



MISSION COMMITTEE REPORT 2021

03

EDITORIAL

04

LA POSTE, ENTREPRISE À MISSION:
A SEAMLESS EVOLUTION

06

LA POSTE, ENTREPRISE À MISSION:
A NEW FRAMEWORK

08

STAKEHOLDER COMMITTEE,
MISSION COMMITTEE

09

2021, MISSION COMMITTEE'S FIRST YEAR
OF ACTIVITY

12

LA POSTE GROUP'S ACHIEVEMENTS IN 2021

15

CHALLENGES AND TRANSFORMATIONS
FOR 2022 AND BEYOND

This document constitutes the annual report of the Mission Committee to be presented to the general meeting of shareholders of La Poste on June 8, 2022, and drawn up in accordance with article L210-10 3° of the French Commercial Code.



“ A Seamless Evolution ”

Philippe **WAHL**
Chairman and Chief Executive Officer, La Poste

Over five centuries of existence, La Poste has been providing essential services that have enabled social links to be forged and empowered local economies. Throughout these 500 years, we have constantly reinvented ourselves in order to adapt to social and technological developments, while always striving to serve the public interest.

Our Public Service Missions, such as the distribution of mail and the press, regional planning and accessible banking, are enshrined in the Law and are an integral part of the history of the company, making it an “Entreprise à Mission”, long before such a notion existed.

La Poste pioneered the integration of societal commitment into its business model. Today, the Group deploys one of the first fleets of electric vehicles in the world and is developing the urban logistics of tomorrow. It provides trustworthy and inclusive digital services, is a major player in the silver economy and a leader in the area of responsible finance.

In 2021, despite the pandemic and stiff competition, La Poste continued to move forward with its transformation. A new strategic plan, “La Poste 2030, committed to you”, was adopted. It aims to meet a set of major challenges: the digital, demographic, territorial and ecological transitions. Within each of these transitions there are major challenges for each and every one of us. They bring both risks and opportunities. For La Poste, they are all reasons to seek to achieve a positive impact that benefits everyone. More than ever, La Poste is successfully combining performance with a commitment to serving society as a whole.

In 2021, La Poste became the very first public company to become an “Entreprise à Mission” - a logical development within the framework of our societal commitment. The “Entreprise à Mission” status perfectly embodies La Poste’s ethos.

To give concrete form to its Mission, La Poste worked with its stakeholders to define a set of 4 social and environmental objectives which were integrated into the company’s articles of incorporation in the form of commitments. It has redesigned its governance structures, setting up a Stakeholder Committee responsible for monitoring commitments which also acts as a Mission Committee as defined by the relevant law. The Committee’s work and the quality of the discussions taking place are very promising. I hope that this first report of the Mission Committee will encourage you to share our convictions and our commitment.

More than ever, La Poste is a committed, competitive and public-spirited company at the service of all.

1. Law of 22 May 2019 on the Growth and Transformation of Businesses

LA POSTE, ENTREPRISE À MISSION: A SEAMLESS EVOLUTION



Over the centuries, La Poste has witnessed profound changes in society. It has always moved with the times and found ways to innovate while remaining committed to its overall vocation of public service.

Enduring, committed and with strong values - these have always been the hallmarks of La Poste throughout its many changes of status. In 1804, under the Empire, La Poste became a general directorate of the Ministry of Finance. In 1879, it was central to the Ministry of Posts, Telegraphs and Telephones (PTT) which, from 1923, benefited from an additional state budget. In 1991, the administration was transformed into a Public, Industrial and Commercial Establishment (EPIC), and a new entity, La Poste Group, was entrusted with public service missions while being free to develop competitive services. Since 2010, La Poste has been a public limited company. In 2021, it adopted the status of Entreprise à Mission, a framework perfectly suited to combining economic and operational performance with acting in the public interest.

4 SOCIAL AND ENVIRONMENTAL OBJECTIVES

Four social and environmental objectives are set out in Article 1 of La Poste's articles of incorporation. They determine its commitments as an Entreprise à Mission. They are in line with the historical evolution of the company and directly relate to today's major environmental and societal transitions. They represent Le Groupe La Poste's contribution to the United Nations Sustainable Development Goals.

CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION

Ensuring simplified access for all to La Poste services is key to this commitment. **Contributing to local development**, in particular through the financing of companies and the local public sector, is an essential pillar of this.

