

ACTING AS A COMMITTED LOCAL LEADER

From new offerings and new acquisitions in promising markets, to new partnerships creating value, the year 2022 was marked by various achievements in all of La Poste Groupe's business lines. Attentive to the new behaviours and new expectations of its customers, the group accelerated the digital transformation of its businesses, while continuing to make people its primary focus. Throughout France, the group has provided concrete solutions in response to the climate emergency and social divides.

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Helping customers succeed in their projects

Helping our customers succeed in their projects requires attentiveness to their new behaviours and needs, which are rapidly evolving. It also means providing solutions that support new ways of working and the development of responsible savings and e-commerce. And it involves partnering with companies and supporting their growth in France and abroad.

€200 million

TO BE INVESTED BY LA POSTE IMMOBILIER BY 2026

to round out La Poste Groupe's urban logistics portfolio in France, in collaboration with local regions and with the aim of developing responsible urban logistics.



€500 million

Value of the investment fund launched by La Poste Immobilier, in partnership with Banque des Territoires, to finance real estate logistics projects that facilitate green delivery in low emission zones in 22 French cities.



No. 1

in France: Docaposte holds the leading position in the electronic signature market, following the acquisition of the electronic signature and digital safe businesses of Idemia, a leader in augmented identity. Docaposte is thus expanding its range of digital trust solutions with a new digital storage technology for regulated markets, all while continuing to expand in Europe.



€20 million

invested in the transport of temperature-controlled medicinal products. As the use of temperature-sensitive medication is increasing rapidly, the pharmaceutical and medical biology industries are experiencing a growing need for temperature-controlled transport. To support their needs, Chronopost Healthcare is investing in solutions to safely deliver its customers' products.

Helping customers succeed in their projects



LOG'ISSIMO, responsible local logistics

Log'issimo is a new range of local logistics services offered by La Poste Business Solutions to meet the needs of both small and large companies, as well as public authorities. Through a network of 120 logistics platforms, these services pool deliveries to help improve air quality and reduce their carbon impact.



INTERNATIONAL E-COMMERCE: a new acquisition with high added value

The global leader in cross-border direct-to-consumer e-commerce, eShopWorld (ESW) offers brands end-to-end solutions, from order generation and data security to customer service. In 2022, ESW acquired Scalefast, a global e-commerce solutions provider: its expertise in data analysis and rapid marketing will facilitate services such as turnkey localised stores, digital pop-up stores and highly targeted brand campaigns.



A key acquisition in the dynamic market of COWORKING

Already a controlling shareholder of Startway, La Poste Immobilier has acquired Multiburo, another major player in coworking with 23 locations in France, five in Belgium and one in Switzerland. The group's real estate company is thus taking another step towards achieving its strategic objective: to become a leading European player in the coworking and business centre market by developing a network of more than 100 locations backed by an innovative service offering by 2027.



La Banque Postale is developing its unit dedicated to WEALTH MANAGEMENT

In 2022, La Banque Postale stepped up its business diversification by accelerating the development of its private banking business. Louvre Banque Privée (formerly BPE) has announced its objective to open 100 new service desks in post offices throughout France by recruiting 250 people by 2025. Its expertise will be leveraged through a new private banking unit that will bring together its customers and La Banque Postale's wealth management customers.



People-oriented and digital

Being people-oriented and digital means accelerating the digital transformation in all our businesses, while continually putting people first. It means providing digital trust services that make life easier, while reinforcing our presence in the heart of regions. It means supporting and driving digital innovation, while developing local solutions for everyone, especially people facing isolation.

1.7 million

LA POSTE DIGITAL IDENTITIES CREATED BY THE END OF 2022

Providing secure access to more than 1,400 public services, La Poste's Digital Identity is now required to pay for training courses on the *Mon Compte Formation* platform via the FranceConnect+ service. This enhanced authentication helps to combat the risk of identity theft and, starting this year, it can also be used to pick up parcels at the post office without showing identification.



3 million

meals delivered to the homes of more than 8,000 seniors in 2022.



4 years

The duration of the new partnership agreement signed by La Poste and the industry association representing France's 23,500 tobacconists, who can now offer essential postal services.



54%

WOMEN

among the first 50 learners of La Poste's Data and AI School created in June 2022.

People-oriented and digital



La Poste du Louvre, the emblem of PEOPLE-ORIENTED AND DIGITAL POSTAL SERVICE

At the heart of La Poste du Louvre, which has been completely renovated by La Poste Immobilier for multiple applications, the post office is used to showcase innovation: offering an augmented reality experience, it also features an interactive character who welcomes visitors in French and English and a terminal that allows users to create a personalised avatar for stamps and postcards. There is also an urban logistics area in the basement for green delivery in the heart of Paris.

SOVEREIGN CLOUD: an unprecedented partnership for a new benchmark service

Numspot is a new 100% French industrial consortium offering a benchmark range of sovereign cloud⁽¹⁾ services. This unprecedented alliance brings together Docaposte (the lead partner), Banque des Territoires, Dassault Systèmes and Bouygues Telecom. Numspot provides a competitive, reliable and secure solution to meet the needs of regulated and strategic sectors such as finance, healthcare and the public sector.

