



# Driving change

SUSTAINABILITY REPORT 2024



## ABOUT OUR BUSINESS

In a world that demands innovation, reliability and resources, Geopost is trusted by the world's biggest companies and small and medium enterprises (SMEs).

Across every sector, we provide a comprehensive range of door-to-door and out-of-home parcel delivery and commerce solutions.



We stand on firm foundations. We are part of La Poste Groupe, the French postal operator, a subsidiary of the Caisse des Dépôts et Consignations (CDC).

Our network spans 50 countries worldwide and a portfolio of expert and respected brands: DPD, Chronopost, SEUR, BRT, Speedy and Jadlog.



We see, and contribute to, a changing business landscape: digitalisation, cost and sustainability are changing the purchasing decisions of businesses and consumers. To meet their expectations, we draw on our deep experience in domestic, intra-European and international delivery, to provide best-in-class services. This includes specialised delivery, such as for fresh foods and healthcare, opening up new possibilities for business.



Our vision is to become the international reference in sustainable delivery, collaborating and innovating to drive change forward.



Others agree that we are making good progress. In 2024, Geopost's sustainability strategy won at the inaugural Global Sustainability & ESG Awards and was awarded a recognition on social sustainability from the Financial Times X Statista – Europe's Diversity Leaders 2025. TIPSA, a business unit in Spain, received the Corporate Social Responsibility Award. DPD Lithuania received the Green Transport Award for carbon emissions reduction and DPD Ireland won the Sustainable Transport Award at the Ireland Climate Change Leadership Awards. DPD Poland ranked the No. 2 Best Polish Employer in the transport sector by business magazine Forbes.

# 50

COUNTRIES IN OUR NETWORK

# 57,000

EMPLOYEES

# €15.8bn

REVENUE

# 2.1bn

PARCELS

## IN THIS REPORT

### INTRODUCTION

- 2 About our business
- 3 CEO Letter
- 5 Our driving change strategy
- 6 Materiality
- 7 Our 2024 highlights
- 8 Our 2024 key case studies

### PLANET

- 10 Climate action
- 18 Case studies
- 20 Circularity and biodiversity

### PEOPLE

- 22 Becoming an employer of choice
- 23 Our key achievements from 2024
- 24 Diversity, equity and inclusion (DE&I)
- 27 Development & training
- 28 Health, safety & well-being
- 29 Becoming a partner of choice

### COMMUNITIES

- 31 Community case studies
- 33 Giving programmes story map

### ETHICS, COMPLIANCE AND GOVERNANCE

- 35 Business ethics
- 36 Compliance governance
- 38 Sustainable procurement charter

### APPENDIX

- 41 GHG Emissions
- 43 Energy, waste and water

## CEO'S LETTER

# Driving change

“With nearly two-thirds of e-shoppers likely to opt for a retailer that has more sustainable delivery options, and 78% of them trying to have a positive impact on the environment, demand for more sustainable delivery remains strong.”

Our vision is to become the international reference in sustainable delivery and an accelerator of commerce, because we firmly believe that better business is better for business.

I'm pleased to share our progress towards this vision in this report.

To start, we are setting ourselves up for success by establishing clear roadmaps to create an inclusive and rewarding workplace, to support thriving communities, and to respect our environment by reducing greenhouse gas (GHG) emissions. We have reinforced our internal governance by continuing to create stronger links between our sustainability, finance, HR, operations, and compliance teams, for example, by working together to address the challenges of the Corporate Sustainability Reporting Directive (CSRD). Sustainability criteria are also key elements of new investment projects, such as Cessalto in Italy and Loures in Portugal, which we inaugurated in 2024.

I am encouraged to see that 2024 marked the third consecutive year of absolute GHG reductions under our Science-Based Targets and the milestone of more than 10,000 low-emission vehicles. Last year, we signed an addendum to the initial UNI Global Agreement driving social progress for Geopost employees and partners in over 50 countries. We conducted our first Partner Barometer to facilitate two-way dialogue between Geopost and transport partners. Our efforts have been recognised by reputable organisations, like the Financial Times x Statista - Diversity Leaders Europe.



