Le Groupe La Poste contributes to 14 of the 17 United Nations sustainable development goals (SDGs) as part of Agenda 2030.
2020, A YEAR MARKED BY THE HEALTH CRISIS

The Group mobilised

OUR SOCIETAL AND ENVIRONMENTAL COMMITMENTS

Contributing to regional development and cohesion
Promoting social inclusion
Fostering ethical, inclusive and frugal digital technologies
Working to accelerate the environmental transition for all
Supporting the Group’s social transformations
Providing excellent customer service and proposing responsible products and services

RECOGNITION BY EXTRA-FINANCIAL RATING AGENCIES
2020, a year of crisis and accelerations

2020, characterised by the health emergency, caused in-depth disruption in the global economy and the daily lives of our fellow citizens. The crisis accelerated the major transitions underway, and in particular the development of digital uses. It has also increased the divide and made disadvantaged communities even more vulnerable.

For Le Groupe La Poste, the economic impact of the crisis was marked by a dual trend: the sharp slump in mail volumes and the global boom in e-commerce, and therefore parcels.

During this period, the Group demonstrated its resilience and spirit of conquest. Societal commitment came as a natural priority in the challenges for managing the crisis. The commitment of La Poste employees enabled to ensure the continuity of the postal service and support the French population in their daily lives, whether in terms of home services or financial support for economic players. The successful delivery of social benefits to more than 1.2 million people during the months of lockdown is a clear demonstration of said commitment. The Group has set up innovative solutions, such as the distribution platform for masks for SMEs, the “Devoirs à la maison” (Homework) educational continuity programme for children experiencing digital disconnection or “drives” to access Postal Services.

In this context, the Group consolidated the fundamentals of its societal commitment, in particular its carbon neutrality. The Group’s extrafinancial performance was once again praised by rating agencies, such as Vigeo Eiris, which confirmed the Group’s position as world leader across all sectors in December 2020.
OUR PURPOSE

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.

A purpose and a new strategic plan

The health crisis has confirmed that societal commitment is more than ever a priority, in order to combine economic performance with a positive impact for the environment and society.

The formulation of the purpose and the definition of the new strategic plan “La Poste 2030, committed for you” was based on a fruitful dialogue with all of its stakeholders, as part of the participatory approach. Thus, 135,000 La Poste employees and more than 6,000 people representing our stakeholders (customers, elected officials, suppliers, start-ups and partners, etc.) expressed their perceptions and expectations, confirming this “need for the post office” which the health crisis has reinforced.

With its strategic plan, Le Groupe La Poste is committed to serving its customers with the highest level of quality, it is mobilising to accelerate the digital transformation while taking action for digital inclusion, it is positioning itself as a leader in sustainable finance and environmental transformation to make them accessible to all.

In the service of society as a whole, La Poste intends to write a new chapter to become, from 2021, a company with a mission. As a lever for creating value at the heart of the major transitions in the current world, the Group reaffirms its desire to:
- contribute to regional development and cohesion;
- promote social inclusion;
- foster ethical, inclusive and frugal digital services;
- work to accelerate the environmental transition for all.

Faced with these new challenges, the commitment of La Poste employees is one of the best assets to accomplish them. Human proximity remains our Group’s main asset. It is the women and men of La Poste who embody it every day throughout the country, in contact with and at the service of our customers and partners.

The Group can also be proud of its commitment, which I renew, to the principles of the United Nations Global Compact and the Global sustainable development Strategy’s goals for 2030. Committing to it means taking action for a more sustainable world.

By becoming the leading European platform for interaction and exchanges, human and digital, green and civic, at the service of its customers in their projects, and of society as a whole in its changes, Le Groupe La Poste intends to faithfully embody its purpose: “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.”

[Signature]
To be the first European platform for links and exchanges, human and digital, green and civic, at the service of our customers in their projects and of the society as a whole in its changes.