⁽¹⁾ A cloud solution where the hosting and processing of data is physically carried out within France, by an entity governed by French law and in application of French laws and standards.



MES MÉDICAMENTS CHEZ MOI (My Medicines at Home), a service approved by French e-health agency ANS

La Poste's home delivery solution for medication is now available on *Mon Espace Santé*, the personal e-health services portal developed by the French national health insurance provider.



1,507

postal carrier-counter clerks throughout France in 2022, with the aim of reaching 2,000 by the end of 2023.

Acquisition of Pourdebon.com, a player in RESPONSIBLE FOOD E-COMMERCE

In 2022, Geopost acquired Pourdebon.com, a food marketplace where customers can order directly from over 550 French farmers and producers. The platform provides access to 17,000 fresh products and end-to-end order management, offering express, fresh home delivery.



Digital services to SUPPORT PATIENTS before, during and after hospitalisation

In 2022, La Banque Postale became the majority shareholder of Happytal, a company offering software solutions for patients to complete their pre-admission online and for healthcare establishments to authorise claims for reimbursement from health insurance companies. It has also developed a concierge service for patients, carers and medical personnel.



€150 million

The budget of 115K, the new venture capital fund launched by La Banque Postale to strengthen its partnership ecosystem. Supporting the growth of start-ups in finance, insurance, cybersecurity, artificial intelligence and data, it has already invested in several start-ups such as Carbo, an application to measure carbon footprints, and Joe, a split payment solution.



Green and community-minded

Being green and community-minded means building a model around the environmental and societal challenges that we are facing today. As a major player in transport and logistics, La Poste Groupe is reducing its carbon footprint in response to the climate emergency. As a 100% public company, it acts in a systemic way to fight against all forms of exclusion.



14%

reduction in electricity and gas consumption by La Poste Groupe between October 2022 and January 2023. The group has strengthened its energy efficiency plan with numerous concrete actions in all its areas of activity. In order to participate in the national solidarity effort, the group has also joined the ÉcoWatt initiative, which offers an "electricity weather forecast" that encourages employees to adopt daily eco-friendly actions and reduce their electricity consumption.



-43%

The reduction in greenhouse gas emissions that Geopost is committed to achieving by 2030 versus 2020, with a target of net zero emissions by 2040. This pathway has been validated by the Science Based Targets initiative.

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NUMBER OF COMPLEMENTARY PILLARS AT THE HEART OF THE RESPONSIBLE PURCHASING POLICY PUBLISHED BY LA POSTE GROUPE IN 2022.

This policy is in line with the signing of the Responsible Supplier Relations and Purchasing Charter. With €15 billion in purchases in France and abroad each year from more than 100,000 suppliers, the group can generate a strong ripple effect and make a real positive impact on the environmental and the social transitions of its partners.



Green and community-minded



AN INNOVATIVE ECOLOGICAL SCORE to calculate the environmental impact of parcels

La Poste is the first transport company to have developed a tool enabling its customers to calculate the ecological impact of sending and receiving their mail and parcels. Practical, visual and easy to use, it is available to all on the [laposte.fr](https://www.laposte.fr) website. At each stage, the tool gives users tips on how to improve their score and reduce their environmental footprint.

Django, a new eco-conscious CONSUMER CREDIT SOLUTION

A wholly-owned subsidiary of La Banque Postale Consumer Finance, Django provides retailers with deferred and split payment financing solutions to offer to their customers. To help end customers manage their budget, Django has formed a partnership with Crésus, the leading association in France for combating excess debt.



URBAN LOGISTICS that are better for the planet

Throughout France, La Poste is developing an unprecedented network of urban logistics areas for cargo bike and electric commercial vehicle deliveries, with a reduced carbon impact. In Paris, more than 40% of Colissimo parcels are already delivered from one of the 3 urban logistics areas in the Paris region. With some 30 active sites in France, La Poste is making low-emission deliveries a reality.



Increasing action TO PROTECT BIODIVERSITY

Along with the climate and resources, La Poste has made biodiversity a new pillar of its environmental strategy and drafted a biodiversity roadmap for 2022 and 2023. Among the progress made in 2022, the group notably joined the *Entreprises Engagées pour la Nature* programme, supported by the French Biodiversity Office and involving 175 companies.



Developing REUSABLE PACKAGING

To encourage the widespread use of reusable packaging, the group has created a dedicated process to facilitate returns: after receiving a package, the e-consumer can send the empty packaging back to the manufacturer to be reused by simply dropping it into a postbox. The group has also created the *Reposte* label, which it awards to reusable packaging after assessing 40 technical and ecological criteria, and it contributed to the drafting of Afnor certification for reusable packaging.



CNP Assurances, promoting RESPONSIBLE SAVINGS

CNP Assurances continues to expand its portfolio of responsible savings solutions. In 2022, the company launched the *LBPAM Infrastructure Septembre 2030* fund with La Banque Postale to enable its individual customers to invest via their life insurance in various infrastructures that are essential to society and the economy. The new *CNP Infrastructures Durables* unit-linked vehicle, created with the Meridiam Group, also helps to promote the ecological transition while ensuring resilient, long-term returns.