FOSTER SOCIAL INCLUSION

This objective is at the heart of La Poste's action to help the most vulnerable in society, such as **young people, the elderly**, economically-challenged and people with difficulties in accessing employment.



The Entreprise à Mission objectives are relevant and correspond to the point at which society's expectations and what La Poste can provide converge.



Jacques LÉVY
Geographer

PROMOTING ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES

La Poste advocates and promotes inclusive digital technology, and so facilitates access to equipment and digital uses, providing simple, robust and universal solutions. We contribute to fighting against illiteracy by detecting, supporting, training and equipping those people concerned. La Poste also continues to work to ensure digital services are trustworthy, guaranteeing responsible management and ethical practice in the development of artificial intelligence and data protection. Finally, we are committed to reducing the environmental footprint of our digital tools and applications.



WORKING TO ACCELERATE THE ECOLOGICAL TRANSITION FOR EVERYONE

In order to reduce our environmental impacts, particularly in terms of emissions (GHGs and pollutants) and the consumption of resources, the La Poste Group will continue to modify its production tools, processes and practices (eco-driving, sorting, etc.).



That La Poste should be an Entreprise à Mission is self-evident; it is an important symbol for La Poste to have been the first public service company to achieve this status.



Marie TRELLU-KANE
President of Unis-Cité



The Entreprise à Mission process enables La Poste to ensure comprehensive coverage of its commitments, going beyond its public service missions. It is an exemplary approach.



Géraud GUIBERT
CEO, La Fabrique Écologique



This approach allows the company to confront its vision of the public interest with representative third parties; it is a modern approach, in tune with today's society.



Catherine MAYENOBE
Board Member nominated by the Caisse des Dépôts et Consignations



La Poste (together with the SNCF) is the Group that had the strongest case for the Entreprise à Mission status that it will now be embodying.



Franck GERVAIS
Board Member nominated by the State

- 1464** Louis XI creates a «royal mail», the first French postal network. It gradually opens up to private individuals.
- 1760** In Paris, 200 postmen deliver the mail three times a day. This service is progressively extended to other cities.
- 1830-1864** A local service starts to emerge: the mail is collected and delivered on a daily basis.
- 1841-1877** The very beginnings of feminisation: female post office managers, appointed on recommendation, and "lady-employees" recruited by the first entrance exam for women, contribute to the growth of the network.
- 1879-1889** La Poste plays a structuring role in communications: with the advent of the telegraph and telephone, La Poste becomes the cornerstone of a powerful ministry of communications.
- 1881-1918** The first financial services: the Caisse Nationale d'Épargne (National Savings Bank) and post office cheques can be accessed in post offices.
- 1914** Solidarity: first stamp to raise funds for charity, the Red Cross.
- 1918** A major social innovation: creation of the postal office check account service to generalise the use of scriptural money.
- 1927** Social and territorial cohesion and supporting rural areas are the objectives of "La Poste automobile rurale", a local public transport and food delivery service.
- 1973** The energy transition kicks off: the first electric postal vehicles are deployed.
- 1990** La Poste is explicitly given responsibility for 2 public service missions (mail and press).
- 2005** La Banque Postale is launched.
- 2008** La Banque Postale is officially entrusted with a mission to provide accessible banking.
- 2010** La Poste becomes a public limited company with 4 public service missions listed in its articles of incorporation.
- 2016** To respond to the climate emergency, 10,000 La Poste buildings and its entire fleet of electric vehicles run on electricity from renewable sources.
- 2019** The La Poste Group achieves carbon neutrality.
- 2021** La Poste is proud to include its Entreprise à Mission status in its articles of incorporation.

LA POSTE ENTREPRISE À MISSION A NEW FRAMEWORK



The *Entreprise à Mission* status has created the right framework to allow La Poste to showcase and promote the different actions it is undertaking to meet the needs of society, by making and respecting 4 formal commitments.

WHAT IS AN ENTREPRISE À MISSION?

A new legal framework was introduced by the PACTE law of 22 May 2019 defining a company whose purpose is to reconcile the aim of economic performance with that of contributing to the public interest. It echoes the view, now widely endorsed by public opinion, that a company must be responsible and benefit society as a whole.