**CHANGES IN SOCIETY**

**Digital transformation**
Disruption of business processes, customer relationships, employee work methods

**Environmental transitions**
Climate change, air quality, conservation of resources and biodiversity, waste management

**Transformation of regions**
General societal movement towards “relocation”

**OUR RESOURCES**

**Human resources**
- 249,000 employees, including 18.6% internationally including 10,000 in IT professions (data/AI)

**Industrial capital**
- Over 3,400 processing centres, preparation and delivery platforms and hubs
- Over 92,000 vehicles, 27% electric vehicles excluding bicycles and trolleys
- Over 11,000 buildings covering the entire territory, 86% powered by electricity from renewable sources
- Digital infrastructures

**Societal and relationship capital**
- Close to 17,000 retail outlets
- More than 50,000 pick-up and drop-off points in Europe
- laposte.fr: one of the most visited sites in France, 29 million unique visitors per month
- Digital identity certified by the French National Cybersecurity Agency (ANSSI)

**Financial capital**
- Stable and long-term shareholding (100% public capital)
- €18.2 billion in equity
- A/A+ credit rating

**Intellectual capital**
- Trusted image
- Brand portfolio
- Innovation

For further details on the key performance indicators mentioned, see the methodological note on extrafinancial indicators in Appendix 2 of the Universal Registration Document 2020.

**A multi-activity business model**

2019
- Services-Mail-Parcels: 46.5%
- Mail: 25.6%
- Parcels: 13.4%
- Business media: 6.0%
- New Services: 1.5%

2020
- Services-Mail-Parcels: 38.1%
- Mail: 24.7%
- Parcels: 18.7%
- Business media: 13.9%
- New Services: 3.9%

International development

40% of 2020 revenue

Countries where Le Groupe La Poste operates at the end of 2020
La Poste 2030, committed to you

**Customer:** Reinforce the passion to serve customers at the highest level of quality, remain the customer’s preferred intermediary and win new customers (professionals, young people, etc.)

**Presence:** Assert itself as increasingly present, thanks to the combined power of its physical, digital and human networks for development

**Digital:** Accelerate the digital transformation, develop digital trust services and digital inclusion

**Green:** Commit as a leading company in the environmental transformation and make it accessible to all

**Citizen:** Become a company with a mission whose activity creates a positive impact for society, and demonstrate La Poste’s civic, social and societal responsibility

**International:** Go beyond geographical borders by capturing international growth

**Labour-management agreement (Pacte social) and managerial culture:** Strengthen the pride in being a La Poste employee, present a new labour-management agreement and a new organisation enabling agility

4 modernised public service missions

- Universal Postal Service
- Press transport and delivery
- Regional planning
- Banking accessibility

**For the planet**
- Climate strategy in line with the Paris Agreement (+1.5°C)
- Deployment of low-carbon urban logistics
- Close to 111,000 tonnes of materials collected for recycling and reuse
- Assets under 100% SRI management

**For the regions**
- Financing of the local public sector
- 97% of the population within 5 km or 20 minutes by car from a retail outlet in Europe
- 493,000 direct, indirect and induced jobs sustained in France

**For our customers**
- 18 billion items delivered in 2020
- 1.5 million customers benefiting from the banking accessibility mission
- 39 million non-life policyholders and 12 million life policyholders
- Digital parcel and mail tracking

**For our employees**
- 94.4% on permanent contracts
- Gender parity promotion programme
- 80% of employees trained
- 14 national employee agreements and amendments
- High level of employee commitment

**For our suppliers**
- 86% of suppliers and subcontractors are SMEs

**For our shareholders and investors**
- Recognised extra-financial performance
- Commitment to maintain our financial rating
“LA POSTE 2030, COMMITTED FOR YOU”

STRATEGIC PRIORITIES

Societal commitment, at the heart of our strategic priorities

- **CUSTOMER**
  - Reinforce the passion to serve customers at the highest level of quality, remain the customer’s preferred intermediary and win new customers (professionals, young people, etc.).

- **PRESENCE**
  - Ever more present, thanks to the combined power of its physical, digital and human networks in the service of customers and development.

- **DIGITAL SERVICES**
  - Accelerate the digital transformation, develop digital trust services and contribute to digital inclusion.

