

# TOGETHER FOR A BETTER TOMORROW

SUSTAINABILITY REPORT 2022



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# IN CONVERSATION WITH YVES DELMAS, CEO



## How would you summarise 2022?

This was a difficult year for all economic players, but we achieved several positive steps forward. We set an ambitious, science-based net-zero trajectory for 2040. We also ran our first Inclusion Week across 28 business units, held our inaugural Delivery Excellence Challenge, and issued our enhanced Code of Conduct and Sustainable Procurement policy.

## How did some of last year's challenges impact Geopost?

While the year began optimistically, with the Covid-19 pandemic receding and two years' dynamic growth behind us, war in Ukraine, a spiralling energy crisis and rampant inflation collectively led to a slight reduction in our parcel volumes (-1,3% vs 2021). In May 2022, Geopost announced its withdrawal from Russia, having suspended all shipments in and out in February.

However, sales across the business continued to grow (+6% vs. 2021, already a record year), reflecting our teams' adaptability. I'm proud that, despite these conditions, we accelerated our energy transition by setting

ambitious, science-based targets for net zero. I would like to thank all of our employees directly for all the work they do to help us deliver on our sustainability roadmap.

## How has Geopost supported communities impacted by crises?

We are honoured to be part of the communities we live and work in. Signing a partnership with the European Food Banks Federation (FEBA), we helped provide food security to those in need, and to reduce food waste. Our financial donation was funnelled to food banks operating in Ukraine, Poland and Romania, supporting local populations and refugees. We donated €1 million to the International Red Cross, and our foundations in Spain, Germany and Poland supported relief efforts, as did employees across our business units.

## What is the importance of sustainability at Geopost?

Working together to create a better tomorrow, sustainability is at the heart of everything we do – and our strategic priority. It's also

our opportunity to play a pivotal role for our customers. Thanks to strong partnerships, we can support them in developing ever-more virtuous business models that positively impact the whole value chain. Our goal is to become the international reference in sustainable delivery, and a prime accelerator of e-commerce. We firmly believe that “better business is better for business”, and we know that sustainability is essential to our long-term licence to operate. That's why we're working hard to embed sustainability right across our operations. Today, we reaffirm our commitment to the UN Global Compact.

## What is Geopost's long-term vision for sustainability?

We need to set the standard for best practice in our industry. And our position as market leader means that we have a duty to set an example. This is how we can bring the most effective change, as it fosters collaboration and pushes innovative solutions towards a shared objective. Our teams' efforts and our innumerable relationships and

collaborations with partners will get us there.

Our vision encompasses the two pillars of our sustainability strategy – environmental and social. We want to pioneer decarbonisation, champion air quality in cities, enable the circular economy, attract and cultivate the best talent, and provide a safe and welcoming workplace for all.

“Working together to create a better tomorrow, sustainability is at the heart of everything we do...”  
– Yves Delmas

## We foster better business by working together to deliver progress for commerce – today and tomorrow.

Part of La Poste Groupe, we are a market leader in parcel delivery and e-commerce solutions, providing a broad range of delivery and innovative services for customers worldwide. In addition, we deepen our understanding of consumer expectations and changing habits through our competitive intelligence and market research expertise. As part of our commitment to delivering progress, we are accelerating and scaling transformative change, united by the belief that better business is better for business.

Through our market leadership, we are further growing the development of out-of-home and 2C delivery services while expanding solutions for food and healthcare businesses. We embrace new e-commerce territories and endeavour to make commerce more convenient, profitable and sustainable for our customers and communities.

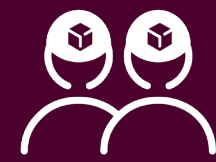
## TOGETHER, WE ARE GEOPOST



**15.6BN€**  
Revenue



**2.1BN**  
Parcels delivered worldwide



**56,739**  
Employees



**83,000**  
Pickup Points worldwide



**49 COUNTRIES**  
Operational footprint<sup>1</sup>

# ACHIEVING OUR SHARED VISION FOR 2030

Our vision for 2030 is to become the international reference in sustainable delivery and a leading enabler of the e-commerce acceleration.



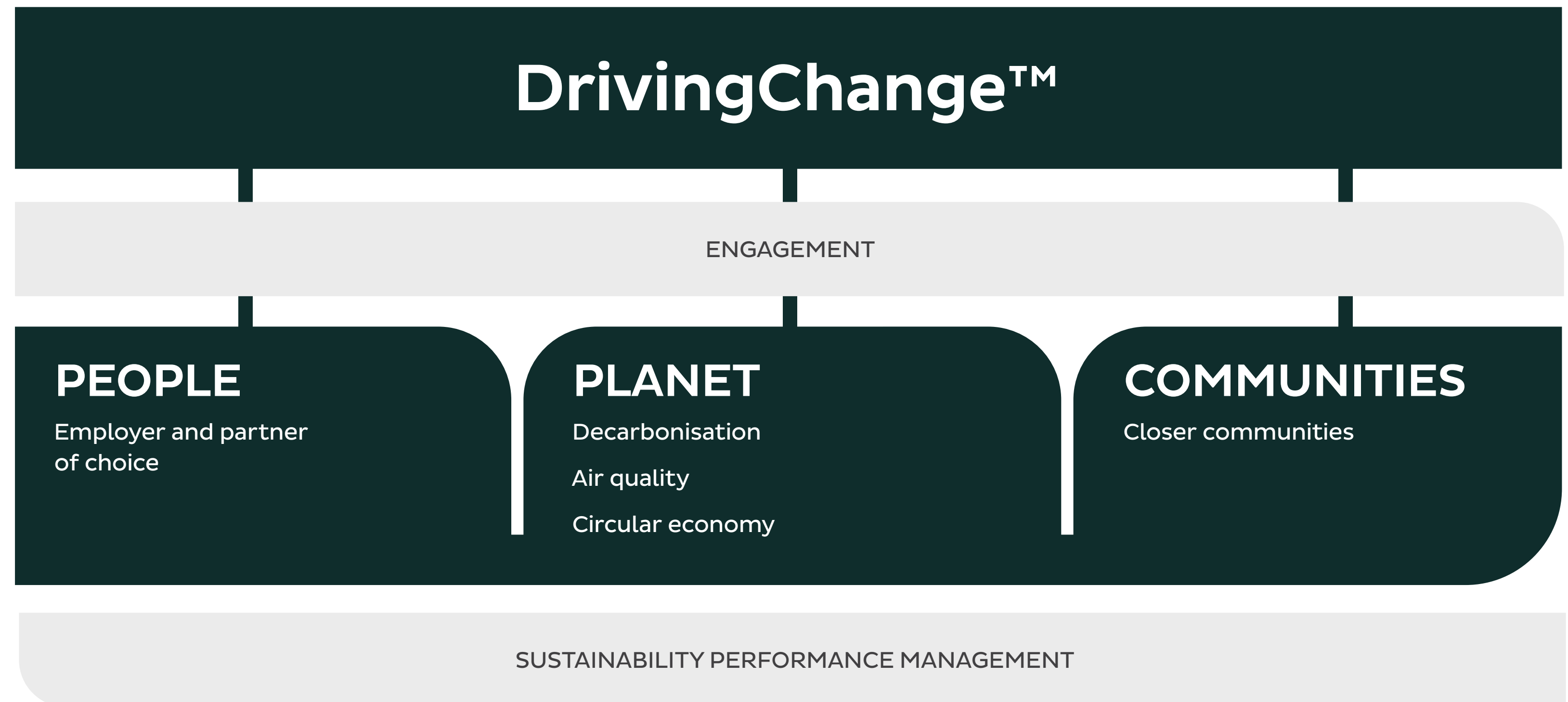
The delivery sector, and transport in general, accounts for a significant proportion of global greenhouse gas emissions. It is also a highly visible polluter, directly and disproportionately affecting the environments where most people live.

At Geopost, we acknowledge these facts and are facing up to our responsibilities. We have committed to working differently and are now actively prioritising sustainability in everything we do.

We already have a track record of putting sustainable decision-making at the heart of our operations. We were proud to have signed the UN Global

Compact to implement universal sustainability principles back in 2016, and today, we are taking positive steps to ensure we follow through on our vision and become the industry standard for sustainability.

Through our DrivingChange™ strategy, first set out in 2016, we established our ambition to make a difference for today and tomorrow while also enabling us to nurture competitive, responsible growth. As part of our strategy, we have set our direction for three key areas that guide our actions across every initiative: our people, our planet and our communities.



# BUILDING TOMORROW TOGETHER



# Our approach to sustainability: together, we achieve more

At Geopost, we understand that working as one global team is vital to unlocking transformation. We are united by our shared vision of a better way of doing business. Today, we are already taking decisive action to deliver on this future.

We have delivered 14,7 billion carbon neutral parcels to date, and we are proud to be the first global parcel delivery company to have both its near and long-term GHG emissions reduction targets approved by the Science Based Targets initiative (SBTi).

This landmark approval scientifically endorses Geopost's plan to reach net-zero by 2040 and sets the company on a clear path to be the international reference in sustainable delivery.

There is still a long journey ahead – and our network of local experts have started creating the change that's needed.

Our sustainability targets and our bold ambition will drive us forward, as we act together for a better tomorrow.

## Acting on the SDGs

The UN Sustainable Development Goals (SDGs) set out a global agenda for creating a tomorrow where people and planet can prosper. Our DrivingChange™ strategy supports 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

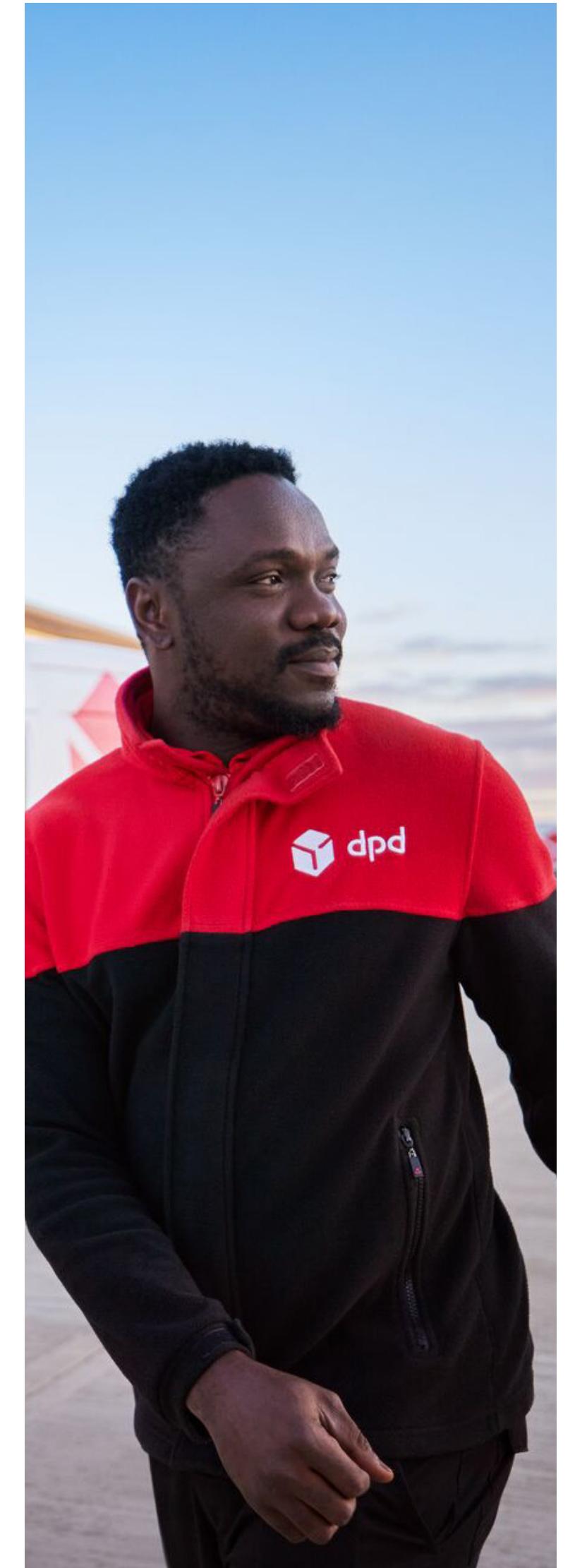


**SDG 17:**  
Partnerships to achieve the goals

## Targeting our most material issues

In 2022, we were involved with our parent company, La Poste Groupe, in undertaking a new materiality assessment<sup>2</sup>.