## CEO'S LETTER

CONTINUED

“I extend my sincere thanks to all our delivery experts for our collective achievements in sustainability in 2024. We will continue to drive change in the year ahead.”

## MILESTONES IN 2024

# -5.4%

OF ABSOLUTE GHG REDUCTIONS UNDER  
SCIENCE BASED TARGETS

# 10,000+

LOW-EMISSION VEHICLES

To drive further progress, both innovation and operational excellence are clear accelerators of our transformation. The Geopost Innovation Lab is advancing projects such as autonomous delivery robots in the UK and parcel sorting robots at DPD Estonia, which are creating value for customers, communities and colleagues. We are also scaling-up new charging solutions that maximise the number of vehicles charged and lower the cost. Our teams are leveraging data to enhance operational excellence and sustainability. For example, we are optimising our road network and trailer capacity in France by leveraging artificial intelligence (AI) and data science, with plans to roll out this solution to other business units in 2025.

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 will continue to contribute to the environmental, social and governance (ESG) strategy and disclosures, such as the CSRD-aligned report, of our parent company, La Poste Groupe.

I extend my sincere thanks to all our delivery experts for our collective achievements in sustainability in 2024. We will continue to drive change in the year ahead by setting the right pace for our investments, raising awareness among our teams, leveraging our data and embracing innovation.

Yours sincerely,

**Yves Delmas,**  
Chief Executive Officer



## OUR DRIVING CHANGE STRATEGY



A sustainable business is a better business. Since 2016, our Driving Change strategy has been delivering progress for people, communities and the planet through sustainability, innovation and key market insights that inspire our actions.

Our effort must be a collective one. 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. We are making progress by bringing core business functions such as finance, operations, human resources, marketing and compliance closer together in pursuit of our goals.

Driving Change helps us to realise our ambition to become the international reference in sustainable delivery and an enabler of commerce by:



Respecting our environments, whether through cutting emissions, helping to improve air quality or increasing deliveries that enable the circular economy.



Creating an inclusive workplace where everyone has equal opportunities to grow, and enjoy long and rewarding careers.



Helping the communities around us to thrive through our services and the initiative of our people.

# MATERIALITY

In 2024 Geopost launched a double materiality assessment as part of our work on the Corporate Sustainability Reporting Directive (CSRD).<sup>1</sup> This gauged how we impact people and the planet, and how sustainability drives business success.

We viewed sustainability issues through the lens of impacts, risks and opportunities and explored them in interviews with company leadership, investors, customers, suppliers, non-profit organisations, works councils and subject-matter experts.

The outcomes were ranked according to their external material impacts on society and the environment, and their inward impacts on the business. Of all of these, climate change emerged as our most material topic.

Compared to the previous materiality analysis we conducted in 2022, the methodology of this year's assessment was more comprehensive in that we also considered the financial impact of material issues on our business.

## Our 5 step approach was to:

1. Outline our full value chain, ranging from tier-2 suppliers to end-of-life packaging;
2. Map our sustainability issues and associated impacts, risks and opportunities;
3. Engage with our various stakeholders to categorise impacts, risks and opportunities, based on likelihood, scope, scale, remediation and long-term impact;
4. Finalise our double materiality matrix; and
5. Share the matrix with our parent company, La Poste Groupe, to include in the Group-wide double materiality assessment.

## We identified the key material issues as:



**Decarbonisation of our activities and those of customers**



**Air and noise pollution**



**Climate change adaptation**



**Working conditions and respect for the rights of suppliers and subcontractors**



**Commercial practices, quality of service and customer protection**



**Digital transformation and trust**



**Business ethics**

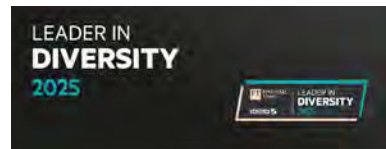
1. Geopost is not required to publish a CSRD-aligned report but closely collaborates with our parent company, La Poste Groupe, on their CSRD report here: [https://le-groupe-laposte.cdn.prismic.io/le-groupe-laposte/aBR-e\\_lqRLdaB0Kt\\_LA\\_POSTE\\_PERFORMANCE-DURABLE\\_2024\\_UK\\_29042025\\_V2.pdf](https://le-groupe-laposte.cdn.prismic.io/le-groupe-laposte/aBR-e_lqRLdaB0Kt_LA_POSTE_PERFORMANCE-DURABLE_2024_UK_29042025_V2.pdf).

