	0	32,444

Number of employees (individuals at 31/12)	2024	2025
France	201,328	195,218
■ of which permanent contracts	188,404	180,394
■ of which temporary contracts (excluding work-study students)	7,613	10,658
■ of which work-study students	5,311	4,166
Europe (excl. France)	42,865	42,795
■ of which permanent contracts	39,306	39,388
■ of which temporary contracts (excluding work-study students)	3,368	3,136
■ of which work-study students	191	271
Rest of World	7,176	7,056
■ of which permanent contracts	7,073	6,873
■ of which temporary contracts (excluding work-study students)	55	125
■ of which work-study students	48	58
TOTAL	251,369	245,069

Breakdown of average workforce by business unit (in FTE)	2024				2025			
	FRANCE	EUROPE (EXCL. FRANCE)	REST OF WORLD	TOTAL	FRANCE	EUROPE (EXCL. FRANCE)	REST OF WORLD	TOTAL
Corporate (support functions)	7,240	16	0	7,256	7,057	15	0	7,072
Services-Mail-Parcels	97,047	922	0	97,969	104,783	1,086	0	105,869
Geopost	9,194	41,321	6,334	56,849	9,053	40,196	6,034	55,283
La Banque Postale	19,020	547	2,108	21,675	20,539	441	1,807	22,787
Retail Customers & Digital Services	42,396	361	325	43,082	36,022	370	338	36,730
TOTAL	174,897	43,167	8,767	226,831	177,454	42,108	8,179	227,741

	Scope	Unit	2023	2024	2025
Type of contract (temporary/permanent)	Group	%	4 / 96	7 / 93	8 / 92
Number of employees with night shifts	Group	Number	14,937	18,998	17,320
Permanent employees having previously worked on temporary contracts ^(a)	La Poste SA	Number	771	1,112	2,094

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

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.217) See below "Additional information on the use of temporary staff"

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

	Scope	Unit	2023	2024	2025	Change 2025/2024
Temporary employment expenses	Group	€m	1,250	1,152	922	-20% ^(a)
Non-employees (temporary workers) in own workforce	Group	FTE	26,059	23,824	24,792	+4% ^(a)

(a) The variations in figures are related to two combined effects: (i) the expenses for temporary work in France, whose average cost is higher than abroad, decreased by more than 40% between 2024 and 2025; (ii) for the subsidiaries outside France, the recognition for the first time in 2025 of temporary work and its related expenses.

Governance

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.46-49) ■ section 3.1.1.2 (p.164) ■ section 5.1 (p.340) 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.164) ■ section 5.1.1.7 (p.363) Communication on Progress
		Composition of the Board of Directors and its committees	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.46-49) ■ section 3.1.1.2 (p.164) ■ section 5.1 (p.340) 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 such information.
2-10 Nomination and selection of the members of the highest governance body	-	Appointment of the members of the Board of Directors	Universal Registration Document: section 5.1.1 (p.340)
2-11 Chairmanship 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.46) ■ section 5.1.1 (p.340)
2-12 Role of the highest governance body in overseeing the management of impacts	ESRS 2 GOV-1 §22 (c); GOV-2 §26 (a) and (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.164) ■ section 5.1.1.6 (p.363) Communication on Progress
		Role of governance in overseeing due diligence	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.50-51) ■ section 3.1.1.2 (p.164) 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.164) ■ section 3.1.4.1 (p.243) 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.164) ■ section 3.1.1.4 (p.172) Communication on Progress

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-15 Conflicts of interest	-	Prevention of conflicts of interest	Universal Registration Document: ■ section 5.1.3.2 (p.370) ■ Group Code of Conduct, section "Management of conflicts of interest"
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.167) ■ section 4.5.7 (p.332) Communication on Progress
2-17 Collective knowledge of the highest governance body	ESRS 2 GOV-1 §23		Universal Registration Document: ■ integrated report (p.46) ■ section 3.1.1.2 (p.166)
2-18 Assessment 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 5.1.1.6 (p.363)
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.167) ■ section 5.2 (p.374)
2-20 Process to determine remuneration	ESRS 2 GOV-3 §29 (e)		Universal Registration Document: ■ section 3.1.1.2 (p.167) ■ section 5.1.1.7 (p.364) ■ section 5.2 (p.374)
2-21 Annual total remuneration ratio	ESRS S1 S1-16 §97 (b) to (c)		Universal Registration Document: ■ section 3.1.3.1 (p.220) ■ section 5.2.1 (p.377) See below "Additional information on the annual total remuneration ratio"

Additional information on the annual total remuneration ratio [2-21]

Metric	Scope	Unit	2023	2024	2025
Ratio between the remuneration of the Chairwoman and Chief Executive Officer and the average remuneration of La Poste's employees (or equity ratio)	La Poste SA	Ratio	12 ^(a)	12	12
Annual total remuneration ratio ^(b)	Group	Ratio	N/A	23	25

(a) The 2023 data is restated following a change in calculation method. The methodology for calculating the equity ratio is presented on p.377 of La Poste Groupe's 2025 URD.

(b) (highest individual remuneration) / (median remuneration excluding the highest individual remuneration). Change of scope in 2025 to include work-study students and better account for absenteeism.

Strategy, policies and practices

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-22 Statement on the sustainable development strategy	ESRS 2 SBM-1 §40 (g)		Universal Registration Document <ul style="list-style-type: none"> ■ message from the Chairwoman and Chief Executive Officer (p.4 of the integrated report) ■ section 3.1.1.1 (p.153)
2-23 Policy commitments	ESRS 2 GOV-4; MDR-P §65 (b), (c) and (f); ESRS S1 S1-1 §19 to §21 and §AR 14; ESRS S2 S2-1 §16, §17 and §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 3.1.5.3 (p.265) ■ section 3.1.4.3 (p.250) See below "Additional information on policy commitments" (p.19)
		Policy commitments specific to human rights	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.221) ■ section 3.1.3.3 (p.228) ■ section 3.1.3.4 (p.234, 236 and 238) ■ section 3.1.4.1 (p.244) ■ section 4.5 (p.302) See below "Additional information on policy commitments" (p.19)
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.167) ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.225) ■ section 3.1.3.3 (p.229) ■ section 3.1.3.4 (p.234, 236 and 239) ■ section 3.1.4.1 (p.243) See below "Additional information on policy commitments" (p.19)

Additional information on policy commitments [2-23]

At the national level

All La Poste Groupe's interest representation actions in France are carried out in accordance with the rules laid down by the French High Authority for Transparency in Public Life (Haute autorité pour la transparence de la vie publique - HATVP).

The Group's interest representation activities are governed in particular by the [Interest Representation Charter](#) and the [Code of Conduct](#). 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's Purchasing Compliance Policy and a Charter covering the responsible and ethical commitments of the Group's purchasing function.

The Regional and Public Affairs Department is responsible for implementing the company's obligations to the French 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.

Locally, Group representatives are responsible for relations with local stakeholders (elected officials, institutional investors, associations, socio-economic players, etc.): in each region, the Group's regional representative (DRG) and in each department, the Group's territorial delegate (DTG), support the company's transformation in line with the Group's anti-corruption policy.

	Scope	Unit	2023	2024	2025
Lobbying expenses	La Poste SA	€m	0.5 to 0.6	0.5 to 0.6	0.4 to 0.5

At the European level

Since 1993, La Poste has maintained a representative office in Brussels responsible for monitoring European issues, representing the company and defending its interests with the EU institutions, particularly on topics related to sustainable development. In addition, La Poste:

- chairs PostEurop's Committee on European Affairs, the purpose of which is to promote the organisation's public positions;
- La Poste is Vice-President of PostEurop's ESG Circle, which brings together, through various working groups, ESG experts from European postal operators and covers issues pertaining to the environment, transport, training 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 (Corporate Sustainability Due Diligence Directive) reporting;
- La Poste performs a number of duties within the European Social Dialogue Committee for the postal sector, comprising representatives of postal sector operators and unions from the European Union member states. Its main tasks are to give opinions to the Commission on social policy initiatives and on developments in European policy 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, and discuss appropriate structures to allow negotiations between the partners in this sector.

La Poste also carries out numerous multilateral and bilateral exchanges with European postal services on the topics of decarbonisation of mobility, circular economy, packaging and training. It also participates in numerous European conferences to present its ESG actions.

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.

La Poste Groupe is regularly approached by postal services in Asia, Africa and America to share experiences and best practices in terms of ESG, or to participate in limited working groups:

- Within the Asian-Pacific Postal Union (APPU), the Group, as an observer member, actively promotes ESG initiatives and supports APPU's sustainability actions;
- Within the Universal Postal Union (UPU), through the France Fund, it financially supported the climate action project in favour of Nepal and Indonesia, which was renewed in 2026.
- In 2025, through the France fund, La Poste continued to provide its financial support as well as its ESG 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. This support made it possible to cover the participation scholarships of 11 countries (Bhutan, Cambodia, Fiji, Indonesia, Laos, Maldives, Myanmar, Nepal, Philippines, Vietnam and Mongolia) for the week of training dedicated to sustainability organised on the sidelines of the Postal Business Forum in Bangkok in December 2025. La Poste also contributed its expertise by presenting its initiatives in terms of decarbonisation of vehicles, the environmental impact of home and out-of-home delivery, the circular economy and gender equality, before supporting the work carried out in workshops;
- La Poste was also able to promote its commitment in terms of ESG and its achievements to a delegation of African postal executives on a study trip to Paris in April 2025;
- La Poste has maintained close cooperation with Japan Post 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 2025, the focus was on sharing experience in terms of urban logistics, clean vehicles and the Universal Postal Service (SUP);
- The sharing of experience on La Poste's universal postal service missions was also the subject of several exchanges during the year with Vietnam Post, resulting in a dedicated consulting mission carried out by the Group to Vietnam Post for the redefinition of their universal postal service;
- With the Moroccan postal service (Barid Al-Maghrib), the ESG issue has been part of the memorandum of understanding between the two postal operators for several years. Every year, best practices are shared. In 2025, this concerned in particular the disability policy;
- With the Chilean postal service (Correos Chile), La Poste Groupe and its subsidiary CNP Assurances share their experience in inclusive insurance (UPU PITAF programme). This programme aims to develop inclusive insurance postal offers, and access to these offers, with a view to meeting the insurance needs of populations that are fully or partially excluded from banking services, as well as the needs of vulnerable populations. The Group and CNP Assurances also shared their experience in terms of inclusive insurance with the Vietnamese postal service during its bilateral visit to France in September 2025.
- In 2025, the Group was also asked by the US Postal Service and the Chilean Post Office (Correos Chile) to contribute to their reflection on the creation of an electric vehicle fleet.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.202 and 211) ■ section 3.1.3.2 (p.222, 224 and 225) ■ section 3.1.3.3 (p.228, 229 and 233) ■ section 3.1.3.4 (p.233) ■ section 4.5 (p.302)
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.211) ■ section 3.1.3.2 (p.224) ■ section 3.1.3.3 (p.233) ■ section 3.1.3.4 (p.235, 237 and 242) ■ section 3.1.4.1 (p.243) ■ section 4.5.5 (p.329) <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) and (d) and §104 (b); ESRS G1 G1-4 §24 (a)		Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.1.1 (p.157) ■ section 3.1.2.2 (p.189) ■ section 3.1.3.1 (p.221) ■ section 3.1.4.1 (p.243) <p>See below "Additional information on incidents of non-compliance"</p>

Additional information on incidents of non-compliance [2-27, 416-2, 417-2, 417-3]

In 2025, La Poste Groupe was 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.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-28 Membership associations	ESRS 1 §AR 16		Declaration by La Poste to the French High Authority for Transparency in Public Life (Haute autorité pour la transparence de la vie publique - HATVP) See below "Additional information on association memberships"

(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.