We adopted a dual materiality methodology to analyse both negative and positive impacts, alongside the risks and opportunities. Then, we connected with 5,300 internal and external stakeholders to identify their priority areas and balance them against their financial impact on the group. The assessment drew out three key priorities: **climate and low-carbon transition, customer satisfaction and quality of service, and health, safety and wellbeing.**



<sup>2</sup> A materiality assessment is a method to identify and prioritise the issues that are most important to an organisation and its stakeholders. It acts as the foundation for analysing risk and opportunities and helps shape a company's sustainability strategy.

# MEASURING THE IMPACT WE ARE MAKING

To make certain that our sustainability action is credible and robust, we must be both transparent and accountable to all our stakeholders.

We engage KPMG to independently verify our environmental KPIs on an annual basis, and we work with other third parties and standards to ensure that we meet the highest expectations for sustainability reporting.



## 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.

For more detail, see our [Ethics and Governance section](#)



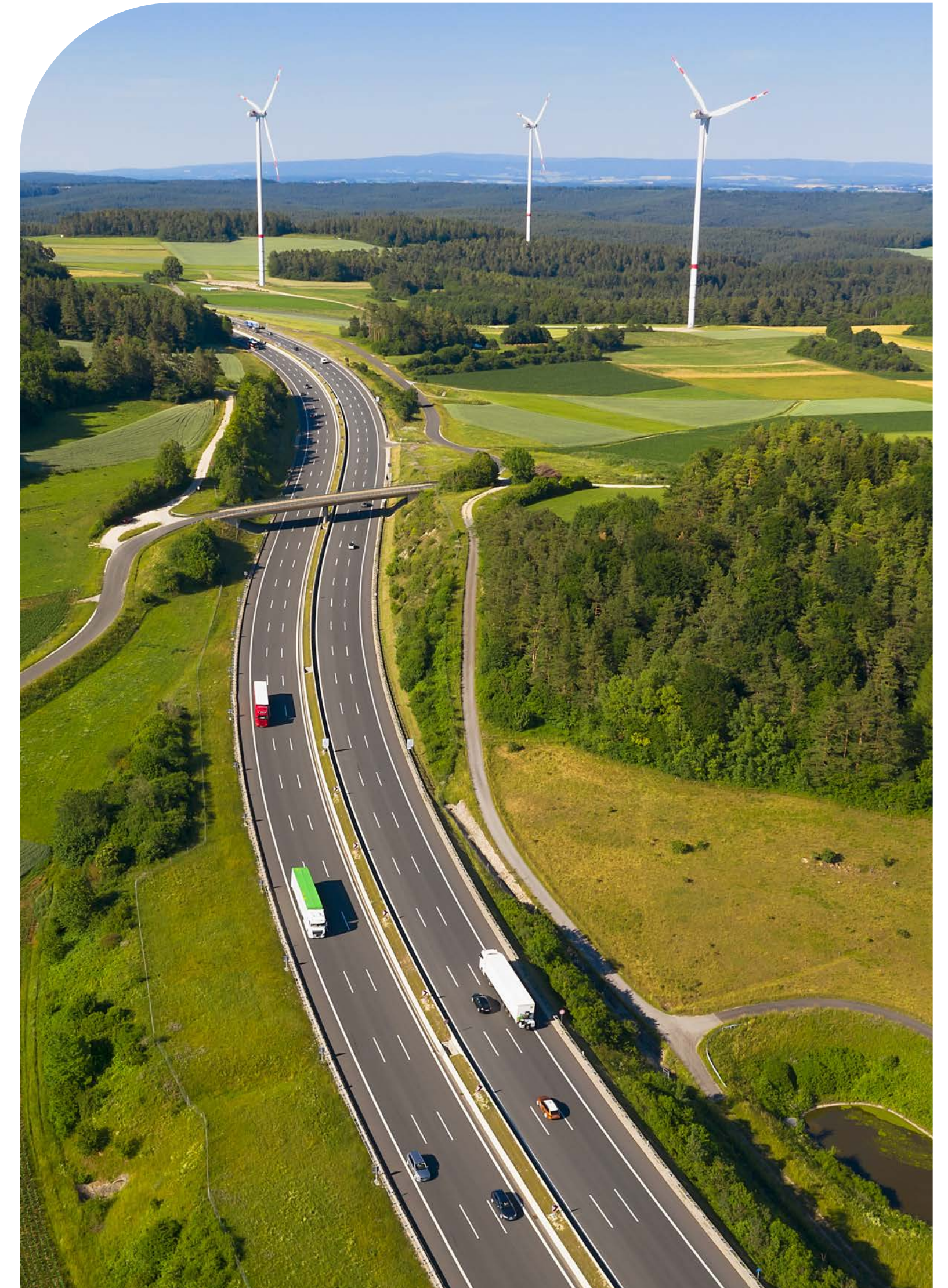
## Carbon Disclosure Project (CDP)

For the second consecutive year, CDP has ranked La Poste Groupe on its A list of companies that are leading on environmental transparency and action, confirming the group's commitment to the energy transition and acting on the climate crisis.



## EcoVadis

EcoVadis reviews companies' sustainability management systems across the areas of environment, labour and human rights, ethics, and sustainable procurement. Since 2014, we have asked EcoVadis to assess our business on a yearly basis, and, since 2017, we have been awarded Gold status every year. In 2023, we achieved a score of 72/100 placing us in the top 4% in our industry overall.





# ENABLING SUSTAINABILITY IN UNISON WITH OUR STAKEHOLDERS

The environment, ethics, logistics and commerce are reshaping our industry and the way we are expected to do business. As consumers and customers, employees, communities and suppliers all look to us for answers, it is our responsibility to act.

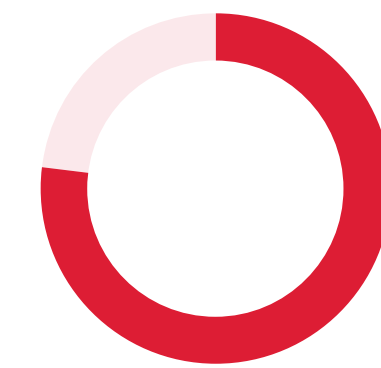
Consumers are essential enablers of sustainability, challenging and collaborating with us to ensure we focus on what matters most. That is why we have made it a priority to listen to them, to find out exactly what they care about and hear what their expectations are for sustainable business. Equipped with this information, we are better able to serve our customers.

## KEY SUSTAINABILITY TAKEAWAYS FROM OUR RESEARCH



Consumers want companies to have positive and lasting impacts on the world around us

[New commerce, 2021](#)



77%

of companies have enhanced their sustainability strategies over the past three years.

[Sustainability whitepaper, 2022](#)



60%

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

[E-shoppers Barometer, 2022](#)



# HOW WE ARE DELIVERING FOR THE ENVIRONMENT



# DRIVING DOWN OUR ENVIRONMENTAL IMPACT

The scientific consensus is clear: with every year that passes, it is becoming increasingly unlikely that we will limit global warming to 1.5 ° C, in line with the Paris Agreement, and avoid the worst effects of the climate crisis. We must act urgently.



Freight transport is a major contributor to the greenhouse gas (GHG) emissions that cause global warming. It accounts for 7% of all GHG emissions worldwide and 30% of all transport emissions ([International Transport Forum](#)).

Despite this, transport remains one of the most difficult sectors to decarbonise, since abatement costs for the supply chain are significantly higher than those

for other sectors like fashion and electronics. The courier, express and parcel (CEP) sector, in particular, is a highly visible and impactful polluter, contributing to GHG emissions and air pollution in densely populated urban environments. A 2022 [WEF report](#) states that without intervention, urban last-mile delivery emissions are on track to increase by over 30% by 2030 in the top 100 cities globally.

Shippers, consumers and regulatory stakeholders alike all demand greater sustainability. At Geopost, we are working hard to meet that demand by setting three big environmental objectives as part of our vision for 2030:

**Decarbonisation:** Pioneer net-zero emissions in our industry by designing and delivering an industry-leading decarbonisation programme.

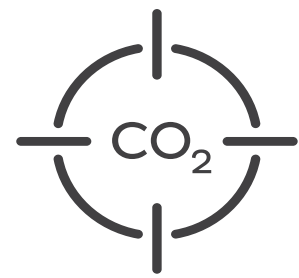
**Air quality:** Champion cleaner air in the cities we operate in by setting the direction for the air quality solutions of tomorrow.

**Circular economy:** Enable circularity for our wider value chain, within our own operations and for our customers and end-consumers.

## OUR ENVIRONMENTAL JOURNEY



## TRACKING OUR PROGRESS



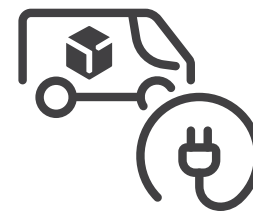
6,5%↓

6,5% reduction in GHG emissions between 2021 and 2022  
1,855,226 tCO<sub>2</sub>e



97↑

97 cities fully enabled with low-emission transport (+55 vs 2021)



11,1%↑

11,1% low-emission pick-up and delivery vehicles (+4,5% vs 2021)



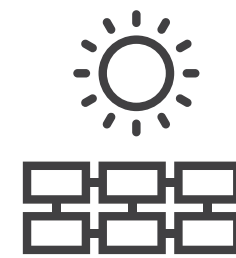
2,4%↑

low-emission linehaul vehicles (+2,2% vs 2021)



28↑

28 cities covered by our Air Quality Monitoring Programme (+14 vs 2021)



56,73%↑

56,73% of energy consumed in our logistics sites is from renewable sources<sup>3</sup>, increased by 4% compared to 2021

## OUR 2022 HIGHLIGHTS

JAN

Joined Smart Freight Centre

JUL

Submitted targets to SBTi

SEPT

Founding member of Climate Group's EV100+ initiative

DEC

Surpassed our Air Quality Monitoring Programme target of 20 cities – 28 cities in Europe

# ACTING ON DECARBONISATION

As a global business built around a substantial road transport network, the impact of greenhouse gas emissions on the climate crisis is highly material to our business and to the world in which we operate. In order to contribute to preserving the future of both, we must act boldly to reduce our emissions.

At Geopost, we are aiming to become the international reference in sustainable delivery, which is why we are prioritising decarbonisation. Because a better business is better for the environment, employees, communities, customers and cities alike.



## Laying the groundwork for net zero

We have long been aware of our duty to act on climate. While we have always been driven to take decisive action, many of the technologies needed for us to make a meaningful difference at scale, have only relatively recently become available. This is especially true in the first and last mile. As such, since 2012, we have focused our efforts on continuously improving our operations to reduce emissions and offsetting our transport and building emissions.

But the world and our business have now changed. We understand that we must continue to make deep cuts to our emissions, only compensating for residual emissions of no more than 10% through high-quality carbon capture projects.

That is why we have set bold science-based targets to hold us to account, aiming to cut our GHG emissions across all scopes by at least 90% by 2040.

## Getting to grips with our carbon emissions

Managing the trajectory of our CO<sub>2</sub> emissions year on year is fundamental to us delivering on our climate goals. We take a budget forecasting approach to consolidate business unit CO<sub>2</sub> reduction plans and projected investments for the coming year, making sure the trajectories conform with our roadmap to reach net zero emissions in 2040. Our carbon budget gives higher visibility to and stronger buy-in for sustainability investments, and gives us the opportunity to analyse GHG reductions against investments.



# ACHIEVING NET ZERO BY 2040

If we are to work together for a better tomorrow, we must be transparent and accountable. That is why we established near- and long-term science-based emissions reduction targets for our business. These have now been approved by the Science Based Targets initiative (SBTi), an independent body that verifies companies' emissions targets are in line with the latest climate science.

We're very proud that Geopost is the first global parcel delivery company to have both near- and long-term science-based targets approved by the SBTi. However, setting targets is only the start of a long decarbonisation journey ahead of us, along which we will tackle every new challenge alongside our stakeholders.

Our intention is to achieve net-zero emissions by 2040 – ten years ahead of the requirement set out by the Paris Agreement – and our plan contributes to the agreement's most ambitious scenario to limit the increase in global warming to 1.5°C above pre-industrial levels.