STRATEGIC PLAN

AMBITION

Be the No. 1 European platform for links and exchanges, human and digital, green and civic-minded, at the service of our customers in their projects and of society as a whole in its transformations.

OBJECTIVE

Be a profitable growth company, which has successfully transformed into a sustainable model.

La Poste is strengthening the foundations of its activities, accelerating the development of its growth drivers and building tomorrow’s growth.
PROFESSIONAL CUSTOMERS
structuring an approach by professional customer life moment and by service package

URBAN LOGISTICS
logistics solutions to reduce traffic in city centres and meet the explosion of e-commerce

REGIONAL DEVELOPMENT
contributing to the attractiveness of the regions and support them in their transitions

DATA AND AI
a key issue for the future of our subsidiaries

YOUNG PEOPLE
adapting to new forms of use and consumption of our services

Five acceleration projects included in the business unit transformation trajectories

GREEN
Committed as a leading company in the environmental transformation and aim to make this transformation accessible to all.

CITIZEN
Become a company with a mission whose activity creates a positive impact for society, and demonstrate La Poste’s civic, social and societal responsibility.

INTERNATIONAL
Go beyond its geographical boundaries by capturing international growth.

LABOUR-MANAGEMENT AGREEMENT AND MANAGERIAL CULTURE
Le Groupe La Poste’s Strategic Plan will strengthen the pride in being a La Poste employee, will present a new labour-management agreement, and a new organisation enabling agility.
2020, A YEAR MARKED BY THE HEALTH CRISIS

THE GROUP MOBILISED

PROVIDING ESSENTIAL SERVICES IN POST OFFICES

- Customer information
- Maintaining service accessibility
- Payment of social benefits
- Access to cash
- Adapting the retail outlets

PROTECTING OUR EMPLOYEES AND SUPPORTING THEIR MOBILISATION

- Remote working for 45,000 employees
- Implementation of a support system
- Seven agreements to maintain salary levels of employees during the lockdown
RESPONSES PROVIDED BY THE GROUP

SUPPORTING LOCAL ECONOMIC PLAYERS
- Supporting business customers for the shipment of goods
- La Banque Postale has accelerated the processing of short-term financing needs

SUPPORTING THE HEALTHCARE SYSTEM, CAREGIVERS AND PATIENTS
- Delivery and provision of personal protective equipment
- Medical monitoring via the COVIDOM app
- Support for research through donations and skills philanthropy

CONTRIBUTING TO SOLIDARITY ACTIONS
- #PaniersSolidaires (Charity Baskets)
- Fundraising for the Paris Hospitals - Hospitals of France Foundation
- Donations and contributions in support of solidarity operations

LEVERAGING OUR ASSETS AND DIGITAL KNOW-HOW
- The website www.laposte.fr has established itself as one of the main digital hubs in the country
- New inclusive services, such as the free Digischool app (training in digital uses)
- Devoirs à la maison (homework) operation
CONTRIBUTING TO REGIONAL DEVELOPMENT AND COHESION

CHALLENGES TO BE MET

- 60% of the French population live in urban peripheries, in small towns or rural areas
- Disparities between regions affected by the crisis
- Regional cohesion challenges

OUR COMMITMENTS

Supporting regional development
- Financing local authorities, economic players and associations
- Developing local services adapted to the needs of regional players
- Promoting a purchasing policy that helps support the local economy

Increasing coverage and access to services in the regions
- Increasing the number of physical access points to a postal service
- Deploying diversified coverage formats adapted to the regions
- Developing accessible services for all

Innovating for the benefit of regional ecosystems
- Strengthening cooperation with social and solidarity-based economy players (Alliance Dynamique)
- Deploying identification and support programmes for impact start-up
## CONTRIBUTING TO REGIONAL DEVELOPMENT AND COHESION