Additional information on association memberships [2-28]

Associations and think tanks in which the Group participates

Mouvement Impact France	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 their summer school, is carrying out a study with them and participates in working groups.
Observatoire de la responsabilité sociétale des entreprises (French Corporate Social Responsibility Observatory - ORSE)	ORSE supports the transition of organisations to more responsible practices by sharing its expertise and promoting exchanges between its members. La Poste is a member of the Board of Directors and participates in the various working groups.
Culture Papier	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.
Fédération du e-commerce et de la vente à distance (French E-Commerce and Distance Selling Federation - FEVAD)	Federation bringing together all e-commerce and distance selling players. La Poste is one of the e-commerce service providers listed by FEVAD.

Transport

Union des entreprises de transport et de logistique de France (French Union of Transport and Logistics Companies - TLF)	Professional organisation representing all trades in the transport and logistics chain.
Avere-France	National association for the development of electric mobility. Véhiposte sits on the Board of Directors and the Institutional Relations, Light Vehicles and Heavy Mobility Commissions. Contribution to the working groups.

Responsible digital services⁽¹⁾

Institut du numérique responsable (French Institute of Responsible Digital Services - INR)	A founding member of Club Green IT, which became the INR in 2018. La Poste responds to numerous requests to disseminate the responsible digital culture, and to participate in think tanks, workshops, etc. La Poste internalises the product deliverables: Responsible Digital label, responsible digital MOOC, eco-design, responsible AI, etc.
Cigref (Association of Information Systems Directors)	Participation in work on ethical and responsible digital technology. In 2025, La Poste contributed to the responsible digital strategy of large organisations.
GAIA-X	European programme. Docaposte is a founding member of this Cloud infrastructure (management of data, transparency and use of international standards).

Social and regional cohesion

Réseau national Pimms Médiation	Network of local associations serving regions, promoting social mediation, digital inclusion and access to rights. As a co-founding partner of the first Pimms Médiation, La Poste provides local services and is a key player in the daily relationship with residents.
Fédération française des services à la personne et de proximité (Fédésap)	Personal services sector association. The Age d'Or Services network, a subsidiary of La Poste Santé et Autonomie, is a member.
Terram Institute	A think tank producing reports dedicated to the study of territories and territorial cohesion. La Poste is represented on the Board of Directors.
La France s'engage (France is Committed)	Member of the Board of Directors. La France s'engage is a coalition of stakeholders to develop and accelerate social and environmental projects, for which La Poste acts as the jury.

Value chain

Entreprises pour les droits de l'homme (Businesses for Human Rights - EDH)	Association of which La Poste Groupe is a member. It regularly organises exchanges of experts and best practices on the implementation of the law on the duty of care.
Observatoire des achats responsables (Responsible Purchasing Observatory)	La Poste is a member and participates in the various working groups (human rights, climate, inclusion, etc.) and round tables. La Poste also takes part in the responsible purchasing survey. La Poste has also participated in special morning meetings on decarbonising the value chain.

(1) La Poste also contributed to the co-financing and co-drafting of the AFNOR SPEC "Frugal AI", which aims to measure and reduce the environmental impact of AI.

Associations and think tanks in which the Group participates

Environmental transition

Institut national de l'économie circulaire (Institute of the Circular Economy - INEC)	La Poste is a founding member of INEC and sits on the Board of Directors. INEC's mission is to promote the circular economy and accelerate its development through a collaborative dynamic.
Ligue pour la protection des oiseaux (French Bird Protection League - LPO)	LPO is an association taking action for biodiversity and the protection of small wildlife (birds, etc.). La Poste is a partner of the LPO, which supports the Group in its biodiversity policy.
WWF	International non-governmental organisation working to protect endangered species and ecosystems around the world. The partnership between La Poste and WWF France aims to support the Group towards better environmental practices (appraisal of the transition plan, stakeholder consulted during the development of environmental policies, collaborative and sectoral approach to combat the illegal transport of wild species, etc.).
La Fabrique Écologique (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.
Fondation Université Gustave Eiffel (Gustave Eiffel University Foundation)	Member of the Board of Directors. The research centre contributes to the production of research on the sustainable city. La Poste receives their products and participates in events.
EDEN	The structure aims to promote energy balance. La Poste is a member of the Board of Directors and participates in working groups.
World Business Council for Sustainable Development (WBCSD)	WBCSD is a global coalition of companies committed to promoting sustainable development and integrating sustainability into their corporate strategy. La Poste contributed to the creation of the first Global Circularity Protocol, the new international standard for managing circularity in companies, which was published in November 2025. La Poste became a member of WBCSD in 2026.

Real estate

Institut français pour la performance du bâtiment (French Institute for Building Efficiency - IFPEB)	La Poste Immobilier is an active member and director. LPI is a member of the low-carbon specifiers hub, Reuse Booster and, since recently, renewable and recovered energy Booster. It participates in the CUBE 2020 competition and contributes to workshops on energy flexibility, reuse, life cycle analyses and the E+C- label.
Observatoire de l'immobilier durable (French Sustainable Real Estate Observatory - OI D)	La Poste Immobilier is a member of OI D and a partner of the Bat-ADAPT Acceleration Programme, launched by OI D in 2023, dedicated to climate change adaptation. Sharing of best practice and promotion of sustainable development in real estate, survey of the environmental performance of buildings.
Comité de liaison des entreprises consommatrices d'électricité (French Liaison Committee of Electricity Consuming Companies - 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.
Association Afilog	Association bringing together private and public players in logistics and industrial real estate.
Novabuild	La Poste Immobilier's Western Regional Department is a member of this association, which brings together construction, development and real estate professionals around climate, biodiversity, resources and health issues in the Pays de la Loire region.
Cobaty	La Poste Immobilier's Western Regional Department is a member of this federation of construction, urban planning and environmental professionals, dedicated to improving the living environment through a sustainable and collaborative environmental approach.
Envirobat	La Poste Immobilier's Occitanie Regional Department is a member of the Envirobat Occitanie association, a resource centre and network of stakeholders in sustainable building and development. The objective of the association is to contribute to the reduction of the environmental footprint of buildings, developments and real estate in the Occitanie region and to their adaptation to the impacts of climate change.

Inclusion

Pépinières d'avenir (Nurseries for the Future)	On the initiative of Caisse des Dépôts, La Poste is a founding member of the association. The association aims to identify and promote innovative solutions to improve the child welfare system. La Poste Groupe is a co-financier of the association.
	La Poste is a member of, among others, the following organisations: AFMD, OPE, INCA, Autre Cercle, Club Landoy, StOpE au sexisme en entreprise, Elles bougent, Girls in the bank, Club handicap et compétences, Manifeste inclusion, FNCIDFF, OITW, Fondation de la MG sur les aidants.

Stakeholder commitment

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
2-29 Approach to stakeholder engagement	ESRS 2 SBM-2 §45 (a) i to iv; ESRS S1 S1-1 §20 (b); S1-2 §25, §27 (e) and §28; ESRS S2 S2-1 §17 (b); S2-2 §20, §22 (e) and §23; ESRS S3 S3-1 §16 (b); S3-2 §19, §21 (d) and §22; ESRS S4 S4-1 §16 (b); S4-2 §18, §20 (d) and §21		Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.1.1 (p.155) ■ section 3.1.3.1 (p.211) ■ section 3.1.3.2 (p.224) ■ section 3.1.3.3 (p.232) ■ section 3.1.3.4 (p.235 and 242)
2-30 Collective bargaining agreements	ESRS S1 S1-8 §60 (a) and §61		Universal Registration Document: section 3.1.3.1 (p.217) Communication on Progress See below "Additional information on collective bargaining"

Additional information on collective bargaining [2-30]

Summary of the national agreements in 2025

Topic	Wording	Scope
Salary agreement	Mandatory annual negotiations: unilateral decision taken by the company on 14 March 2025	La Poste SA
Management of jobs and career paths	Agreement on the management of jobs, career paths and gender balance in the business lines	La Poste SA
Management of jobs and career paths	CGT FAPT signed the agreement on the management of jobs, career paths and gender balance in the business lines of 31 March 2025	La Poste SA
Quality of life and working conditions	Agreement on quality of life and working conditions	La Poste SA
Quality of life and working conditions	CGT FAPT signed the agreement on quality of life and working conditions of 10 April 2025	La Poste SA
Management of jobs and career paths	Agreement on career paths and recognition of the commitment of postal workers in the Retail Customers & Digital Services business unit	Retail Customers & Digital Services
Quality of life and working conditions	Agreement on teleworking at La Poste	La Poste SA
Agreement on business lines	Agreement for distribution and processing staff and supervisors	Services-Mail-Parcels
Diversity, inclusion and equal opportunities	Employee agreement on professional equality for postal workers signed on 17 July 2025	La Poste SA
Pay	2025-2027 bonus challenge agreement	Services-Mail-Parcels (Colissimo)
Quality of life and working conditions	Amendment No. 12 to the agreement on health and mutual aid of 19 May 2006	La Poste SA
Employee representative bodies	Group Committee agreement	Group
Diversity, inclusion and equal opportunities	2026 disability agreement	La Poste SA

Metrics

	Scope	Unit	2023	2024	2025
COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE					
Percentage of own employees covered by collective agreements	France	%	N/A	98.9	98.7
	Europe (excl. France)	%	N/A	55.7	58.5
	Rest of World	%	N/A	75.2	74.4
	Total	%	N/A	90.8	91.0
Participation rate in employee representative elections ^(a)	La Poste SA	%	-	64.5	-
Number of agreements signed	Group France	Number	282	351	435
■ of which percentage of agreements covering more than 50% of the workforce	Group France	%	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, occupational accident and acquired disability, parental leave, retirement	Group	%	N/A	96.6	98.7

(a) Staff representative elections are held every four years.

GRI 3: Material topics - 2021

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 iv	Materiality analysis process	Universal Registration Document: section 3.1.5.1 (p.253)
3-2 List of material topics	ESRS 2 SBM-3 §48 (a) and (g)	Material topics	Universal Registration Document: ■ section 3.1.1.1 (p.157) ■ section 3.1.5.2 (p.257)
3-3 Management of material topics	ESRS 2 SBM-1 §40 (e); SBM-3 §48 (c) i and 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) and (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) and (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) and (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30 and §AR 33 (a); S4-5 §41 (b) and (c)	Impact, risk and opportunity management	Universal Registration Document: ■ section 3.1.1.1 (p.157) ■ 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 2025 La Poste Groupe 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)
201-1 Direct economic value generated and distributed	-		Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.42-44) ■ section 6.1 (p.386) See below "Additional information on the direct economic value generated and distributed"

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

		Unit	2023	2024	2025
Operating income	Group	€m	34,073	34,569	34,387
Revenue from commercial activities	Group excluding LBP	€m	26,888	27,055	26,700
Net banking income	LBP	€bn	7,185	7,514	7,687
Share in profits/(losses) of jointly controlled companies	Group	€m	35	39	23
Operating profit (loss)	Group	€m	1,680	2,950	2,517
Share in profits/(losses) of other equity associates	Group	€m	(169)	(164)	(111)
Personnel expenses	Group	€m	(13,605)	(14,006)	(13,909)
Wages, salaries, bonuses and allowances (including temporary workers) ^(a)	Group	€m	11,080	11,169	11,130
Pension contributions ^(a)	Group	€m	560	509	423
Other social security charges ^(a)	Group	€m	2,086	2,169	2,091
Taxes based on remuneration ^(a)	Group	€m	710	758	757
Local taxes ^(b)	Group	€m	121	137	125
Miscellaneous taxes ^(b)	Group	€m	522	298	284
Income tax	Group	€m	(496)	(800)	(685)
Dividends paid to shareholders and remuneration of hybrid subordinated notes	Industrial and commercial activities ^(c)	€m	(135)	(29)	(57)

(a) Information from the consolidated financial statements, Note 10.