## Our net-zero science-based targets

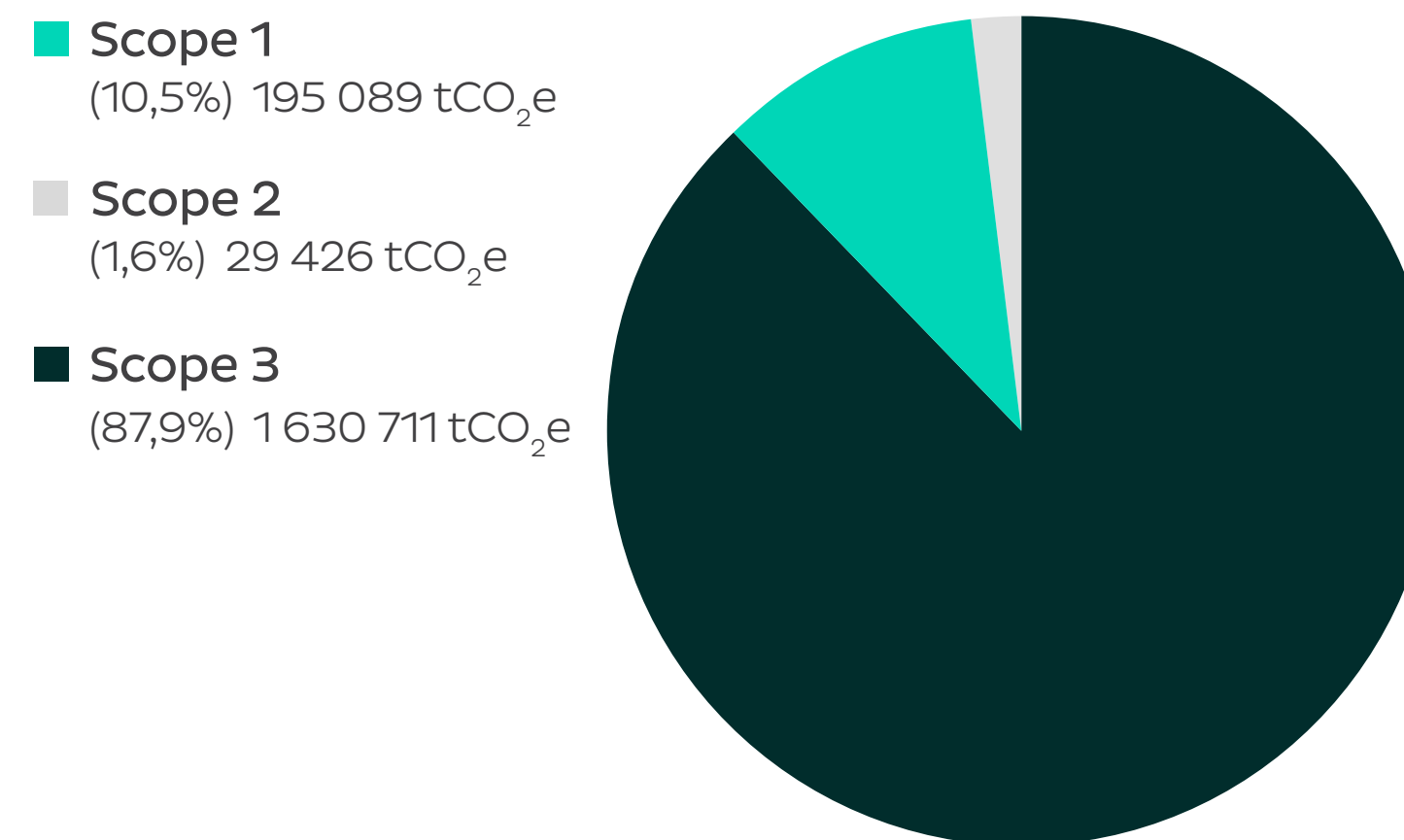
We commit to reach net-zero GHG emissions across the value chain by 2040 from a 2020 base year<sup>4</sup>. **Near term**<sup>5</sup>: we commit to

reduce absolute Scope 1<sup>6</sup> and 2<sup>7</sup> GHG emissions and absolute Scope 3<sup>8</sup> GHG emissions from fuel and energy-related activities, upstream

transportation and distribution and upstream leased assets by 43% by 2030 from a 2020 base year. **Long term**: we commit to reduce

absolute Scope 1, 2 and 3 GHG emissions by 90% by 2040 from a 2020 base year. The remaining 10% residual emissions will be offset.

## EMISSIONS BREAKDOWN BY SCOPE

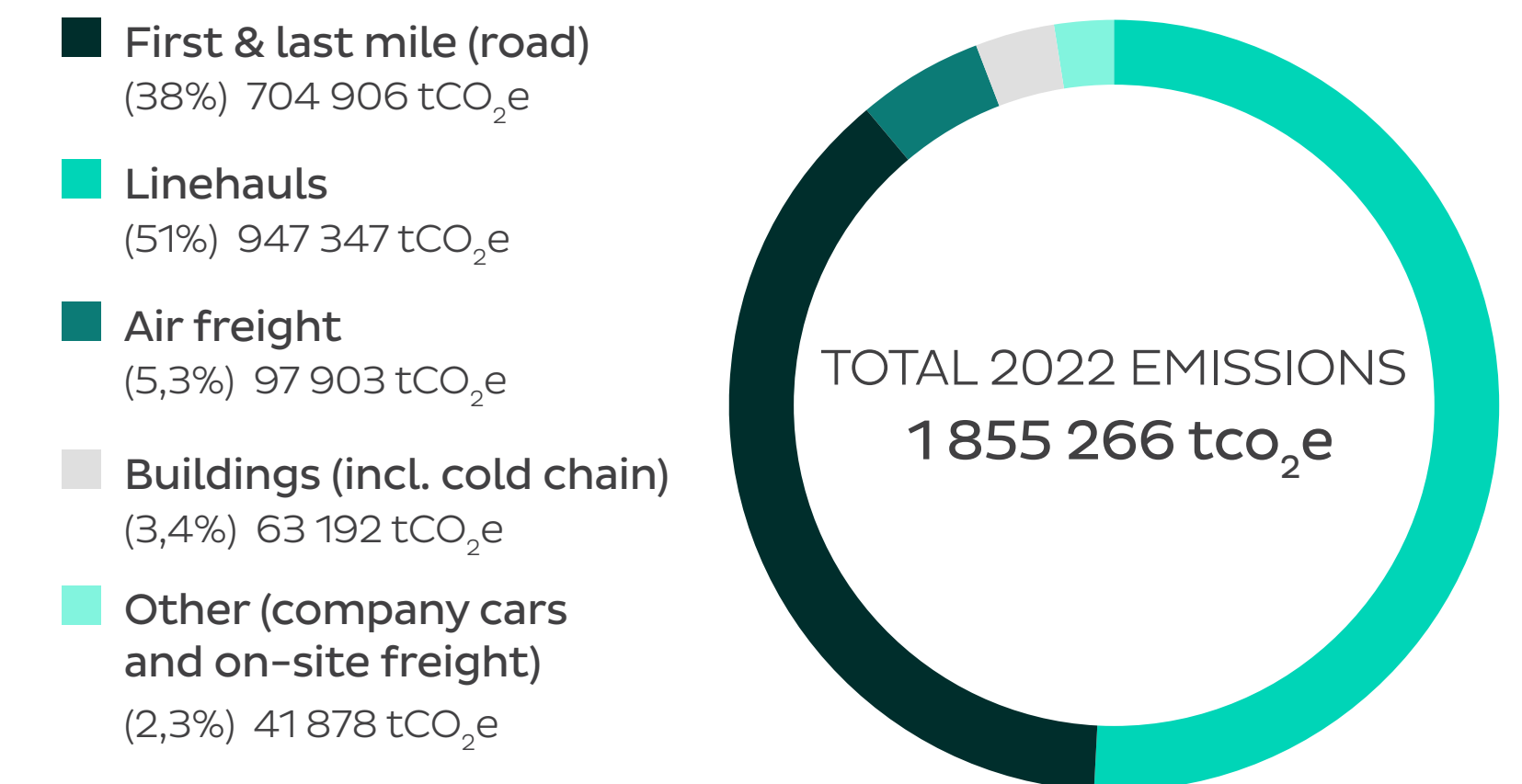


<sup>4</sup>Business Units covered by the net-zero ambition: DPD Slovenia, DPD Croatia, DPD Switzerland, DPD UK, DPD Hungary, DPD Slovakia, DPD Portugal, BRT, DPD France, DPD Lithuania, DPD Estonia, DPD Ireland, DPD Latvia, DPD Belgium, DPD Germany, DPD Netherlands, DPD Czech Republic, Chronopost, SEUR, DPD Poland.

<sup>5</sup>Our near-term target excludes the following Scope 3 emission sources: purchased goods and services, capital goods, waste, business travel, employee commuting, end-of-life treatment of sold products, and investments representing less than 20% of Scope 3 emissions. Our long-term target includes all Scope 3 emission sources.

<sup>6</sup>Emissions from operations that are owned or controlled by the reporting company. Emissions from owned / leased vehicles (PUD, LNH, company cars,

## EMISSIONS BREAKDOWN BY SOURCE



forklifts or trailer shunters) and on-site energy consumption (natural gas, domestic heating oil, LPG).

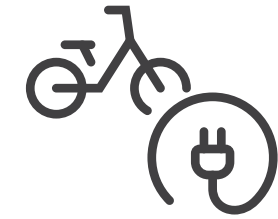
<sup>7</sup>Emissions from the generation of purchased or acquired electricity, steam, heating, or cooling consumed by the reporting company (emissions from electricity consumption)

<sup>8</sup>Other indirect GHG emissions related to Geopost's activities, products and services throughout its value chain

<sup>9</sup>Please note that the data included here is specific to the boundaries of our SBTi commitment which covers 20 Business Units only, with reduced scope 3 categories. Please see the tables on p.38-39 for a full category breakdown.

# HOW WE WILL ACHIEVE OUR TARGETS

Our efforts to reach net zero will focus on four key areas



## #1 FIRST AND LAST MILE DELIVERY

Amongst other actions, electrifying our first and last mile delivery fleet by increasing the share of alternative transport solutions (including electric vans, cargo bikes and delivery on foot) to 85% by 2030 (100% in 2035).

Status: Q4 2022, 9,3%  
Target Date: 2035



## #2 LINEHAUL

Diversifying our linehaul fleet to include alternative powertrain technologies such as electric, hydrogen, biogas and biofuel powered trucks, as well as shifting more parcels to rail to increase the share of alternative linehaul transport solutions to 50% by 2030 (100% in 2040).

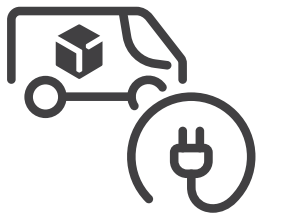
Status: Q4 2022, 2,4%  
Target Date: 2040



## #3 BUILDINGS

Switching to renewable energy to power company buildings and driving towards more energy efficiency, with the objective of using 70% of energy from renewable sources by 2030 (100% in 2040).

Status: Q4 2022, 56,73%  
Target Date: 2040



## #4 COMPANY CARS AND ON-SITE FREIGHT

Electrifying the fleet of company cars and on-site freight by increasing the share of alternative vehicles to 90% by 2030 (100% in 2040).

Status: Q4 2022 26,8%  
Target Date: 2040



### Measuring our performance

Our internal reporting tool, RESPIRE, collects comprehensive energy consumption data about our vehicles, depots and hubs across 20 of our European subsidiaries<sup>10</sup>. We also have a plan in place to continuously improve data quality and to integrate new subsidiaries into our reporting process.

The information we gather aligns with stringent international standards, including the global ISO 14064, Europe's EN 16258 and France's BEGES, and allows us to both understand our baseline and continuously monitor our progress. KPMG independently verifies our environmental KPIs on an annual basis.

<sup>10</sup> 2022: BRT, Chronopost, DPD Portugal, 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 Slovakia, DPD Slovenia, DPD Switzerland, DPD UK, SEUR. To be integrated in 2023: Biocair, CitySprint, DPD Romania, Speedy Bulgaria, Jadlog, Stuart

# TACKLING EMISSIONS THROUGH DECARBONISATION INITIATIVES

We take a 'measure, reduce, compensate' approach to decarbonisation:

- **Measure** emissions and collaborate to improve collection and reporting of emissions data in the freight transport sector.
- **Reduce** emissions to enable us to decarbonise faster by switching from fossil fuels to alternative energy sources and transport modes, and increasing efficiency through smarter working practices.
- **Compensate** for residual emissions, no more than 10%, through high-quality carbon offset projects.