### OUR OBJECTIVES AND ACHIEVEMENTS

#### Being a responsible and exemplary company
- **97.1%** of the population is less than 5 km or less than 20 minutes by car from a La Poste retail outlet
- **84%** of La Poste’s suppliers are SMEs/VSEs/ETIs
- **€300 million** in short-term loans at zero interest rate released by La Banque Postale for local authorities and public hospitals in response to the health crisis

#### Guiding our customers through the transition
- **40,000** physical access points to a Group service in France by 2025 (32,000 in 2020)
- **9,318** La Poste’s retail outlets operated in conjunction with public-sector (local councils) and private-sector partners (stores, major retailers, social and solidarity-based economy)
- **€15 billion** in funding to the local public sector

#### Driving change in society
- **150** partnerships per year by 2030 with social and solidarity-based economy structures
- **493,559** direct, indirect and induced jobs supported in the regions by La Poste and its subsidiaries (i.e. 1.8% of jobs in France)
- **€15 billion** impact on regional GDP through purchases and employment from La Poste and its subsidiaries
In 2030, the over-60s will represent more than a third of the population
3.4 million people experiencing financial fragility
9 million young people aged 18 to 24 penalised by the health crisis, which has increased economic and social divides

Acting against financial insecurity
- Ensuring banking accessibility for all
- Supporting people experiencing financial fragility
- Developing microcredit and preventing over-indebtedness

Acting for health, well-being and ageing well at home
- Offering services for independent home care
- Developing a home healthcare offering for seniors
- Offering an accessible digital solution

Mobilising for young people
- Promoting academic success
- Supporting employment inclusion and equal opportunities
- Offering products and services adapted to young people, such as exams near home

Acting for the inclusion of people excluded from employment
- Supporting the employment of people with disabilities
- Developing purchases for the disabled and sheltered sector as well as integration by economic activity
# Being a responsible and exemplary company

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5 million</td>
<td>Customers welcomed for the banking accessibility mission of La Banque Postale</td>
</tr>
<tr>
<td>Close to 8,000</td>
<td>Young people supported towards professional integration each year (internships, work-study programmes, recruitment)</td>
</tr>
<tr>
<td>13%</td>
<td>Work-study students from the * Quartiers prioritaires de la Ville* (urban priority neighbourhoods) (i.e. almost double the national average)</td>
</tr>
</tbody>
</table>

# Guiding our customers through the transition

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>935,170</td>
<td>French Highway Code exams at La Poste in 2020</td>
</tr>
<tr>
<td>50,000</td>
<td>Students experiencing digital disconnection benefited from the <em>devoirs à la maison</em> (homework) programme (COVID)</td>
</tr>
<tr>
<td>12,800</td>
<td>Watch over my parents contracts subscribed at the end of 2020</td>
</tr>
<tr>
<td>€185 million</td>
<td>In revenue related to the Silver economy and health to promote ageing well at home</td>
</tr>
</tbody>
</table>

# Driving change in society

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>€26 million</td>
<td>La Poste’s purchases from the disability and economic integration sectors</td>
</tr>
<tr>
<td>22</td>
<td>Members of the “Initiative Against Banking Exclusion” Club led by La Banque Postale since 2012 (La Croix Rouge, Emmaüs, Restos du Cœur, etc.)</td>
</tr>
<tr>
<td>Over 57,000</td>
<td>Young people benefited from the actions of the CNP Assurances Foundation to reduce social inequalities in healthcare</td>
</tr>
<tr>
<td>3 million</td>
<td>Masks distributed by La Poste enabling 48,000 companies to continue their activity (COVID)</td>
</tr>
<tr>
<td>13 million</td>
<td>French people have adopted “MaladieCoronavirus.fr”, the e-health application developed by Docaposte and the Digital Alliance against Covid-19. This free service makes it possible to better assess the severity of symptoms and thus reduce the number of calls to emergency numbers such as the 15 (COVID)</td>
</tr>
</tbody>
</table>
FOSTERING ETHICAL, INCLUSIVE AND FRUGAL DIGITAL SERVICES

CHALLENGES TO BE MET

- 2 hours and 12 minutes per day spent on average on the Internet by French Internet users\(^\text{1}\)
- 13 million French people living with digital illiteracy
- Emergence of a new social issue: ethics and the protection of personal digital data

- €112 billion in revenue for e-commerce in 2020 thanks to the accelerated digitisation of retail, i.e. 13.4% of retail trade compared to 9.8% in 2019\(^\text{2}\)

(1) Médiamétrie, 2019. (2) FEVAD.