(b) Information from the consolidated financial statements, Note 11.

(c) Source: Consolidated cash flow statement.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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) and (e); ESRS E1 §18; E1-3 §26; E1-9 §64		Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.1.1 (p.157) ■ section 3.1.2.1 (p.180) ■ section 4.1 (p.295)
201-3 Defined benefit plan obligations and other retirement plans	-		Universal Registration Document: section 6, note 31 (p.451)
201-4 Financial assistance received from government	-		Universal Registration Document: <ul style="list-style-type: none"> ■ section 1.6 (p.106) ■ section 2.1.2 (p.118)

GRI 202: Market presence - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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)
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.219) See below "Additional information on the ratio between the standard entry level wage by gender compared to the local minimum wage"
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 such information.

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

	Scope	Unit	2023	2024	2025
Ratio between the standard entry level wage compared to the local minimum wage ^(a)	La Poste SA	Ratio	1.11	1.11	1.12
Percentage of the Group's employees ^(b) receiving a fixed wage below the level of an adequate wage	Group	%	N/A	0	0

(a) There is no gender gap because the remuneration is set by pay scale. The wage at the first level is compared to the French minimum wage.



(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.

GRI 203: Indirect economic impacts - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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)
203-1 Infrastructure investments and services supported	ESRS S3		Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.43) ■ section 6.1, Note 39.2 (p.516) ■ section 6.3, Note 26.2 (p.574) See "Additional information on skills-based corporate philanthropy" (p.28)

Additional information on skills-based corporate philanthropy

Promote skills-based corporate philanthropy through short-term assignments, in support of partner associations (France Group, in number)

	2023	2024	2025
  Assignments carried out by employees	2,892	3,889	6,332
Number of employees having completed at least one assignment	2,020	2,663	4,970
Corporate philanthropy hours	8,464	12,646	16,915
Associations involved in short-term assignments ^(a)	55	68	84

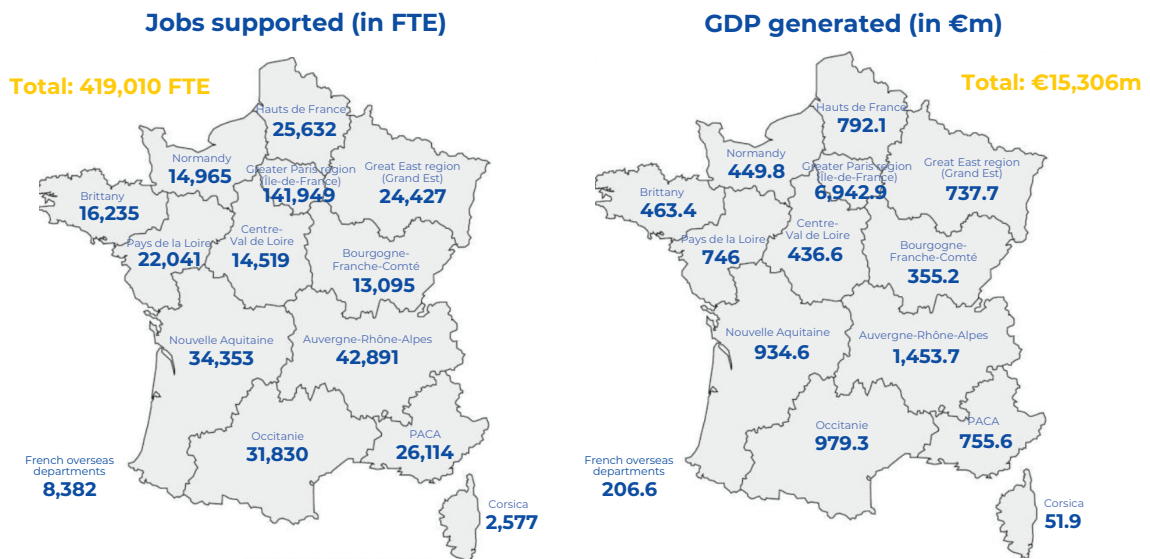
(a) The five associations that mobilised the most employees in 2025 were World Cleanup Day, Les Restos du Coeur, La Croix-Rouge, 1 Lettre 1 Sourire et l'Envol.

The skills-based corporate philanthropy policy is deployed through the *Déclic, mon temps de travail solidaire* (my working time for solidarity) programme. This 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. An annual activity plan, as well as the "Tous mobilisés!" events relayed by all business units, making it possible to highlight the actions of the *Déclic* programme.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
203-2 Significant indirect economic impacts	ESRS S1 S1-4 §AR 41; ESRS S2 S2-4 §AR 37; ESRS S3 S3-4 §AR 36		Universal Registration Document: integrated report (p.8, p.42-43 and 45) See "Additional information on significant indirect economic impacts" (p.29)

La Poste's socio-economic footprint⁽¹⁾



(1) This footprint covers the period from 1 October 2024 to 30 September 2025. It includes La Poste SA, La Banque Postale SA, La Poste Immobilier, Viapost groupe, DPD France, Médiapost, CNP France and BPO IS.

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

	Scope	Unit	2023	2024	2025	
MISSION-LED COMPANY	Employment footprint	Scope ^(a)	FTE	444,182	426,038	419,010
	Percentage of the population less than 5 km or 20 minutes by car from a retail outlet	La Poste SA	%	97.01	96.99	97.00

(a) La Poste SA, La Banque Postale SA, La Poste Immobilier, SA, Viapost groupe, DPD France, Médiapost, CNP France and BPO IS.

(b) In accordance with the commitment made by La Poste as part of its public service mission as regards regional development.

Postal coverage and adaptation of formats

	Unit	2023	2024	2025	
Service points, retail pick-up and drop-off points and lockers around the world	Number	108,000 ^(a)	152,000	163,000	
Postal network contact points (La Poste SA, in number)	Number	17,649	16,896	17,325	
Post offices	Marketing to private individuals and professionals in banking, insurance, mail, parcel, express services and mobile telephony.	Number	6,761	6,606	6,435
● of which postal carrier-counter clerk offices	Sharing of postal carrier-counter clerks' time between post office counter services and mail and parcel delivery.	Number	1,632	1,687	1,692
● of which "France Services" certified offices	Aim to bring the services of the main public operators closer to users (family allowances, retirement insurance, health insurance, energy vouchers, public finances, France Titres, France Travail, France Rénov', La Poste, Urssaf, MSA and point-justice).	Number	413	414	416
● Sensitive district offices	Offices with a societal priority.	Number	1,244	843	750
Local and inter-communal postal agencies	Managed with a municipality or an inter-municipal authority, they offer most of the services of a post office.	Number	7,037	7,153	7,187
"La Poste Relais" outlets	Hosted by retailers, craftspeople or associations, commissioned by La Poste to provide postal services and, in rural areas, simple financial support services.	Number	3,210	3,137	3,703
Additional access points ^(a) (in France, in number)	Number	Nearly 20,000	More than 23,600	More than 26,000	
Average daily footfall in post offices and partner offices	Number	770,400	739,039		
Number of unique visitors to the La Poste website per month	In millions	24.9	22.4	22.4	

(a) In 2023, the data included the retail pick-up and drop-off points and lockers around the world.

(b) They include the service points, the Espaces Pro business areas, and the Pickup points and lockers.

Post office accessibility

	Scope	Unit	2023	2024	2025
Post offices with a sales area accessible to all disabilities	La Poste SA	Number %	6,460 92	6,618 95	5,984 93
Offices with an accessible sales area for persons with reduced mobility (PRM)	La Poste SA	Number %	4,832 71	4,618 70	6,220 97
Post offices equipped with ATMs with at least one ATM accessible to PRM	La Poste SA	%	97	98	98
La Banque Postale ATMs accessible to blind or visually impaired persons	La Poste SA	%	92	91	92
ATMs accessible to people with disabilities	La Poste SA	%	100	100	100
Post offices equipped with sound amplifiers	La Poste SA	Number %	6,022 89	6,024 91	5,956 93
Network employees in contact with customers having received e-learning training on how to welcome customers with disabilities	La Poste SA	Share in %	87	87	87

Customer satisfaction

	Scope	Unit	2023	2024	2025
Overall satisfaction of the customers using the network ^(a)	La Poste SA	%	82.0	82.7	84.2
Claims processed on time	La Poste SA	%	N/A	93.1	95.0
ISO 9001 CERTIFICATION					
Coverage ratio (employees)	Group	%	52	52	58
Coverage ratio (revenue)	Group	%	20	40	45

(a) The measure includes post offices, 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 2025 La Poste Groupe 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.290) and 4.5 (p.302)
204-1 Proportion of spending on local suppliers	ESRS S3		Universal Registration Document: ■ integrated report (p.43) ■ section 3.1.3.2 (p.221) See "Additional information on responsible purchasing" (p.46)

Additional information on purchasing practices [204]

	Scope	Unit	2023	2024	2025
Average contractual payment period	Scope ^(a)	Days	N/A	37	36
Average actual payment period at group level	Scope ^(a)	Days	N/A	38	33
Average actual payment period for SMEs	Scope ^(a)	Days	N/A	35	31
Percentage of invoices aligned with the Group's standard payment terms	Scope ^(a)	%	N/A	83	82
Percentage of SME invoices aligned with the Group's standard payment term	Scope ^(a)	%	N/A	95	93
Legal proceedings under way for late payment	Group	Days	N/A	0	0

(a) In 2024, these metrics covered the ten most significant entities, representing 77% of the Group's purchases. In 2025, these metrics covered the entire Group: they were based on the actual payment data from the Group's entities for the first eleven months of 2025, and on an estimate for December calculated pro rata based on the actual purchases.

GRI 205: Anti-corruption - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
3-3 Management of material topics		Impact, risk and opportunity management	Universal Registration Document: ■ section 3.1.4.1 (p.243) ■ section 4.1 (p.297)
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.243) ■ section 4.1.3 (p.297) Communication on Progress
		Risks related to corruption	Universal Registration Document: section 4.1.3 (p.297)
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.244) Communication on Progress The Group 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.247)

Additional information on anti-corruption and fraud prevention

(Group scope, in number)	2024	2025
Convictions for breaches of anti-corruption and anti-bribery laws	0	0
Fines for breaches of anti-corruption and anti-bribery laws	0	0

(Group scope)	Unit	2024	2025
Employees trained against influence peddling and anti-corruption ^(a)	Number	71,737	74,060
Number of employees in at-risk positions ^(b)	Number	86,644	83,261
Percentage of at-risk positions covered by anti-corruption and anti-influence peddling training programmes	%	83	89

(a) Specific training compulsory for managerial employees and employees whose duties expose them to the risk of corruption.

(b) Improvement of the target-definition methodology at the start of 2025.

La Poste continually implements 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.

The *Fraud overview*, a newsletter disseminating information on fraud trends, is distributed bimonthly and is accessible to all employees.

To integrate the risk of fraud natively into all projects, La Poste Groupe uses *Equinoxe*, a method of fraud risk analysis developed by the Group and intended for all project managers and product managers.

GRI 206: Anti-competitive behaviour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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)
206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	-		Universal Registration Document: section 4.4 (p.301)

GRI 207: Tax - 2019

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
3-3 Management of material topics		Impact, risk and opportunity management	-
207-1 Approach to tax	-	Tax policy and fight against tax evasion	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.43) ■ section 3.3.3 (p.284) ■ section 6, note 11 (p.427) The tax policy updated annually is available on the Group's website .
207-2 Tax governance, control, and risk management	-	Tax risk management	Universal Registration Document: section 3.3.3 (p.284) The tax policy updated annually is available on the Group's website .
207-3 Stakeholder engagement and management of concerns related to tax	-	Whistleblowing system	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.4.1 (p.245) ■ section 3.3.3 (p.284) The tax policy updated annually is available on the Group's website .
207-4 Country-by-country reporting	-		Tax reporting by geographic area is published in the tax policy posted on the Group's website .