## Guiding the decarbonisation of logistics



We collaborated with over 30 other organisations to provide guidance on calculating and reporting end-to-end logistics emissions. The [End-to-End GHG Reporting of Logistics Operations Guidance](#), produced by a working group co-led by the Smart Freight Centre and the World Business Council for Sustainable Development, offers clear calculation steps and facilitates the sharing of best practice among shippers and carriers.

## Giving customers tools to report emissions

As their partner in sustainability, we want to help our customers gain better visibility of the emissions generated by their supply chains. That's why we developed our carbon calculator. This tool, accredited by the Smart

Freight Centre, enables accurate, real-time analysis and reporting based on customers' shipment-specific data.

Our carbon calculator will begin rolling out to shippers across our 20 largest European business units from 2023.

## Pioneering low-emission deliveries

Alongside our commitment to achieving net zero, we are spearheading fully low-emission deliveries in 350 cities across Europe by 2025. This ambitious goal will see us reach 110 million Europeans, switch to 15,000 alternatively powered vehicles, establish 250 urban depots, install 6,700 electric charging points, and cut GHG emissions by 83% and pollutants by 95%.

By the end of 2022, we had enabled 97 cities with fully low-emission<sup>11</sup> deliveries with a further 251 cities in transition.

We had already deployed 8,458 alternative vehicles, set up 154 urban depots, fitted 3,776 electric charging points, and

supported our subcontractors to switch to electric vehicles with charging infrastructure and negotiated rates

“Our carbon calculator is a pioneering tool, built in line with international carbon accounting standards, designed to help businesses meet the need for accurate CO<sub>2</sub> emissions reporting and help them make more sustainable decisions in the long term.”

**Jean-Claude Sonet,**  
EVP, Marketing,  
Communications  
and Sustainability

## Improving buildings efficiency

Through a new Sustainable Building Programme, we are ensuring that we minimise the carbon footprint of our estate. The programme comprises three pillars:

1. Driving energy efficiency initiatives across our network, for example with insulation and LED lighting
2. Progressively banning the use of fossil fuels in our buildings, for example through the installation of heat pumps
3. Scaling up our on-site renewable energy production and sourcing, for example through the implementation of solar panels

Our urban depots are particularly important in enabling greater efficiency. By positioning us closer to the final consumer, we can make better use of electric vehicles, cargo bikes and walking routes.

As well as our Sustainable Buildings Programme, we also established science-based targets that call for us to use renewable sources for 70% of our energy by 2030, and 100% by 2040.





## Investing in carbon reduction projects with our Carbon Fund

We understand that all our business units need to work together if we are to achieve net zero by 2040. In 2018, we set up a Carbon Fund to help them invest in vital carbon reduction projects throughout their value chain.

Eligible projects need to prioritise carbon reduction in our vehicles and building operations, should boost existing measures in our own or subcontracted operations, and must include a description of the expected benefits.

After submitting their proposals to be assessed by a central review committee, 20 business units received funding for 24 projects in 2022, avoiding 600 tonnes of CO<sub>2</sub> e. In Italy, for example, BRT invested in solar panels at their Stezzano depot that will result in a carbon reduction of 64 tonnes per year. They will also provide the additional energy needed to deploy more electric vehicles, unlocking further emissions reductions for the unit.

## The challenge of linehaul decarbonisation

Decarbonising our linehaul truck fleet represents one of our biggest challenges. Despite being modern and well-maintained, these 15,000-plus vehicles represent more than half our GHG emissions, and the availability of alternative technologies with which to fuel or replace them is limited.

We already operate high-capacity trailers that boost storage space by 50% in the UK, Netherlands Ireland and Spain, but their use is limited in certain countries. Most of our efforts to reduce GHG emissions will need to focus on the alternative vehicle technologies available, as we optimise our vehicle utilisation and networks, and shift to other transport modes.

At present, we operate 368 trucks powered by electricity or biofuel and expect biogas to be part of our long-term energy mix. In a major contribution to the initial years of our carbon reduction pathway, DPD UK and DPD Ireland are switching their entire linehaul

operations to hydrotreated vegetable oil fuel (HVO), a synthetic alternative made from certified waste materials. However, many potential options are not ready to be deployed at scale, and biofuels are only viable as a short-term solution.

Electric trucks, for example, are now being manufactured with ranges of up to 300 km, but our roads still lack the networks and grids that can manage the increase in demand. Another possible fuel source is hydrogen, but it's very expensive, there is currently no refuelling infrastructure, and it is less energy efficient than electric.

The regulatory landscape is, however, changing at speed. Coupled with growing pressure from both customers and businesses, we expect to see policies, like the European Green Deal, enacted that hasten the roll out of alternative trucks.

However, we know the situation is urgent. So we are working in collaboration with our stakeholders to actively pursue elements of current solutions, based on local fuel availability, operational constraints and government subsidies.

# LEADING INDUSTRY CHANGE WITH ZERO-EMISSION TRUCKS



## What is EV100+?

**CLIMATE GROUP  
EV100+**

A global initiative led by Climate Group, an NGO driving climate action, launched in September 2022. **EV100+** aims to signal the strong demand for large, zero-emission trucks to policymakers and vehicle manufacturers.

Geopost is a founding member of EV100+, alongside IKEA, Maersk, Unilever and JSW Steel. All members commit to only procuring zero-emission medium-duty vehicles by 2030 and to ensuring all their medium- and heavy-duty trucks are zero-emission at the tailpipe by 2040.

## Why is it important?

Medium- and heavy-duty trucks represented 6% of the global vehicle fleet and 5% of global CO<sub>2</sub> emissions in 2019<sup>12</sup>. In a business-as-usual scenario, this segment will represent over 11% of global CO<sub>2</sub> emissions by 2050<sup>13</sup>. A much larger choice of alternative solutions is needed to drive significant change.

<sup>12</sup>EA, (2020), Energy Technology Perspectives <sup>13</sup>ETC, Mission possible, (2018), Reaching net-zero carbon emissions from harder-to-abate sectors by mid-century - Sectoral focus HeavyRoadTransport

## Why is Geopost involved now?

By tackling the heaviest and most polluting vehicles in our fleet, we are strengthening our commitment to decarbonisation. Together with other leading shippers and carriers, we can send a powerful message to the market that there is substantial demand for change.

## How do our collaborations achieve change?

In Switzerland, we worked with Designwerk to introduce fully electric trucks. Although substantially more expensive, we achieved cost parity thanks to Swiss policy, where e-trucks are exempt from road tolls, and lower energy costs.

Working with a local transport partner, DPD Czech Republic has started using a fully electric, heavy-duty Volvo truck. It can travel 300 km per charge and carry up to 2,000 parcels, reducing annual CO<sub>2</sub> emissions by as much as five tonnes.

## Looking to the future: trialling electric trucks at DPD Netherlands

DPD Netherlands has been trialling rigid urban electric trucks in collaboration with vehicle manufacturers, showing how this technology can be run in the local network. Beyond EV100+, fleet decarbonisation remains a major challenge. However, through ongoing collaboration with key stakeholders, we are multiplying and diversifying initiatives across our business units to deliver permanent and stable carbon reductions.

# ACTING AS ONE FOR CHANGE



## Jadlog Brazil joins green freight programme

Jadlog has joined PLVB, a green freight programme run by the Brazilian Institute for Sustainable Transport. Together, experts and companies work to reduce emissions from goods transport. In addition, Jadlog has added two electric trucks to its fleet, meaning the company emits four tonnes less CO<sub>2</sub>e every month.



## DPD Ireland starts Green Flag initiative

Through site surveys and interviews, each depot is scored against its efforts to minimise its environmental footprint and maximise social impact, with depots scoring at least 60 out of 100 receiving a Green Flag award. Every depot also gets a report identifying their strengths and areas for improvement. In 2022, 37% of depots received the Green Flag and the initiative designed to improve depots' sustainability performance is now annual.



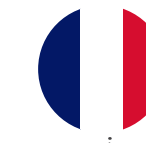
## DPD UK introduces HVO fuel

DPD UK is switching its entire diesel HGV fleet to advanced Gd+ HVO fuel by the end of 2023. Gd+ HVO is defined as renewable and sustainable under the EU's REDII legislation. It is the lowest-emission diesel replacement fuel available made from renewable feedstocks, typically resulting in lifecycle GHG emissions reductions of 90%, as well as an 80% reduction in particulates.



## DPD Netherlands tests alternative energies

Together with its transport partners, DPD Netherlands is testing alternative energies within its network. With Kievit, DPD has been testing HVO 100, a biofuel, that can help it save 1,500 tonnes of CO<sub>2</sub>e per year. With Rebro, DPD trialled electric vehicles to understand operational realities and the requirements for expanding their use. Through these collaborations, the company hopes to expand the use of alternative energies.



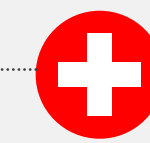
## Chronopost France installs solar panels

In 2022, Chronopost equipped two sites with photovoltaic panels: a new temperature-controlled hub in Ile-de-France and a new depot in Cayenne, French Guiana. In Ile-de-France, the facility supplies energy to cold rooms for healthcare and food storage, while the installation in French Guiana allows the solar charging of electric vehicles. Chronopost aims to have 10 sites equipped with PV by 2025.



## DPD Germany trials goods trains

As part of a pilot project to reduce the carbon footprint of parcel shipping, DPD Germany has started using rail to transport shipments between Hamburg and Duisburg. The company aims to shift more long-distance parcel transport to trains, with its first interim goal to switch 5% of domestic freight to rail by early 2023.

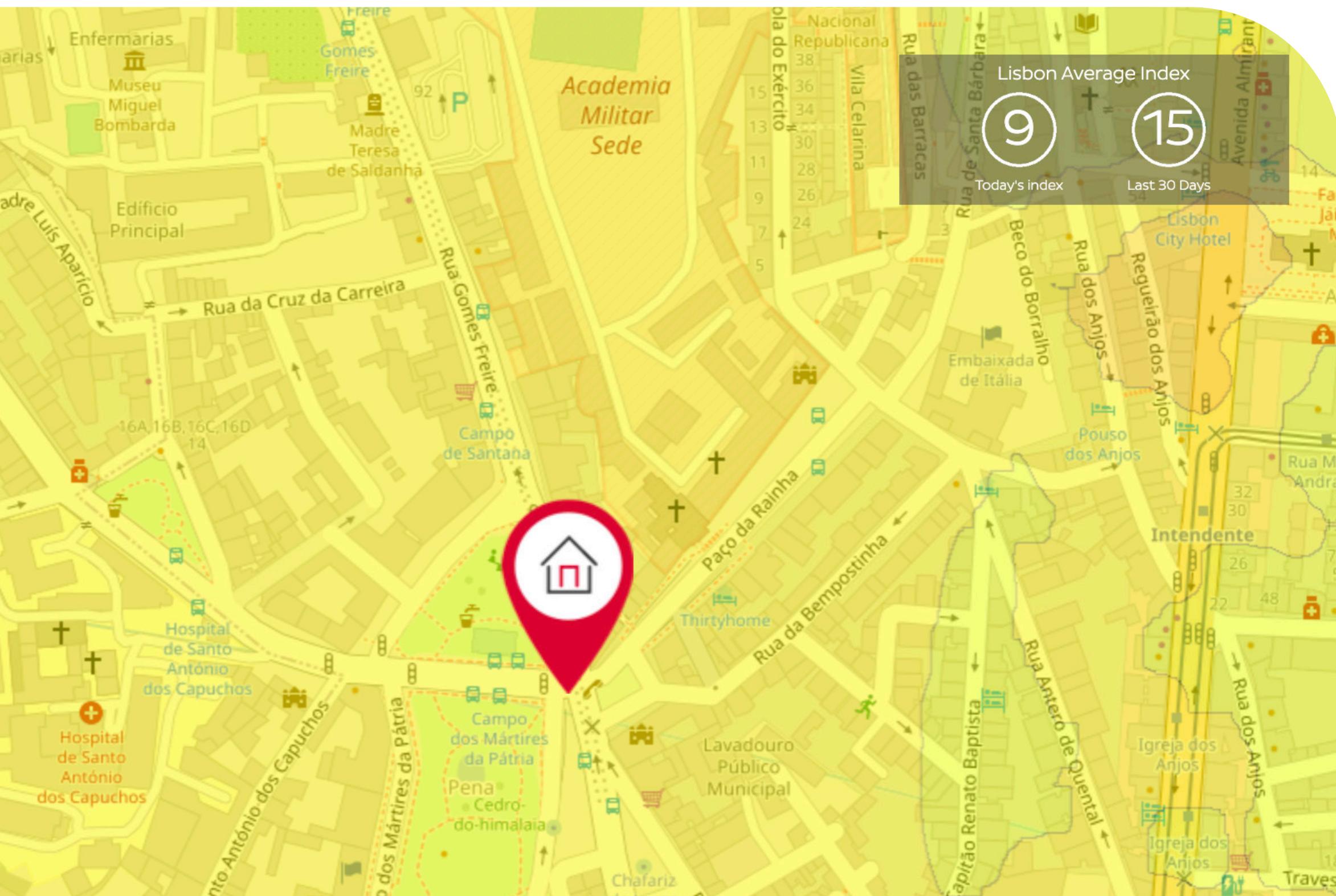


## DPD Switzerland opens Green CityHub

DPD Switzerland has opened Basel's first Green CityHub, making it the only parcel service provider in the city to use solely e-vehicles for last-mile deliveries. Electrified delivery in Basel cuts GHG emissions by 70% and saves around 11,000 km of travel every month. This is the company's third Green CityHub, moving it closer to its goal of reducing delivery emissions in 10 Swiss cities by 2025.