## Our 2024 highlights

### WE JOINED THE FINANCIAL TIMES LIST OF EUROPE'S DIVERSITY LEADERS FOR THE FIRST TIME

Based on the experience of employees, this ranking by the Financial Times recognises the companies that have shown remarkable leadership in diversity and inclusion in Europe.

[Read more on p26](#) →



### THIRD CONSECUTIVE YEAR OF NET EMISSIONS REDUCTIONS

We have reduced GHG emissions every year since 2022, despite an increase in parcel volumes.

[Read more on p10](#) →



### DPD NAMED ONE OF FORBES' BEST EMPLOYERS IN POLAND FOR THE FOURTH TIME

The Forbes list of Best Employers recognises the best companies to work for based on a comprehensive survey. DPD Poland was ranked second in the Transport and Logistics category – up from third place in 2023.

[Read more on p26](#) →

### OUR SUSTAINABILITY STRATEGY IS RECOGNISED BY AN EXPERT PANEL

Geopost won the Sustainability Strategy Award at the inaugural Global Sustainability and ESG Awards. We were recognised for embedding sustainability in our operations and decision-making, and for encouraging the wider adoption of a more responsible approach to business.

[Read more on p2](#) →



## 10,000

LOW-EMISSION VEHICLES  
MILESTONE REACHED

We have expanded our low-emission delivery fleet to over 10,000 vehicles. Our fleet primarily consists of electric vehicles and also includes alternative modes of transport such as cargo bikes and vehicles powered by biofuels.

[Read more on p14](#) →



### CDP 'A-LIST' FOR LA POSTE GROUPE

La Poste Groupe, our parent company, reached the prestigious CDP 'A-List' for climate action. As a major business unit, Geopost actively contributes to this achievement through our net zero roadmap.

[Read more on p9](#) →

# Our 2024 key case studies

**GLOBAL INCLUSION WEEK**  
Read more on p25 →



**EVs: LOWERING THE BARRIER TO ENTRY** Read more on p29 →

**SINGULAR – PROUD TO CHAMPION LOCAL BRANDS** Read more on p31 →



**SEUR SUPPORTS FLASH FLOOD RELIEF** Read more on p32 →



**LOWER-CHARGE CHARGING**  
Read more on p19 →

**NEW DEPOTS: SUSTAINABILITY BUILT IN** Read more on p19 →





### In this section

- 10 Climate action
- 18 Case studies
- 20 Circularity and biodiversity

### OUR CLIMATE JOURNEY

Commitment to carbon neutral deliveries

2012

New vision to become the international reference in sustainable delivery

2016

Launched DrivingChange™  
[Read more on p5](#) ➔

2021

Achieved Science Based Targets initiative (SBTi) approval for near- and long-term climate targets

2023

Reduce GHG emissions by 43% against 2020 baseline

2030

2040

Reduce GHG emissions by 90% and reach net zero

PLANET

## CLIMATE ACTION

Geopost recognises that our operations come at an environmental cost, so we are determined to play a central role in supporting the wider decarbonisation of our sector.

Q&A with  
Dominique Mamcarz,  
Director of Sustainability.

### Q. WHY IS IT IMPORTANT FOR GEOPOST TO REDUCE YOUR GHG EMISSIONS?

A. Transport and logistics account for around 10%<sup>1</sup> of global GHG emissions. In fact, transport is one of the few sectors where emissions continue to grow (+2%<sup>2</sup> per year). As a Group that drives around 1.1 billion kilometres a year, and with a fleet of nearly 60,000 delivery vehicles, Geopost recognises that our operations come at an environmental cost. We are therefore determined to play a central role in supporting the wider decarbonisation of our sector and the businesses we serve, and to give customers the choice of more sustainable deliveries.