2.3 ENVIRONMENTAL STANDARDS

GRI 301: Materials - 2016⁽¹⁾

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.279)
301-1 Materials used by weight or volume	ESRS E5 E5-4 §31 (a)	Optimising the use of materials	Universal Registration Document: section 3.3.2.3 (p.280)
301-2 Recycled input materials used	ESRS E5 E5-4 §31 (c)	Use of recycled materials	Universal Registration Document: section 3.3.2.3 (p.280)
301-3 Reclaimed products and their packaging materials	ESRS E5	Packaging management	Universal Registration Document: section 3.3.2.3 (p.283)

		Scope	Unit	2023	2024	2025
RESOURCES USED BY THE GROUP						
Management of IT equipment						
IT equipment repaired for return to service within the Group	(a)		Number	3,329	10,028	8,028
Reused IT equipment	(a)		Number	28,530	21,801	22,268
Equipment donated to charities as part of solidarity reuse operations	(a)		Number	4,845	2,092	1,937
MISSION-LED COMPANY Consumption of materials saved by extending the life of IT equipment	(a)		Metric tonnes	13,400	9,841	10,107
Equipment exchange market						
Number of items exchanged through <i>La Bourse aux matériels</i> ^(b)	Group		Number	N/A	39,166	59,745
Actions related to vehicles						
Used thermal or electric postal vehicles sold ^(c)	Véhiposte		Number	N/A	5,300	5,660
CIRCULAR ECONOMY OFFERS						
Percentage of dual-use parcel packaging in the packaging ranges sold to private individuals	La Poste SA		%	56	82	94
Share of recycled materials integrated into the packaging sold	La Poste SA		%	N/A	37	38
Postmen's bikes given to Nouvelle Attitude for reconditioning	Nouvelle Attitude		Number	855	1,456	1,372

(a) 2023: La Poste SA, LBP SA, Sofiap, LBP CF, Geopost head office. 2024 and 2025: La Poste SA, LBP SA, Louvre Banque Privée, LBP AM, LBP CF, Domiserve, CNP Assurances, Easybourse, Chronopost and Docaposte.

(b) More information on the equipment exchange market can be found in the 2025 (p.280).

(c) Sales made through online auctions or auction rooms, or through sales reserved for Group employees at preferential prices.

(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 2025 La Poste Groupe Universal Registration Document and additional information
3-3 Management of material topics	ESRS E1 E1-2 §25 (c) and (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 (p.157) ■ section 3.1.2.1 (p.174) ■ section 4.1 (p.295) and 4.5 (p.302) 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.182) See below "Additional information on the energy consumption within La Poste Groupe"
		Energy consumption	Universal Registration Document: section 3.1.2.1 (p.182) See below "Additional information on the energy consumption within La Poste Groupe"

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

Summary of the energy consumption

	Scope	Unit	2023	2024	2025	Change 2025/2024
Total energy consumption related to own operations	Group	MWh	2,437,707	2,650,543	2,718,556	+3%
■ of which energy consumption from fossil sources	Group	MWh	1,739,308	1,550,573	1,625,832	+5%
		% compared to total	71	59	60	-
■ of which energy consumption from renewable sources	Group	MWh	698,399	1,099,969	1,092,723	-1%
		% compared to total	29	41	40	-
Fuel consumption from renewable sources	Group	MWh	133	382,227	347,644	-9%
Fuel consumption from crude oil and petroleum products	Group	MWh	1,189,730	1,056,376	1,107,795	+5%
Fuel consumption from natural gas	Group	MWh	419,101	373,077	396,138	+6%
Fuel consumption from other fossil sources	Group	MWh	-0	-0	0	-
Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources	Group	MWh	698,265	717,742	731,246	+2%
Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources	Group	MWh	130,476	121,120	121,900	+1%
The consumption of self-generated non-fuel renewable energy	Group	MWh	1,699	2,065	13,834	
Renewable energy production	Group	MWh	16,075	20,149	28,727	+43%
Non-renewable energy production	Group	MWh	-0	-0	0	-

Transport: energy consumed by fuel type (Scope 1)

Group scope (in MWh)	2023	2024	2025	Change 2025/2024
Energy consumption by transport	1,170,577	1,418,221	1,422,942	+0.3%
■ of which gasoline/petrol	122,254	152,253	177,181	+16%
■ of which diesel/fuel	1,031,413	875,051	897,688	+3%
■ of which CNG	15,122	10,334	4,072	-61%
■ of which LPG	-	4,609	6,281	+36%
■ of which ethanol	-	18,392	10,476	-43%
■ of which B100	-	474	0	-100%
■ of which HVO	-	356,531	324,905	-9%
■ of which bio-CNG	20	22	2,339	

Buildings: energy consumption of the real estate portfolio owned or managed directly by the Group

	Scope	Unit	2023	2024	2025	Change 2025/2024
CHARACTERISTICS OF THE FLEET						
Real estate portfolio used in operations ^(a)	Group	Number of buildings	11,885	11,854	11,989	+1%
■ of which La Poste Immobilier's real estate portfolio	LPI	Number of buildings	9,137	8,972	8,669	-3%
Building surface area	Group	Million square metre	13.1	13.1	12.9 ^(b)	-2%
■ of which surface areas of La Poste Immobilier's buildings	LPI	Million square metre	6.0	6.1	5.9	-3%
Number of certified buildings (HQE, BREEAM, LEED, BDM, BBC, BEPOS) (excl. promotion and co-promotion)	LPI	Number	46	54	61	+13%
ENERGY CONSUMPTION						
Energy consumption of buildings	Group	MWh	1,267,130	1,232,877	1,295,613	+5%
■ of which fuel oil	Group	MWh	31,432	22,576	18,818	-17%
■ of which natural gas	Group	MWh	400,147	359,549	392,066	+9%
■ of which propane	Group	MWh	6,695	5,082	7,827	+54%
■ of which timber	Group	MWh	113	6,686	9,923	+48%
■ of which district heating	Group	MWh	48,395	34,854	43,507	+25%
■ of which electricity	Group	MWh	780,347	804,008	823,473	+2%
Renewable electricity in total electricity consumption	Group		89	89	90	-
Photovoltaic facilities	LPI	Number	57	63	62	-2%
Installed photovoltaic capacity	LPI	MWp	10.1	12	10	-17%

(a) Excluding CNP Assurances investment properties.

(b) Taken from the 2024 data for CNP Assurances.

Additional information on ISO 14001 certifications

Metric	Scope	Unit	2023	2024	2025
Coverage ratio (employees)	Group	%	16	18	21
Coverage ratio (revenue)	Group	%	26	28	38

Transport

Fleet owned or managed directly by the Group

(Group scope)	Unit	2023	2024	2025	Change 2025/2024
Total number of vehicles	Number	121,337	116,541	108,874	-7%
SERVICE VEHICLES					
Total number of service vehicles	Number	73,818	79,848	71,396	-11%
Electric service vehicles	Number	22,513	25,531	27,089	+6%
• of which electric two-wheel vehicles	Number	1	1	1	0%
• of which electric three-wheel vehicles (Staby)	Number	8,375	8,019	7,419	-7%
• of which electric quadricycles	Number	845	578	470	-19%
• of which light electric vehicles	Number	13,284	16,886	19,193	+14%
• of which electric lorries	Number	8	47	6	-87%
Percentage of electric service vehicles	%	30	32	38	
Alternative motorisation service vehicles (natural gas, compressed natural gas, HVO...)	Number	2,519	7,531	2,149	-71%
Combustion service vehicles	Number	48,786	46,786	42,158	-10%
• of which motorcycles	Number	110	107	72	-33%
• of which light commercial vehicles	Number	48,451	46,451	41,892	-10%
• of which quadricycles	Number	6	6	0	-100%
• of which lorries	Number	219	222	194	-13%
• including Euro 5 standard	%	7	8	5	
• including Euro 6 standard	%	77	74	94	
Percentage of combustion service vehicles	%	66	59	59	
COMPANY VEHICLES					
Total number of company vehicles	Number	13,275	11,168	12,236	+10%
Electric company vehicles	Number	297	485	766	+58%
BICYCLES, TROLLEYS AND MATERIAL HANDLING EQUIPMENT					
Bicycles	Number	16,472	16,016	14,755	-3%
Electric bicycles	Number	16,419	15,983	14,755	-3%
Trolleys	Number	2,866	2,700	2,980	-6%
Electric trolleys	Number	287	280	280	0%
Material handling equipment	Number	14,906	6,809	6,824	0%
Electric material handling equipment	Number	12,716	3,544	3,905	+10%
KILOMETRES TRAVELLED					
Total kilometres travelled by the service vehicle fleet	Million kilometre	1,229	1,292	1,259	-3%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
302-2 Energy consumption outside the organisation	ESRS E1		See below "Additional information on the energy consumption outside La Poste Groupe"

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

	Scope	Unit	2023	2024	2025	Change 2025/2024
Total energy consumption outside the organisation	Subcontractors	MWh	5,794,383	6,307,558	6,587,158	+4%
■ of which energy consumption from fossil sources	Subcontractors	MWh	5,740,341	6,061,484	6,164,267	+2%
		% compared to total	99	96	94	-
■ of which energy consumption from renewable sources	Subcontractors	MWh	54,041	246,073	422,891	+72%
		% compared to total	1	4	6	-
Fuel consumption from renewable sources	Subcontractors	MWh	54,035	246,044	417,621	+70%
Fuel consumption from crude oil and petroleum products	Subcontractors	MWh	5,560,478	5,915,677	6,037,990	+2%
Fuel consumption from natural gas	Subcontractors	MWh	169,636	141,921	119,585	-16%
Fuel consumption from other fossil sources	Subcontractors	MWh	-	-	-	-
Consumption of purchased or acquired electricity, heat, steam and cooling from renewable sources	Subcontractors	MWh	6	30	5,269	
Consumption of purchased or acquired electricity, heat, steam and cooling from fossil sources	Subcontractors	MWh	10,228	3,887	6,692	+72%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.182) See "Additional information on the energy consumption within La Poste Groupe" (p.34)

Additional information on energy intensity [302-3]

	Scope	Unit	2023	2024	2025	Change 2025/2024
Energy intensity associated with activities in high climate impact sectors (total energy consumption related to own operations per million euros of industrial revenue)	Group	MWh/€m revenue	91	98	102	+4%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to La Poste Groupe's 2025 Universal Registration Document and additions
302-4 Reduction of energy consumption	ESRS E1	Metrics	Universal Registration Document: section 3.1.2.1 (p.182) See "Additional information on the energy consumption within La Poste Groupe" (p.34) and "Additional information on the energy consumption outside La Poste Groupe" (p.37)
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.174) See "Additional information on the energy consumption within La Poste Groupe" (p.34) and "Additional information on the energy consumption outside La Poste Groupe" (p.37)
		Metrics	Universal Registration Document: section 3.1.2.1 (p.182) See "Additional information on the energy consumption within La Poste Groupe" (p.34) and "Additional information on the energy consumption outside La Poste Groupe" (p.37)

GRI 303: Water and effluents - 2018⁽¹⁾

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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, §17to §18; E3-3 §20	Impact, risk and opportunity management	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.5.1 (p.254) ■ section 3.1.2.2 (p.187) ■ section 3.3.2.4 (p.283) ■ section 4.5 (p.302)
303-1 Interactions with water as a shared resource	ESRS 2 SBM-3 §48 (a); MDR-T §80 (f); ESRS E3 §8 (a); §AR 15 (a); E3-2 §15, §AR 20	Management of water consumption	Universal Registration Document: section 3.3.2.4 (p.283)
303-2 Management of water discharge-related impacts	ESRS E2 E2-3 §24	Management of water consumption	Universal Registration Document: section 3.3.2.4 (p.283)
303-3 Water withdrawal	ESRS E3	Reduction of consumption	Universal Registration Document: section 3.3.2.4 (p.283)
303-4 Water discharge	ESRS E3	Better water management	Universal Registration Document: section 3.3.2.4 (p.283)
303-5 Water consumption	ESRS E3 E3-4 §28 (a), (b), (d) and (e)	Metrics	Universal Registration Document: section 3.3.2.4 (p.283) See below "Additional information on water"

