

2023  
SUSTAINABILITY  
REPORT

# TOGETHER FOR A BETTER TOMORROW



**GEOPOST**

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# INTRODUCTION

# A LETTER FROM YVES DELMAS, CEO

**2023 was a significant year for sustainability at Geopost and I'm pleased to share the progress we've made towards our sustainability goals in this report.**

Let's start with what we've achieved in integrating sustainability thinking into all aspects of our business. The successful piloting of the carbon budget is an excellent example of this. The process is managed jointly by the finance and sustainability teams, in close collaboration with our operating units, to oversee investment, both CAPEX and OPEX, in our annual carbon reduction targets. As we accelerate the shift to more sustainable deliveries, the carbon budget will play a critical role in how we achieve our net-zero target by 2040, which was officially endorsed by the Science Based Targets initiative (SBTi) in 2023.

Every year, we move forward on becoming an employer and partner of choice: 49,000 employees worldwide responded to our annual Employee Engagement Barometer and it's rewarding to see that 75% feel engaged in their work at Geopost. We also value the relationships we have with transport partners and have established a partner of choice roadmap across all business units in Europe, with a focus on creating a strong value proposition for them.

Looking ahead, we will continue to lead by example in driving change for better business and further embed sustainability into our core business

practices in a way that creates value for our customers, employees, suppliers, communities and shareholders.

Data plays a central role in our sustainability efforts. We will look further at how data quality can be continuously improved for our customer-facing Carbon Calculator, and we are also exploring how artificial intelligence (AI) can enhance operational efficiencies. Sustainability is a key pillar of the Geopost Innovation Lab we've just launched, and we already have some exciting projects ready to scale up.

I am pleased to reaffirm Geopost's support of the Ten Principles of the United Nations Global Compact in the areas of human rights, labour, environment, and anti-corruption. In addition to our public commitments, we'll also continue to contribute to the ESG strategy and commitments of parent company, La Poste Groupe, in 2024.

Finally, we can only move forward by working as one global team. A big thank you goes to our network of local delivery experts, from all parts of our business, who are using their diverse skills to deliver the change we need to achieve our ambitions.

Together for a better tomorrow,  
**Yves Delmas**



# ABOUT OUR BUSINESS

Part of La Poste Groupe, we're a market leader in parcel delivery, specialised delivery and new commerce. We continue to expand our out-of-home delivery offerings while developing our temperature-controlled solutions for healthcare and food businesses.

Alongside these delivery services, we offer best-in-class customer service through predictability, redirection and live tracking tools, and we conduct in-depth analysis into the latest trends in online shopping behaviours and delivery preferences across Europe and beyond [\[link\]](#).

We're united by the belief that better business is better for business. This is our guiding principle as we capitalise on the power of our vast and diverse network to make a difference across the communities in which we operate. Our commitment to becoming the international reference in sustainable delivery means we're always seeking ways to unite and involve our colleagues and partners in a collective effort to accelerate and scale transformative, long-term change.

The UN Sustainable Development Goals (SDGs) set out a global agenda for creating a tomorrow where people and planet can prosper. We support the four SDGs we feel are most relevant to our business and which deliver maximum impact: SDG 8 (Decent Work and Economic Growth), SDG 11 (Sustainable Cities and Communities), SDG 13 (Climate Action) and SDG 17 (Partnerships to Achieve the Goals).

## AN INDUSTRY THAT MUST TRANSFORM

In recent years, society has been undergoing an e-commerce revolution. Our latest e-shopper barometer [\[link\]](#) found that while there has been a slight decrease in e-shoppers in Europe – with numbers returning to pre-Covid levels – the share of regular e-shoppers remains stable. According to a 2022 World Economic Forum report [\[link\]](#), e-commerce has the potential to increase urban last-mile delivery emissions by more than 30% in the top 100 cities worldwide by 2030 if no action is taken.

As a business that aspires to be a leader in sustainability, we must be pioneers of change. With 88% of our CO<sub>2</sub> emissions coming from road transport, we must decarbonise our fleet if we're to play our part in limiting global CO<sub>2</sub> emissions. We've tripled the size of our low-emission first- and last-mile fleet since 2020, and have made good progress in decarbonising our linehaul operations by switching to hydrogenated vegetable oil (HVO) in several business units. Biofuels have a role to play as a transition fuel, but emerging technologies for zero emissions at the tailpipe, such as electric and hydrogen power, are not yet at scale for such demanding needs. And while we're using them in our operations, rail and waterways have limited scope to handle our freight demand.

Our industry's need for change isn't only due to the need to cut CO<sub>2</sub> emissions. The 2023 MHI Annual Industry Report [\[link\]](#) highlighted that a shortage of talent and the resulting difficulties in hiring and retaining qualified people remain the biggest supply chain challenge for our sector. The report also highlighted increasingly relevant difficulties with supply chain disruption, stockouts and rising customer demand.

These challenges bring opportunities, too. For example, there's significant capacity for job creation and, thanks to a rapid expansion in the second-hand market, a chance to act as enablers for the circular economy: the Geopost e-shopper barometer notes that 72% of European e-shoppers now buy and sell on second-hand platforms, with 35%

agreeing that they buy more second-hand products these days.

At Geopost, we believe it's our responsibility to take action across all these challenges, delivering progress at the forefront of our industry's sustainable transformation.

## GEOPOST IN 2023



€15.7BN

Revenue



2.1BN

Parcels delivered worldwide



108,000

Pickup points worldwide



57,000

Employees



NET ZERO

SBTi approval for 2040 target



-26,000T

CO<sub>2</sub>e emissions



50

Operating countries

1<sup>ST</sup> CROSS-BORDER

road network in Europe



# INTRODUCING OUR SUSTAINABILITY STRATEGY

## OUR DRIVING CHANGE MANIFESTO

Since 2016, we've been fostering better business through our Driving Change strategy, our collaborative plan to deliver progress for planet, people and communities, both today and tomorrow. Driving Change helps us realise our ambition to become the international reference in sustainable delivery by:

- Embracing an inclusive workplace, where safety always comes first and our talented people get the right development to enjoy long-lasting, rewarding careers.
- Helping the communities around us to grow and ensuring they benefit from better air quality.
- Taking our responsibilities towards the environment seriously, through making radical cuts to our CO<sub>2</sub> emissions, increasing deliveries that enable more circular consumption and standing up for the importance of biodiversity.

As the first global parcel delivery company to have our near- and long-term CO<sub>2</sub> emissions-

reduction targets approved by the SBTi, we're already innovating to cut total emissions in our value chain by 90% and achieve our goal of net zero by 2040.

Our sustainability strategy highlights eight priority topics organised around the three themes most critical to our bold vision: by focusing on people, we can become the employer and partner of choice; by prioritising the planet, we can accelerate the shift to more sustainable deliveries; by focusing on communities, we can support the places we are part of.

Following this strategy is both good for business and the right thing to do. But we're not there yet – we need to keep Driving Change in everything we do. The deep transformation we aspire to is only possible if we unite everyone behind our singular vision and ensure that sustainability is ingrained in the way we measure success right across our business, for the progress of all.

Our effort must be a collective one. Let's all work together for a better tomorrow.

## DrivingChange™



### People

Being the employer and partner of choice

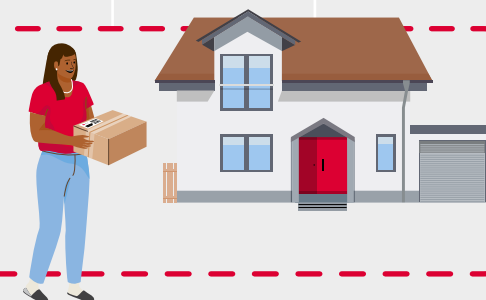
**Diversity, equity and inclusion**  
Build a diverse and inclusive workplace

**Talent**  
Nurture the careers of our people

**Safety**  
Put employee and contractor safety first

### Communities

Supporting the places we are part of



### Planet

Accelerating the shift to more sustainable deliveries

**Decarbonisation**  
Achieve net zero by 2040



**Biodiversity**  
Champion more biodiverse environments

**Circularity**  
Enable more circular consumption

**Air quality**  
Cooperate for cleaner air in our communities

We'll make it happen by:

Engaging all stakeholders in our strategy

Embedding sustainability into performance management



**WE AIM TO BE THE INTERNATIONAL REFERENCE IN SUSTAINABLE DELIVERY**

# OUR SUSTAINABILITY HIGHLIGHTS



## 2023 HIGHLIGHTS



-1.4%

in GHG emissions between 2022 and 2023, reduced by 26,000T.



9,172

lower emissions delivery vehicles, (+2,533)



126

cities fully enabled with low-emission transport (+29)



56.6%

of energy consumed in our logistics sites is from renewable sources, increased by 1% compared to 2022



75

Employee Engagement Index



22

business units participated in the Delivery Excellence Challenge (+5)



NET ZERO  
TRANSITION  
AWARD

Winner at Reuters Responsible Business Awards





**ENVIRONMENT**



# OUR APPROACH TO THE ENVIRONMENT

As our understanding of the world around us continues to evolve, so does our environment strategy. What remains constant is our commitment to not only mitigate the negative impacts of our business – by preventing pollution, for example – but also to find ways of contributing to society, through activities such as enabling circular systems to grow or finding space for biodiversity.

Our efforts to build a leading environmental strategy are founded upon four pillars:

- Most crucially, we pioneer net-zero emissions in our industry by designing and delivering an industry-leading decarbonisation programme.
- Linked to our decarbonisation efforts, we cooperate for cleaner air in the cities we operate in by raising awareness about air quality.
- We enable circularity for our wider value chain: within our own operations, for our customers and for end consumers.
- And, in 2023, we added the fourth, ensuring that we work hard to promote greater biodiversity.



## KEY SUSTAINABILITY RESEARCH TAKEAWAYS

Consumers look at sustainability when making purchasing decisions, but they also consider other factors such as affordability and immediate availability

[Sustainability Whitepaper](#)



58%

of e-shoppers consider sustainable delivery options important when buying online

[E-shopping Trends in Europe](#)

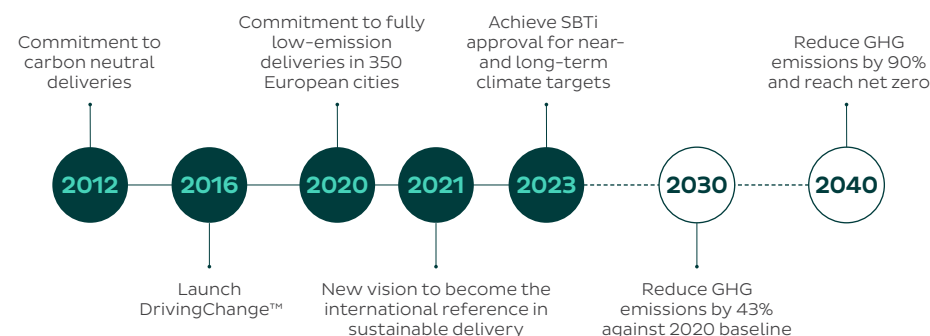


34%

of C2C shoppers buy second-hand products to support sustainability

[E-shopping Trends in Europe](#)

## OUR CLIMATE JOURNEY



# DECARBONISATION

## WHY IT MATTERS

Our industry is vital to global economic activity. But it also needs to find a way to connect goods and people while limiting its impact on the climate.