# PREPARING FOR TOMORROW

It is vital that we plan for tomorrow in collaboration with others, if we are to turn strategy into action and meet our long-term sustainability targets.



## Joining forces for cleaner air

The benefits of clean air are widely established, yet exposure to fine particulate matter above World Health Organisation recommendations resulted in 238,000 premature deaths in the EU-27 in 2020.

We recognise that the parcel delivery industry contributes to this problem and are determined to ensure we become part of the solution.

## Air quality monitoring programme

Road transport emits pollutants into the air, including nitrogen dioxide (NO<sub>2</sub>), CO and fine particles (PM10 and PM2.5). These pollutants affect public health by causing respiratory and cardiovascular diseases.

To counter this, we are improving our vehicle fleet, particularly in heavily populated urban areas, and deploying a monitoring tool that uses our dense network of vehicles and pick-up shops to provide real-

time air quality data that tracks fine particle (PM2.5) pollution. By collecting and sharing this data, we are helping cities to identify the causes of pollution hotspots.

Thanks to our unique collaboration with Pollutrack, a leading provider of mobile tracking systems for fine particles, we are enabling precision air quality monitoring at scale. We are fitting our delivery vehicles, urban depots and pick-up points with Pollutrack's next-generation laser sensors. These sensors count particles every second and transmit data five times per minute.

The initiative gives citizens access to mapped air-quality data at street level and helps city leaders to make data-based decisions to improve air cleanliness in urban environments. So far, 1,595 mobile sensors and 230 fixed sensors have been fitted across 28 European cities, the most recent of which is Porto.

## Understanding our own air pollutants

We conduct an annual assessment of the air pollutants emitted by our fleet. Using a methodology

based on COPERT / HBEFA, that takes account of variables such as vehicle age, speeding and loading rates, we quantify the pollution created by our operations. We are using this data to set our target to reduce our air pollutants by 64% by 2025 vs 2020. Our air pollutant results for 2022 was 2,313 tonnes. Please refer to the tables on p.40 for more detail.

1,595

mobile Pollutrack sensors and 230 fixed sensors have been fitted across 28 European cities.



64%

Our target is to reduce air pollutants by 64% by 2025 vs 2020.



## Rethinking urban logistics

Urban freight and logistics ensure cities run smoothly, helping to stock shops, repair equipment, supply consumers and remove waste, among many other crucial tasks. At the same time, however, logistics also create challenges: congestion, noise, pollution and emissions, and safety. At Geopost, we are rethinking urban logistics today to prepare for tomorrow. We know there is no single, quick fix, so we are acting right across our logistics chain to boost efficiency and reduce impact:

**Rethinking delivery** with low-emissions vehicles and a range of options, including home and out-of-home solutions for recipients that optimise delivery routes.

**Rethinking depots**, bringing them closer to city centres and using innovative shared or mobile hubs.

**Rethinking customer service** – our Predict solution improves first-time delivery rates and reduces GHG emissions by 5%<sup>14</sup> compared to a standard home delivery.

## DPD Estonia debuts delivery robot

Working with Cleveron Mobility, DPD Estonia has launched deliveries using driverless wheeled vehicles.

The wheeled robot couriers ride on public roads, functioning across a radius of approximately five kilometres. After a successful pilot in Tallinn, more autonomous deliveries are planned beyond the capital city.

“The introduction of autonomous robotic vehicles in parcel delivery is a very important step forward in terms of more sustainable delivery methods. We are extremely pleased to be the first parcel delivery company in Europe to implement such a technology.”

**Remo Kirss, CEO, DPD Estonia**

## DPD Germany opens its first DPD store

DPD Germany has expanded an innovative concept, first trialled at DPD Poland, that makes online shopping more convenient.

At the new DPD Store in Berlin, consumers can collect their orders and try them on right there in the store’s relaxed surroundings. Well-lit changing rooms with full-length mirrors are available, and any purchases that do not make the grade can be returned instantly at the store.

Cardboard boxes that consumers no longer need are provided free of charge for others to use, and returns labels can be printed out at an in-store self-service terminal. DPD Germany has also partnered with Storebox to enable consumers to book storage spaces of varying sizes, available at the store. The spaces can be rented online for short- or long-term use.

In addition, the store doubles as a micro-depot for electric cargo bike deliveries to the local neighbourhood, reducing congestion and pollution in the area. Initially, 300 parcels per day will be delivered, emission-free.

# PRIORITISING CIRCULARITY

Circularity is the economic shift needed to move away from the linear take-make-waste model to one that reduces usage and breathes new life into old materials. By supporting the transition towards a circular economy, we can cut the waste we generate, improve resource efficiency, support our customers and live with respect for the limits of nature. In 2022, we established the foundations of our circularity programme, and its activation is planned for 2023.

## Circularity challenges

Moving towards a circular economy is essential – but not without challenge. We must encourage everyone to see circularity not just as more recycling. First, we must refuse and rethink, then reduce, reuse and repair before resorting to recycling.

It is also still cheaper to ship single-use packaging, making it harder to adopt circularity for packaging materials.

Businesses often rely on regulation to force customers and consumers into participating in a circular economy. For example, the WEEE directive will soon require the takeback of 65% of e-waste (up from 45%), and the EU Commission demands that 10% of e-commerce packaging must be reusable by 2030.

Up to 80% of a product's environmental impact is determined during the design and production phases. That means that we can only influence 10% to 20% of its lifecycle impact via delivery method and packaging.

## DPD FRANCE PARTNERS IN REUSABLE PACKAGING TRIAL

DPD France is working with start-up Hipli to test revolutionary new reusable packaging for its customers.

Hipli provides five different packaging sizes and formats that are designed to be folded and returned to them by post after delivery. A prepaid label is integrated into the packaging design, and the folded packaging

is small enough to ensure any delivery emissions are minimal. The idea is to eliminate single-use delivery packaging.

Research shows that Hipli's innovative packaging can have an environmental footprint that's 80% less than a standard cardboard box. Through 100 uses, a single package can avoid 25 kgs of waste.



## DPD UK PUTS BEST FOOT FORWARD WITH SUSTAINABLE FOOTWEAR COLLABORATION

In partnership with safety footwear manufacturer Rock Fall, DPD has purchased an initial 5,000 pairs of boots, each made from up to 12 recycled plastic bottles.

The upper fabric, pull-on loops, laces and moisture-wicking lining are all 100% recycled plastic, while the bio-EVA midsole is made from sugar cane oil, not petroleum. The boots contain fibreglass

toecaps and use recycled foam offcuts for the footbed.

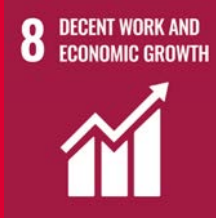
“By working with like-minded people and fellow innovators, we are finding more and more ways to improve what we do.

The boots are fantastic, and they are another great way of ensuring our drivers leave a footprint they can be proud of.”

**Olly Craughan, Head of Sustainability, DPD UK**



# HOW WE ARE DELIVERING FOR SOCIETY



# MAKING A POSITIVE IMPACT ON SOCIETY

Our business is part of the fabric of society: a thread that connects consumers, other businesses and the neighbourhoods in which we operate. We make things happen by moving goods to where they need to be.

We empower e-shoppers to track deliveries and choose when and where their parcels should arrive. And, increasingly, we transport essential products like food and healthcare to serve local populations.

At Geopost, we all believe it is crucial that we do this while also making a positive social impact for our employees, partners and communities. Because, despite our many skills, roles and backgrounds, our teams are united by a shared vision for a better way of doing business.

## OUR 2022 SOCIAL HIGHLIGHTS

JANUARY

Signed partnership with European Food Banks Federation (FEBA)

OCTOBER

Launched employee engagement barometer which reached 30,774 colleagues

DELIVERED A TOTAL OF

**580,734 TRAINING HOURS**

SEPTEMBER

Held first Global Inclusion Week

OCTOBER

Conducted the inaugural Delivery Excellence Challenge

“Geopost’s business is growing in line with our Together & Beyond strategy, which is why the number of employees grew by 16% between 2020 and 2022. Our growth within a changing environment has reinforced our commitment to invest in engaging our people. We continuously pay attention to creating a greater sense of belonging so everyone feels they are part of an organisation where they can help to build and shape . It is our fundamental value to be able to support our employees throughout their lives within Geopost. The outcomes of our annual group-wide Employee Engagement Barometer, launched in 2022, guide our priorities based on our Employer of Choice programme.”

**Marie-Hélène Michon,**  
EVP, HR and Corporate Administration



# POWERED BY OUR EMPLOYEES

Our flourishing multiculturalism and our entrepreneurial, inventive and empowering values help us create a truly unique workplace at Geopost. From this strong platform, we aim to attract and cultivate the best talent, enable equal career opportunities for all and provide a safe, welcoming and caring workplace for every employee and partner.

Thanks to the incredible contributions of our people, our business is innovating, growing and committed to a sustainable future. We believe in constructive social dialogue as fundamental to our company, and to the development of our HR policies as they evolve.



## Governing social sustainability

Governance for social sustainability at group level is led by the EVP in charge of HR and Corporate Administration and co-sponsored by the EVP in charge of Marketing, Communications and Sustainability, underlying the long-term, strategic importance of the topic to our business. Together, they oversee a Social Sustainability committee composed of business unit CEOs and HR and Operations directors. As we build towards becoming a people-driven company, it is paramount that we act as a united, global team, working together for tomorrow.

## Becoming an employer of choice

We are determined to become an employer of choice in the markets in which we operate. This is vital to our continuing success if we are to tackle inflation, secure outstanding, purpose-driven talent in a highly competitive market, meet growing social and regulatory pressures surrounding workers' rights and conditions, and create a powerful value proposition that supports our expansion and diversification goals. Our clear strategy for getting there is focused on four key pillars:

- **Diversity, equity and inclusion**
- **Talent management**
- **Internal careers**
- **Health, safety and wellbeing**

Our company is grounded in a collective belief in continuous improvement. Our employer-of-choice strategy is a representation of that mindset, helping us to recognise and fix any shortcoming so that we can enhance the work experience of our people.



# DEVELOPING OUR PEOPLE

As an employer of choice, we are dedicated to supporting the career development of our people. This includes ensuring fair and transparent performance evaluation, a clear talent review process, equal opportunities and salaries, and exciting internal job opportunities. Our business units are central to co-building and implementing these group-wide practices.

In 2023, we will focus on sharing best practices and enhancing programmes across business units, particularly with regard to leadership and talent development, and internal mobility.



## Employee Engagement Barometer

In 2022, in conjunction with IPSOS, we ran our first Employee Engagement Barometer to hear from employees about their working life and conditions, professional relationships and motivations. In total, 30,774 employees across the globe completed the survey (64%), returning an engagement index of 76%.

This result aligns with the industry benchmark and indicates a high level of engagement within our organisation. The overall score was driven by a strong sense of pride in working for Geopost and good confidence in the group's future success. Additionally, colleagues praised the safe, empowering work environment and perceived the business as flexible, innovative and dedicated to sustainable improvement.

The Barometer is now an annual event, and we are aiming to improve our engagement score by at least 1% per year. The rich data provided will help us evolve our recruitment and retention strategies, build even greater engagement, and support our growth in a challenging market.