Additional information on water [303-5]

	Scope	Unit	2023	2024	2025	Change 2025/2024
Water consumption	Group	m ³	1,942,915	1,961,814	1,639,989	-16%

(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 101: Biodiversity - 2024⁽¹⁾

GRI standard	Reporting information	Reference to La Poste Groupe's 2025 Universal Registration Document and additions
101-1 Policies to halt and reverse biodiversity loss	Policies, objectives and targets	Universal Registration Document: section 3.3.1 (p.276) See section 1.1 of this document
101-2 Management of impacts on biodiversity	Impact mitigation measures	Universal Registration Document: section 3.3.1 (p.277)
101-3 Access and benefit-sharing	Access and benefit-sharing measures	Not applicable to La Poste
101-4 Identification of impacts on biodiversity	Determination of actual and potential significant impacts on biodiversity	Universal Registration Document: section 3.3.1 (p.277)
101-5 Sites with biodiversity impacts	Location and surface area	-
101-6 Direct drivers of biodiversity loss		Universal Registration Document: ■ GHG emissions: section 3.1.2.1 (p.183) ■ water withdrawal: section 3.3.2.4 (p.283) ■ pollution: section 3.1.2.2 (p.189)
101-7 Changes to the state of biodiversity	Ecosystems affected or likely to be affected	-
101-8 Ecosystem services		Universal Registration Document: section 3.3.1 (p.276)

Additional information on biodiversity [101]

	Scope	Unit	2023	2024	2025 ^(b)
MISSION-LED COMPANY GLOBAL BIODIVERSITY SCORE (GBS) ^(a)					
Static footprint	See ^(a)	MSA.km ²	543	1,181	-
Dynamic footprint	See ^(a)	MSA.km ²	5.4	12.8	-
BREAKDOWN OF THE STATIC FOOTPRINT BY SCOPE					
Scope 1 and Scope 2 (internal activity)				9.9%	-
Scope 3 upstream				90.1%	-
DISTRIBUTION OF THE STATIC FOOTPRINT BY PRESSURE					
Land use impacts				51.3%	-
Climate change impacts				34.8%	-
Pollution-related impacts				9.4%	-
Water consumption impacts				4.5%	-

(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.

(b) The GBS measurement was not updated in 2025. This measurement is updated every three to five years.

(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.

GRI 305: Emissions - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.153) ■ section 3.1.2.1 (p.174) ■ section 3.1.2.2 (p.187) ■ section 4.1 (p.295) and 4.5 (p.302) <p>Communication on Progress</p>
305-1 Direct (Scope 1) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (a); §46; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; AR §43 (c) and (d)	GHG emissions	Universal Registration Document: section 3.1.2.1 (p.183) See "Additional information on greenhouse gas (GHG) emissions" (p.42)
305-2 Indirect (Scope 2) GHG emissions	ESRS E1 E1-4 §34 (c); E1-6 §44 (b); §46; §49; §50; §AR 25 (b) and (c); §AR 39 (a) to (d); §AR 40; §AR 45 (a), (c), (d) and (f)	GHG emissions	Universal Registration Document: section 3.1.2.1 (p.183) See "Additional information on greenhouse gas (GHG) emissions" (p.42)
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.183) See "Additional information on greenhouse gas (GHG) emissions" (p.42)

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

Summary of the GHG emissions

(Group scope, in tCO ₂ e)	2023	2024	2025	Change 2025/2024
Total GHG emissions	5,708,785	5,480,257	4,951,914	-10%
■ of which direct emissions (Scope 1)	387,205	331,578	352,588	+6%
■ of which indirect emissions related to energy (Scope 2 market-based)	37,681	43,919	47,465	+8%
Scope 2 location-based	123,224	138,480	148,218	+7%
■ of which indirect emissions (Scope 3)	5,283,900	5,104,760	4,551,861	-11%
● category 1 - Products and services purchased	1,474,661	1,268,470	802,856	-37%
● category 2 - Capital goods	504,891	517,428	220,890	-57%
● category 3 - Activities related to energy consumption not included in Scopes 1 and 2	107,737	101,790	102,889	+1%
● category 4 - Upstream transport and distribution	2,288,163 ^(a)	2,233,938	2,382,469	+7%
● category 5 - Waste generated during operations	71,975	87,914	76,460	-13%
● category 6 - Business travel	9,290	6,847	7,307	+7%
● category 7 - Commuting	162,860	171,843	304,798	+77%
● category 8 - Upstream leased assets	5,240	1,991	4,399	+121%
● category 9 - Downstream transport and distribution	446,636	497,997	471,024	-5%
● category 10 - Processing of products sold	NA	NA	NA	-
● category 11 - Use of products sold	43	12	15	+25%
● category 12 - End of life treatment of sold products	13,115	17,529	16,558	-6%
● category 13 - Downstream leased assets	NA	NA	NA	-
● category 14 - Franchises	27,863	28,628	27,161	-6%
● category 15 - Investments	116,953	127,884	120,605	-6%
● extrapolated emissions (Scope 3)	54,474	42,490	14,430	-66%

(a) Restatement in 2024 of the 2023 Category 4 data (upstream transportation and distribution).

	Scope	Unit	2023	2024	2025
MISSION-LED COMPANY Greenhouse gas (GHG) emissions saved ^(b)	Services-Mail-Parcels and Geopost	tCO ₂ e	12,378	122,181	74,656
Connections to the home page of the environmental score ^(c) (cumulative since January 2022)	La Poste SA	Number	848,000	860,000	875,000

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

(c) More information on the environmental score in the 2025 URD (p.186).

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

(Group scope, in tCO ₂ e)	2023	2024	2025	Change 2025/2024
Total GHG emissions of buildings	151,935	145,631	165,090	+13%
Direct GHG emissions (Scope 1) related to energy in buildings	86,840	79,941	92,232	+15%
Indirect GHG emissions (Scope 2) related to energy in buildings	37,681	43,919	47,465	+8%
Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	22,173	19,780	20,994	+6%
Scope 3 Cat. 8 - Upstream leased assets ^(a)	5,240	1,991	4,399	
Share of Building GHG emissions / Total GHG	3%	3%	3%	

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

(tCO ₂ e)	Scope	2023	2024	2025	Change 2025/2024
Total GHG emissions from transport	Group and subcontractors	2,674,090	2,567,585	2724,719	+7%
GHG emissions (Scope 1) related to the use of the fleet	Group	300,364	251,637	260,356	+3%
Scope 3 Cat. 3 - Activities related to energy consumption not included in Scopes 1 and 2	Group	85,563	82,010	81,895	-0.1%
Scope 3 Cat. 4 - Upstream transport and distribution ^(a)	Subcontractors	2,288,163	2,233,938	2,382,469	+7%
Share of Transport GHG emissions / Total GHG	Group and subcontractors	47%	47%	48%	

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

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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.185) See below "Additional information on the intensity ratio"

Additional information on the intensity ratio [305-4]

	Scope	Unit	2023	2024	2025
GHG emissions intensity, based on location (total GHG emissions by net revenue) ^(a)	Group	tCO ₂ e / €m revenue	215.5	206.1	189.2
GHG emissions intensity, market-based (total GHG emissions per million euros of revenue)	Group	tCO ₂ e / €m revenue	212.3	202.6	185.5
Net revenue ^(a) used to calculate the GHG emissions intensity	Group	€m	26,888	27,055	26,700

(a) Net revenue is compared with the revenue reported in section 6.1 "Consolidated financial statements", Note 6 "Segment information", of the 2025 Universal Registration Document.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
305-5 GHG emission reduction	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.175) See "Additional information on greenhouse gas (GHG) emissions" (p.42)
305-6 Emissions of ozone-depleting substances (ODS)	ESRS E2	Other emissions	Universal Registration Document: section 3.1.2.2 (p.187)
305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	ESRS E2 E2-4 §28 (a); §30 (b) and (c); §31; §AR 21; §AR 26	Other emissions	Universal Registration Document: section 3.1.2.2 (p.189) See the environmental targets in section 1.1

GRI 306: Waste - 2020

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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: ■ section 3.1.5.1 (p.255) ■ section 3.3.2 (p.279)
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: ■ section 3.1.5.1 (p.255) ■ section 3.3.2.3 (p.280)
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: section 3.3.2.3 (p.280)
306-3 Waste generated	ESRS E5 E5-5 §37 (a), §38 to §40	Waste generation	Universal Registration Document: section 3.3.2.3 (p.282)
306-4 Waste diverted from disposal	ESRS E5 E5-5 §37 (b), §38 and §40		See "Additional information on waste" (p.45)
306-5 Waste directed to disposal	ESRS E5 E5-5 §37 (c), §38 and §40	Metrics	

Additional information on waste [306]⁽¹⁾

<i>(Group scope, in metric tonnes)</i>	2024	2025
Total quantity of waste produced	190,256	167,747
■ of which total quantity of hazardous waste	2,180	2,652
■ of which total quantity of non-hazardous waste	188,076	165,095
WASTE NOT DISPOSED OF (RECOVERED), BY TYPE OF RECOVERY OPERATION		
Total quantity of waste not disposed of (recovered)	147,643	152,307
Weight of hazardous waste	1,296	1,682
Sent to be prepared for reuse	30	78
Sent for material recycling	1,203	1,456
Sent for energy recovery	63	80
Sent to other recovery operations	0	68
Weight of non-hazardous waste	146,347	150,625
Sent to be prepared for reuse	8,099	13,996
Sent for material recycling	137,742	136,043
Sent for energy recovery	503	541
Sent to other recovery operations	2	45
WASTE DISPOSED OF, BY TYPE OF WASTE TREATMENT		
Total quantity of waste disposed	42,613	15,440
Weight of hazardous waste	884	970
Sent for incineration	152	126
Sent to landfill	92	22
Sent to other disposal operations	640	823
Weight of non-hazardous waste	41,729	14,470
Sent for incineration	4,766	5,016
Sent to landfill	25,608	2,354
Sent to other disposal operations	11,355	7,101
Total quantity of non-recycled waste^(a)	43,182	16,174
Percentage of non-recycled waste^(a)	23%	10%

(a) The presentation of the quantity and proportion of non-recycled waste highlights all waste processed using methods ranked below "material recycling" in the waste hierarchy defined by European and French regulations. According to this hierarchy, "preparing for reuse" measures are better than "recycling" measures. This table therefore includes all waste except waste sent to be prepared for reuse or to be recycled.

The change in data between 2024 and 2025 is mainly attributable to a reduction in Geopost's waste volumes, including the impact of certain subsidiaries (in particular C Chez vous, DPD Hungary, DPD Ireland) not submitting data in 2025, unlike in 2024. These entities have been included within the scope of estimated waste (where actual data is unavailable), calculated based on the weight of these businesses' contribution to revenue.

(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 from the 2024 financial year.

GRI 308: Supplier environmental assessment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.5.1 (p.255) ■ section 3.1.4.2 (p.247)
308-1 New suppliers that were screened using environmental criteria	ESRS G1 G1-2 §15 (b)	Supplier environmental assessment	Universal Registration Document: section 3.1.4.2 (p.249)
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 3.1.1.1 (p.155) ■ section 3.1.4.2 (p.247) ■ section 4.5 (p.302)

Additional information on responsible purchasing

The corpus of policies and charters governing responsible purchasing is available on the [Group's website](#). The main policies and charters in terms of supplier relations and responsible purchasing (including the renewal of the RFAR label) are also presented in [section 3.1.4.2](#) of the 2025 Universal Registration Document.