In order to qualify as "Entreprise à mission", a company must:

- **Define its purpose** and include it in its articles of incorporation.
- **Define the social and environmental objectives** that it undertakes to pursue within the framework of its activity, within the meaning of article L210-10 of the French Commercial Code.
- **Set up specific governance** with a Mission Committee in charge of monitoring the mission, and appoint an Independent Third-Party entity to verify the achievement of objectives.

HOW LA POSTE BECAME AN ENTREPRISE À MISSION

23 November, 2020	A Stakeholder Committee is set up (prefiguring its role as Mission Committee within the meaning of the PACTE law).
15 February, 2021	The Executive Committee approves the purpose.
25 February, 2021	The Board of Directors adopts the Strategic Plan including the purpose and the ambition to achieve <i>Entreprise à Mission</i> status.
22 April, 2021	Inaugural session of the Stakeholder Committee.
8 June, 2021	Approval at an Extraordinary General Meeting of the modification of La Poste's articles of incorporation.
24 June, 2021	<i>Entreprise à Mission</i> status is formally adopted and articles of incorporation are modified.
12 July, 2021	Stakeholder Committee meets for an initial exploration of relevant indicators for monitoring the mission.
1 December, 2021	Stakeholder Committee meets to validate the monitoring indicators for the mission.

La Poste became an *Entreprise à Mission* subsequent to modifying its articles of incorporation to introduce:

- Art. 1.2: **Its purpose.**
- Art 1.3: **Four social and environmental objectives.**
- Art 20: **Change to Governance structure with the creation of the Stakeholder Committee** (Mission Committee).

CHOICE OF ACTION

The La Poste Group's Mission is accompanied by a Manifesto recalling the fact that, back in the 15th century, La Poste already had "the fundamental mission to connect people everywhere across the territory". As technology has advanced, La Poste has focused on "ordinary people, by serving its customers in a spirit of civic equality and territorial equity". Considering itself «invested with a responsibility to future generations», and «in view of the major risks facing our societies - the depletion of natural resources, the digital divide, social and territorial fragmentation, the aging population - La Poste has chosen appropriate Action».

The *Entreprise à Mission* creates an intersection between the public interest and the specific interest of the company; integrating this notion of serving society into the business project is very constructive.

”

Jacques LEVY
Geographer

THE PURPOSE OF LA POSTE:

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

Developed in consultation with the Group's stakeholders (employees, customers, suppliers, partners, elected officials, etc.), voted by the Board of Directors on February 25, 2021 and now set out in Article 1 of La Poste's articles of incorporation, the purpose encapsulates the essence and purpose of the activities of La Poste that benefit society as a whole. It is intended as both an anchor and a compass for postal workers in the course of their actions, as well as providing a frame of reference for the company.

In my previous work, I observed the importance of territorial cohesion and the damaging effects of certain developments. I approve of the objectives that La Poste has set itself with regard to territories and social inclusion.

”

Claudia SENIK
Professor of Economics



The committed approach of an *Entreprise à Mission* is extremely well-timed because extra-financial criteria are set to become real performance criteria.

”

Catherine MAYENOBE
Board Member nominated by
the Caisse des Dépôts et Consignations

THE STAKEHOLDER COMMITTEE (MISSION COMMITTEE)



“ It is essential that the mission structures and nurtures the strategic plan; it is a good thing that some members of the Board of Directors are on the Committee responsible for monitoring the execution of the mission.

” Nathalie BALLA
Co-CEO, La Redoute

“ As a member of the board, the participation and contributions of the independent experts on the Committee give me a clearer view of the Group’s environmental policy, and the possibility of working on indicators to measure their impact.

” Stéphane CHEVET
Staff Representative, sponsored by the CFDT

The Stakeholder Committee (or Mission Committee, as defined by the PACTE law) was set up on November 23, 2020 and is responsible for monitoring the execution of La Poste’s commitments in respect of its status as an Entreprise à Mission. Chaired by the La Poste Group Chairman and CEO, Philippe Wahl, it is composed of members of the Board of Directors and qualified individuals, who represent the Group’s stakeholders as widely as possible. Its members for the 2021 financial year are as follows:

