



## ACTING TOGETHER

In a context marked by profound changes, La Poste Groupe can count on the mobilisation of its 245,000 employees to carry out its transformation. To achieve this, La Poste has developed a responsible employer policy and offers employees attractive career paths as part of its new employee agreement signed in 2021 for a period of three years.

# TOGETHER



# LA POSTE, COMMITTED WITH EMPLOYEES

In May 2021, La Poste and the trade unions signed a new employee agreement for 2021-2023 entitled “La Poste, committed with employees”. Serving the new strategic plan, this agreement should enable each employee to be an actor in the group's development, by serenely considering their future in a quality job. Covering all business lines, it reinforces the key role of human resources in developing the group's business and societal commitment.

## TRAINING: SUSTAINED INVESTMENTS

Matching the skills of La Poste employees to the needs of the company is a key issue for La Poste's successful transformation. Professional training is a lever for achieving this objective and promoting the employability of employees.

Over the term of the agreement, La Poste has undertaken to **invest at least €200 million per year in training**. 92.3% of employees of La Poste SA and its subsidiaries in France and Europe took at least one training course during the year. 60% of employees received distance learning.

In 2021, La Poste launched the “Cap Compétences Numériques” programme, a complete and personalised training course in digital technologies, artificial intelligence and data. In addition, 5,000 employees each year will benefit from recognised training, attesting to their mastery of professional digital uses.

## INNOVATIVE INTERNAL MOBILITY PATHWAYS

The fluidity of internal employment is one of the aspects of this new agreement. **For La Poste, the employability of employees is a priority issue** and a way of continuing to play its historic role as a social lift. To meet this challenge, the group has set up proactive, dynamic and local skills management as well as enhanced support for employees. Nearly 28,000 of them received support from the mobility and recruitment teams and 377 employees of the Services-Mail-Parcels business unit became customer service managers in post offices.

92.3%

This is the rate of access to training for the group's employees.

29,000

employees trained in digital technology with “Cap Compétences Numériques”.

Objective: 100% of employees trained by 2025.

18,532

employees benefited from professional development.

M=€186

dedicated in 2021 to social services (leisure, childhood, catering, solidarity).

In 2021, **La Poste created two schemes to support employees in recruiting jobs** according to their career development wishes and to facilitate mobility within the group. The “pioneer path” provides for a long-term training course and external certification, aimed at closing significant skills gaps with the targeted position; and for smaller gaps, the “signposted path” makes it possible to alternate between training periods and periods of immersion in the position, with internal or external validation of skills.

**“OUR GROUP IS CHANGING, ITS BUSINESSES AS WELL. LA POSTE’S CHALLENGE AS A RESPONSIBLE AND INCLUSIVE EMPLOYER IS TO SUPPORT THESE TRANSFORMATIONS, by working closely with employees, and supporting the development of the group’s activities.”**

**Valérie Decaux**, Executive Vice President of La Poste Groupe, in charge of Human Resources



### CONCRETE ACTION FOR QUALITY OF LIFE AT WORK

Quality of life at work is a major responsibility for the group as an employer, a driver of commitment for employees and a performance lever for the Company. **La Poste deploys the “QVT Essentials” approach**, which provides concrete responses to professional situations in which employees may experience stress and difficulties. Designed with the National Agency for the Improvement of Working Conditions (ANACT), this approach has already been implemented in 50% of La Poste’s entities in 2021.

La Poste is committed to maintaining a good work-life balance: on 4 November 2021, it signed an employee agreement amendment on remote working with the trade unions, which broadens the scope of beneficiaries and improves hybrid working conditions. At end 2021, 7,632 employees benefit from remote working.

### PROTECTING THE HEALTH AND SAFETY OF EMPLOYEES

Actions to prevent occupational risks and accidents at work continued in 2021, in particular with the testing of innovative work equipment – connected objects, handling aids or exoskeletons – to prevent musculoskeletal disorders in the 80% of employees working in the field.

In 2021, the group remained committed to supporting employees in the face of the consequences of the health crisis. **In particular, La Poste maintained at 100% the net salary of La Poste employees who were removed from their jobs** for reasons of health or childcare and were unable to work remotely. It has also promoted preventive actions such as vaccination in the workplace.

**“AFTER TEN YEARS AS A REAL ESTATE LOAN ADVISOR, I BENEFITED FROM A ‘SIGNPOSTED PATH’.**

**This new internal mobility system enabled me to evolve and become an HR services buyer. Not all companies provide access to six months of training to change jobs.”**

**Marion**, HR services buyer



**18**  
**employee agreements signed in 2021 within La Poste SA.**



# ACTING AS A RESPONSIBLE AND INCLUSIVE EMPLOYER

Today, La Poste Groupe is one of the leading recruiters in France. With its 245,000 employees, as a responsible employer, the group promotes quality employment and pursues a proactive social policy focused on integration, inclusion and diversity, which contribute to the Company's attractiveness, particularly among young people.

## GENDER EQUALITY: COMMITMENTS AND ACTIONS

In 2021, La Poste obtained a score of 94/100 on the gender equality index for the third consecutive year, reflecting its active policy in this area. Supported by ambassadors in all business units, the Un.e network, for example, was created to promote parity at all levels of function. As at end 2021, **women represented 52.7% of the group's workforce and 35.1% of its senior executives**, a figure that La Poste has committed to increasing to 40% by 2025.

In 2021, we should also mention the launch of a comprehensive system to prevent and combat sexism.

## DISABILITY: A DETERMINED WELCOME AND INTEGRATION POLICY

With more than 14,000 disabled employees, La Poste is **the leading employer of disabled people in France**. In 2021, the rate of beneficiaries of the obligation to employ disabled workers (BOE) at La Poste SA continued to grow, from 7.74% to 8.66%.

In addition to an active job retention policy, the group carries out numerous awareness-raising initiatives. As part of the European Week for the Employment of People with Disabilities, La Poste took part in the Duoday for the third time, allowing people with disabilities to discover its jobs in pairs with volunteer employees. It offered 133 introductory internship opportunities to disabled people.

## SUPPORTING YOUTH EMPLOYMENT

Committed for many years to a policy of training and integrating young people, **La Poste Groupe is the leading recruiter of work-study students in France in 2021** with 5,708 new apprenticeship and professional training contracts. It also welcomed 4,300 interns, including 11% from urban priority neighbourhoods.

The group has also mobilised, alongside the public authorities, to support 16-25 year-olds as part of the "1 young person, 1 solution" plan: in 2021, it offered 8,000 solutions to these young people, through work-study, temporary or permanent contracts.

# 10,609

permanent hires  
within the group  
in France,

of which 25% are under 25 years old (2021 data).

# 94/100

Gender equality  
index at La Poste.

# 14,000

disabled  
people

and €3.7 million dedicated  
to the disability policy, of which  
more than 60% dedicated  
to job retention actions (2021 data).

## Fighting against all types of discrimination

- Reinforced system for preventing harassment.
- Signature of the Parenthood Charter of the Quality of Life at Work Observatory, which promotes non-discrimination in the professional development of parent employees.
- New communication campaign to combat stereotypes related to gender, sexuality, origin and disability.