The risk management system, in particular ESG risks, is integrated into the purchasing process. It is summarised in the duty of care plan ([p.320](#)).

Furthermore, in 2026 La Poste formalised its first Scheme for the Promotion of Socially and Ecologically Responsible Purchasing (Schéma de promotion des achats socialement et écologiquement responsables - SPASER). It covers the scope of La Poste SA, i.e. the activities subject to public procurement procedures in accordance with the regulatory requirements. The SPASER focuses on three main performance pillars (societal, social and environmental) and is the operational implementation of the responsible purchasing policy. Its purpose is to determine operational actions as well as quantified and measurable objectives.

Focus on transport/delivery and inclusion commitments

Purchases of low-carbon transport services: the objective is to cover 50% of the long-distance kilometres using low-carbon energies by 2030. The technical, CSR and purchasing teams are working together to support the deployment of this ambition with suppliers.

Purchases of responsible and decarbonised delivery services: 100% of delivery calls for tenders contain a criterion relating to environmental management, such as driver training in eco-driving or the existence of a fuel consumption traceability system. 100% of framework agreements on delivery must include social requirements, in terms of compliance with the French Labour Code and health and safety prevention. The contracts stipulate that the supplier's employees must be provided 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 work regularly to improve the way in which the issues of risk prevention in terms of health, safety, illegal work, and environmental transition are addressed.

In the context of delivery consultations, a questionnaire is sent to suppliers at the time of every consultation to ensure that ESG actions are being implemented. In addition, since 2021 an annual questionnaire on ESG practices has also been sent to them: it is used to analyse the type of vehicles used to provide the services entrusted to them (type of fuel, EURO standard, CRIT'AIR sticker for commercial vehicles, etc.), the services provided (kilometres travelled, fuel consumption) as well as the training provided (training in eco-driving and health and safety risks).

Inclusive purchasing: the main actions in terms of inclusion are detailed in [section 3.1.3.2](#) of the 2025 Universal Registration Document.

Scope		Unit	2023	2024	2025
PURCHASE VOLUME					
Purchases and other expenses ^(a)	Group	€m	16,053	15,814	15,858
Weight of VSEs/SMEs/ISEs in purchases	LP, LPI and LBP	%	80	80	80
PURCHASING FUNCTION METRICS					
Purchasing employees trained in responsible purchasing during the year	LP, LPI and LBP	Number %	32,990	29,594	20,084
Percentage of purchasing employees having signed the purchasing function's responsible and ethical commitments	La Poste SA	%	100	100	100
SUPPLIER METRICS					
Percentage of suppliers under contract that have signed the Responsible Purchasing Charter	La Poste SA	%	100	100	100
Coverage rate of the clauses	La Poste SA	%	100	100	100
Suppliers assessed via the supplier e-compliance hub	LP, LPI and LBP	Number	-	3,203	3,261
Requests for in-depth assessment	LP, LPI and LBP	Number	652 ^(b)	1,202 ^(b)	1,599
MISSION-LED COMPANY Percentage of formalised purchasing consultations with discriminatory (over 10%) or eliminatory criteria	La Poste, Viapost Transport Management, La Banque Postale and La Poste Immobilier	%	N/A	81	85
INCLUSIVE PURCHASING					
Purchases from the protected workforce integration sector	LP, LPI and LBP	€m	39	55.7	49.7
■ of which purchases from the protected workforce integration sector ^(a)		€m	22.8	36.3	28.8
■ number of suppliers from the protected workforce integration sector		Number	248	226	212
■ of which purchases made from the disabled and sheltered work sector ^(b)		€m	16.2	19.4	20.9
■ number of suppliers from the disabled and sheltered work sector		Number	316	308	314
<i>(a) Information from the consolidated financial statements, Note 9.</i>					
<i>(b) The 2023 and 2024 data corresponded to the number of questionnaires completed.</i>					
<i>(c) Structure of the protected workforce integration sector.</i>					
<i>(d) Disabled and sheltered work sector.</i>					

2.4 SOCIAL STANDARDS

GRI 401: Employment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221) Communication on Progress
401-1 New employee hires and employee turnover	ESRS S1 S1-6 §50 (c)	Recruitment	Universal Registration Document: section 3.1.3.1 (p.200 and p.216) See below "Additional information on recruitment and young professionals"
		Employee turnover	Universal Registration Document: section 3.1.3.1 (p.216) See below "Additional information on recruitment and young professionals"

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

	Scope	Unit	2023	2024	2025
RECRUITMENT					
Number of employees hired on permanent contracts	Group	Individuals	24,854	20,875	17,692
Number of departures	Group	Individuals	31,636	34,055	28,416
Percentage of departures (turnover rate) ^(a)	Group	%	13.1	14.3	12.1
Employee turnover ^(b)	Group	%	11.67	11.5	9.8
YOUNG PROFESSIONALS					
Number of interns received	La Poste SA	Number	6,918	8,100	9,660
■ of which from urban priority neighbourhoods ^(c)	La Poste SA	%	11	N/A	8.4
Year 10/9th grade school pupil trainees welcomed	La Poste SA	Number	849	1,053	1,099
Work-study contracts (professional training and apprenticeship contracts)	Group	Number	5,705	5,622	4,774
MISSION-LED COMPANY 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 ^(d)	La Poste SA	Number	16,781	24,051	25,630
Young people benefiting from the L'Envol ^(e) scheme	La Banque Postale	Number	508	516	520

- (a) The departure percentage relates the number of departures in year N to the number of employees at the end of year N-1 (excluding temporary contracts).
- (b) The turnover rate represents the employee turnover rate, by comparing the sum of arrivals and departures in year N divided by two to the workforce at the end of year N-1 (excluding temporary contracts).
- (c) Urban priority neighbourhoods
- (d) From 2024, this metric was changed to take into account young people up to the age of 30 (vs under 26 years previously).
- (e) See La Banque Postale's 2025 Universal Registration Document for more details on the "L'Envol" programme (p.230).

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESRS S1 S1-11 §74; §75; §AR 75	Employee benefits	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.42) ■ section 3.1.3.1 (p.219) ■ section 6, note 3.17 (p.416), note 10 (p.426), note 25 (p.570) and note 31 (p.451) See below "Additional information on the benefits granted to employees"

Additional information on the benefits granted to employees [401-2]

	Scope	Unit	2023	2024	2025
REMUNERATION AND PROFIT-SHARING					
Average gross annual remuneration - Women	Group France	€k	35.3	39.2 Proforma: 37.8 ^(a)	38.7
Average gross annual remuneration - Men	Group France	€k	35.7	40.9 Proforma: 39.7 ^(a)	40.4
Amount paid in respect of the profit-sharing scheme ^(b)	Group France	€m	N/A	173	134
Number of employees receiving profit-sharing	Group France	Number	N/A	200,045	198,357

(a) The figures published in 2024 included the variable and additional compensation (absent in 2023). The 2024 pro forma figures are in the 2025 format, i.e. including work-study students and net of health deductions for La Poste SA.

(b) Taxes on wages and corporate social contribution tax ("forfait social") included.

	Scope	Unit	2023	2024	2025
EMPLOYEE SAVINGS					
Group employees with a PEG or PERCO ^(c)	Group France ^(d)	Number	175,815	162,223	164,453
Total amount of PEG and PERCO plans	Group France ^(d)	€m	1,618	1,139	1,223
Net contribution paid by the company	Group France ^(d)	€m	42	24	27
HOUSING					
Number of employees housed in La Poste reserved accommodation	Group France	Number	2,800	3,400	4,300

(c) PEG: Group savings plan (plan d'épargne groupe). PERCO: collective retirement savings plan (plan d'épargne pour la retraite collectif).

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

SOCIAL AND CULTURAL ACTIVITIES

The governance of the Social and Cultural Activities (SCA) at La Poste SA has changed. Until 2024, La Poste SA managed the SCA directly. Following the workplace elections of October 2024, and from January 2025, the responsibility for the SCA was transferred to the Social and Economic Committees of the establishments.

Following the SCA agreement of March 2024, La Poste SA now pays 2.46% of the payroll to the Social and Economic Committees of the establishments every year (i.e. €135.6 million in 2025) to finance the SCA, as well as €3.5 million intended to finance associations acting in the social and solidarity field and working for the benefit of postal workers.

La Poste has retained the management and financing of meal vouchers. In this respect, its contribution for 2025 amounted to €60.9 million (excluding the end-of-year rebates).

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to La Poste Groupe's 2025 Universal Registration Document and additions
401-3 Parental leave	ESRS S1 S1-15 §93	Parenthood support	Universal Registration Document: section 3.1.3.1 (p. 220) See "Additional information on family and parental leave"

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

(Group scope, in %)	2024		2025 ^(a)	
WORK-LIFE BALANCE	MEN	WOMEN	MEN	WOMEN
Percentage of entitled persons (excluding work-study students)	100	99.9	99.6	99.6
Percentage of entitled persons taking family leave	7.9	9.1	8.8	10.8

(a) The 2025 data included the non-permanent employees.

(La Poste SA scope)	Unit	2023	2024	2025
Employees entitled to parental leave	%	100	100	100
Employees who took parental leave, by gender	Number	835 (W) 65 (M)	814 (W) 67 (M)	782 (W) 53 (M)
Employees who returned to work during the reporting period after parental leave, by gender	Number	429 (W) 45 (M)	388 (W) 45 (M)	244 (W) 27 (M)

GRI 402: Labour/Management relations - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221) Communication on Progress
402-1 Minimum notice periods regarding operational changes	ESRS S1	Social dialogue	Universal Registration Document: section 3.1.3.1 (p.211 and p.217) See "Additional information on collective bargaining" (p.24) and below "Additional information on social dialogue"

Additional information on social dialogue [402-1]

	Scope	Unit	2023	2024	2025
Notice period	Group France	Weeks	12	12	12
Prior notice and consultation mechanisms in collective bargaining agreements	Group France	yes/no	yes	yes	yes
Employees represented in collective representation bodies ^(a)	Group France	%	100	100	100
Referrals handled by workplace ombudsman ^(b)	Group France	Number	N/A	N/A	255

(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.

(b) In 2025, change in methodology to align with market practices.

(c) Excluding Geopost's French subsidiaries.

GRI 403: Occupational health and safety - 2018

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221) ■ section 4.1.2 (p.296), 4.5 (p.302) 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.203) See "Additional information on occupational health and safety" (p.53)
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.201 and 211) ■ section 4.5 (p.302) See "Additional information on occupational health and safety" (p.53)
403-3 Occupational health services	ESRS S1		Universal Registration Document: section 3.1.3.1 (p.203) See "Additional information on occupational health and safety" (p.53)
403-4 Worker participation, consultation, and communication on occupational health and safety	ESRS S1		Universal Registration Document: section 3.1.3.1 (p.211) See "Additional information on occupational health and safety" (p.53)
403-5 Worker training on occupational health and safety ESRS S1	ESRS S1	Awareness-raising and training	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.203) ■ section 4.5.7.5 (p.337) See "Additional information on occupational health and safety" (p.53)
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.203) ■ section 3.1.3.2 (p.221) ■ section 4.5 (p.321) See "Additional information on occupational health and safety" (p.53)
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 4.5.3 (p.311) and 4.5.4 (p.319) See "Additional information on occupational health and safety actions" (p.53)
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.220) See "Additional information on occupational health and safety actions" (p.53)

Additional information on occupational health and safety [403]

La Poste Groupe is strengthening its occupational health and safety policy. The actions are guided by six structuring priorities supported by strong occupational health and safety leadership and attentive management: preventing serious accidents, strengthening the prevention of psychosocial risks, improving working conditions, promoting job retention, anticipating major transitions (climate, digital and demographic), strengthening the assessment and control of occupational health and safety performance. These six priorities are based on regular and in-depth social dialogue.