8 MEMBERS FROM THE BOARD OF DIRECTORS OF LA POSTE SA:



P. WAHL
Chairman & CEO, La Poste Group



C. MAYENOBE
Secretary General, CDC



F. GERVAIS
Representing the state, CEO, Pierre & Vacances Center Parcs Group



S. CHEVET
Staff Representative, sponsored by the CFDT



F. HASPOT
Staff Representative, sponsored by the CGT



A. LEBRUN*
Mayor of Morlaix



M. GNABALY*
Mayor of Île Saint-Denis



M. DURIEZ*
Federation of Rural Families

9 QUALIFIED INDIVIDUAL MEMBERS:



J. LÉVY
Geographer



L. PUYFAUCHER
Founder, Pelham Media Group Ltd



N. BALLA
Co-CEO, La Redoute



C. GOLLIER**
Economist, Toulouse School of Economics



L. BLONDIAUX
Professor of Political Science



G. GUIBERT
CEO, La Fabrique Écologique



C. SENIK
Professor of Economics



M. TRELLU-KANE
President, Unis-Cité



F. RIAHI**
Founder & CEO, Les Jardins de la Montagne Verte

*Due to be replaced in 2022 | ** New arrival in 2021

LA POSTE
2030
ENGAGÉE
POUR VOUS

2021 - THE COMMITTEE'S FIRST YEAR OF ACTIVITY



The committee met formally three times in 2021 following its inception on November 23, 2020. It focused on defining relevant indicators for monitoring La Poste’s commitments. Its first annual report is appended to the 2021 Management Report.

“ Onboarding was very effective. It improved our understanding of the Group in all its dimensions. The way in which La Poste listened carefully to what the Stakeholders were saying reflects a sincere desire for this approach to be productive.

” Nathalie BALLA
Co-CEO, La Redoute

“ The composition of the Committee is balanced, with managers, employee representatives and qualified individuals; a great chemistry that works really well.

” Marie TRELLU-KANE
CEO, Unis-Cité

MEETINGS TO PREPARE THE WAY AND MAP OUT THE FUTURE

22 APRIL 2021: ESTABLISHING THE FRAMEWORK

Initial discussions between members of the Committee focused on learning about the “La Poste 2030, committed to you” strategic plan. With this as a starting point, La Poste’s four social and environmental commitments as an Entreprise à Mission, together with related issues, were discussed and fine-tuned to enable them to be monitored through a set of relevant indicators. Committee members and La Poste agreed on the principle of orienting the indicators towards impact measurement, whenever appropriate and possible, in line with the Group’s strategic ambitions.

12 JULY 2021: DEFINING THE ENTREPRISE À MISSION INDICATORS

A set of indicators based on the Committee’s priority themes was defined in order to be able to monitor the four commitments. Additional work was identified to take an in-depth approach to certain key issues and get a more accurate picture of their impact.

1 DECEMBER 2021: APPROVING AN INITIAL SET OF INDICATORS

In this session, selected indicators proposed by La Poste were validated, and the amount of extra work to be undertaken was estimated. The broad outlines of the Committee’s first report were defined.

THE COMMITTEE'S MISSIONS

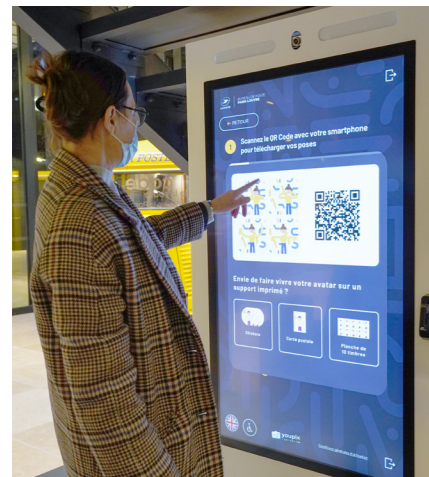
The Committee’s main mission is to monitor the execution of the company’s Entreprise à Mission commitments. It also undertakes to inform senior management of its opinion on the way in which the company is implementing its purpose as set out in its articles of incorporation. The Committee also has the role of informing the Group’s Executive Committee and Board of Directors of on the expectations of various stakeholders, such as customers, employees, suppliers and public authorities, with regard to the company.

“ The Committee brings together diverse skills, including members of the Board, and the company CEO is present at all meetings. This Committee is a strong symbol.

” Christian GOLLIER
Economist, Toulouse School of Economics

“ The Committee is able to pick up on evolutions that have not been sufficiently taken into account: the issue of biodiversity has been singled out, and a diagnosis has been launched by La Poste. To be continued...