## Engaging our colleagues with Climate Fresk

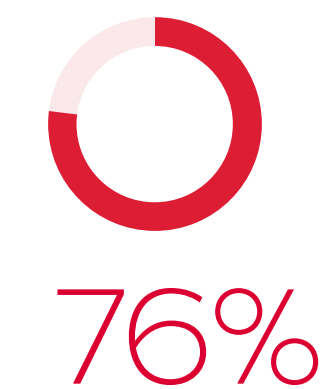
Climate Fresk is a science-based, interactive card game that encourages participants to consider the causes and consequences of climate change and their connection to human activities. This is part of a wider commitment from La Poste Groupe aiming at training 50,000 people.

We are using Climate Fresk to raise awareness among our people, and create a sense of shared ownership for our company's climate goals. We also hope it will drive individual action in our colleagues' personal lives. The first of our subsidiaries to run the activity was our [Stuart business](#). To date, more than 400 colleagues have taken part in a Climate Fresk, including our CEO and Executive Committee, and through a train-the-trainer approach, we aim to involve at least 2,000 employees by mid-2024. All our HQ staff are expected to take part and participation is voluntary but supported by us for all business units.

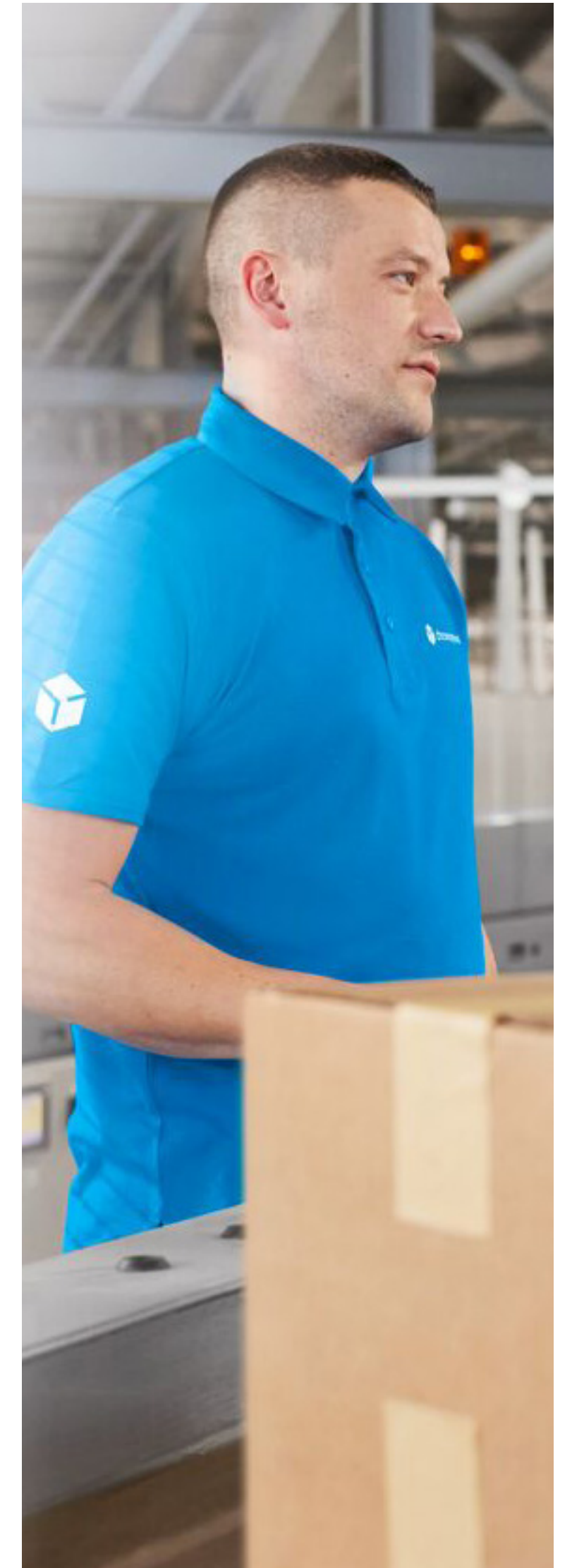
## How Chronopost's people help find talent

To boost recruitment, Chronopost is turning to digital solutions that build on employees' social and professional networks. ChronoTalents is an online community that highlights new job opportunities and enables employees to post open positions to their social networks. Since its launch in September 2022, ChronoTalents has assisted in 56 internal promotions and 33 external recruitments.

The programme was jointly built by Chronopost's HR, IT, Legal and Internal Communications teams and has resulted in a more cost-effective, dynamic recruitment process and enhanced the employer brand.



Engagement index (2022)



# CREATING A SAFE AND INCLUSIVE ENVIRONMENT



## Fostering inclusivity

Diversity, equity and inclusion forms one of the key pillars of our employer-of-choice strategy. We break this down into five action areas:

### Disability and neurodiversity

making work accessible and raising internal awareness

### Gender

providing equitable pay and ensuring representation

### Family life

offering flexible working patterns and parental leave

### Generations

giving opportunities for flexible work and running mentoring schemes

### Multiculturalism

celebrating diversity and recognising its business benefits

87% of respondents to the Employee Engagement Barometer feel that people are respected whatever their profile, and 82% believe the business truly values diversity.

## Working together for Inclusion Week

We want our business to be a place where people stay to expand their skills and develop their careers within a large, international, forward-looking group.

As part of our employer-of-choice strategy, in 2022, we worked to enhance diversity and gender equality, ensure greater inclusion of disabled colleagues and those from underprivileged backgrounds, improve social advancement, and develop a strong sense of social sustainability throughout our business.

One element of this effort was our new Inclusion Week initiative in September, inspired by events previously run by DPD UK, DPD Poland and SEUR, raising awareness of diversity, equity and inclusion. Business units around the world organised different events, including messages from senior management, workshops and employee volunteering.

Itxaso Larrañaga, Chief Human Resources Officer at SEUR and co-sponsor of our diversity, equity and inclusion workstream,

noted that, "Increased diversity remains one of the most reliable drivers of business performance, even in a disrupting and complex environment. We know that when employees believe their organisation is committed to inclusion, they report better business performance."

Our inaugural Inclusion Week was one of our first, major, cross-business initiatives, taking place across 28 business units that represent 50,000 employees. The activities were drawn from more than 100 potential ideas shared in our library of best practice.

## Ensuring sound health and wellbeing

Ensuring the health, safety and wellbeing of our people is a non-negotiable principle of our business and a key issue identified by La Poste Groupe's materiality assessment.

Health and safety is co-led by our HR and Operations teams, and through their active approach, we endeavour to provide safe working environments, limit work-related

accidents, combat absenteeism and respect the physical and mental wellbeing of our people.

Our inaugural Employee Engagement Barometer found that employees largely feel they enjoy good health and safety conditions in the workplace, with an overall score of 82%. In 2022, we increased health and safety training time by 25%. We also embedded health and safety in our Sustainable Procurement Charter and Code of Conduct.

# 87%

of respondents to the Employee Engagement Barometer feel that people are respected whatever their profile

# 82%

of Geopost employees feel that they work in good health and safety conditions

# DRIVING CHANGE HAND-IN-HAND WITH OUR TRANSPORT PARTNERS

Our transport partners are of critical importance to our business. They are part of our first and last mile network, our linehaul transport services and our depot teams, and often, they are the face of our business units for customers and parcel recipients. We work hand-in-hand with them as extended members of the Geopost family.



## Becoming a partner of choice

Subcontractors also face the issue of driver churn. This high turnaround is one of the key threats currently faced by the industry, and it will become even more pressing in the future. A 2022 report from the IRU (International Road Transport Union) suggested that 1 in 10 truck driver positions in Europe are unfilled. This is where the benefits of working at Geopost come into powerful play, making us a partner of choice and boosting retention rates.

Scope 3 emissions are included within our science-based targets and represent a significant portion of our carbon footprint – in 2022, our scope 3 emissions sat at 87,7%. Therefore, it is essential that we integrate our transport partners into our environmental and social sustainability programmes. If we are to make a meaningful impact, we must work with our partners to meet our decarbonisation milestones and achieve our net-zero ambitions together. This duty to act both within and beyond our direct operations is a large part of why we enhanced our partner-of-choice programme.

To deepen our impact with the programme, we conducted extensive market research and consultation, looking afresh at the entirety of our transport partners' relationships with Geopost. While we have been successfully engaging with our partners and business units in this area for many years, through this renewed programme, we aim to make an even greater impact: attracting more transport partners, providing a safe and smooth working experience, better rewarding good performance and driving decarbonisation together.

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

In collaboration with our business units, we defined 14 universal initiatives that lead to direct benefits for our partners. These include fair and on-time payment for all partners, infrastructure for sustainable operations, including e-vans and charging stations,

and value-added benefits, such as vehicle financing and medical coverage, for our pickup and delivery suppliers.

By looking after happier partners and drivers, we hope to foster a stable base of transport partners, build long-term relationships, and grow our business together. As a result, we can support and collaborate with our partners to transition to lower-emission transport solutions for a more sustainable and successful future.

These initiatives are already under way with last mile delivery drivers and local transport companies. In 2023, we intend to review the specific needs of truck drivers, hauliers, warehouse workers and temporary labour agencies.

## Recognising delivery excellence

We are acutely aware of the essential role drivers play in our ability to provide and maintain high service quality for our customers. Last year, to help recognise the expertise and experience of our drivers and demonstrate our esteem for their work, we held a

Delivery Excellence Challenge. The aim was to show our appreciation for our drivers and transport partners as part of our international family. It also presented an opportunity for us to highlight our commitments to safety, sustainability and data-driven performance management.

The challenge saw drivers, both employees and partners, compete in local qualifying rounds. Seventeen drivers who stood out in these national rounds went on to compete at the European finals, held as a get-away in Croatia.

Using only fully electric vehicles, the drivers competed in a series of tough challenges designed to replicate a typical day's work for a pickup-and-delivery expert, demonstrating their skills in categories such as customer service, sustainability, and safe driving.

Enormous congratulations go to Peter Csernyak from DPD Hungary who was crowned the first-ever winner of our Delivery Excellence Challenge at the event's award ceremony. We are excited to see who follows in Peter's footsteps in 2023.

# BRINGING COMMUNITIES CLOSER TOGETHER

We operate hundreds of sites in diverse communities the world over. Alongside our ambitions to become employers and partners of choice, we also strive to be good neighbours in the areas we work in and beyond.

For us, looking after communities means acting both locally and globally, and our people are proud to be integral to the neighbourhoods in which they work.



## WORKING LOCALLY FOR CLOSER COMMUNITIES

As delivery experts, we connect with communities every day. Our people are committed to good causes, volunteering their time, skills and resources with initiatives that help communities prosper. These include:



### SOS Dječje Selo x DPD Croatia

SOS Dječje Selo, SOS Children's Village, is an organisation that houses and cares for orphaned and abandoned children. For the past 10 years, DPD Croatia has provided funding for one of the charity's homes and its employees regularly volunteer to mentor and spend time with the children. The team recently opened its doors to a group of young people leaving care, to provide guidance and career advice as they take their first steps into adulthood.



### Fundación SEUR

Since it was established in 2004, Fundación SEUR has helped underprivileged communities. In 2011, Iker, a young boy from Bilbao, approached us for help with transporting the plastic bottle caps he was collecting to a nearby recycling company. He used the money he received to pay for the frame he needed to stand upright. Today, our flagship initiative gives children access to life-changing medical treatment and products that are not covered by the state. To date, we have raised over €1,347,000, recycled over 7,675 tonnes of bottle caps, financed therapies and orthopaedics for 193 children in Spain and Portugal, and prevented the emission of over 9,600 tonnes of CO<sub>2</sub>.



### Forestry England x DPD UK

Forestry England and DPD UK have entered into a four-year partnership to plant and restore woodland, tackling climate change and creating positive benefits for local wildlife and communities. The partnership focuses on four separate sites, the first of which is Colliers Wood near Manchester, a much-used community green space on the site of a former coal mine. More than 4,000 new trees will be planted here.



### DPD Poland Foundation

Five years ago, DPD Poland created its Foundation to help colleagues, including employees and couriers, facing unexpected life events. Employees suggest fundraising events themselves and so far, 17,000 employees have raised over €160,000 and walked or cycled over 500,000 km to help 50 colleagues in their time of need.

## STANDING BY THOSE IN NEED



### Ukraine

Our employees joined our business in offering support for the people of Ukraine. We donated €1 million to the Red Cross and Red Crescent movement through the French Red Cross and assisted the European Food Banks Federation's work in the region with €200,000. We also offered matched funding for employee, customer and partner donations up to an additional €200,000.