Road freight, almost all of which remains powered by fossil fuels, is responsible for more than half of worldwide CO<sub>2</sub> emissions produced by trade-related transport.<sup>1</sup> As 88% of our carbon footprint comes from road transportation, CO<sub>2</sub> emissions are incredibly material to our company, as well as to our wider industry. But with a little more than 90% of our emissions classified as Scope 3, it's a complex challenge that we must resolve in partnership with vehicle manufacturers, energy providers, shippers and transport partners.

Resolving that challenge gives us a unique opportunity to contribute to the world's climate agenda. Achieving our decarbonisation objectives – ensuring deliveries and e-commerce are more respectful to our planet – will limit the amount of CO<sub>2</sub> that enters our atmosphere. It's a challenge we've been making progress on for a decade, and we want to do more, both in our linehaul operations and in our first- and last-mile deliveries.

Based on the breakdown of our CO<sub>2</sub> emissions, our decarbonisation work focuses on four areas:

- **First- and last-mile delivery**
- **Linehaul**
- **Buildings**
- **Company cars and on-site freight**

<sup>1</sup> Road freight global pathways report | McKinsey

## HOW WE MEASURE CO<sub>2</sub> EMISSIONS

We're committed to reducing our CO<sub>2</sub> emissions to net zero by 2040, and our internal reporting tool, RESPIRE, helps us monitor our impact by collecting comprehensive consumption data about our vehicles, depots and hubs that covers energy, waste, water and more. We plan to continuously improve data quality and to integrate new subsidiaries into our reporting process. In 2023, we added five<sup>2</sup> more business units to our reporting scope, bringing the total to 25, and continued to improve the accuracy of our existing reporting, resulting in an increase in the amount of emissions we account for. We voluntarily audit our environmental data, with KPMG independently verifying our KPIs on an annual basis.

## DRIVEN BY ABSOLUTE REDUCTIONS

Being committed to net zero by 2040 means focusing on reducing our greenhouse gas emissions as quickly and fully as we can. By deciding to stop offsetting emissions from parcel deliveries made in 2024 onwards, we are accelerating our decarbonisation plans. We'll continue to invest in decarbonising our pickup and delivery, linehaul and building operations by moving away from fossil fuels. To date, we have 9,172 low-emission delivery vehicles and serve 80% of our sites' electricity needs through renewable sources.

<sup>2</sup> Biocair, CitySprint, Jadlog, DPD Romania, Speedy

## DECARBONISATION

## HOW WE'RE DOING IT

## VALIDATED BY THE SBTi

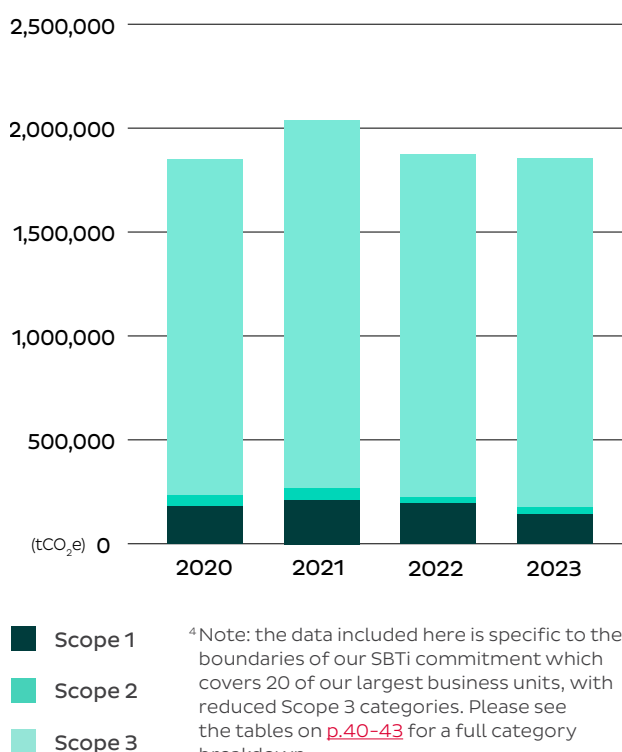
In 2023, we became the first global parcel delivery company to have both our near- and long-term CO<sub>2</sub> emissions-reduction targets approved by the Science Based Targets initiative (SBTi). This landmark approval, scientifically endorsing our plan for net zero by 2040, has transformed our approach to becoming the international reference in sustainable delivery. However, we understand that this is only a starting point, and a tougher road lies ahead. We must work hard to further merge sustainability into our business processes and ensure that we achieve the challenging targets we have set:

- **OVERALL:** Geopost commits to reach net-zero greenhouse gas (GHG) emissions across its value chain by FY2040.<sup>3</sup>
- **NEAR TERM:** Geopost commits to reduce absolute Scope 1 and 2 GHG emissions and absolute Scope 3 GHG emissions from fuel- and energy-related activities, upstream transportation and distribution, and upstream leased assets by 43% by FY2030 from a FY2020 baseline.
- **LONG TERM:** Geopost commits to reduce absolute Scope 1, 2 and 3 GHG emissions by 90% by FY2040 from a FY2020 baseline.

<sup>3</sup> Business units in net zero scope: BRT (Italy), Chronopost (France), DPD Belgium, DPD Croatia, DPD Czech Republic, DPD Estonia, DPD France, DPD Germany, DPD Hungary, DPD Ireland, DPD Latvia, DPD Lithuania, DPD Netherlands, DPD Poland, DPD Portugal, DPD Slovakia, DPD Slovenia, DPD Switzerland, DPD UK, SEUR (Spain)

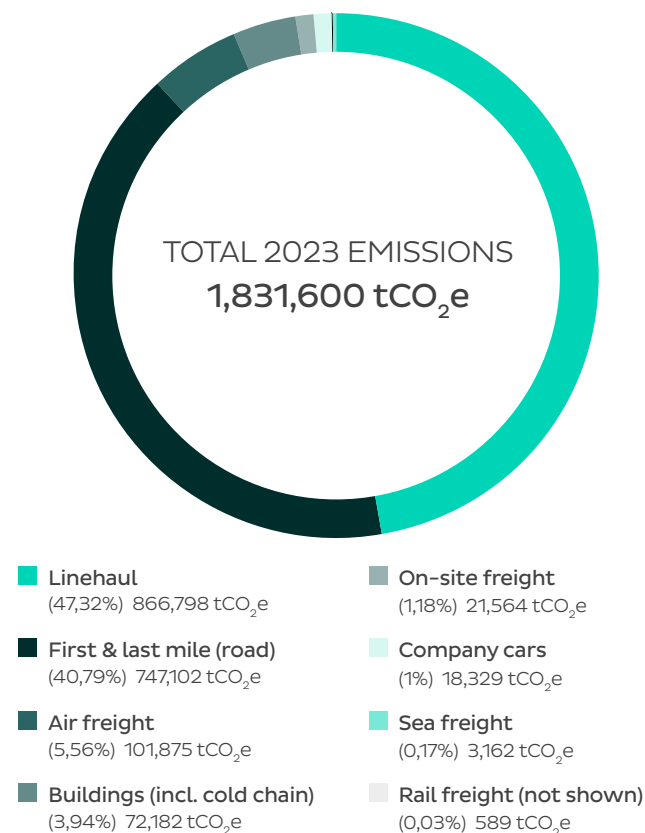
## PERFORMANCE AGAINST OUR TARGETS

Total emissions within the remit of our SBTi-approved targets were 1.83 million tonnes of CO<sub>2</sub>e for 2023, a reduction of 1.4% compared with 2022. This was despite some business units, such as France and Italy, extending the scope of their reporting to include additional emissions sources as part of our ongoing efforts to improve our emissions' accounting.

EMISSION BREAKDOWN BY SCOPE<sup>4</sup>

While this target has been succeeded by our focus on achieving net zero, we remain on switch to low-emission delivery vehicles continued driving down our emissions, as the use of hydrogenated vegetable oils (HVOs) in our UK, Ireland and Netherlands linehaul operations.