”
Géraud **GUIBERT**
CEO, La Fabrique Écologique



THE FOUR COMMITMENTS AND RELEVANT 2021 PERFORMANCE INDICATORS

COMMITMENTS	MONITORING THEMES	INDICATORS
CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION	<ul style="list-style-type: none"> - Support local economic development - Contribute to territorial cohesion 	<ul style="list-style-type: none"> - Financing of SMEs and MidCaps (incl. green loans) - Employment footprint of La Poste Group (direct, indirect and induced employment) - Financing of local public sectors and associations (incl. green loans)
FOSTER SOCIAL INCLUSION	<ul style="list-style-type: none"> - Facilitate the insertion of young people - Take positive action for persons with disabilities (as an employer and more generally) - Promote accessible banking for economically-challenged customers - Provide support for elderly and vulnerable people 	<ul style="list-style-type: none"> - Number of young people supported (work-study programmes, work experience) - Employment rate of persons with disabilities and number of agents on obligatory disabled employment scheme - Positive outcomes (<i>indicator to be defined</i>) - Number of people using La Poste Group solutions
PROMOTE ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES	<ul style="list-style-type: none"> - Foster digital inclusion - Contribute to equipping the French population with ethical, trustworthy digital solutions - Promote frugal digital services 	<ul style="list-style-type: none"> - Number of people supported, trained and equipped with digital solutions - Number of users of the Digiposte digital letterbox and the La Poste digital identity - <i>Indicator to be defined</i>
WORK TO ACCELERATE THE ECOLOGICAL TRANSITION FOR EVERYONE	<ul style="list-style-type: none"> - Take positive action for: <ul style="list-style-type: none"> - the climate - air quality and reduction of atmospheric pollution - biodiversity 	<ul style="list-style-type: none"> - Reduction in GHG emissions (scopes 1, 2 and 3 and subcontractors) linked to reduction in emissive intensity - Reduction in emissions of atmospheric pollutants - <i>Indicator to be defined</i>



SPOTLIGHT ON THE STUDIES INITIATED BY THE COMMITTEE

In the second half of 2021, on the initiative of the Mission Committee, La Poste launched a series of studies aimed at shedding light on the challenges and impacts of a range of issues:

- **A diagnosis of the “pressures”** of the Group’s activities on biodiversity, assessing the steps that have already been taken, defining a Group policy and drawing up a roadmap incorporating relevant indicators.
- **An impact study of the Group’s main activities**, to assist in the process of orienting Entreprise à Mission indicators towards a greater focus on impact.
- **A partnership with the Chaire de l’Intelligence territoriale** to explore issues related to territorial equity.
- **A partnership with the CEPREMAP Welfare Observatory** to analyse the impact of the presence of a postal service, and its developments, in local areas.

“ The overall quality and goodwill apparent during the session, the presence of the CEO and the diversity of talents allow for freedom of expression and extremely meaningful exchanges.

”
Laetitia **PUYFAUCHER**
Founder, Pelham Media Group Ltd.

LA POSTE GROUP'S ACHIEVEMENTS IN 2021



The four *Entreprise à Mission* social and environmental objectives correspond to four major transitions forming the backbone of the La Poste Group's strategic plan: "La Poste 2030, committed to you". 2021 has seen progress in each of these issues to the benefit of the public interest and in line with the aim to be of service to all. A look back at the Group's major achievements.



On future subjects, I am particularly interested in the impact of the Group on the men and women it is made up of, with first and foremost the question of social mobility.



Stéphane CHEVET
Staff Representative, sponsored by the CFDT

CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION

- With **17,000 points of presence** 97.1% of French people are located within 5 kilometres, or a 20-minute drive, of La Poste services. Every day, it is in physical contact with nearly 1 million people.
- La Banque Postale, the leading bank lender for French local authorities, launched its first **€750 million social bond mission** to finance projects to fund social housing (76%) and access to essential health services (24%). It is also a major crowdfunding player through its subsidiaries KissKissBankBank, MicroDon, Lendopolis and Goodeed.

FOSTER SOCIAL INCLUSION

- **100%** of the **2,789 ATMs** located inside post offices are accessible to persons with disabilities.
- La Poste is the **largest employer of persons with disabilities (14,000 in 2021)**, corresponding to a compulsory disabled employment scheme rate of 8.7%) and supports companies working in the sheltered employment and integration sectors.
- The Group participates in initiatives to **support seniors in a home environment**, including its "Watch over my parents" offer.
- **1.4 million people** excluded from the banking system have access, via La Banque Postale, to a basic banking service, and **1.6 million vulnerable customers** benefit from adapted banking services and support.
- **4,000 work-study students** (and 4,000 interns) were welcomed by the Group in 2021, including around **10%** from the City's Priority Neighbourhoods.

