



Le Groupe La Poste in figures

The Group is continuing its transformation and is preparing for the future, thanks to the unwavering commitment of La Poste's employees and for the benefit of society as a whole. It bases its activities and strategy on a societal commitment rooted in its culture and history.

Financial performance

REVENUE GROWTH IN 2019

2019: revenue growth in all the Group's business activities thanks to the strength of the multi-business model, progress in transformation and priority to the Group's investment and development.

In 2019, the Group's consolidated revenue amounted to €26 billion, up 5.2%, and all activities progressed. Its operating profit reached €889 million, stable compared to 2018. The net profit – Group share grew by 3% to €822 million. These results have made it possible to continue its investments, the diversification of its activities, its international development and the training of its employees in order to prepare for the future and the success of the Group's transformation.

Revenue

2019 €**25,983** M

2018 €**24,699** M

Operating profit

After share of net profit of companies under joint control

2019 €**889** M

2018 €**892** M

Net profit – Group share

2019 €**822** M

2018 €**798** M

Equity – Group share

2019 €**12,624** M

2018 €**12,014** M

Net debt

2019 €**6,462** M⁽¹⁾

2018 €**3,442** M

Net debt/equity

2019 **0.51**⁽²⁾

2018 **0.29**

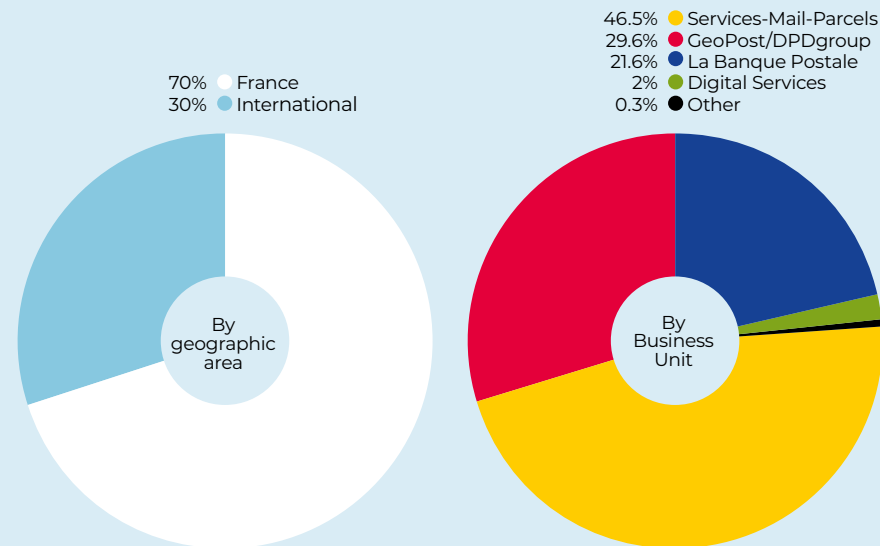
(1) Including €2,469 million (IFRS 16 impact on opening net debt).

(2) Of which 0.31 excluding IFRS impact.

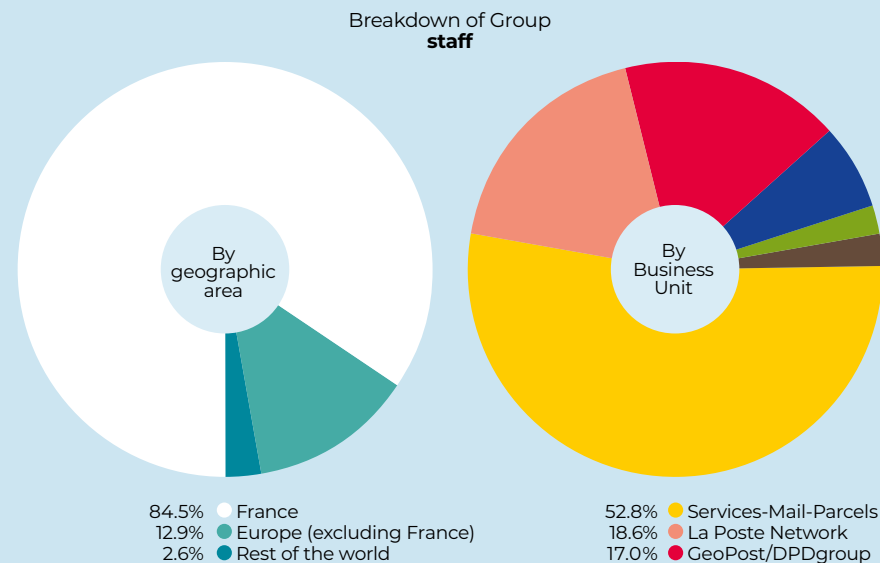
(3) Full-time equivalents on average.