## EMISSIONS BREAKDOWN BY SOURCE

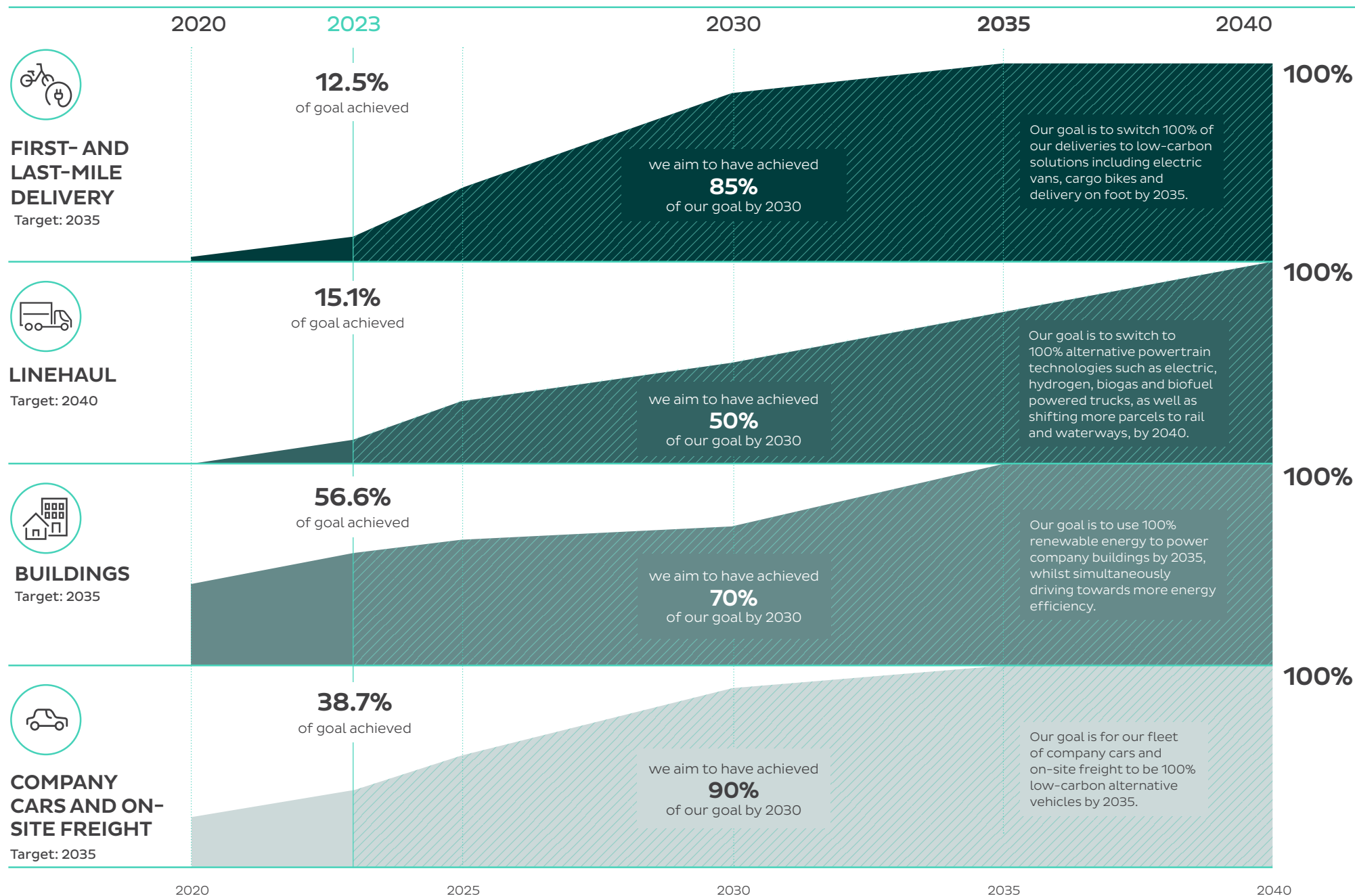




# PROGRESS MADE AGAINST OUR LOW-CARBON GOALS

We have set four ambitious goals to move Geopost to a low-carbon future and make our net zero ambitions possible

 = yet to be achieved



## DECARBONISATION PROGRESS

# PROGRESS TOWARDS OUR LOW-CARBON SOLUTIONS



## FIRST- AND LAST-MILE DELIVERY

By the end of 2023, we operated 9,172 low-emission vehicles across our businesses, up 2,533 from the previous year.

Overall, ongoing growth in our total of low-emission vehicles slowed slightly as we no longer qualify natural gas as a low-emission fuel. However, we continued to increase the number of European cities we serve solely with low-emission vehicles by 29, to 126. From increasing our use of cargo bikes in Germany to speeding up electrification in Estonia, you can read more about our switch from the combustion engine on our [website](#).



## LINEHAUL

There's currently no one perfect solution for low-emission long-distance haulage, so we're pursuing a diversified approach. That mainly

involves HVO fuels – which reduce CO<sub>2</sub> emissions by 80–90% – and a rapidly improving selection of electric trucks. We run electric trucks in Switzerland, the Czech Republic and the Netherlands and use HVO in the UK, Ireland, the Netherlands and France. The UK alone operated 1,211 HVO trucks in the final quarter of 2023, reducing emissions by 49% compared with the previous year.

You can read more about these fleets, and our use of rail networks where practical, on our [website](#).



## BUILDINGS

Energy consumption from our buildings represents a smaller but not insignificant proportion of our greenhouse gas emissions.

We recently enhanced the Sustainable Buildings programme we commenced in 2022, including implementing smart control systems, maximising the consumption of self-produced solar energy once we install batteries and, where possible, shifting consumption outside of peak hours. The proportion of our energy from

renewable sources grew to 56.6% in 2023. You can read about how we're sourcing more renewable energy and becoming more energy efficient on our [website](#).

In addition, environmental sustainability criteria are now part of executive committee-level investment decisions for all new hub buildings.



## COMPANY CARS AND ON-SITE FREIGHT

Of our company car fleet, 7% of vehicles are now electric. In 2023, DPD UK updated its company car policy so that anyone renewing their vehicle will automatically receive an electric vehicle (EV). As a result, DPD UK has, to date, swapped out 245 combustion engine vehicles for EVs.

## THE NEXT PUSH

### First- and last-mile delivery: tackling electrification

Until recently, the main barrier to the adoption of e-vans was their limited range. However, that's no longer the main issue, and while e-vans remain expensive to buy, their cheaper running costs mean they pay back over time.

Today, recharging is the biggest challenge. Public charging infrastructure is limited, and considerations such as space, power grid demand and insurance constrain on-site charging. To address this, we launched an EV charging initiative, gathering experts from our European business units. The initiative aims to share best practice, replicate successful solutions and accelerate the deployment of e-vans across our business.

### Linehaul

Decarbonising linehaul is a complex challenge. Vehicle options are limited and relatively more expensive to purchase, and lack infrastructure, while rail has little capacity for our type of business.

Advocating for change is key to our net zero roadmap, which is why, for example, we collaborate with Climate Group's EV100+ initiative [\[link\]](#) to call for policies that ramp up the supply of zero-emission trucks at the tailpipe. Currently, electric trucks appear most suitable to our business, due to availability and overall cost effectiveness, but we remain technology agnostic. We will only consider hydrogen a low-carbon alternative if it's produced using renewable energy.

Finding more sustainable solutions for air freight is an example of where there is still a lot more for us to do, but we're committed to shifting linehaul to alternative transport solutions and believe we can help lead a step change in the sector over the coming years.

## CASE STUDY

## CARBON BUDGETING FOR NET ZERO

To drive the change that decarbonises our operations, our financial and sustainability targets must go hand-in-hand. That's why our Finance and Sustainability teams worked together to create an innovative annual carbon budget that sets yearly maximum CO<sub>2</sub> emissions targets for each business unit.

Guided by these targets, our business units can more clearly manage their emissions and any associated investments to ensure they meet the decarbonisation trajectory set out by our group-wide SBTi-approved targets. The budget demonstrates our commitment to embedding sustainability into more traditional business processes and allows us to compare the costs of different carbon-reduction measures so that we can roll out the most effective initiatives.

We're thrilled that our carbon budget initiative is being recognised externally. Our EVP and Chief Financial Officer, Stéphanie Berlioz, received a special Responsible Finance award for this work from DFCG, the French Association of Financial Controllers and Director (for more on this, [visit our website.](#))

## CASE STUDY

## HELPING CUSTOMERS DECARBONISE

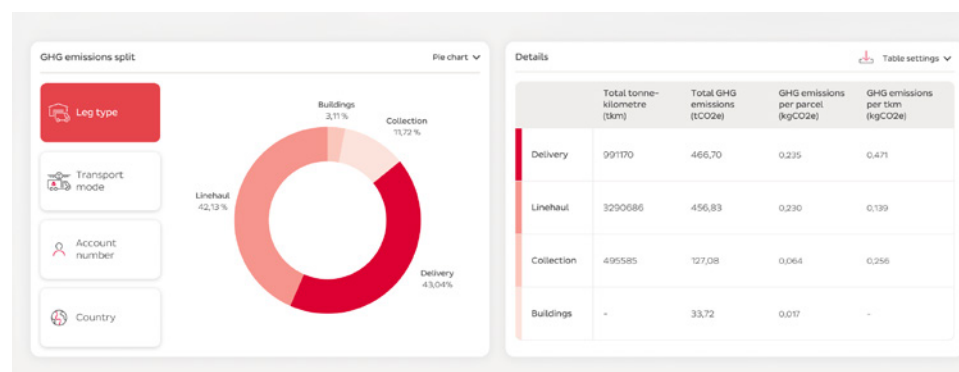
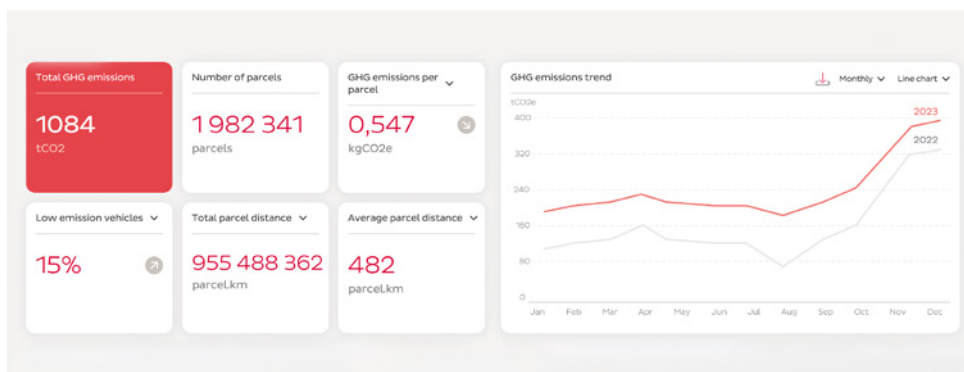
To meet the goals of the Paris Agreement, almost every business needs to cut its carbon footprint. But according to the World Resources Institute, 75% of a company's impact lies within its supply chain, over which it generally has less direct control.

We're helping foster better business by sharing our expertise in delivery, e-commerce and sustainability as a guiding partner for our customers on their decarbonisation journeys.

The Carbon Calculator we launched in 2023 supports this by enabling shippers to access and analyse their emissions in near real-time. Built with our customers and accredited by the Smart Freight Centre, the tool tracks parcels through our network, providing shipment-specific emissions data.

Already available across 20 European business units, the calculator ensures that as we reduce our emissions, so do our customers.

Our Carbon Calculator is based on EN 17837:2023, a standard which we were involved in developing and which, for the first time, enables parcel delivery services to calculate more accurate, per-parcel emissions. For more on EN 17837, ([see here.](#))



Example of customer carbon emissions report





“

We're proud to have announced our 10 millionth EV delivery in Ireland and that over 25% of our final mile deliveries use EVs. By transitioning our linehaul fleet to 100% HVO and introducing the innovative EV Master Challenge, we are advancing towards our ambitious targets and demonstrating that we are unwavering in our dedication to sustainability.

**Des Travers**

**CEO, DPD IRELAND**

# AIR QUALITY

## WHY IT MATTERS

Poor air quality is a major public health issue leading to millions of deaths every year. There's also a clear connection between the quality of air and the quality of life in cities and urban areas.

Transport is a major source of greenhouse gas emissions and traffic is the biggest source of urban air pollution, driving up the risk of many serious health conditions. Globally, traffic is responsible for around a quarter of the particulate matter found in city air.