To reinforce this policy, the Group deploys a health and safety management system with the aim of increasing the efficiency of actions thanks to the commitments made by the entire company, from the Executive Committee to the facilities, by involving managers, the HR function, employees, employee representatives, subcontractors and third parties. The health and safety management system is based on the ISO 45001 standard and aims to better prevent risks through better monitoring of the effectiveness of the actions implemented.

	Scope	Unit	2023	2024	2025
Percentage of employees in 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	%	N/A	99.9	99.0
Percentage of sites covered by a single occupational risk assessment document	Group France	%	100	100	100
Occupational physicians	La Poste SA	FTE	96	90	80
Occupational health nurses	La Poste SA	FTE	116	116	110
Social assistants	La Poste SA	FTE	180	169	160
Occupational health service assistants	La Poste SA	FTE	105	102	101
Employees making up the "Kindness ambassadors" network ^(a)	Group France	Number	N/A	647	1,028

(a) 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.

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe Universal Registration Document and additional information
403-9 Workplace accidents	ESRS S1 S1-4, §38 (a); S1-14 §88 (b) and (c); §AR 82	Metrics	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.220) ■ section 4.5.7.3 (p.334) See below "Additional information on workplace accidents and work-related ill health"
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: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.220) ■ section 4.5.7.3 (p.334) See below "Additional information on workplace accidents and work-related ill health"

Additional information on workplace accidents and work-related ill health [403-9 and 403-10]

	Scope	Unit	2023	2024	2025	Change 2025/2024
Teleworking employees	Group	Number	40,864	39,137	39,234	0%
Overtime	Group	Number	8,475,876	7,947,525	6,714,633	-16%
Recordable incident frequency rate for own workforce	Group	(a)	17.9 ^(b)	17.0	17.8	+5%
Recordable occupational accident frequency rate for own workforce and agency staff	Group	(a)	N/A	N/A	18.6	-
Severity rate ^(c)	Group	%	1.28	1.26	1.36	+8%
Number of fatalities in its own workforce as a result of work-related injuries and work-related diseases	Group	Number	1	8	10	+25%
Sickness absenteeism rate	Group	%	6.3	6	6.2	+3%
Days of absence due to illness	Group	Number of days	5,648,743	5,566,002	5,647,092	+1%
Days of absence due to work-related ill health	Group	Number of days	489,208	525,842	565,960	+8%
Days of absence due to workplace accidents ^(b)	Group	Number of days	534,806	525,556	572,830	+9%
WORKPLACE ACCIDENTS AND COMMUTING ACCIDENTS (CIVIL SERVANTS AND EMPLOYEES)						
Number of recordable work-related injuries for own workforce	Group	Number	7,429	7,089	7,515	+6%
Number of recordable work-related injuries for own workforce and temporary workers	Group	Number	N/A	N/A	8,348	-
Number of commuting accidents resulting in lost time	La Poste SA	Number	892	980	941	-4%
Women	La Poste SA	Number	379	421	490	+16%
Men	La Poste SA	Number	513	559	451	-19%

	Scope	Unit	2023	2024	2025	Change 2025/2024
NUMBER OF PERMANENT DISABILITIES^(d) (PARTIAL AND TOTAL NOTIFIED TO THE COMPANY DURING THE YEAR)						
Due to commuting accidents	La Poste SA	Number	44	44	54	+23%
Women	La Poste SA	Number	23	13	28	+115%
Men	La Poste SA	Number	21	31	26	-16%
Due to accidents at work	La Poste SA	Number	160	163	162	-1%
Women	La Poste SA	Number	98	61	101	+66%
Men	La Poste SA	Number	62	102	61	-40%
WORK-RELATED ILL-HEALTH^(e)						
Total number of work-related diseases recognised	La Poste SA	Number	441	453	526	+16%
Chronic acid and derivative	La Poste SA	Number	0	1	0	
Asbestos (30)	La Poste SA	Number	0	0	0	
Lung cancer (30 bis)	La Poste SA	Number	0	0	0	
Skin lesions (nickel salts)(37)	La Poste SA	Number	0	0	0	
Deafness (42)	La Poste SA	Number	0	0	0	
Periarticular disorders(57)	La Poste SA	Number	401	414	484	+17%
Skin lesions(65)	La Poste SA	Number	0	0	0	
Lumbar rachis (97)	La Poste SA	Number	0	1	1	
Lumbar rachis (98)	La Poste SA	Number	14	19	16	-16%
Chronic meniscus lesions (79)	La Poste SA	Number	2	2	3	
Other	La Poste SA	Number	24	16	22	+38%
ISO 45001 CERTIFICATION						
Coverage ratio (employees)	Group	%	3	4	3	
Coverage ratio (revenue)	Group	%	8	8	7	

(a) The lost-time occupational accident frequency rate corresponds to the number of lost-time occupational accidents per million paid hours (including overtime) for the period considered.

(b) Group Europe scope.

(c) The severity rate of workplace accidents is equal to the 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.

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

(e) 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.

GRI 404: Training and education - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221)
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.220) See "Additional information on training and professional development" (p.57)
404-2 Programmes for upgrading employee skills	ESRS S1 S1-1 §AR 17 (h)	Strengthen the employability of employees	Universal Registration Document: section 3.1.3.1 (p.210) See "Additional information on training and professional development" (p.57)
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.219) See "Additional information on training and professional development" (p.57)

Additional information on training and professional development [404]

	Scope	Unit	2023	2024	2025
General CSR and climate training					
Annual unique learners having followed the "CSR essentials for all" training playlist ^(a)	(b)	Number	19,317	42,448	76,485
Number of employees trained in eco-driving (cumulative since 2020)	Services-Mail-Parcels	Number	42,088	49,708	50,643
Number of employees made aware via the Climate Fresco (cumulative since 2022)	Group France	Number	16,874	23,643	27,414
Training on digital technology and personal data					
Percentage of employees having attended a training course on digital technology during the year	La Poste SA	%	15.1	12.9	20.5
Employees trained in personal data protection	La Poste SA	Number	26,894	21,827	26,312
Training in anti-discrimination					
■ gender equality and the fight against sexism	La Poste SA	Number	3,695	13,168	36,815
■ diversity	La Poste SA	Number	7,833	35,835	11,176
■ disability	La Poste SA	Number	2,298	2,941	3,382
■ recruitment without discrimination	La Poste SA	Number	1,786	1,415	1,223
Other training					
Number of sessions of the "Tous mobilisés contre la fraude" (All mobilised against fraud) e-learning programme followed (cumulative since 2024)	(b)	Number	-	29,086	58,132
Number of employees trained in the management of dangerous goods and supplies	La Poste SA and Chronopost	Number	25,722	25,806	30,198

(a) The "CSR essentials for all" playlist includes e-training modules on various themes: environmental transition, circular economy, biodiversity, responsible digital technology, eco-friendly behaviours, duty of care, diversity, disability, etc.

(b) Scope of the entities having access to the MaFormation online space.

Metrics related to training and professional development [404]

(Group scope)	2024					2025				
	MEN	WOMEN	OTHER	NOT REPORTED	TOTAL	MEN	WOMEN	OTHER	NOT REPORTED	TOTAL
Number of annual performance reviews	93,154	95,010	-	24	188,188	89,413	86,451	1	-	175,865
Percentage of annual performance reviews	69.9%	81.0%	-	100%	75.1%	66.5%	75.3%	0.6%	-	70.5%
Number of training hours	2,076,707	2,461,325	-	2,575	4,540,608	2,187,467	2,379,275	5,126	-	4,571,868
Average number of training hours per employee	16	21	-	107	18	16	21	28	-	18

	Scope	Unit	2023	2024	2025
Percentage of employees trained during the year	Group	%	N/A	86.0	84.3
Training expenditure	La Poste SA	% of payroll	5.05	4.86	4.46

EVOLUTION AND MOBILITY

Employees enrolled in career paths leading to certification (cumulative since 2021)	Group	Number	1,360	3,400	4,200
Percentage of workforce having benefited from internal mobility	Group	%	13	13.4	13.2
Offers on the Job Exchange	La Poste SA	Number	16,143	11,546	11,841
Employees supported by the Mobility and Recruitment teams	La Poste SA	Number	25,773	24,311	23,215
Employees who transferred to work in civil service	La Poste SA	Number	170	137	109
Employees who have set up or purchased their own business	La Poste SA	Number	205	101 ^(a)	125

(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 2025 La Poste Groupe 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: ■ section 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221) Communication on Progress
405-1 Diversity of governance bodies and employees	ESRS 2 GOV-1 §21 (d); ESRS S1 S1-6 §50 (a); S1-9 §66 (a) and (b); S1-12 §79	Diversity within the Board of Directors	Universal Registration Document: ■ section 3.1.1.2 (p.166) ■ section 5.1.1 (p.341) See below "Additional information on gender diversity within the governance bodies"

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

Percentage of women in governance bodies	31/12/2023	31/12/2024	31/12/2025
Board of Directors (of which members)	43%	50%	54%
Quality and Sustainable Development Committee	71%	71%	71%
Public Service Missions Committee	43%	57%	71%
Appointments, Compensation and Governance Committee	25%	50%	50%
Audit Committee	20%	40%	40%
Strategy and Investment Committee	56%	67%	44%
Executive Committee	30%	40%	50%

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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) and (b); S1-12 §79	Diversity among employees	Universal Registration Document: section 3.1.3.1 (p.216, p.218 and p.219) See "Additional information on diversity among employees" (p.60)
405-2 Ratio of basic wage and remuneration of women to men	ESRS S1 S1-16 §97 and §98	Gender equality	Universal Registration Document: section 3.1.3.1 (p.220) See "Additional information on diversity among employees" (p.60)

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

<i>(Group scope, in natural persons).</i>		Unit	2024	2025
BREAKDOWN OF EMPLOYEES IN EXECUTIVE MANAGEMENT				
Men	Number (%)		217 (60.4)	215 (60.1)
Women	Number (%)		142 (39.6)	143 (39.9)
Total	Number (%)		359 (100)	358 (100)
BREAKDOWN OF EMPLOYEES BY AGE GROUP				
Under 30 years	Number (%)		35,656 (14.2)	35,045 (14.3)
30 to 49 years	Number (%)		116,495 (46.3)	113,382 (46.3)
50 years and above	Number (%)		99,218 (39.5)	96,642 (39.4)
Total	Number (%)		251,369 (100)	245,069 (100)
EMPLOYEES WITH DISABILITIES				
Men	Number (%)		4,991 (3.5)	5,115 (3.9)
Women	Number (%)		8,522 (6.9)	8,689 (7.7)
Total	Number (%)		13,513 (5.0)	13,804 (5.6)

		Scope	Unit	2023	2024	2025
OTHER DIVERSITY METRICS						
Percentage of women in the workforce		Group	%	47.3	46.4	45.8
Percentage of employees/managers		Group	%	70/30	72/28	73/27
Percentage of women senior executives		Group	%	38.2	39.6	40.0
MISSION-LED COMPANY Employment rate of people with disabilities (% of the government mandated level)		La Poste SA	%	9.33	9.76	10.37
GENDER EQUALITY						
Gender equality index		La Poste SA	Score/100	94	94	99 ^(a)
Promotion rate		Group	%	6.8	6.2	5.1
■ of which percentage of women		Group	%	50.4	48.8	47
Gender pay gap ^(b)		Group	%	N/A	4.5 ^(c)	4.1

(a) In 2025, La Poste's subsidiaries achieved the following results: 93/100 for Geopost SA, 92/100 for La Banque Postale and 99/100 for CNP Assurances SA.