€26 bn

in revenue



Breakdown of Group revenue



Breakdown of Group staff

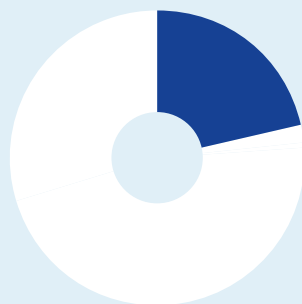
249,304

employees⁽³⁾

The La Poste Network Business Unit combines retail sales and distribution of Le Groupe La Poste's products and services, and its range of telephone services under the La Poste Mobile brand. Its revenue represents internal billing of the services performed by La Poste Network on behalf of the other Business Units.



Services-Mail-Parcels



La Banque Postale

Operating performance by Business Unit



Revenue
 2019 € **12,376**_M
 2018 € 11,699_M

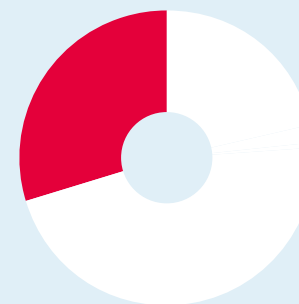
Operating profit
 2019 € **410**_M
 2018 € 490_M

Continuing effort to win new business, development of local services, dynamic parcel services, particularly internationally.

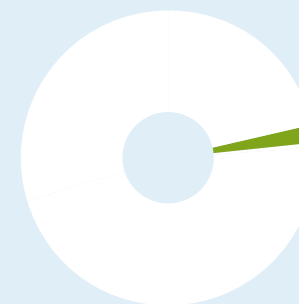
Net banking income
 2019 € **5,647**_M
 2018 € 5,570_M

Operating profit
 2019 € **820**_M
 2018 € 813_M

Commercial dynamics and pursuit of its strategy of diversification and digitalisation of services.



GeoPost/DPDgroup



Digital Services

Revenue
 2019 € **7,768**_M
 2018 € 7,278_M

Operating profit
 2019 € **379**_M
 2018 € 344_M

Major acquisitions in Europe and Asia, growth in volumes and services development, especially in smart urban delivery.

Revenue
 2019 € **697**_M
 2018 € 656_M

Operating profit
 2019 € **10**_M
 2018 € 7_M

Major acquisitions in business services.

Corporate social performance

SOCIAL COMMITMENT,
A VECTOR FOR DEVELOPMENT

Its non-financial performance places Le Groupe La Poste among the best rated companies in its sector of activity internationally, all rating agencies combined. The ratings obtained bear witness to the earnestness of the Group's community involvement policy and the quality of the management system used.

Environmental transitions



21.8%

reduction in GHG emissions generated by La Poste's operations since 2013.

€62 M

of energy transition revenue (Bemobi, Action Habitat), as against €46 m in 2018.

37,442

electric vehicles, all categories combined (of which 16,503 were not bikes or trolleys).

116,182

metric tonnes of materials collected by Recygo and Nouvelle Attitude, sent for reuse and recycling.

196

ISO 50001-certified La Poste sites, attesting to the quality of their energy management system.

100%

renewable energy to power the real estate assets managed by Poste Immo.

22

cities committed to clean delivery processes.

€1,25 bn

raised through the issue of two green bonds by La Poste Group and La Banque Postale to finance the ecological transition.

Social and regional cohesion



95.6%

of the population is within 5 km and within a 20-minute drive from a La Poste retail outlet.

€209 M

in consolidated revenue from new services for sustainable regions.

€26 M

of purchases from sectors that work with the disabled and job-seekers (as against €22 M in 2018).

462,000

jobs supported directly and indirectly by La Poste and La Banque Postale as employers and purchasers established locally.

968,000

people took the driving theory test at La Poste in 2019.

€137 bn

of LBPAM's assets under management in responsible investments.

Ethical and responsible digital



501

public service areas providing free Wi-Fi access and offering guidance and support for accessing the national partner services.

45 million

electronic health records hosted by La Poste in data centres located exclusively in France.