We are stepping up to help solve the problem by fitting our delivery vehicles, urban depots and Pickup points with laser sensors that count particulate matter at street level in 28 European cities. We give citizens and city leaders access to the data for data-based decisions to improve air quality in urban environments.



## THERE'S A BUSINESS IMPERATIVE, TOO

As a greater quantity of goods flows in and out of urban centres, citizens of towns and cities pay the price through increased congestion and decreased air quality. As part of efforts to turn these trends around, there are already zero- or low-emission zones in hundreds of cities across Europe.

At Geopost, we decarbonise deliveries by transitioning conventional vehicles to EVs and cargo bikes and by setting targets to reduce air pollution. It's vital that we continue to reduce the emissions of our fleets if we want to keep operating in cities and serving our customers without degrading their health.

## MONITORING AIR QUALITY IN PORTO

DPD Portugal is helping citizens in Porto check their local air quality thanks to a public monitoring programme. The initiative attaches the latest Pollutrack mobile sensors to the company's electric delivery vehicles and DPD Pickup lockers, measuring air quality and fine particulates that are damaging to human health. The street-level data is made available to everyone in real time via a simple-to-

understand website, enabling data-driven solutions to improve urban air quality. [\[Link\]](#)

## GROWING DEMAND FOR PICKUP POINTS

Geopost celebrated the activation of its 100,000th Pickup point in Europe in 2023. Located in Rome, Italy, this Pickup point is indicative of a trend identified by the latest Geopost e-shopper barometer, which notes that greater proximity, flexibility and cost effectiveness are encouraging growing demand from consumers for out-of-home delivery. Lockers and in-store collection points now account for 23% and 24% of delivery location preferences respectively. From a business perspective, bulk deliveries to collection points are more efficient, and if consumers collect their parcels on foot by bike or public transport, this growth will help to further reduce congestion and improve air quality in urban areas.

Also in 2023, we continued to innovate for consumers by launching multi-service lockers that enable the collection of fresh produce, and by making fitting rooms available at certain parcel collection points in Germany, Croatia and Poland.

### CASE STUDY

## AWARD-WINNING ROBOTS

Autonomous delivery robots could soon be a familiar sight on more British streets as DPD UK expands the concept to a further 10 towns and cities. In partnership with AI-powered robotics specialists Cartken, the company ran a successful pilot in Milton Keynes, UK, that saw the robots travel almost 500 miles, performing over 2,500 delivery trips to DPD customers. The delivery robots received the Last-Mile Delivery Award at this year's [CiTTi Awards](#).



# CIRCULARITY

## HOW WE APPROACH CIRCULARITY

We believe we can play a role in supporting the transition to a more circular economy in three specific ways:

- Enabling the circularity of goods at every stage of their lifecycle, shifting consumer behaviour towards second-hand purchases.
- Developing sustainable parcel packaging solutions to meet trends in e-commerce.
- Being best-in-class for internal waste management and resource consumption.

One of the clearest opportunities for us to increase circularity is within the year-on-year growth of the second-hand market. Forecasts<sup>5</sup> show this market has grown and will continue to grow 15% every year from 2021 to 2025. For fashion, that growth is 35%.

As ongoing inflation – as well as environmental consciousness – increasingly pushes consumers to extend the life of their goods and to capitalise on the value of selling and buying second-hand, new platforms are entering the market all the time, and existing retailers are jumping aboard, too. Six out of 10 Europeans have sold a used item in the last 12 months.

<sup>5</sup> The Consumers Behind Fashion's Growing Secondhand Market (bcg.com)

But above all, circularity matters to us because the world's resources are finite. Supplies of minerals such as cobalt, nickel and copper are coming under pressure. Industrial processes, product use and waste management account for more than 12% of global greenhouse gas emissions, fuelling the climate emergency. We need circularity to help us reduce our consumption of these resources, and our business wants to be a part of enabling it.



### CASE STUDY

## TESTING CLOSED-LOOP PACKAGING

While the online circular economy for clothing and other items is expanding rapidly, the packaging in which these goods are delivered remains largely single use. To address this, DPD Netherlands ran a closed-loop reusable packaging trial with one of its customers.

Senders brought their items to a DPD parcel shop where it was packaged into a reusable box and delivered through the network to another of the company's shops. Recipients then collected their purchase, leaving the box behind to be reused. The result was promising, with 20% of senders targeted using the reusable packaging instead of their own. In addition, 61% of senders and 76% of buyers said that they liked the reusable packaging.

Although with only 33% of packaging being returned to stay in the loop, there's still work needed to refine the process.

### CASE STUDY

## ENABLING THE CIRCULAR ECONOMY

Geopost supports retailers, marketplaces, re-packers, recycling players and more to play a part in the circular economy. Our Shop2Shop service is one example, enabling sustainable and affordable shop-to-shop deliveries for private consumers. To facilitate this, we're building our Pickup network, allowing senders to generate a QR code to drop off parcels at a time and place that suits them.

With more than 100,000 Pickup points, we have one of the most extensive Pickup networks in Europe, encouraging circularity by connecting consumers with businesses and other consumers in the second-hand market for both deliveries and returns.

Thanks to initiatives such as Shop2Shop and our expanding Pickup network, we achieved growth of 67% in pre-loved product delivery volumes between 2022 and 2023.



# BIODIVERSITY

## WHY IT MATTERS

The alarming scale of biodiversity loss around the world hasn't received the attention it deserves. Slowly, belatedly, it's now beginning to emerge as an issue that demands political and economic action. For us, that means establishing a new and meaningful corporate policy.

For several years now, our shareholder, La Poste Groupe, has worked to reduce its impact on the climate and resource use. Climate change is a major factor in eroding biodiversity and ecosystems. Therefore, it's essential that we maintain and strengthen our activities in this area and more overtly integrate the preservation of biodiversity into our environmental thinking. This is the start of that long journey for us, and, in 2024, our priorities will include educating our sustainability teams about how our business activities affect biodiversity and understanding what we can do to reduce our impact.

## GLOBAL BIODIVERSITY SCORE

The Global Biodiversity Score (GBS) is a tool developed by Caisse des Depots et Consignations, the main shareholder of La Poste Groupe, that enables companies and financial institutions to measure their biodiversity footprint and integrate the information into their decision making.

By calculating its biodiversity footprint, a company using GBS can establish a quantitative link between its direct activities or value chain and its impacts on biodiversity. GBS calculates a biodiversity footprint in two stages. It:

1. Establishes the link between economic activities and pressures on biodiversity by quantifying the contribution of the economic activity to these pressures.

2. Analyses the impact of these pressures on biodiversity and quantifies it into mean species abundance per square kilometre, a GBS metric used to describe the integrity of ecosystems and the surface area impacted.

At Geopost, we intend to use GBS on all our sites to understand our own biodiversity footprint as a first step towards taking action to limit our impact on nature.

### CASE STUDY

## RESTORING VITAL WETLANDS

DPD UK put its spade in the ground for the 100,000th time in 2023 as it planted its 100,000th tree in collaboration with Treeapp. The scheme sees the company plant a tree for every ten deliveries made by one of its 3,579 electric delivery vehicles.

The trees have been planted at many locations, including an ex-landfill site in Northamptonshire that was once an important natural wetland

mixed with native tree species. Through the replanting, DPD UK is helping to create habitat highways for small mammals and developing a suitable environment for birds in which to roost and nest.

Over time, it's planned that local schools and community groups will use the space as a learning resource, too.

### CASE STUDY

## WILD SPACES AT FRENCH DEPOTS

DPD UK's desire to boost biodiversity is shared by DPD France which is also bringing nature to its sites. Six of the company's depots are surrounded by eco-pastures – green spaces for sheep that improve soil fertility without machinery or artificial fertilisers.

And 36 DPD France depots are helping bees by installing or sponsoring beehives. Pollinators like honeybees support thousands of

threatened plant species and are fundamental to our own food system, but their populations have been in sharp decline. Providing safe spaces for honeybees outside depots is one step towards maintaining their essential work.

Across 89 hives in 2023, the bees' work yielded 3,118 jars of honey that were distributed to colleagues and partners.

**PEOPLE**



# OUR APPROACH TO PEOPLE

Our vision is to become a leader of social sustainability and be the employer and partner of choice for all. At Geopost, we strongly believe that people are our greatest asset.

With 57,000 employees across more than 50 countries, becoming an employer of choice is integral to our ongoing success. Pursuing this ambition is vital if we're to secure outstanding, purpose-driven talent in a highly competitive market, meet growing social and regulatory expectations, and create a powerful value proposition that supports our expansion and diversification goals. We're convinced that acting responsibly and ethically to bring people together and foster positive change in the world is not only good for business but is also the right thing to do.

We value collaborative leadership and employee empowerment, embrace innovation and stand up for entrepreneurship, with leaders who are strongly committed to enabling opportunities. We're global and local, leveraging our multiculturalism and building on our diverse team.

And through transparent and agile career pathways, we encourage our people to grow, cultivate talent, engage our teams and put people at the heart of our development.

People make our business successful, and they are the senders and recipients of our parcels. That's why, as part of our sustainability commitments, we vow to respect and promote human rights within every aspect of our business. We're proud, therefore, to be signatories of the UN Global Compact since 2016, enshrining our respect for sound labour practices and human rights.



## BECOMING AN EMPLOYER OF CHOICE

We believe that the success of our company is dependent on the success of our people, we have committed to becoming an employer of choice by the end of 2025.

For us, that means:

- Offering an attractive employer value proposition.
- Guaranteeing an unbiased hiring process and attracting a diverse talent pool.
- Ensuring a well-rounded on-boarding programme by familiarising new recruits with equipment and workplace safety principles.
- Giving opportunities to grow through skills development and training programmes.
- Offering living wages and providing benefits for all our employees.
- Ensuring a fair review process and clear internal promotion opportunities.
- Demonstrating our commitment to sustainability.
- Improving satisfaction and efficiency across our business.

We believe that our people are the best drivers of our HR strategy, ambitions and action plans. Their perspectives are key to our direction, and that's why we conduct our Employee Engagement Barometer annually. The survey, consisting of 46 questions, is translated into 30 languages and sent to 49,000<sup>6</sup> employees. It helps us track our performance against key variables in important areas such as diversity, equity and inclusion, safety and talent management.

# 75

In 2023, 72% of employees responded to the Employee Engagement Barometer survey, resulting in an employee engagement index of 75, underlining our efforts to create a sense of belonging within our business.