PROMOTE ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES

- La Poste is a signatory to the ethical **Artificial Intelligence charter**.
- It supports young people in the **digital transition** through training for **CléA digital certification**.
- As part of its commitment to digital inclusion, the Group **supported, trained or equipped 380,000 people** in 2021.
- La Banque Postale has implemented a **digital banking inclusion plan** with the support of the social start-up WeTechCare.



WORK TO ACCELERATE THE ECOLOGICAL TRANSITION FOR EVERYONE

- In October 2021, the Group signed the SBTi's "**Business Ambition for 1.5°C**" commitment, pledging to achieve **net zero emissions by 2050 at the latest**.
- In 2021, La Banque Postale committed to **phasing out fossil fuels** by 2030, and to doubling the volume of outstanding loans to finance **renewable energy projects** by 2023, bringing them to a total of **3 billion euros**.
- The Group has become the **first logistics operator** to sign a cooperation agreement with WWF France, with the ambition of moving towards **100% carbon-free delivery**.
- The Group is committed to working on a **draft European standard (CEN)** for feedback on the carbon footprint of deliveries (non-financial performance report).
- GeoPost is committed to deploying **zero/low emission distribution solutions** in 225 European cities, including 77 French cities, by 2025.
- In 2021, The La Poste Group and La Banque Postale joined the prestigious **CDP (Carbon Disclosure Project) A-list**, which includes just **200 companies worldwide** out of the 13,000 assessed for climate performance.
- Despite strong growth in the volume of parcels (+12.7% in 2021), the Group recorded a controlled 10% increase in GHG emissions linked to this market, reflecting the effectiveness of its **efforts to improve the intensity of CO2 emissions per parcel**.
 - The growth in the volume of parcels (boosted by the development of e-commerce) is the source of 80% of the growth in volume of the Group's emissions (rise in long-distance transport mileage and increase of delivery methods).
 - The remaining 20% of the increase is due to improvement in methodology and the reporting system.
- Overall, the Group's **greenhouse gas emissions** total 2.7 million Teq CO2, an increase of 12.6% in 2021 (2.4 million Teq CO2 in 2020).
- La Poste SA's SBTi commitment is on track with a level of -18% recorded at the end of 2021, with a 2025 target of -30% compared to the 2013 baseline.
- All of the Group's residual emissions are voluntarily compensated by the funding of offset projects as part of its **100% Carbon Neutral** commitment.
- In terms of **air quality**, the La Poste Group was one of the first companies to define targets for reducing local atmospheric pollutants. It achieved a 58% reduction in NOx emissions between 2015 and 2021 and a 49% reduction in the particles produced by its fleet of vehicles, managed by its subsidiary Véhiposte.



What interests me is to see how we can make an *Entreprise à Mission* really work for local communities and how we can see the results.



Fatima RIAHI
Director, JMV



The 4 commitments must become a guide for all postal workers to base their action on and must be included in the company's governance (criteria for weighing up investments, etc.).



Franck GERVAIS
Board Member representing the State

PERFORMANCE INDICATORS 2021

COMMITMENTS	2020 INDICATORS	2021 INDICATORS
CONTRIBUTE TO LOCAL DEVELOPMENT AND COHESION		
- Financing SME/MidCaps	7 billion euros	8.4 billion euros
Incl. Green loans	Indicator under construction	Indicator under construction
- Group's employment footprint (direct, indirect and induced)	493,000	TBA
- Financing of local public sectors and associations	15 billion euros	17 billion euros
incl. green loans	1,161 million euros	1,981 million euros
FOSTER SOCIAL INCLUSION		
- Number of young people supported (work-study programmes, work experience)	7,879	8 482
- Employment rate of persons with disabilities	7.7%	8.7%
- Number of agents on obligatory employment scheme (excl. agency workers and sheltered sector)	14,000	14,000
- Positive outcomes (banking inclusion)	Indicator under construction	Indicator under construction
- Number of elderly and vulnerable people benefitting from La Poste Group's support solutions	160,000	229,000
PROMOTE ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES		
- Number of people supported, trained and equipped with digital solutions	250,000	380,000
- Number of active Digiposte and Identité Numérique customers	4,200,000	5,600,000
WORK TO ACCELERATE THE ECOLOGICAL TRANSITION FOR EVERYONE		
- Reduction in GHG emissions (scopes 1, 2 and 3 and subcontractors) linked to reduction in emissive intensity	Indicator under construction	Indicator under construction
- Reduction in emissions of atmospheric pollutants (baseline: 2015)	NOx: - 55% PM: - 52%	NOx: - 58% PM: - 49%
- Action in favour of biodiversity	Indicator under construction	Indicator under construction