4 million

Digiposte electronic mailboxes had been opened by the end of 2019.

100%

of managers have been trained in protecting personal data.

Social indicators⁽¹⁾



Promoting skills development

2019 **80.33%**
2018 80.35%

Change in proportion of staff having taken at least one training course.

Improving occupational health and safety

2019 **24.66**
2018 24.44

Change in the lost time injury frequency rate.

Promoting the professional integration of young people

2019 **4,583**
2018 4,787

Change in the number of under-30s recruited on permanent contracts.

Promoting gender equality in the workplace

2019 **50.65%**
2018 50.10%

Change in the proportion of women in senior executive positions.

Keeping on older workers

2019 **31.6%**
2018 30.9%

Change in the proportion of over-55s in the permanent workforce.

Fostering job opportunities for people with disabilities

2019 **7%**
2018 6.75%

Change in the percentage of people employed under mandatory employment provisions (BOE).

La Poste, which is one of France's leading employers, will continue its commitment to responsible and inclusive employment in 2019: developing postal workers' skills, protecting workers' health, safety and quality of life at work, promoting gender equality, integrating young people and keeping older people in employment, supporting the employment of people with disabilities, and more.

(1) Scope: La Poste parent company.

Quality indicators: customer commitments



Improving post office quality in the eyes of our customers

2019 **95%**
2018 95%

Overall satisfaction among post office users.

Improving customer complaint handling (annual consolidated results)

2019 **95.50%**
2018 98.50%

Change in the rate of handling claims in less than 15 working days (of which 85.5% in less than 5 days in 2019).

Improving mail delivery (annual consolidated results)⁽¹⁾

2019 **91.50%**
2018 93.50%

Providing mail delivery conditions and ensuring next-day delivery if a problem is encountered.

Handling mail and parcel complaints using a short-loop process

Since the summer of 2019, La Poste has been trialling the handling of customers with complaints in more than 1,000 post offices and Carrés pros with a 24-hour customer call back. A survey carried out by La Poste in September-October 2019 in the test areas showed that more 72% of customers would like it to be implemented more widely because of the simplicity of the system (84%). For their part, 95% of postal workers are in favour of making it more widespread in post offices. This makes it easier to take care of customers and ensures a quick response. According to the results of this trial, it will be deployed by early 2021 throughout the country.

(1) Note that a change in the customer relations information system occurred in 2019 and may have had an impact on the calculation of the result.

To find all of La Poste Group's corporate publications, go to:
www.groupeposte.com/publications



Follow us on social media



Design and production: **HAVAS PARIS**
Photo credits: Denis Allard, Sophie Brändström/Signatures, Adrien Buchet, Alex Cretey Systemans, Philippe Driss/AFP, Romain Étienne/Item, Benjamin Genet, Stéphane Grangier, Pascaline Goret, Éric Huynh, Fatima Jellaoui, Letizia Le Fur, Pierre Le Tulzo, Pessina Massimo, Patrice Maurein, Christophe Pelletier, Natacha Raymond, Joël Saget/AFP, Jérémy Suyker; médiathèque La Poste; DPD UK; Getty Images; Adobe Stock; l'Œil du diaph, Thierry Débonnaire_Musée de La Poste. Block of French Red Cross stamps p. 67: layout Aurélie Baras. Photos: Nicolas Beaumont for the top of the block and the Aide alimentaire (food aid) stamp; Noël le Boyer (DR) for the Accès à la santé (access to health) stamp; Philippe Koch for the Aide vestimentaire (clothing aid) stamp.



Printed by ALTAVIA Paris R.C.S. Bobigny B 323 790 956
Document printed on paper from sustainably-managed forests.



The digital version of this document complies with web content accessibility guidelines for people with a motor disability. This PDF file can be browsed using a keyboard interface. To ensure accessibility for the visually impaired, the entire text is fully compatible with all screen readers.



LE GROUPE LA POSTE

COMMUNICATION DEPARTMENT
9 RUE DU COLONEL PIERRE AVIA – 75757 PARIS CEDEX 15
Tel.: +33 (0)1 55 44 00 00
www.grounelaposte.com

La Poste – A *Société Anonyme* (French public limited company) with a capital of €5,364,851,364
Registered with the Paris Trade and Companies' register under no. 356 000 000
Head Office: 9 RUE DU COLONEL PIERRE AVIA – 75015 PARIS