OUR COMMITMENTS

Promoting digital inclusion
- Detecting, supporting and training people in situations of digital illiteracy
- Facilitating access to digital equipment
- Facilitating access to uses through digital applications and tools
- COVID ACTION: Ensuring the delivery of computers for seniors and young people excluded from digital technology as well as the distribution of paper homework to students without equipment

Offering “trusted” digital services
- Guaranteeing responsible management and data protection
- Guaranteeing the confidentiality of data entrusted to the Group
- Developing new trusted third-party services

Ensuring that digital technology has a positive societal impact
- Providing simple, robust, useful and universal solutions
- Reducing the environmental footprint of digital equipment and services
- Making better use of WEEE\(^\text{1}\)

(1) Waste electrical and electronic equipment.
**OUR OBJECTIVES AND ACHIEVEMENTS**

**Being a responsible and exemplary company**
- **24,300** employees trained in data protection since 2018
- **€799 million** in revenue for the Digital Services business unit
- **865** metric tonnes of WEEE\(^{(1)}\) recovered

\(^{(1)}\) Waste electrical and electronic equipment.

**Guiding our customers through the transition**
- **Close to 29 million** unique visitors to laposte.fr each month
- **5.5 million** users of the Digiposte digital mailbox
- **255 million** documents stored and secured on Digiposte in 2020
- **15,100** Smartéo digital tablets made available to the public in post offices to facilitate digital inclusion

**Driving change in society**
- **45 million** health records managed by Docaposte
- **524** post offices involved in the digital inclusion programme
- **200,000** people supported by digital inclusion actions in 2020

COVID-19
WORKING TO ACCELERATE THE ENVIRONMENTAL TRANSITION FOR ALL

CHALLENGES TO BE MET

- Containing global warming within the limits set by the Paris Agreement
- 11.2 tCO₂, average carbon footprint per person vs. 2 tCO₂, per year to achieve the Paris Agreement target
- More than 40,000 premature deaths per year in France related to air pollution
- 50% of GHG emissions in France generated by transport and buildings
- 1 million species threatened with extinction worldwide

OUR COMMITMENTS

Fighting against global warming
- Committing to GHG emissions trajectories in line with the Paris Agreement target (1.5°C)
- Ensuring the Group’s carbon neutrality
- Proposing solutions to reduce the environmental footprint of our customers
- Financing our customers’ green projects and directing savings towards responsible investment
- Incorporating climate risk into the Company’s management by implementing TCFD recommendations

Working to safeguard biodiversity
- Limiting the impacts of real estate operations on biodiversity
- Optimise water management
- Measuring the impact of the Group’s offset programmes and investment portfolios on fauna and flora

Preserving air quality and co-building sustainable cities
- Reducing pollutant emissions
- Supporting public stakeholders in monitoring and improving air quality
- Reinventing urban logistics

Becoming a leading player in the rational management of resources
- Integrating the circular economy into the Group’s daily operations
- Positioning ourselves as a catalyst for the second-hand and recycling markets
- Support the circular economy ecosystem and regional sectors

Change in the Group’s GHG emissions in the exceptional context of 2020

The Group’s greenhouse gas emissions amount to 2.3 million tCO₂, an increase of 43% compared to 2019. This increase is due to an exceptional situation in 2020:

- 55% of the increase was due to external growth (BRT, Asendia, CNP);
- 45% of the increase came from the acceleration of e-commerce and parcel delivery.
- GHG emissions are being managed thanks to:
  - a reduction in emission intensity per parcel of -17% for Colissimo and -5% for DPDgroup in 2020;
- compliance with La Poste SA’s commitment (-30% in emissions between 2013 and 2025), certified as compliant with the Paris Agreement by SBTi(1);
- the deployment of the Group’s know-how in terms of GHG reduction in its new subsidiaries.

