La Poste Groupe’s business model

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

Changes in La Poste Groupe’s activities

Digital transformation
- Improving social inclusion
- Contributing to the development and cohesion of the regions
- Promoting ethical, inclusive and frugal digital services
- Working to accelerate the ecological transition for all

Environmental transition
- Service Mail & Digital Services
- International activities, a key area of development

Regional transition
- Deploying low-carbon urban logistics
- Close to 715,000 metric tonnes of materials collected for recycling and reuse

Demographic transition
- For our suppliers
- For our customers
- For the regions
- For our shareholders and investors

Sustainably low interest rates
- For our suppliers
- For our customers

Sharp decline in mail volumes
- For our shareholders and investors

Accelerated growth in parcels
- For our shareholders and investors

Societal and relationship capital
- Operational excellence
- Stabilising the regional network

Industrial capital
- Digital infrastructures (hosting, data lakes)
- Cybersecurity Agency (ANSSI)
- Digital identity certified by the French National Cybersecurity Agency (ANSSI)

Human resources
- 244,980 employees, including 21,406 outside France
- Gender equality index of 94/100

Financial capital
- Equity and debt financing
- €17 billion in financing granted to the local public sector
- Financing of the local public sector

Intellectual capital
- Innovation (e.g., La Poste Ventures)
- Intellectual capital
- Financial capital
- Societal and relationship capital

A multi-activity business model

La Poste Groupe 2030, committed for you

OUR VALUE CREATION

Working to accelerate the ecological transition for all

For the planet
- Climate strategy in line with the Paris Agreement
- Deployment of low-carbon urban logistics

For the regions
- 97% of the population within 5 km or 20 minutes by car from a retail outlet in France
- €17 billion in financing granted to the local public sector

For our customers
- Over 1 billion items delivered in 2021
- 13 billion visits per year to laposte.fr, one of the most visited sites in France

For our employees
- Gender equality index of 94/100
- Digital, AI, Data training

For our suppliers
- 87% of VSEs / SMEs / ISEs among our suppliers and subcontractors

For our shareholders and investors
- CDP List A, Platinum according to EcoVadis and 1st in the Vigéo Eiris world ranking
- A+/A+ Credit rating

4 modernised public service missions
- Universal Postal Service*
- Press transport and delivery
- Banking accessibility*

* The financial support granted by the French State in connection with these missions was resized in 2021.

OUR RESOURCES

A new status as an « Entreprise à mission »

4 commitments
- Contributing to the development and cohesion of the regions
- Improving social inclusion
- Promoting ethical, inclusive and frugal digital services
- Working to accelerate the ecological transition for all

41% of 2021 operating revenue

- France: €20,433
- Europe excluding France: €8,187
- Rest of the world: €5,989

4 modernised public service missions
- Universal Postal Service*
- Press transport and delivery
- Banking accessibility*

— by car from a retail outlet in France

International
- Go beyond geographical borders by capturing international growth
- Co beyond geographical borders by capturing international growth

Labour-management agreement and managerial culture
- Strengthen the pride and commitment of employees, roll out the 2021-2023 employee agreement « La Poste Groupe, committed with postal workers » and implement a more agile management.
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Green
- Commits as leading company in the environmental transformation and make it accessible to all
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Citizen
- Assert itself in its new status as a company with a mission. Provide proof of its civic, social and societal responsibility.
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Customer
- Serve customers at the highest level of quality and innovating to remain the customer’s preferred intermediary and win new customers (professionals, young people, etc.)
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Digital services
- Accelerate the digital transformation, develop digital trust services and digital inclusion.
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7 priorities serving one goal:
Be a profitable growth company, which has successfully transformed into a sustainable business model.

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

Changes in La Poste Groupe’s activities

Digital, AI, Data training
- Improving social inclusion
- Contributing to the development and cohesion of the regions
- Promoting ethical, inclusive and frugal digital services
- Working to accelerate the ecological transition for all