CHALLENGES AND TRANSFORMATIONS FOR 2022 AND BEYOND

An Entreprise à Mission stems from a vision of business as something that combines economic performance and sustainability with the ambition to positively impact society as a whole. The role of the Mission Committee is central to this demanding, transformational process. The aim of the committee is to address long-term issues within a framework that encourages dialogue and a spirit of co-construction conducive to setting in motion a process to bring about progress.

CHALLENGES AND DEVELOPMENTS FOR 2022 AND BEYOND

At the request of, and in consultation with, the Committee, work is taking place to improve knowledge on certain themes, as well as to consolidate their inclusion in future commitments of La Poste.

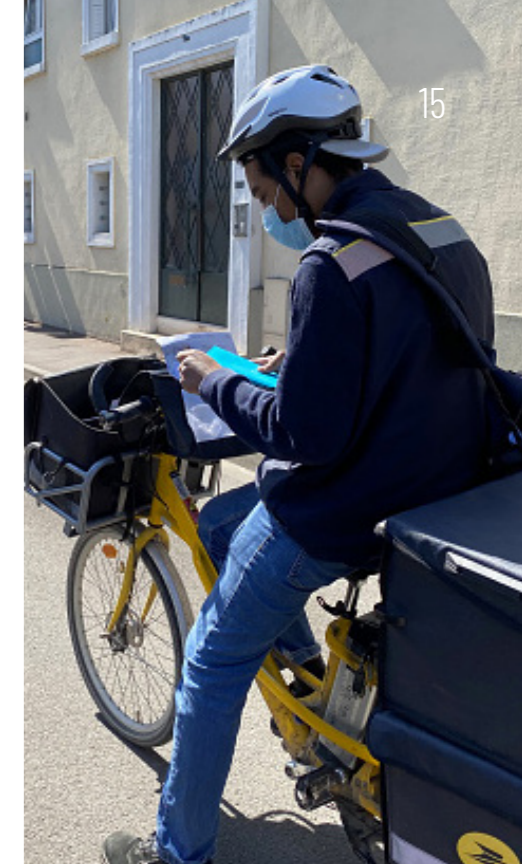
This particularly concerns issues related to biodiversity. The indicators of the La Poste Group's impact with respect to the four social and environmental objectives will be redefined and measurement methods adjusted. In 2022 it should be possible to start integrating the first impact indicators into the Entreprise à Mission indicators, on the basis of a dedicated study which was initiated in 2021.

DESIGNATION OF AN ITP

In accordance with regulatory requirements, an Independent Third-Party entity (ITP) will be set up during the second half of 2022, and be up and running before the end of the year. Its mission will be to verify the execution of the statutory objectives of La Poste within the framework of the Entreprise à Mission status. First, a mock audit will be carried out (first half of 2022).

LA BANQUE POSTALE, AN ENTREPRISE À MISSION

La Banque Postale adopted the Entreprise à Mission status by decision of the General Meeting of shareholders on 23 February. This underlines La Banque Postale's aim to help to bring about a «fair transition». Significant social and environmental objectives related to its core banking model have been added to its articles of incorporation, for which relevant performance indicators will be determined. A mission committee, separate from the corporate bodies of the company and composed of independent members and internal members from the public finance division, has been appointed to ensure that actions undertaken by La Banque Postale are consistent with these objectives.



I appreciate the method of self-imposing indicators to be able to report on your action, it is a useful and very demanding approach to transparency.



Claudia SENIK
Professor of Economics



It will be important for the Committee to not only focus on indicators but maintain its desire to continue working on qualitative elements and on the substance of what is useful to society.



Laetitia PUYFAUCHER
Founder, Pelham Media Group Ltd.