(1) Task Force on Climate-Related Financial Disclosures.
Our Objectives and Achievements

Being a responsible and exemplary company

100% of the portfolios of La Banque Postale (by 2040) and CNP (by 2050) will be carbon neutral

100% of electricity from renewable sources by 2025 for the entire Group (95% in 2020)

-30% target by 2025 for the reduction in La Poste SA’s GHG emissions and in DPDgroup’s emissions per parcel

-17% reduction in the CO₂ emissions ratio per parcel at Colissimo with an increase of 30% in parcel volumes

186 buildings certified ISO 50001 for the quality of their energy management system

-50% reduction of atmospheric pollutants (nitrogen oxides and fine particles) emitted by La Poste’s vehicle fleet between 2015 and 2020

Guiding our customers through the transition

€17 billion in green investment outstandings of CNP Assurances at the end of 2020

€800 million in green loans granted to local authorities by La Banque Postale at the end of 2020

110,970 metric tonnes of materials collected by our Recygo and Nouvelle Attitude subsidiaries, for recycling and reuse

Driving change in society

225 major European cities, including 22 French cities, with 100% carbon-free delivery by 2025

332,017 hectares of forest and 35 threatened species protected through voluntary offsetting programmes financed by La Poste

20 cities targeted by DPDgroup’s air quality measurement programme at the end of 2021 (real-time detection of fine particles smaller than 2.5 microns)

100% of funds managed by La Banque Postale AM in responsible investment (SRI) at the end of 2020
COMMITMENTS

SUPPORTING THE GROUP’S SOCIAL TRANSFORMATIONS

CHALLENGES TO BE MET

- A Group of 250,000 employees located in 47 countries
- 250 subsidiaries operating in different business sectors
- Business lines facing major development and transformation challenges

OUR COMMITMENTS

Acting as a responsible employer for all human resources

- Ensuring equality in the workplace
- La Poste employees are the first to benefit from change
- Developing high-quality social dialogue
- Ensuring respect for human rights and fundamental freedoms

Supporting the quality of employment with our service providers

- Extending the duty of vigilance to tier one suppliers and subcontractors
- Advancing social standards

Supporting employability of the most fragile

- Combining platform innovation and quality of the social model
- Acting for the professionalisation of young people
### Supporting the Group’s Social Transformations

#### Our Objectives and Achievements

<table>
<thead>
<tr>
<th>Objective</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Being a responsible and exemplary company</strong></td>
<td></td>
</tr>
<tr>
<td>248,906</td>
<td>employees, 81.4% of them in France</td>
</tr>
<tr>
<td>11,167</td>
<td>new hires on permanent contracts in France, Group scope, in 2020</td>
</tr>
<tr>
<td>99/100</td>
<td>CNP score on equal pay for women and men (94/100 for La Poste)</td>
</tr>
<tr>
<td><strong>Supporting change</strong></td>
<td></td>
</tr>
<tr>
<td>107,000</td>
<td>respondents to the Group's barometer to measure the engagement of La Poste employees</td>
</tr>
<tr>
<td>135,000</td>
<td>employees contributed to the participatory approach to define the Group's new strategic plan</td>
</tr>
<tr>
<td>145,000</td>
<td>employees received e-training on digital literacy for all, over the 2015-2020 period</td>
</tr>
<tr>
<td><strong>Driving change in society</strong></td>
<td></td>
</tr>
<tr>
<td>45,000</td>
<td>Group employees working from home in response to the expectations of society and La Poste employees <a href="#">here</a></td>
</tr>
<tr>
<td>14</td>
<td>national agreements signed by La Poste demonstrating the shared wish to support the Company’s transformation for the benefit of all employees</td>
</tr>
<tr>
<td>123</td>
<td>countries excluded from CNP Assurances investments for reasons of tax secrecy, corruption or failure to respect democracy and civil liberties</td>
</tr>
<tr>
<td>122</td>
<td>associations and organisations certified to benefit from employee mobilisation in skills-based sponsorship</td>
</tr>
</tbody>
</table>
PROVIDING EXCELLENT CUSTOMER SERVICE AND PROPOSING RESPONSIBLE PRODUCTS AND SERVICES