### Our friends at Yurtiçi Kargo

We were shocked and saddened by the devastating earthquakes that struck Turkey and Syria in early 2023. Yurtiçi Kargo has been our partner in Turkey since 2007, and it hit us particularly hard to learn that some of our colleagues there are among those missing or killed. We donated €100,000 to the emergency relief effort via the French Red Cross and stand with all those affected by this disaster.

## SUPPORTING COMMUNITIES ACROSS EUROPE THROUGH OUR NETWORK



### European Food Banks Federation (FEBA)

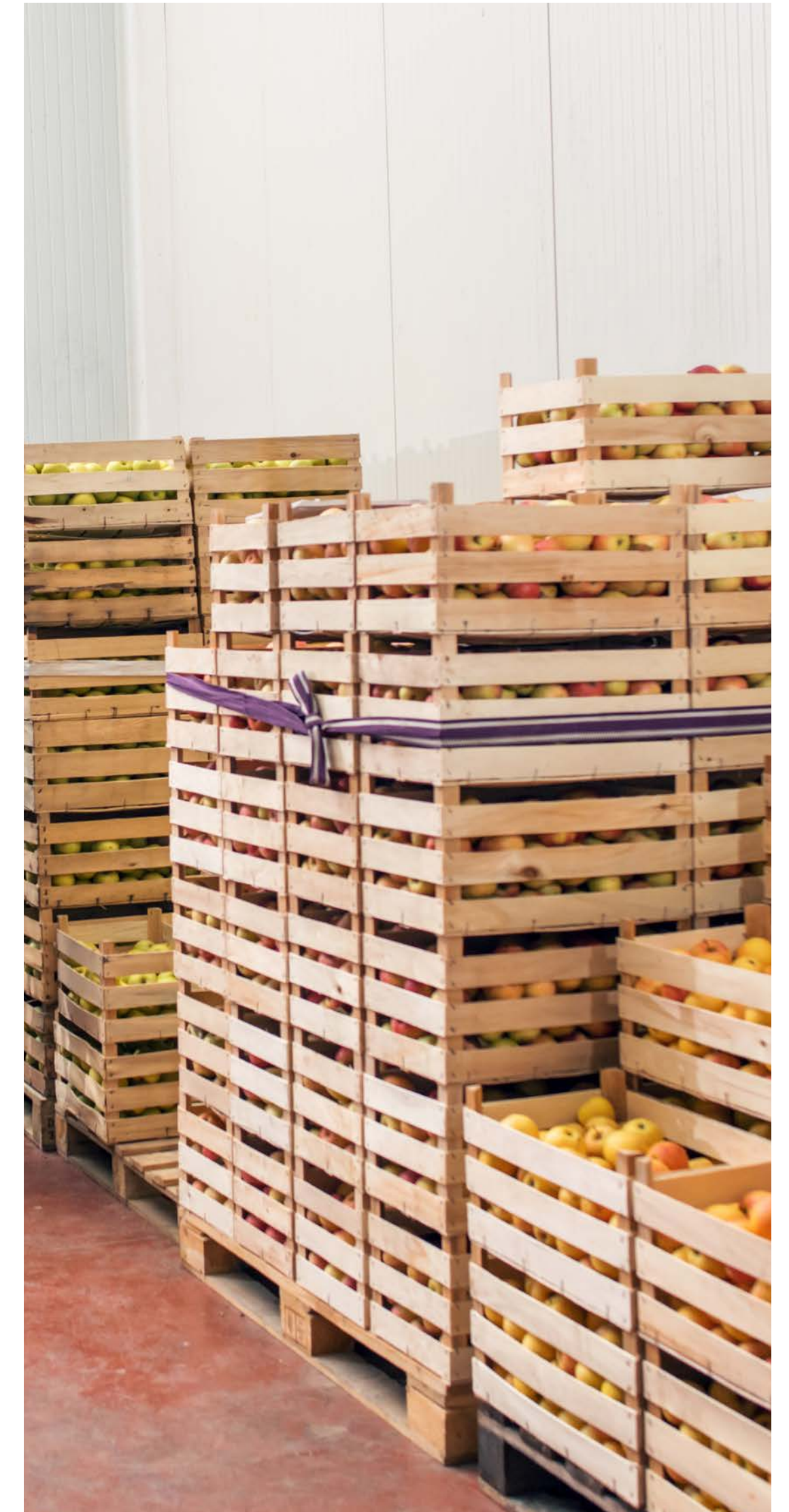
In January 2022, we signed a group-level partnership with FEBA, renewing the existing agreements of many business units, embracing the circular economy and ensuring sustainable resource use.

Driven by a shared goal of preventing food waste and improving food security, we now make a group-wide annual financial donation to FEBA, encourage employees to take part in supportive activities, share our skills, and use our business units' delivery expertise to help with parcel deliveries between food banks and related organisations. In 2022, we donated €200,000 and an additional €11,693 in matched employee donations.

Locally, our business units are directly engaged with this effort:

- DPD Germany ships undelivered foodstuff to food banks.

- DPD Poland provides food banks with admin and financial support, receiving educational activities about food management in return.
- DPD UK helps donate undelivered food parcels to food banks and supports employee volunteering.
- DPD Hungary joins local initiatives and offers financial support.
- Staff at our headquarters donated lots of essential items to food banks, triggering a €10,000 donation from our group.



# ETHICS AND GOVERNANCE



# Our ethics and governance

**We foster better business to deliver progress for commerce – for today and tomorrow.**

That is our purpose, and it is integral to everything we do.

To pursue it, we channel our personality – empowering, entrepreneurial, inventive – and this spirit also guides the way we approach sustainability.

## Geopost Executive Committee

Meet several times a month to approve all sustainability initiatives and strategies before implementation. The Vice-President in charge of Marketing, Communications and Sustainability is a member.



### European Operating Board

Approves all key initiatives and strategies. Within the Board, the Executive Vice-President for Marketing, Communications and Sustainability heads sustainability.

### Central Sustainability Team

Hold the day-to-day responsibility for defining and implementing the strategy and coordinating with our European Sustainability community.

### La Poste Groupe Sustainability Committee

Monthly meetings are held with La Poste Groupe's various departments and subsidiaries to ensure that commitments made between these entities are consistent. Geopost's Sustainability Director is a member of the Committee.

### European Sustainability Community

20 sustainability delegates from our European Business Units are responsible for the operational implementation of the strategy. Three meetings focussed on sustainability are held in Europe each year.

### Business Unit Sustainability Teams

Over 20 Business Units tailor individual sustainability action plans and initiatives for each pillar of the strategy to local needs.

## Sustainability governance

Our sustainability strategy is guided by our Executive Committee, based on sustainability central team recommendations and expertise, they manage the performance management framework and facilitate the sharing of best practice between business units.

Our 20 European business units create and deliver bespoke sustainability activity within each pillar of the group strategy, and our European Sustainability Community brings the units' representatives together to share and discuss.

As a subsidiary, our efforts are also governed by the vision of La Poste Groupe, and we are represented on their Central Sustainability Committee.

## Sustainable Procurement Charter

We are a transport and delivery player and a responsible contracting company. We acknowledge our requirement to respect and promote human rights, health and safety at work, and the environment and to tackle corruption throughout our value chain in accordance with international standards. We also expect our suppliers and providers to meet the same high standards.

Our Sustainable Procurement Charter, issued in 2022 and mandatory in all subsidiaries, ensures that those who supply us share our approach to responsible, sustainable business, including:

- 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

We, along with La Poste Groupe and its other businesses, confirmed our commitment to responsible procurement by signing the French government's Supplier Relations and Responsible Purchasing Charter (RFAR Charter) in September 2022.

## Human rights

We signed the United Nations Global Compact in 2016, and through our sustainability programme, DrivingChange™, we actively work to respect the Compact's 10 principles relating to human rights, international labour standards, the environment and corruption.

Under all circumstances, we also apply international labour and human rights principles as defined by the International Bill of Human Rights, the OECD Guidelines, the International Labour Organisation Fundamental Conventions, [the UN Guiding Principles](#) and the UN SDGs. Beyond this, we carry out duty-

of-care risk mapping to assess our performance across human and labour rights, health and safety, and the environment, and our new Human Rights Policy will be issued in 2023.

## Code of conduct

In 2022, we updated our Code of Conduct in line with an update to our governance rules. The new Geopost Code of Conduct reflects market best practice and international standards in terms of business ethics. Its application is compulsory in each of our business units

## Compliance governance

Across Geopost, compliance and governance are overseen by a senior team consisting of 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.

Through our governance system, we enforce the principles of our Governance Rules – which apply to each of our business units – and adhere to the highest international standards for compliance.

Within each business unit, compliance teams, which may include a Chief Compliance Officer or Ethics Officer, for example, manage compliance, ethics and related issues within the local territory.

## Anti-corruption

In line with our Code of Conduct and our adoption of the UN Global Compact, we prohibit all forms of corruption in our interactions. We integrate La Poste Groupe's three anti-corruption principles into our business: zero tolerance, everyone concerned, and everyone vigilant.

Based on a comprehensive risk-mapping exercise, we are developing a new anti-corruption programme that is fully compliant with France's Sapin II law.

In 2021, we issued anti-corruption training and policies to each business unit that helped us

to identify and measure our risks. Now, as part of our continuous improvement, we are working with external experts to develop an enhanced strategy for preventing and addressing potential corruption within Geopost.

## International trade compliance

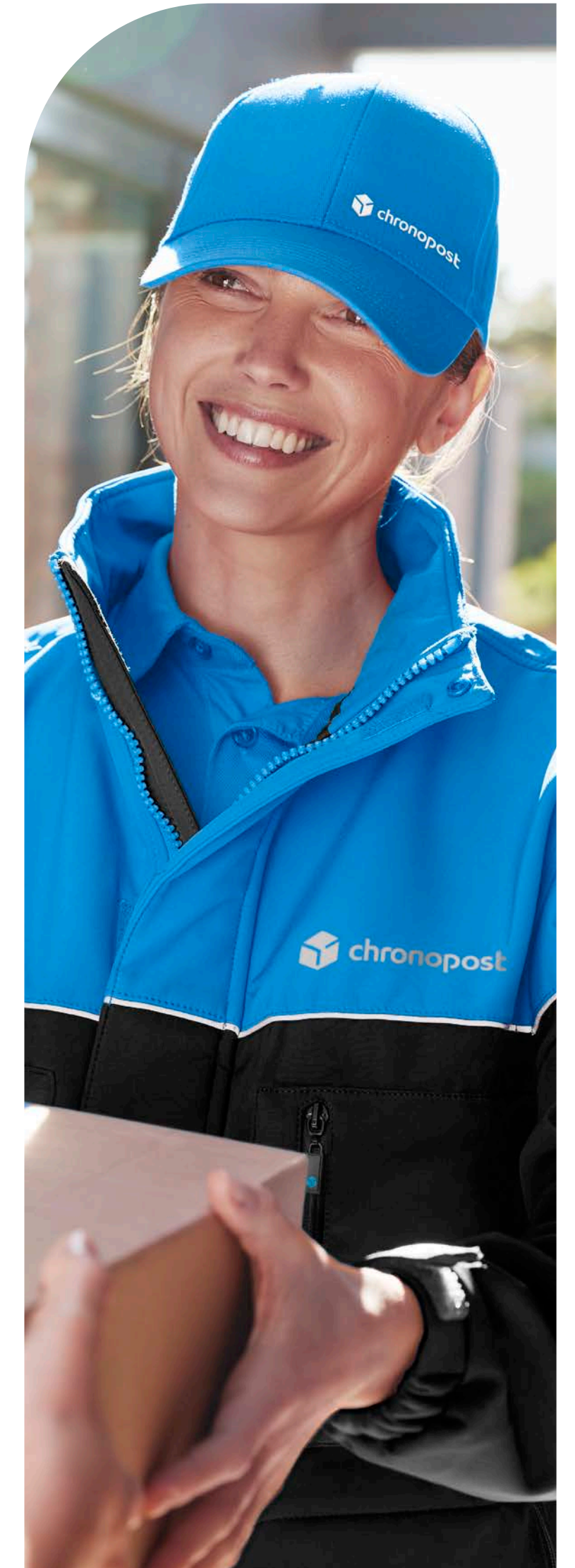
All businesses are subject to international obligations and regulations issued by organisations such as the UN, EU and national governments. We adhere to trade compliance rules strictly and support our business units in complying with the restrictions that arise from sanctions, laws and embargoes. Our compliance programme ensures that we only trade with legitimate partners and incorporates our Sanctions Compliance Policy, a defined compliance framework, and use of the denied party lists screening tool.