<sup>6</sup> Biocair, BRT, C Chez Vous, Chronopost, Citysprint DPD Belux, DPD Croatia, DPD Czech Republic, DPD Estonia, DPD France, DPD Germany, DPD Hungary, DPD Ireland, DPD Latvia, DPD Lithuania, DPD Netherlands, DPD Poland, DPD Portugal, DPD Slovakia, DPD Slovenia, DPD Switzerland, DPD UK, Epicery, Geopost SA, Jadlog, Laser, Lenton Group, Pickup, Pour de bon, SEUR, Speedy (incl. DPD Romania), TIPSA



# DIVERSITY, EQUITY AND INCLUSION

## WHY DIVERSITY, EQUITY AND INCLUSION IS IMPORTANT

As a worldwide organisation made up of 57,000 employees, we believe that every one of our employees must be treated with the same respect and dignity.

We want to be a company in which people can thrive whatever their personal identity – where they choose to stay to develop their careers, expand their skills and benefit from being part of a large international group. It's our sustainability ambition, and a destination of our roadmap, to become an employer of choice.

We're committed to providing an environment where everyone feels empowered to develop their full potential, and we believe that inclusion is the foundation for workplace wellbeing and an innovative mindset. That's why we seek to enhance equal opportunities and social

promotion for everyone's growth. We value collaborative and inclusive leadership, empower employees and encourage entrepreneurial spirit.

We operate in more than 50 countries and build on the diversity of our teams – Geopost headquarters alone proudly embraces people of 22 nationalities and our federator model is based on several communities, with representatives from each business unit. Of respondents to our Employee Engagement Barometer, 82% said that their business unit truly values the diversity of its employees, and 85% agreed that, within their business unit, they're respected whatever their profile.

We strive to operate ethically, caring about our employees and offering a safe and inclusive workplace.

## DIVERSITY, EQUITY AND INCLUSION AT GEOPOST

### DISABILITY AND NEURODIVERSITY

- Accessible workplaces
- Firm-wide education
- Interview and work accommodations

### GENDER

- Equitable pay
- Representation
- Progression targets

### FAMILY LIFE

- Parental leave
- Reintegration support
- Flexible work options
- Family benefits

### GENERATION

- Flexible work
- Communication styles
- Mentoring
- Knowledge capture

### MULTI-CULTURALISM

- Responsible allyship
- Active advocacy
- Diversification of recruitment channels





## OUR COMMITMENTS

Our diversity, equity and inclusion framework demonstrates our commitment to representation and inclusion through a focus on five key areas.

We're working on a series of targeted actions, including training and other types of support, to enhance gender parity at all levels of leadership by the end of 2025. This will include group-level activities, such as:

- Building an inclusive workplace across the Group and providing relevant training and awareness-raising information to executives and managers.
- Regularly updating a library of best practice for the benefit of business units around the world.
- Ensuring talent management programmes allow equal opportunities for all.
- Publishing our first global gender equality report to track our progress and highlight the challenges we need to overcome.
- Offering mentoring and networking opportunities across La Poste Groupe's UN.E, a voluntary network aiming to promote gender diversity and equity throughout the business.

In France, as part of the national Gender Equality Index, we assess our performance against five indicators covering various aspects of workplace gender equity and assign each business a score out of 100. In 2023, for example, our Geopost headquarters attained a score of 92.



## CASE STUDY

## GEOPOST INCLUSION WEEK

Inclusion Week is an annual initiative inspired by DPD UK, SEUR and DPD Poland to encourage diversity, equity and inclusion across the Group. The week is a valuable two-way conversation with our people about all issues of inclusion, and we were delighted that 2023's running of the event achieved even greater engagement across a variety of topics.

Since its inaugural running, Inclusion Week has grown to involve 32 business units, with over 180 initiatives shared through a library of best practice that's accessible across our Group. Those figures represent almost a 50% increase in initiatives submitted and more than 20% growth in participating business units compared with the previous year.

We want to ensure that everyone in our company feels that they have opportunities for growth and development. Inclusion Week is a great event for awareness-raising activities and provides a chance to measure our people's engagement with this important topic.



## CASE STUDY

## EMPOWERING FEMALE TALENT

If we want women to remain in the company long term, we need to give them the means to improve their working conditions and wellbeing and enable them to enhance their professional skills.

To that end, SEUR demonstrates its commitment to the promotion of female talent by participating in the Empowering Women's Talent programme, a project to boost female leadership, equality and diversity in companies.

The programme connects SEUR with events and activities, such as bringing together women from different areas of the business to participate in networking breakfasts, collaborative workshops and informative video interviews.

There's also a cross-mentoring element, with two women from SEUR currently being mentored by senior managers from other companies, exchanging knowledge and experiences to help build their capabilities.

## CASE STUDY

## DPD UK INSPIRES YOUNG PEOPLE

The DPD UK Inspire programme ensures young people with learning disabilities and autism are given the opportunities they deserve. Inspire is a year-long transition-to-work programme that helps young people develop personally and professionally. DPD UK provides a number of internships that give interns real responsibilities within the company.



“

What I enjoy most about my job is working with people of different nationalities and cultures. It is a daily challenge and a fantastic experience. I also enjoy the opportunity to work with an incredible ecosystem of teams and partners to drive our vision and deliver something different to our customers.

---

**Valerie Dubuisson**  
**CEO, LENTON GROUP**



# DEVELOPMENT AND TRAINING

## WHY DEVELOPMENT AND TRAINING ARE PRIORITIES

Offering internal career pathways to our people is a pillar of our strategy to become an employer of choice. We're passionate about growing and developing our talented employees, and this commitment becomes even more crucial to our success in the context of the continued labour shortages within the logistics sector and the new technologies rapidly transforming our world.

The 2023 NHI Annual Industry Report, for example, noted that 57% of leaders in our sector said that hiring and retaining talent was their biggest supply chain challenge, and a study by Avanti Wavelink found that 41% of supply chain managers highlighted an urgent need for digital upskilling as their most pressing concern.



## RETAINING HAPPY AND TALENTED PEOPLE

We know that to find and retain the best talent, we must provide people with opportunities to grow. Our training programmes take place locally, ensuring that we develop diverse representation across our territories. According to our latest

Barometer survey, 72% of employees feel confident about their future within Geopost, 76% are proud to tell people they work for Geopost and 79% are confident in the future success of our business. Overall, the 2023 survey returned an engagement index score of 75%.

### CASE STUDY

## BRT SEES VALUE IN TRAINING

BRT is using educational tools to raise awareness of its core values. One strand of this initiative involves a range of on-site training for employees.

Operation Specialist is an experiential behavioural programme to help colleagues develop people management skills by encouraging a mindset that's open to change. A separate course focuses on equipping Department Managers with the mental tools to lead change and manage the next generation of talent.

More generally, the company also operates a Digital Academy for employees to build their skills in valuable developmental areas, such as personal branding, leadership and sustainability.

BRT is looking to the future, beyond its current employee base, too. The management team is heading into universities to tell the company's story, interact with students and build an academic network. It has even co-created a Master's course with Politecnico di Milano, Milan, Italy, with the aim of preparing new graduates to join the transport sector.

### CASE STUDY

## EMPLOYEE WELLBEING AND SATISFACTION

Our Chronopost business in France is improving employee wellbeing and satisfaction by making it easier for its 4,500 employees to grow within the company.

ChronoTalents is an online community that highlights new job opportunities and enables employees to post open positions to their social networks.

To date, more than 5,700 people have registered on the platform and 2,409 job applications have been received. Since September 2022, ChronoTalents has supported 261 hires, of which 63% were internal promotions and 37% through co-optation via social networks.



# SAFETY

## WHY HEALTH AND SAFETY ARE PRIORITIES

As an employer and a partner, we face up to our safety responsibilities and understand the potential risks of accidents.

That's why we endeavour to ensure all our people enjoy safe and healthy working conditions and why we look after the wellbeing of our people and continue to improve the quality of our jobs. We foster a strong culture of health and safety awareness across our Group and aim to provide a workplace free from discrimination or harassment.

We encourage teams to help ensure the physical, psychological and social wellbeing of our people by limiting workplace risks and monitoring the impacts of work practices, such as exposure to digital technology at work.

By being proactive, we provide a safe work environment – a necessity to reduce accidents, minimise absenteeism and improve our collective performance.

We comply with all applicable laws and regulations and provide appropriate training on health and safety measures. As well as this, we understand the importance of helping all colleagues maintain a positive work-life balance. Because when it comes to health and safety at work, we all have a role to play – for ourselves and our colleagues.

## HOW WE MEASURE PROGRESS

In our 2023 Geopost Employee Engagement Barometer, we contacted around 49,000 employees across 32 business units with questions about the quality of life at work. Of the responses we received, 80% said that health and safety conditions are good where they work.

## BEING A RESPONSIBLE EMPLOYER

Becoming an employer of choice means, first and foremost, being a responsible employer. At Geopost, health and safety, quality at work and work-life balance all form part of our regular discussions with the groups representing our workers. Every year, we meet with the European Works Council, Comité Groupe France and UNI Global Union, and, in May 2023, we reinforced our commitments towards European Work Council members by signing an addendum to our initial agreement.

Our group-level safety programme is led by the Human Resources department, and we share best practice with Operations Directors to ensure ongoing health and safety training, and reinforce the monitoring of accident prevention measures. The goal is always to increase safety awareness across our Group.



## CASE STUDY

## DEPOT EXOSKELETON TRIALS

Several of our businesses have conducted long-term tests of exoskeletons at their depots. Exoskeletons are support structures worn on the body that aim to take pressure from the wearer's musculoskeletal system during specific activities, such as repetitive lifting.

DPD Netherlands is testing active exoskeletons while DPD Switzerland is trialling a passive version having also previously used the active type. Active exoskeletons are heavier to wear but use motors to offer greater assistance, whereas lighter, passive exoskeletons rely purely on mechanical components, including springs and elastic straps.

The purpose of the trials is to discover if and how these devices can assist the health and safety of our people as we learn from the feedback of those who wear them.



## CASE STUDY

## PROMOTING EMPLOYEE WELLBEING

In recognition of Ireland's national Mental Health Awareness Week, DPD Ireland delivered a week-long programme of wellness initiatives connected to physical, emotional, social and financial wellbeing.

As part of the section of the week promoting positive physical wellbeing, the company organised healthy spine awareness sessions across the business, delivered by local pain and movement specialists. The sessions were tailored to the different needs of colleagues working in physical and desk-based roles.

DPD Ireland also launched an affordable, optional Laya Healthcare benefit and worked to build awareness of the relationship between stress and physical injuries, providing some ideas for preventative interventions.