CHALLENGES TO BE MET

- Expectation of simplicity, proximity, usefulness and an omnichannel relationship
- 60% of young people under the age of 30 place the environment at the forefront of their concerns

OUR COMMITMENTS

Satisfying more than 60 million customers
- Strengthening geographical proximity
- Improving the digital relationship
- Personalising the welcome through better customer knowledge

Ensuring the excellence of the service relationship
- Processing complaints in a short loop
- Providing a solution within 48 hours in the event of a local malfunction
- Building a trusted digital relationship

Developing responsible products and services
- Developing the eco-design of carbon-neutral mail, parcel and express and digital offers
- Implementing certified processes
- Offering responsible financial products: green loans and investments
### Our Objectives and Achievements

#### Being a responsible and exemplary company

- **93%** satisfaction rating of customers leaving post offices
- **1,600** post offices mobilised to pay family benefits during the lockdown from March to May 2020
- DPD France voted Customer Service of the Year for 2021 and the Customer Service of La Poste Network recognised by the Human For Client label
- **5,919** customers consulted as part of the participatory approach to develop the strategic plan *La Poste 2030, committed for you*
- **No. 1** La Poste Mobile ranked once again in 2020 by MoralScore.org as the most ethical mobile operator

#### Guiding our customers through the transition

- **20,448,959** customers with a La Poste account that received a personalised welcome in post offices
- **ECOLOGIC** multiple tools to support our customers in valuing their climate commitments
- **100%** deliveries made by Le Groupe La Poste are carbon neutral at no extra cost for customers
- **200,000** vulnerable customers have received support from La Banque Postale’s *L’Appui* initiative since 2013

#### Driving change in society

- **700,000** households informed by postmen about the energy renovation of their homes since 2017
RECOGNITION BY EXTRA-FINANCIAL RATING AGENCIES

Le Groupe La Poste’s CSR approach is regularly assessed by six bodies.

**V.E.**
**No. 1 worldwide, all sectors combined** (Dec. 2020)
Score: 76/100 in Dec. 2020
(75/100 in Feb. 2020)

**ISS ESG**
**1st decile in the transport and logistics segment**
Score: C+ Prime in Nov. 2020
(C+ in Nov. 2019)

**Sustainalytics**
**Low risk**
**No. 1 Air freight and logistics**
Score: 13.6 in Nov. 2020
(20.1 in Nov. 2019)

**CDP**
**Leadership**
**Intermodal & logistics segment**

**ecoVadis**
**Platinum**
**As a supplier (Top 1%)**
Score: 78/100 in Dec. 2019
(78/100 in Sept. 2018)

**International Post Corporation**
**No. 1 global postal operators**
Score: 72.8/100 in Oct. 2020
(95.8/100 in Sept. 2019)

---

1. Sustainalytics introduced a new ESG Risk Rating methodology in September 2018. Reminder: Medium risk in 2019. 1st position of companies in the Air freight and logistics sub-sector (out of 83 companies assessed in this sector, vs 13th position at the last valuation). 3rd position in the Transport sector (out of 318 companies assessed in this sector, vs 42nd position). 521st place in the portfolio of more than 12,800 companies rated by Sustainalytics.

2. CDP’s leadership level includes companies rated A- and A-. More than 9,500 companies worldwide are assessed by CDP on the subject of climate change.

3. The Platinum level is awarded to companies with an overall score between 95 and 100. Le Groupe La Poste is part of the Top 1% out of 17,000 companies assessed worldwide.

4. The methodology and scope changed in 2019. The new IPC scope includes social aspects and resource management. 19 posts around the world participate in this new programme.

---

This document, and its French version, are available for download on the website. [www.groupleaposte.com](http://www.groupleaposte.com)

All the figures relate to the year 2020, unless stated otherwise.