(b) (average remuneration of men – average remuneration of women) / (average remuneration of men).

(c) 2024 data restated. Change of scope in 2025 to include work-study students and better account for absenteeism.

	2024		2025	
	CIVIL SERVANTS	EMPLOYEES	CIVIL SERVANTS	EMPLOYEES
AVERAGE FIXED COMPENSATION RATIO (GROSS/MONTH) BETWEEN MEN AND WOMEN, BY PROFESSIONAL CATEGORY				
Senior managers and executives	1.03	1.04	1.01	1.04
Engineers and managers	1.01	1.04	1.00	1.04
Technicians and supervisors	1.01	0.98	1.01	0.98
Workers and employees	0.99	0.97	0.99	0.98

GRI 406: Non-discrimination - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.200) ■ section 3.1.3.2 (p.221) ■ section 3.1.3.4 (p.237) ■ section 3.1.4 (p.243) ■ section 4.5 (p.302) Communication on Progress
406-1 Incidents of discrimination and corrective actions taken	ESRS S1 S1-17 §97, §103 (a), §AR 103	Prevention and management of incidents of discrimination	Universal Registration Document: section 3.1.3.1 (p.221)

GRI 407: Freedom of association and collective bargaining - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.211) ■ section 3.1.3.2 (p.221) Communication on Progress
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: <ul style="list-style-type: none"> ■ section 3.1.3.2 (p.221) ■ section 4.5.1.3 (p.303)

Additional information on trade unions

The social dialogue with the trade unions makes it possible in particular to report on the strategy and situation of the business. In 2025, strategic bilateral meetings addressed the topics of data and AI, as well as the e-commerce strategy and cash management at La Poste.

GRI 408: Child labour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.222) ■ section 3.1.4.2 (p.248) ■ section 4.5.2 (p.304)
408-1 Operations and suppliers posing a significant risk of incidents of child labour	ESRS S1 §14 (g); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against child labour	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.222) ■ section 4.5.3.4 (p.318)

GRI 409: Forced or compulsory labour - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.222) ■ section 4.5.2.1 (p.304) and 4.5.4.3 (p.327)
409-1 Operations and suppliers posing a significant risk of incidents of forced or compulsory labour	ESRS S1 §14 (f); S1-1 §22 ESRS S2 §11 (b); S2-1 §18	Measures against forced labour	Universal Registration Document: <ul style="list-style-type: none"> ■ section 3.1.3.1 (p.202) ■ section 3.1.3.2 (p.222) ■ section 4.5.2.1 (p.304) and 4.5.4.3 (p.327)

GRI 410: Security practices - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 4.5.2.1 (p.304)
410-1 Security personnel trained in human rights policies or procedures	ESRS S3	Promotion of security and human rights	Universal Registration Document: section 3.1.3.1 (p.203 and p.220)

GRI 411: Rights of indigenous peoples - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.2 (p.221)
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	See the responsible and ethical purchasing charter

GRI 413: Local communities - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.3 (p.227)
413-1 Operations with local community engagement, impact assessments, and development programmes	ESRS S3 S3-2 §19; S3-3 §25; S3-4 §AR 34 (c)	Contribution to local communities	Universal Registration Document: <ul style="list-style-type: none"> ■ integrated report (p.43) ■ section 3.1.3.3 (p.227) <p>See “Additional information on significant indirect economic impacts” (p.29), “Additional information on support for the public sector and people in vulnerable situations” (p.64)</p>
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 3.1.3.3 (p.227)

Additional information on support for the public sector and people in vulnerable situations

	Scope	Unit	2023	2024	2025	
Loan production for the public sector and the social economy	LBP	€bn	9.4	11.8	13.8	
MISSION-LED COMPANY	Number of people detected, supported, trained and equipped in the use of digital technology	La Poste SA, LBP, La Poste Mobile	Number	646,071	788,252	809,141
	Number of customers supported in post offices in urban priority neighbourhoods by the social mediators of the partner associations	La Poste SA	Number	N/A	1,485,073	1,714,788
	Number of beneficiaries of support services for elderly and vulnerable people	La Poste SA	Number	248,581	283,273	287,152
	Number of beneficiaries of banking inclusion who were able to receive social benefits	LBP	Number	578,207	556,577	541,215
Number of patients cared for at home	La Poste Santé et Autonomie	Number	315,000	320,000	383,000	
Customers in financially vulnerable situations ^(a)	LBP	Million	1.6	1.7	1.8	
<i>Livret A</i> customers benefiting from the banking accessibility public service mission	LBP	Million	1.3	1.2	1.1	
Percentage of <i>Livret A</i> savings accounts holding assets of less than €100	LBP	%	46.4	46.9	47.8	
Customers supported by <i>L'Appui</i> (budget support)	LBP	Number	33,595	42,209	37,897	

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

GRI 414: Supplier social assessment - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.4.2 (p.247) Communication on Progress
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.249) ■ section 4.5.7.4 (p.336) See "Additional information on responsible purchasing" (p.46).
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 3.1.3.2 (p.221) ■ section 3.1.4.2 (p.247) ■ section 4.5.7.4 (p.336) See "Additional information on responsible purchasing" (p.46).

GRI 415: Public policy - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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: <ul style="list-style-type: none"> ■ section 3.1.1.1 (p.157) ■ section 3.1.4.3 (p.251)
415-1 Political contributions	ESRS G1 G1-5 §29 (b)	Political influence activities	Universal Registration Document: section 3.1.4.3 (p.251) See "Additional information on policy commitments" (p.19)

GRI 416: Customer health and safety - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.4 (p.233)
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.233) See "Additional information on incidents of non-compliance" (p.21)
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.234) See "Additional information on incidents of non-compliance" (p.21)

GRI 417: Marketing and labelling - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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 3.1.1.1 (p.157) ■ section 3.1.3.4 (p.233)
417-1 Requirements for product and service information and labelling	ESRS S4	Compliance and labelling	Universal Registration Document: section 3.1.3.4 (p.233)
417-2 Incidents of non-compliance concerning product and service information and labelling	ESRS S4 S4-4 §35		Universal Registration Document: section 3.1.3.4 (p.233) See "Additional information on incidents of non-compliance" (p.21)
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.233) See "Additional information on incidents of non-compliance" (p.21)

GRI 418: Customer privacy - 2016

GRI standard	CSRD - ESRS equivalence	Reporting information	Reference to the 2025 La Poste Groupe 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: ■ section 3.1.1.1 (p.157) ■ section 3.1.3.4 (p.233) ■ section 4.1.2 (p.296) See below "Additional information on cybersecurity and data protection"
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.242) See below "Additional information on cybersecurity and data protection"

Additional information on cybersecurity and data protection [418]

	Scope	Unit	2023	2024	2025
Data breach notifications declared to the CNIL	Group France	Number	28	21	25
Employees made aware of cybersecurity	La Poste SA	%	N/A	85	90
MISSION-LED COMPANY Number of active Digiposte customers	La Poste SA	Millions	10.2	12.0	13.8
Number of La Poste Digital Identities	La Poste SA	Million	4.2	6.6	8.2

Governance and strategic plan

The Group's cybersecurity governance is based on the Group Information Systems Security Policy (ISSP), a structured framework of security requirements aligned with ISO 27001 and 27002 and applicable to the entire Group. Its application is monitored through an annual campaign (Cyber Control Plan). This system is supplemented by an assessment carried out by a third party, the Wavestone Cyberbenchmark, which assesses the Group's level of cyber maturity and compares it with other major groups. Lastly, the requirements related to the NIS 2 and DORA regulations are being integrated into the Group's information systems security policy.

As part of the "4x100%" strategic plan (2022-2025), the Group Cybersecurity Department has steered the securing of the Group's information systems, users, equipment and subsidiaries around four objectives: supervising 100% of the critical information systems, enrolling 100% of the subsidiaries in a cybersecurity system, protecting 100% of the connected devices, and raising awareness among 100% of the employees.

Expired in 2025, this plan significantly raised the level of cybersecurity and now provides the necessary lessons to define a new, even more effective strategy aligned with the Group's performance challenges. Furthermore, new regulatory requirements (NIS 2, DORA, CER⁽¹⁾), the emergence of disruptive technologies (agentic AI, post-quantum AI), the need to better allocate the resources involved (risks versus costs) and the continuing intensification of the threat, particularly in a tense international context, impose a new roadmap for 2026-2030.

Resources and control measures

The human resources deployed in the Group's cybersecurity and personal data protection functions are detailed in the [2025 Universal Registration Document](#).

Various control measures were implemented during the year:

- every year, an audit plan is rolled out across the Group. This audit plan includes penetration tests carried out internally by the Group's Security Operations Centre 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. Bug bounty campaigns are also carried out⁽²⁾;
- these audits are supplemented by cyber maturity assessments (questionnaires with evidence) and organisational and technical controls managed by the Group Cybersecurity Department at the subsidiaries. In 2025, 120 entities were assessed and 15 subject to technical tests.
- in addition, under the delegation of the Risk Department, the Group Cybersecurity Department deploys the cyber permanent control plan, which consists of monitoring the application of the IS security policy on the most critical systems.
- lastly, the Group runs several anti-phishing campaigns every 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.

Employee awareness raising

An annual cybersecurity awareness programme is developed by the Group's Cybersecurity Department. Designed in collaboration with the business lines and supported by management, this programme responds to a constantly evolving environment: increasing complexity of digital uses, strengthening regulatory requirements, and increasing sophistication of cyberattacks. In this context, cybersecurity must become a shared reflex at all levels of the organisation.

This programme focuses on three major priorities:

- concretely reduce human risk by disseminating good reflexes on a daily basis;
- durably establish a cyber culture, integrated into business practices;
- make managers the first relays of this transformation dynamic.

(1) NIS: Network and Information Security. DORA: Digital Operational Resilience Act. CER: Critical Entities Resilience Directive.

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

In addition to the protection of information systems, this programme aims to meet a three-fold challenge for the organisation: performance, compliance and reputation preservation. Cybersecurity is thus asserting itself as a strategic lever, at the heart of risk management.

Certain entities⁽¹⁾ are providing mandatory training courses . In 2025, 2,075 employees completed one of the three training courses:

- Information Systems Security (ISS) – Fundamentals;
- ISS – Privileged accounts;
- Data and digital security.

Cybersecurity 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 that occur every year, in 2025 a total of 38 cyber incidents were recorded by the Group Cybersecurity Department, an increase compared to 2024 (including 6 incidents with a cross-functional impact). These incidents were classified as follows: 2 major incidents, 13 very significant incidents, 7 significant incidents, and 16 routine incidents.

In particular, the occurrence of a major cyber incident comprising a series of successive denial of service (DDoS) attacks at the end of the year had a strong impact on the Group's activities. The attack did not result in any intrusion into the IS, nor did it harm the company's data or that of its customers. However, it prevented or severely limited the ability to provide the service expected by customers by saturating access to the Group's websites with illegitimate traffic. The Group Cybersecurity Department conducted an external audit to assess the DDoS protection system.

The crisis management system is based on a Cyber Crisis Management Centre, implemented by the Group's Cyber Department. This organisation is tested regularly (a major annual cyber crisis exercise).

The Group has a cyber insurance policy that covers all of its entities and subsidiaries that are more than 50% owned. This system is complemented by the Group's membership of the Miris mutual insurance company.

(1) BGN, i-TEAM, Docaposte, La Banque Postale and the head office.



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La Poste – French public limited company (*société anonyme*) with share capital of
€6,182,950,580 – 356 000 000 RCS PARIS
Registered office: 9 rue du Colonel Pierre Avia – 75015 PARIS



SOCIETAL COMMITMENT DEPARTMENT
9 rue du Colonel Pierre Avia - 75757 PARIS CEDEX 15
Tel: +33 (0)1 55 44 00 00
www.lapostegroupe.com