# PARTNERS

## BECOMING A PARTNER OF CHOICE

Our business can't be a success without the dedication of transport partners. That's why our people strategy demands that we become the partner of choice. We strive to ensure that the partners we work with feel supported and appreciated.

Being a partner of choice means:

- Articulating an attractive partner value proposition and communicating it.
- Providing a safe and smooth working experience.
- Rewarding good performance consistently.
- Driving decarbonisation together.
- Establishing regular feedback loops to ensure long-term relationships.
- Engaging and recognising partners as part of the Geopost community.

We aim to nurture relationships and maintain our operational strength with a value proposition that's attractive to existing and potential partners. In turn, our transport partners benefit from fair income, positive working relationships and a deeper, more rewarding association with our business.

By looking after happier partners and drivers, we hope to foster a stable base of transport partners and grow our business together.

## BUILDING THE PROGRAMME

Our mission to become a partner of choice became more deeply embedded in 2023 as every European business unit named one key contact to join a community shaping and coordinating the programme's local implementation.

As a result, fourteen key initiatives will be pursued across Europe in the coming three years, including:

- Ensuring fair and on-time payment for all partners.
- Improving our IT tools to make it simpler and easier to work together.
- Providing optimal infrastructure for sustainable operations (for example, e-vans and charging stations).
- Rolling out a partnership services programme to offer value-added benefits, such as discounts on vehicle insurance and medical coverage for our pickup and delivery suppliers.

The needs of partners and the legal framework for autonomous work and social protection varies considerably across Europe. Through our federator model, every European business unit is responsible for identifying the rate and sequence of initiatives that best match the needs of the transport partners in its country.



## 2023 HIGHLIGHTS

Through our continuing focus on our partner of choice objective, we created many highlights in 2023, including:

- Establishing a 2024 partner of choice roadmap in every business unit in Europe.
- Forming a combined Steering Committee for our employer and partner of choice programmes, led by our EVPs for HR and Corporate Administration and Marketing, Communication and Sustainability.
- Conducting our first partner engagement survey, seeking the views of partners from 11 business units using a common set of questions.
- Integrating partner of choice KPIs into our Ops Excellence report, a key internal publication monitored by business unit CEOs across Europe.
- Holding our second annual Delivery Excellence Challenge in the Netherlands, welcoming representatives from 22 business units. This was an increase of five from 2022 and included our first non-European competitor, from Jadlog in Brazil.

During the first year of implementation, we've taken important steps to spotlight the strategic importance of the partner of choice programme and triggered local action across Europe, and we will continue to accelerate our work towards the programme's objectives.



## CASE STUDY

## 2023 DELIVERY EXCELLENCE CHALLENGE

The Delivery Excellence Challenge began in 2022 as a way of showing our appreciation for the talents of our drivers and transport partners. It's also a great opportunity to highlight our commitments to safety, sustainability and data-driven performance management.

The challenge takes in local qualifying rounds before an international final, held in 2023 in Zandvoort, Netherlands. It covers a range of events, such as loading agility, vehicle manoeuvring and a simulated delivery route, all designed to test participants' knowledge and skills across four themes: health and safety, customer experience, environmental sustainability and productivity.

Sincere congratulations and thanks go to all our participating business units but especially to our final podium: third place, Jaroslav Měchura (DPD Czech Republic); second place, Edgaras Rakauskas (DPD Lithuania); first place, Silvester Jáger (DPD Slovakia).

DPD Slovakia Operations Director, Milan Jurik, praised Silvester for his calm and focused attitude, adding that he's very proud of the winning driver who is "a big inspiration for other drivers and an important part of our partner of choice programme."



## CASE STUDY

## HELPING ELECTRIFY PARTNERS' FLEETS

If we're to become net zero by 2040, we need our transport partners to switch to low-carbon vehicles, too. We understand that there are significant upfront costs involved in the transition to EVs, so we're working to make the process as seamless as possible.

We're funding charging infrastructure at our depots across Europe where carriers can charge their vehicles for free. We've also offered grants to drivers so that they can install chargers at their homes and provided fuel cards for drivers to recharge at UK service stations.

We can leverage our position as a market leader in parcel delivery to help partners access discounted rates with leasing companies for EVs and, in many cases, we shoulder some of the additional costs carriers take on for electric vehicles through the rates we pay them, extended contracts and infrastructure investments.





# COMMUNITY

## WHY IT MATTERS

We operate hundreds of sites in diverse communities over the world. Alongside our ambitions to become employers and partners of choice, we also strive to be good neighbours in the places in which we operate and good stewards further afield. For us, looking after

communities means acting both locally and globally, and our people are proud to be a part of the neighbourhoods in which they work.

As delivery experts, we connect with communities every day. They're also central to our giving programmes which support many good causes, including those that are close to the hearts of our people, who regularly volunteer their time, skills and resources to give back to the communities in which we live and work.

Our giving programmes are part of a wider initiative called Closer Communities. They focus on themes of food insecurity, community support and humanitarian relief, and we also have three foundations spread across Spain, Poland and Germany.



## PARTNERING WITH FEBA

We recently renewed our ongoing group-wide partnership with European Food Banks Federation (FEBA), and 2023 was our second year working together. We support FEBA because we believe that, through our partnership, we can help bring some relief to vulnerable populations across Europe.

FEBA provides food assistance to over 12 million people every year and the need is set to grow. As part of our collaboration, our group makes an annual financial donation to FEBA with the aim of helping to end food waste and increase food security. Across our business units, we encourage employees to assist FEBA through a variety of activities and make the most of our local expertise by supporting parcel deliveries between the food banks and connected organisations.

# GIVING PROGRAMMES STORY MAP



1



## Accessible water sports in Ireland

Alongside the government's Just Transition Fund for the Midlands, DPD Ireland has jointly funded the island's first accessible centre for water sports, enabling people with physical and intellectual disabilities the opportunity to fully enjoy angling, power boating, sailing and more for the first time.

2



## DPD France rallies for RoseUp

RoseUp is a charity providing information and support for women affected by cancer. DPD France helped out by collecting and delivering 2,886 parcels containing the charity's magazine to hospitals and oncology centres nationwide. Fifteen of the company's employees also took part in a running event and raised €3,000 for RoseUp.

3



## CitySprint cargo bike marathon

In September 2023, 68 CitySprint colleagues supported the Make-A-Wish Foundation by sharing a 1,665-mile cargo bike ride that called at each of the company's UK sites. The riders and their supporters raised in excess of £50,000 to help grant life-changing wishes for critically ill children.

4



## TIPSA's 10 tonnes of tins

A successful project involving TIPSA's entire agency network and many of its main clients led to a donation of 10 tonnes of non-perishable food for people in need. Working with FESBAL, the Spanish Federation of Food Banks, TIPSA agents collected and delivered the donations for local food banks to distribute.

## Biocair cares for local communities

As part of the company's festive charity campaign, Biocair teams in the UK collaborated with the Cambridge City and West Lothian food banks by organising food collections to support families and individuals in crisis.

## SEUR sends sports kits for kids

Fundación SEUR and Boluda Lines teamed up with sports brand hummel to deliver sports kit to children supported by the Foundation of former Atlético de Madrid player Fallou Gallas. 20 pallets containing 9,658 garments were shipped to the football academy in Senegal for use in training and competitive matches.

5



## DPD Poland supports shelter

In readiness for winter 2023, DPD Poland and its employees donated vital new and used clothes, bedding and more to the MARKOT shelter for the homeless in Bobrowiec, near Piaseczno.

8



## DPD Czech Republic gives for good

Giving Tuesday is a day of global giving for people and organisations to transform their communities. DPD Czech Republic played its part in the initiative, with employees from across the country donating 250kg of essential food and toiletries and subsequently delivering them to the Czech Federation of Food Banks for distribution.

9



## Protecting Portugal's cork trees

DPD Portugal has commenced a new forest conservation partnership with ANP|WWF. Among the projects the company intends to help is the Green Heart of Cork, which aims to conserve the world's largest area of cork oak woodland and protect one of the most threatened cultural landscapes in Portugal.

6



## Supporting earthquake relief

Geopost donated €100,000 to the Red Cross' earthquake relief effort in Turkey and Syria, also creating an online platform for employees to add their own donations. DPD Germany joined other logistics companies to transport relief supplies to the region, and employees at DPD NL helped raise €230,000 for the Red Cross.

7



## Cooking for charity in Hungary

In cooperation with the Hungarian Food Bank Association and Jótékonyha, 30 employees of DPD Hungary donned their aprons to take part in a charity cooking event, preparing hundreds of portions of spicy paprika potatoes and delicious coconut balls in aid of the Common Chance Association.

# ETHICS, COMPLIANCE AND GOVERNANCE

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# BUSINESS ETHICS

## WHISTLEBLOWING SYSTEM

In 2023, we deployed a single, consistent whistleblowing system that applies to all employees of Geopost and our business units. The system is accompanied by whistleblowing procedures in each business unit that define the rules regarding the filing, receipt and handling of all alerts, as well as the rights granted to the whistleblower. The whistleblowing system is available to all business partners.

## CODE OF CONDUCT

Since last year's sustainability report and the revision of our Code of Conduct, we've enhanced our approach even further with the adaptation and deployment of the Geopost Code of Conduct by each business unit. Each of these Codes, reflecting market best practice and international standards in terms of business ethics, provides our people with the tools to identify the right courses of action.





# COMPLIANCE AND GOVERNANCE

We believe that compliance is the foundation of a responsible business. It's also at the forefront of the value we bring to the market.

We respect and comply with all applicable laws and regulations and demand the same commitment from our partners. In addition to the various ethical standards set out in our Code of Conduct, this shared commitment extends to complying with all the regulations in force in the territories where we operate, including transport rules or customs requirements which may affect the products we deliver. In all these areas, we comply with the highest possible level of applicable standards. As long as they do not violate applicable laws and regulations, we're committed to respecting the customary practices and traditions of the countries in which we operate. When there is a conflict between available standards, we apply the strictest option.

## COMPLIANCE GOVERNANCE

A senior team, led by a Chief Compliance Officer, Deputy Chief Compliance Officer for market integrity compliance (anti-competitive practices, anti-corruption, and duty of care), Deputy Chief Compliance Officer for trade compliance, Data Protection Officer and an Ethics Officer, oversees compliance and governance across our business. In 2023, two

additional compliance pillars were introduced to strengthen customs and subcontracting, and a new 'control tower' and monitoring function, led by a Deputy Chief Compliance Officer in charge of compliance steering and coordination, was established.

Through our governance system, we enforce governance rules that apply to each of our business units using the principles of the highest international standards for compliance. Compliance reviews are carried out annually with each business unit, focusing on the deployment of the different pillars, policies and risk monitoring processes. All our business units include a compliance team, led by a senior member such as a Chief Compliance Officer or Ethics Officer, who manages local matters of compliance, ethics and other related issues.