## Personal data protection

To ensure we comply with the EU's General Data Protection Regulation (GDPR), we implemented a major data protection initiative that embeds data protection into our processes and culture. At group level, we maintain oversight of our data management, while each European business unit has its own GDPR point of contact.

We developed tools that enable our business units to evaluate the data risks of all new projects and, following an audit, established a committee to oversee continuing compliance and direct our data protection strategy.

All European business units were audited between 2019 and 2021, and we reinforced our data protection governance at group level to support our plans for business expansion over the coming years.





# APPENDIX

# DATA TABLES



## PLANET

The data provided in these tables is drawn from our RESPIRE report which covers Geopost’s 20 Business Units<sup>15</sup>.

### ENERGY

	UNIT	2020	2021	2022	% (2021-2022)
<b>Total - GHG emissions from energy consumption (buildings + on-site freight)</b>	tCO <sub>2</sub> e	90,457.19	95,669.28	75,412.21	-21%
<b>GHG emissions avoided due to renewable electricity production of own/ leased buildings</b>	tCO <sub>2</sub> e	829.93	935.79	2,353.18	151%

<sup>15</sup> Business units include DPD Slovenia, DPD Croatia, DPD Switzerland, DPD UK, DPD Hungary, DPD Slovakia, DPD Portugal, BRT, DPD France, DPD Lithuania, DPD Estonia, DPD Ireland, DPD Latvia, DPD Belgium, DPD Germany, DPD Netherlands, DPD Czech Republic, Chronopost, SEUR, DPD Poland



## WATER

	Q4 2020	Q4 2021	Q4 2022	% (2021-2022)
<b>Total volume of water consumed over the reporting period (litres)</b>	104,682,125	131,652,445	113,788,580	-13,6%

## WASTE

These figures cover 87,1% of the waste from Geopost’s 20 operating units in 2022. Note: Geopost’s methodology evolved in 2022 to increase accuracy and best meet current requirements. Therefore, data is not available for 2020 and 2021

<b>Total waste 2022</b>	kg	104,674,375.49
<b>Ratio - Share of recycled or reused waste in total waste</b>	%	93,23



## MATERIALS

Note: Geopost's methodology evolved in 2021. Therefore, data comparison is not possible for 2020

		2021	2022	% (2021-2022)
<b>Paper consumption - Standard</b>	kg	2,467,786.2	1,046,458.16	-58%
<b>Paper consumption - Certified</b>	kg	3,373,943.15	1,726,459.87	-49%
<b>Paper consumption - Recycled</b>	kg	266,433.37	151,402.07	-43%
<b>Consumption of cardboard for packaging</b>	kg	301,323.89	595,700.27	98%
<b>Consumption of recycled cardboard for packaging</b>	kg	1,600,481.64	696,816.02	-56%
<b>Consumption of plastic for packaging</b>	kg	1,575,528.5	1,657,980.2	5%
<b>Consumption of recycled plastic for packaging</b>	kg	677,012.07	569,509.97	-16%

## GHG EMISSIONS

EMISSIONS CATEGORY	FY2020 (tCO <sub>2</sub> e)	FY2021 (tCO <sub>2</sub> e)	FY2022 (tCO <sub>2</sub> e)	% (2021-2022)
<b>SCOPE 1 (fuel use from our own vehicles &amp; buildings)*</b>	180,446	209,806	195,089	-7,01%
<b>First &amp; last mile (road)</b>	30,860	30,490	31,280	2,59%
<b>Linehauls (road)</b>	99,292	116,761	104,836	-10,21%
<b>Buildings</b>	25,715	31,709	24,948	-21,32%
<b>On-site freight (shunters and forklifts)</b>	12,983	14,642	17,836	21,81%
<b>Company cars</b>	11,276	14,924	15,899	6,53%
<b>Cold chain</b>	320	1,280	290	-77,34%
<b>SCOPE 2 market based (electricity emissions)*</b>	50,381	22,136	29,426	32,94%
<b>SCOPE 2 location based (electricity emissions)</b>	82,928	97,315	103,332	6,18%
<b>SCOPE 3 Category 1: Purchased goods and services</b>	147,044	169,179	170,409	0,73%
<b>SCOPE 3 Category 2: Capital goods (CAPEX related emissions: fleet, IT, hub &amp; depots, HQ)</b>	61,274	93,626	88,094	-5,91%
<b>SCOPE 3 Category 3: Fuel- and Energy-Related (upstream emissions of scope 1 fuel consumption)*</b>	44,538	51,360	46,662	-9,15%
<b>First &amp; last mile (road)</b>	7,946	7,828	7,614	-2,73%
<b>Linehauls (road)</b>	25,702	30,223	25,637	-15,17%
<b>Buildings</b>	4,664	5,748	5,268	-8,35%
<b>On-site freight (shunters and forklifts)</b>	3,353	3,784	4,358	15,17%
<b>Company cars</b>	2,872	3,777	3,785	0,21%

\*The data included in the tables aligns with GHG Protocol requirements. Categories marked with an \* indicate emissions included in the scope of Geopost's near-term SBTi target and includes Scope 2 emissions (market-based) and a reduced Scope 3 (Category 1, 2, 5, 6, 7, 12 and 15).

EMISSIONS CATEGORY	FY2020 (tCO <sub>2</sub> e)	FY2021 (tCO <sub>2</sub> e)	FY2022 (tCO <sub>2</sub> e)	% (2021-2022)
<b>SCOPE 3 Category 4: Upstream transport (WTW emissions of subcontracted transport: PUD, LNH, AIR, SEA, RAIL)*</b>	1,548,302	1,694,601	1,580,789	-6,72%
<b>First &amp; last mile (road)</b>	679,613	733,763	666,012	-9,23%
<b>Linehails (road)</b>	787,050	876,515	816,584	-6,84%
<b>Air freight</b>	81,638	84,324	97,903	16,10%
<b>Sea freight</b>	ND	ND	270	-
<b>Rail freight</b>	ND	ND	20	-
<b>SCOPE 3 Category 5: Waste</b>	39,151	37,967	42,448	11,80%
<b>SCOPE 3 Category 6: Business travel</b>	1,628	1,050	5,335	408,10%
<b>SCOPE 3 Category 7: Employee commuting</b>	23,253	25,786	25,986	0,78%
<b>SCOPE 3 Category 8: Upstream leased assets (subcontracted buildings)</b>	6,195	7,214	3,260	-54,81%
<b>SCOPE 3 Category 12: End-of-life treatment of sold products (waste management of sold packaging)*</b>	3,430	4,733	4,247	-10,27%
<b>SCOPE 3 Category 15: Investments (e.g. DTDC, Yurtici Cargo, etc..)</b>	8,537	29,847	36,114	21,00%
<b>TOTAL SCOPE 1&amp;2 (market based)</b>	230,827	231,942	224,515	-3,20%
<b>TOTAL SCOPE 1&amp;2 (location based)</b>	263,374	307,121	298,421	-2,83%
<b>TOTAL SCOPE 3</b>	1,883,350	2,115,364	2,003,344	-5,30%
<b>TOTAL SCOPE 1, 2, 3 EMISSIONS (market based)</b>	2,114,177	2,347,306	2,227,859	-5,09%
<b>TOTAL SCOPE 1, 2, 3 EMISSIONS (location based)</b>	2,146,724	2,422,485	2,301,765	-4,98%
<b>TOTAL SBTi NEAR TERM TARGET BOUNDARY</b>	1,829,860	1,985,118	1,855,226	-6,54%

\*The data included in the tables aligns with GHG Protocol requirements. Categories marked with an \* indicate emissions included in the scope of Geopost's near-term SBTi target and includes Scope 2 emissions (market-based) and a reduced Scope 3 (Category 1, 2, 5, 6, 7, 12 and 15).

## POLLUTANTS

TONNES OF POLLUTANTS	UNIT	2020	%	2021	%	2022	%(2021-2022)
CO	tons	498	15%	447	15%	397	-11%
NOx	tons	2,667	78%	2378	78%	1,729	-27%
PM 2.5	tons	131	4%	137	4%	115	-16%
PM 10	tons	234	7%	226	7%	187	-17%
<b>TOTAL</b>	<b>tons</b>	<b>3,400</b>	<b>100%</b>	<b>3,051</b>	<b>100%</b>	<b>2,313</b>	<b>-24%</b>

Note: it is normal that the total is not 100% because PM2.5 is included in PM10.



## VEHICLE SPLIT BY EURO NORMS

NUMBER OF VEHICLES	UNIT	2020	2021	2022	2025 target
Euro 1, 2 & 3	PUD vehicles	3%	2%	2%	0%
Euro 4	PUD vehicles	12%	10%	8%	0%
Euro 5	PUD vehicles	26%	20%	16%	0%
Euro 6	PUD vehicles	59%	68%	74%	100%

NUMBER OF VEHICLES	UNIT	2020	2021	2022	2025 target
Euro 1, 2 & 3	LNH vehicles	6%	2%	2%	0%
Euro 4	LNH vehicles	3%	14%	2%	0%
Euro 5	LNH vehicles	21%	3%	4%	0%
Euro 6	LNH vehicles	70%	81%	92%	100%

## GRI TABLE 1ST JANUARY – 31ST DECEMBER 2022

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 2021</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 4</li> <li>• About this report – Page 46</li> <li>• About this report – Page 46</li> <li>• Measuring the impact we are making – Page 8</li> <li>• Introduction – Page 4</li> <li>• Introduction – Page 4</li> <li>• Driving change hand-in-hand with our transport partners – Page 28</li> <li>• Sustainability governance – Page 32</li> <li>• In conversation with Yves Dalmás – Page 3</li> <li>• Achieving our shared vision for 2030 – Page 5</li> <li>• See full sustainability report for information on how we embed our policy commitments (specific examples include page 14 for our Net Zero commitment and page 32 for Ethics and Governance)</li> <li>• Our ethics and governance – Page 32</li> <li>• Our approach to sustainability: targeting our most material issues – Page 7</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 4</li> </ul>
<b>GRI 206: Anti-corruption</b>	<ul style="list-style-type: none"> <li>• 205-1 Operations assessed for risks to corruption</li> <li>• 205-2 Communication and training about anti-corruption policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Our ethics and governance: anti-corruption – Page 33</li> <li>• Our ethics and governance: anti-corruption – Page 33</li> </ul>

GRI STANDARD	DISCLOSURE	LOCATION
<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>Our ethics and governance: compliance governance - Page 33</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>Appendix: Materials - Page 37</li> <li>Appendix: Materials - Page 37</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>Appendix: Energy - Page 35</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>Appendix: Water - Page 36</li> </ul>
<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>Appendix: GHG Emissions - Page 38</li> <li>Appendix: GHG Emissions - Page 38</li> <li>Appendix: GHG Emissions - Page 38</li> <li>Achieving Net Zero by 2040 - Page 14</li> <li>Appendix: Pollutants - Page 40</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>Appendix: Waste - Page 36</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>New employee hires on permanent contracts: 10,532</li> <li>Permanent staff turnover rate: 23,2%</li> </ul>

GRI STANDARD	DISCLOSURE	LOCATION
<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>• Creating a safe and inclusive environment: Ensuring sound health and wellbeing - Page 27</li> <li>• Creating a safe and inclusive environment: Ensuring sound health and wellbeing - Page 27</li> <li>• Hours of safety training: 156, 537</li> <li>• Creating a safe and inclusive environment: Ensuring sound health and wellbeing - Page 27</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>• 11.25 hours</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>• Bringing communities closer together - Page 29</li> </ul>



## About this report

This is Geopost's seventh sustainability report, covering the period of 1st January - 31st December 2022. It primarily accounts for the 20 Business Units across Europe (unless otherwise stated), all of which are under full ownership. 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) or contact [drivingchange@geopost.com](mailto:drivingchange@geopost.com)

### Business units covered in this report:

DPD Slovenia, DPD Croatia, DPD Switzerland, DPD UK, DPD Hungary, DPD Slovakia, DPD Portugal, BRT, DPD France, DPD Lithuania, DPD Estonia, DPD Ireland, DPD Latvia, DPD Belgium, DPD Germany, DPD Netherlands, DPD Czech Republic, Chronopost, SEUR, DPD Poland

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