## MARKET INTEGRITY COMPLIANCE

As part of our market integrity work, we focus on anti-corruption, prevention of anti-competitive practices and duty of care.

## ANTI-CORRUPTION

In line with our Code of Conduct and our commitment to the UN Global Compact, we prohibit all types of corruption throughout our business. We've adopted La Poste Groupe's three

anti-corruption principles: zero tolerance, everyone concerned, and everyone vigilant. Based on a comprehensive risk-mapping exercise, we are pursuing the development of our anti-corruption programme to ensure full compliance with France's Sapin II law. Each of our business units is deploying anti-corruption training and policies and, as part of our continuous improvement, we're working with external experts to update and strengthen our strategy for preventing and addressing potential corruption within our business.

## PREVENTING ANTI-COMPETITIVE PRACTICES

We are committed to complying with laws and regulations relating to the prohibition of anti-competitive practices (ACP) and have implemented a number of measures to continuously strengthen our practices in this area. We operate an ACP compliance programme, coordinated by an ACP project manager at Group level and the appointment of Market Integrity Local Compliance Officers (MILCO) in our business units. We align and share best practices through the MILCO community and continue to educate and train our teams through a set of ACP compliance guidelines and training on competition law.

## DUTY OF CARE AND HUMAN RIGHTS

Geopost runs a compliance programme on duty of care that includes reasonable measures to prevent severe abuses to human rights, health and safety and the environment. Our programme includes the identification of adverse impacts arising from our operations and supply chain, the prevention and mitigation of such impacts, and the monitoring and assessment of controls in place. We're working on a new Human Rights Policy to support our commitment to protect the human rights of those working in our value chain and transport network and, in particular, prohibit any form of illegal labour within our own operations and those of our business partners.

## INTERNATIONAL TRADE COMPLIANCE

We adhere strictly to trade compliance rules issued by organisations such as the United Nations, European Union and national governments and support our business units in complying with any restrictions arising from sanctions, laws or embargoes. Our compliance programme, which includes our Sanctions Compliance Policy, a defined compliance framework and the use of a denied party lists screening tool, ensures that we only trade with legitimate partners.

## PERSONAL DATA PROTECTION AND CYBER

We operate a major initiative that embeds data protection into our processes and culture and ensures we comply with the EU's General Data Protection Regulation (GDPR). We maintain group-level oversight of our data management, with each European business unit having its own GDPR point of contact. We also have tools in place that enable our business units to evaluate the data risks of any new project. Following an audit, we established a committee to oversee ongoing compliance and direct our strategy for data protection. All European business units were audited between 2019 and 2021, and we subsequently strengthened the group-level governance of data protection to support our business growth plans.

# SUSTAINABLE PROCUREMENT CHARTER

We are a leading transport and delivery company and a responsible contractor. We acknowledge our requirement to respect and promote material issues, including human rights, workplace health and safety, the environment and tackling corruption throughout our value chain in accordance with established international standards.

We expect our providers and suppliers to meet these same high standards. Our Sustainable Procurement Charter, updated in 2022 and made mandatory across all our subsidiaries, ensures that all suppliers share our commitment to responsible, sustainable business, by:

- Respecting and promoting human rights.
- Respecting health and safety at work.
- Taking action to protect the environment.
- Protecting and managing conflicts of interest.
- Complying with personal data and intellectual property rules.
- Respecting rules of fair competition.
- Preventing and combating corruption and influence peddling.

Alongside La Poste Groupe and its other businesses, we also confirmed our commitment to responsible procurement by signing the French government's Supplier Relations and Responsible Purchasing Charter in 2022.



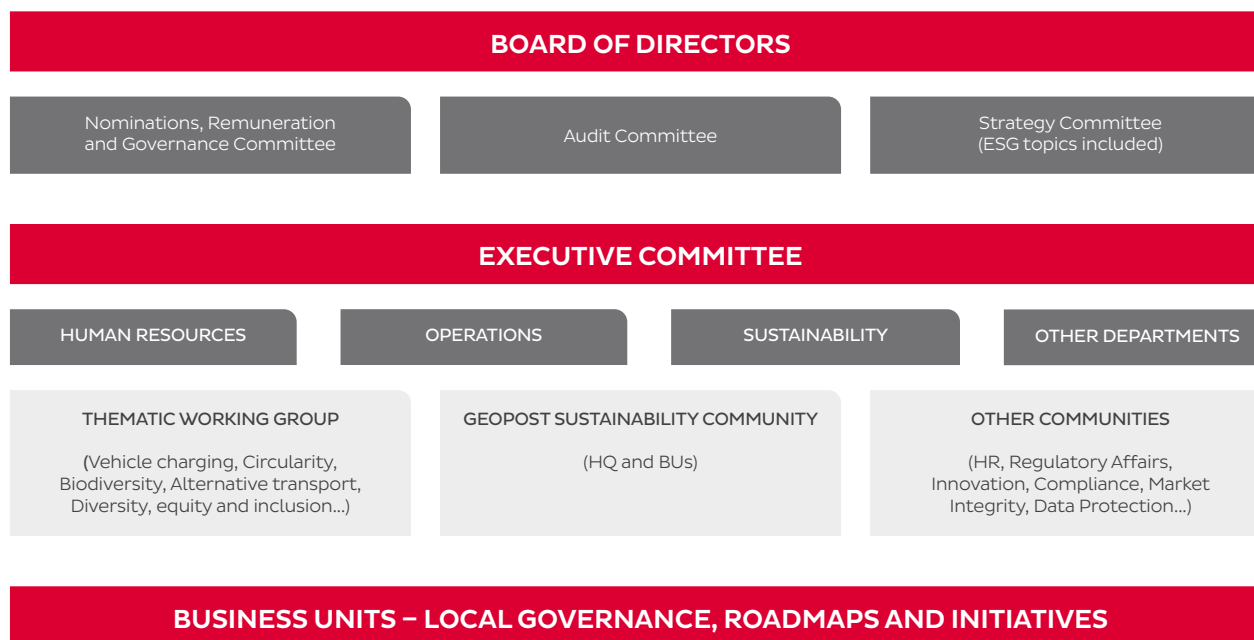
# SUSTAINABILITY GOVERNANCE

We aim to be the international reference in sustainable delivery and sound governance forms an integral part of our approach to sustainability.

Our ESG governance structure is an enabler of our sustainability strategy and supports us in the delivery of our sustainability commitments and obligations.

Overseen by our Executive Committee, our sustainability strategy is coordinated by the Sustainability function in close collaboration with other corporate functions, including Human Resources, Operations and Compliance. Geopost's sustainability efforts are also guided by La Poste Groupe's ESG strategy and commitments. Our corporate sustainability team sits on La Poste Groupe's ESG coordination committee and other corporate functions are represented, where relevant, on La Poste Groupe's various ESG committees and working groups.

The sustainability team is in charge of managing our ESG performance management framework and ESG reporting in coordination with other corporate functions and business units. Geopost provides our business units with the global sustainability strategy and direction, which our business units are responsible for adapting to their local governance structures, roadmaps and initiatives. Geopost's governance includes thematic and functional communities that allow us to coordinate our sustainability strategy and priorities and share best practices across the Group.





# GRI TABLE

## 1 JANUARY - 31 DECEMBER 2023

These tables provide voluntary detail on the progress we have made under the guidance of the GRI sustainability reporting standards. Our focus is on the topics and criteria for which we have the elements to share.

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 2: General Disclosures</b>	<ul style="list-style-type: none"> <li>2-1 Organisational details</li> <li>2-2 Entities included in the organisation's sustainability reporting</li> <li>2-3 Reporting period, frequency and contact point</li> <li>2-5 External assurance</li> <li>2-6 Activities, value chain and other business relationships</li> <li>2-7 Employees</li> <li>2-8 Workers who are not employees</li> <li>2-9 Governance structure and composition</li> <li>2-22 Statement on sustainable development strategy</li> <li>2-23 Policy commitments</li> <li>2-24 Embedding policy commitments</li> <li>2-27 Compliance with laws and regulations</li> <li>2-29 Approach to stakeholder engagement</li> </ul>	<ul style="list-style-type: none"> <li>Introduction - Page 5</li> <li>About this report - Page 45</li> <li>About this report - Page 45</li> <li>How we measure CO<sub>2</sub> emissions - Page 10</li> <li>About our business - Page 5</li> <li>People - Pages 19-27</li> <li>Partners - Pages 28-29</li> <li>Ethics, compliance and governance - Pages 32-36</li> <li>Introducing our sustainability strategy - Page 6</li> <li>See full sustainability report for information on how we embed our policy commitments</li> <li>Ethics, compliance and governance - Pages 32-36</li> <li>See full sustainability report for information on how we engage with stakeholders</li> </ul>
<b>GRI 201: Economic performance</b>	<ul style="list-style-type: none"> <li>201-1 Direct economic value generated and distributed</li> </ul>	<ul style="list-style-type: none"> <li>Introduction - Page 5</li> </ul>
<b>GRI 205: Anti-corruption</b>	<ul style="list-style-type: none"> <li>205-1 Operations assessed for risks related to corruption</li> <li>205-2 Communication and training about anti-corruption policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Compliance and governance - Page 34</li> <li>Compliance and governance - Page 34</li> </ul>
<b>GRI 206: Anti-competitive behaviour</b>	<ul style="list-style-type: none"> <li>206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices</li> </ul>	<ul style="list-style-type: none"> <li>Compliance and governance - Page 34</li> </ul>
<b>GRI 301: Materials</b>	<ul style="list-style-type: none"> <li>301-1 Materials used by weight or volume</li> <li>301-2 Recycled input materials used</li> </ul>	<ul style="list-style-type: none"> <li>Waste management - Page 41</li> <li>Packaging and resource use - Page 42</li> </ul>
<b>GRI 302: Energy</b>	<ul style="list-style-type: none"> <li>302-1 Energy consumption within the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Energy management - Page 41</li> </ul>
<b>GRI 303: Water and effluents</b>	<ul style="list-style-type: none"> <li>303-5 Water consumption</li> </ul>	<ul style="list-style-type: none"> <li>Packaging and resource use - Page 42</li> </ul>

GRI STANDARD	DISCLOSURE	LOCATION
<b>GRI 305: Emissions 2016</b>	<ul style="list-style-type: none"> <li>• 305-1 Direct (Scope 1) GHG emissions</li> <li>• 305-2 Energy indirect (Scope 2) emissions</li> <li>• 305-3 Other indirect (Scope 3) GHG emissions</li> <li>• 305-5 Reduction of GHG emissions</li> <li>• Nitrogen Oxides (NOx), sulphur oxides (SOx) and other significant air emissions</li> </ul>	<ul style="list-style-type: none"> <li>• GHG Protocol – Scope 1 – Page 39</li> <li>• GHG Protocol – Scope 2 – Page 39</li> <li>• GHG Protocol – Scope 3 – Page 39-40</li> <li>• Performance against our targets – Page 11</li> <li>• Air pollutants – Page 42</li> </ul>
<b>GRI 306: Waste</b>	<ul style="list-style-type: none"> <li>• 306-3 Waste generated</li> </ul>	<ul style="list-style-type: none"> <li>• Waste management – Page 41</li> </ul>
<b>GRI 401: Employment</b>	<ul style="list-style-type: none"> <li>• 401-1 New employee hires and employee turnover</li> </ul>	<ul style="list-style-type: none"> <li>• Number of employees – Page 43</li> </ul>
<b>GRI 403: Occupational health and safety</b>	<ul style="list-style-type: none"> <li>• 403-1 Occupational health and safety management</li> <li>• 403-3 Occupational health services</li> <li>• 403-5 Worker training on occupational health and safety</li> <li>• 403-6 Promotion of worker health</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety – Page 44</li> <li>• Safety – Page 26</li> </ul>
<b>GRI 404: Training and education</b>	<ul style="list-style-type: none"> <li>• 404-1 Average hours of training per year per employee</li> </ul>	<ul style="list-style-type: none"> <li>• Training by age group – Page 43</li> </ul>
<b>GRI 413: Local communities</b>	<ul style="list-style-type: none"> <li>• Operations with local community engagement, impact assessments, and development programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Community – Pages 30-31</li> </ul>

# ANNEX





# ENVIRONMENTAL PERFORMANCE INDICATORS

GHG PROTOCOL EMISSIONS CATEGORY	SBTi NEAR-TERM TARGET SCOPE	FY2020 (tCO <sub>2</sub> e)	FY2021 (tCO <sub>2</sub> e)	FY2022 (tCO <sub>2</sub> e)	FY2023 (tCO <sub>2</sub> e)
<b>Scope 1 (fuel use from our own vehicles &amp; buildings)</b>		180,446	209,806	195,089	141,152
First & last mile (road)	X	30,860	30,490	31,280	34,337
Linehauls (road)	X	99,292	116,761	104,836	42,812
Buildings	X	25,715	31,709	24,948	31,156
On-site freight (shunters and forklifts)	X	12,983	14,642	17,836	17,330
Company cars	X	11,276	14,924	15,899	14,843
Cold chain	X	320	1,280	290	675
<b>Scope 2 – Market based</b>	X	50,369	59,346	29,426	31,838
<b>Scope 2 – Location based</b>		82,103	96,380	103,332	102,723
<b>Scope 3 – Category 1: Purchased goods and services</b>		147,044	169,179	170,409	186,192
<b>Scope 3 – Category 2: Capital goods (CAPEX related emissions: fleet, IT, hub &amp; depots, HQ)</b>		61,274	93,626	88,094	82,503
<b>Scope 3 – Category 3: Fuel- and Energy-Related (upstream emissions of scope 1 fuel consumption)*</b>		44,538	51,360	46,662	44,862
First & last mile (road)	X	7,946	7,828	7,614	8,597
Linehauls (road)	X	25,702	30,223	25,637	24,082
Buildings	X	4,664	5,748	5,268	4,463
On-site freight (shunters and forklifts)	X	3,353	3,784	4,358	4,234
Company cars	X	2,872	3,777	3,785	3,486

\*Biofuel has not been taken into account

	GHG PROTOCOL EMISSIONS CATEGORY	SBTi NEAR-TERM TARGET SCOPE	FY2020 (tCO <sub>2</sub> e)	FY2021 (tCO <sub>2</sub> e)	FY2022 (tCO <sub>2</sub> e)	FY2023 (tCO <sub>2</sub> e)
INTRODUCTION	<b>Scope 3 – Category 4: Upstream transport (WTW emissions of subcontracted transport: PUD, LNH, AIR, SEA, RAIL)*</b>		1,548,302	1,694,601	1,582,902	1,609,698
	First & last mile (road)	X	679,613	733,763	666,012	704,168
	Linehails (road)	X	787,050	876,515	818,697	799,904
	Air freight	X	81,638	84,324	97,903	101,875
	Sea freight	X	ND	ND	270	3,162
	Rail freight	X	ND	ND	20	589
ENVIRONMENT	<b>Scope 3 – Category 5: Waste</b>		39,151	37,967	42,448	26,294
	<b>Scope 3 – Category 6: Business travel</b>		1,628	1,050	5,335	3,412
	<b>Scope 3 – Category 7: Employee commuting</b>		23,253	25,786	25,986	29,121
	<b>Scope 3 – Category 8: Upstream leased assets (subcontracted buildings)*</b>	X	6,195	7,214	3,260	4,050
	<b>Scope 3 – Category 9: Downstream transport</b>		ND	ND	ND	181,365
	<b>Scope 3 – Category 12: End-of-life treatment of sold products (waste management of sold packaging)</b>		3,430	4,733	4,247	3,617
PEOPLE	<b>Scope 3 – Category 15: Investments (e.g. DTDC, Yurtici Cargo, etc.)</b>		8,537	29,847	36,114	37,588
	<b>Total Scope 1 &amp; 2 (market based)</b>		230,815	269,152	224,515	172,990
	<b>Total Scope 1 &amp; 2 (location based)</b>		262,549	306,186	298,420	243,875
	<b>Total Scope 3</b>		1,833,352	2,115,363	2,005,457	2,209,378
	<b>Total Scope 1, 2, 3 emissions (market based)</b>		2,114,167	2,384,515	2,229,972	2,382,368
	<b>Total Scope 1, 2, 3 emissions (location based)</b>		2,145,901	2,421,549	2,303,878	2,453,523 <sup>7</sup>
GOVERNANCE	<b>Total SBTi near-term target boundary<sup>8</sup></b>		1,829,850	2,022,327	1,857,339	1,831,600

<sup>7</sup> Figures include the 20 business units in the scope of our SBTi near-term target and five additional business units that were added to the reporting scope in 2023. We have also continued to improve the accuracy of our existing reporting, resulting in an increase in the amount of GHG emissions we account for.

<sup>8</sup> BRT (Italy), Chronopost (France), DPD Belgium, DPD Croatia, DPD Czech Republic, DPD Estonia, DPD France, DPD Germany, DPD Hungary, DPD Ireland, DPD Latvia, DPD Lithuania, DPD Netherlands, DPD Poland, DPD Portugal, DPD Slovakia, DPD Slovenia, DPD Switzerland, DPD UK, SEUR (Spain).

UNIT	INDICATORS	2020 (BASELINE)	2022	2023
Energy management – Buildings (Full year)				
kWh	Total energy consumption	357,747,326	437,509,355	420,574,991
	Breakdown			
	Bought renewable electricity*	140,578,964	241,495,094	239,910,617
	Produced renewable electricity*	2,057,854	6,619,968	4,462,646
	Standard electricity	86,457,309	52,682,945	59,959,882
	Natural gas	119,883,695	124,818,116	108,626,759
	Biogas*	–	122	108,680
	Urban heating	2,805,290	4,268,386	1,925,542
	Heating oil	3,674,802	4,687,865	3,000,436
	LPG	2,289,412	2,749,211	2,534,818
	Biomass	–	187,648	45,610
%	Share of renewable energy	0%	57%	58%
	Share of renewable electricity	62%	82%	80%
Waste management (full year)				
Tonne	Total waste produced	64,358,038	104,674,375	105,239,351
	Total waste reused or recycled	56,013,381	91,200,232	91,353,144
%	Share of total waste reused or recycled	87%	87%	87%



UNIT		INDICATORS	2020 (BASELINE)	2022	2023
Packaging and resource use (full year)					
Paper consumption					
Tonne	Total paper consumption		6,088	2,924	3,811
	Total certified paper consumption		3,914	1,878	2,583
%	Share of certified paper		64%	64%	68%
Packaging consumption					
Tonne	Consumption of regular cardboard and plastic for packaging		2,262	2,254	2,106
	Consumption of recycled cardboard and plastic for packaging		3,172	1,266	2,694
%	Share of recycled cardboard and plastic		58%	36%	56%
Water consumption (full year)					
Litres	Total water consumption		471,271,382	468,207,371	563,777,462
Air pollutants					
Tonne	CO		498	4,151	3,446
Tonne	NOx		2667	17,663	16,032
Tonne	PM2.5		131	1,207	1,220
Tonne	PM10		234	1,985	1,991

Business units in Environmental performance indicators scope: Biocair, BRT, Chronopost, CitySprint, DPD Switzerland, DPD Belgium, DPD Croatia, DPD Czech Republic, DPD Estonia, DPD France, DPD Germany, DPD Hungary, DPD Ireland, DPD Latvia, DPD Lithuania, DPD Netherlands, DPD Poland, DPD Portugal, DPD Slovakia, DPD Slovenia, DPD UK, Geopost SA, Jadlog Pickup Logistics, Pickup Services, SEUR, Speedy (Bulgaria)



## ABOUT THIS REPORT

This is Geopost's eighth sustainability report, covering the period of 1 January to 31 December 2023. It primarily accounts for the 20 Business Units\* across Europe (unless otherwise stated), all of which are under full ownership.

### Global Reporting Initiative (GRI)

Although we are not required to report in accordance with the GRI Standards, we choose to follow these reporting guidelines as a demonstration of our accountability and transparency.

Thank you to those who contributed to the report.

For further information about anything covered in this report or Geopost's sustainability programme, please visit [geopost.com/en/sustainability](https://geopost.com/en/sustainability)

\*Business units covered in this report: Biocair, BRT, Chronopost, CitySprint, DPD Switzerland, DPD Belgium, DPD Croatia, DPD Czech Republic, DPD Estonia, DPD France, DPD Germany, DPD Hungary, DPD Ireland, DPD Latvia, DPD Lithuania, DPD Netherlands, DPD Poland, DPD Portugal, DPD Slovakia, DPD Slovenia, DPD UK, Geopost SA, Jadlog Pickup Logistics, Pickup Services, SEUR, Speedy (Bulgaria)

**Geopost SA**  
Immeuble Lemnys Bât C, C.P. CI207  
26 Rue Guynemer  
92130 Issy Les Moulineaux, France

@Geopost\_news Geopost

@Geopost\_news @geopost.news [geopost.com](https://geopost.com)