### Q. WHEN DID YOU FIRST START ACTIVELY REDUCING YOUR EMISSIONS?

A. Climate action has long been a focus for the Group. In 2012, we committed to carbon-neutral deliveries, and strengthened this goal in 2016 when we set our first reduction targets. Since then, we have steadily improved our understanding of our emissions and how to mitigate them.

### Q. WHAT ARE THE RECENT MILESTONES ON YOUR CLIMATE JOURNEY?

A. In 2023, we committed to achieve net zero by 2040 and became the first global parcel delivery company to have both its near- and long-term GHG emissions targets approved by the SBTi. In the same year, we made the strategic decision to pivot away from carbon neutral deliveries to the more comprehensive goal of establishing and investing in mitigation actions.

1. Statista, 2024
2. Tracking Clean Energy Progress, International Energy Agency (IEA), 2023

# 58%

of e-shoppers consider having a choice of sustainable delivery is important when buying online

# 50%

of e-shoppers perceive delivery with low-emission vehicles to be sustainable

Read more on our [E-Shopper Barometer on our website](#) ➔



**CLIMATE ACTION**

## CONTINUED

**Sustainability, holistically**

Our reasoning is clear: we need a wider field of vision because the global climate is also interlinked with multiple sustainability challenges. From resource use and biodiversity loss to air quality and circularity, a broader approach is needed.

In parallel, we need to learn to adapt as the world becomes a very different place to inhabit.

Witness the widespread and tragic loss of life in October and November 2024 as floods devastated Valencia in Spain. Our own operations there saw this phenomenon all too clearly.

As we move into a new phase of our climate action journey, we are strengthening our internal governance. For example, we have fully incorporated climate risks into the Group's risk management system and sustainability is now part of the mergers and acquisitions (M&A) due diligence process.

**Decarbonisation:  
our three core principles**

Our challenge is simply explained: 90% of our GHG emissions are from road transport – and that's a sector that depends heavily on fossil fuels, especially over long distances.

**Science-based targets**

The SBTi approved our near- and long-term GHG emissions reduction targets, which include achieving net zero by 2040.

**Overall:** We commit to reaching net-zero GHG emissions across our value chain by FY2040.

**Near term:** We commit to reducing 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<sup>1</sup>.

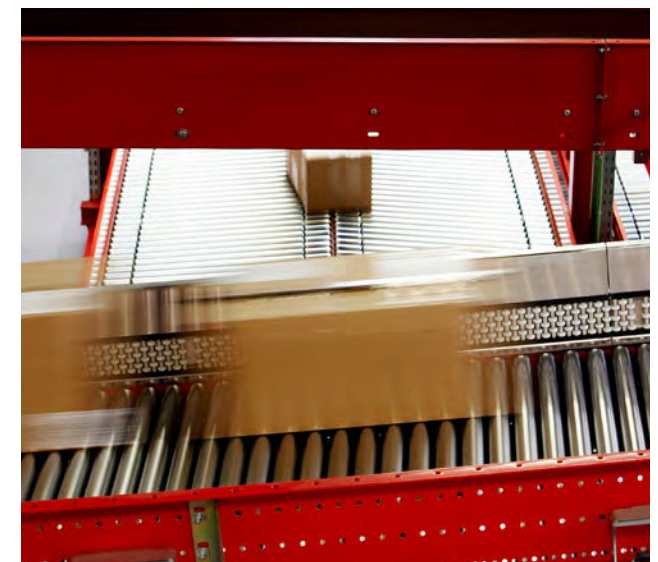
**Long term:** We commit to reducing absolute Scope 1, 2 and 3 GHG emissions by 90% by FY2040 from a FY2020 baseline.

1. 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)

**Net zero**

SCIENCE-BASED TARGET BY 2040

92% of our carbon footprint lies in our value chain, which means that we closely collaborate with transport partners, vehicle manufacturers and energy providers. Our collaborative approach is underpinned by our three core principles:

**1. WE MEASURE****2. WE REDUCE****3. WE ADAPT**

CLIMATE ACTION

CONTINUED

Road to net zero

Progress against our targets

FIRST AND LAST MILE  
Low-emission fleet (share)

15%

+20% vs 2023



LINEHAUL  
Low-emission kilometres driven (share)

16.3%

+36.5% vs 2023



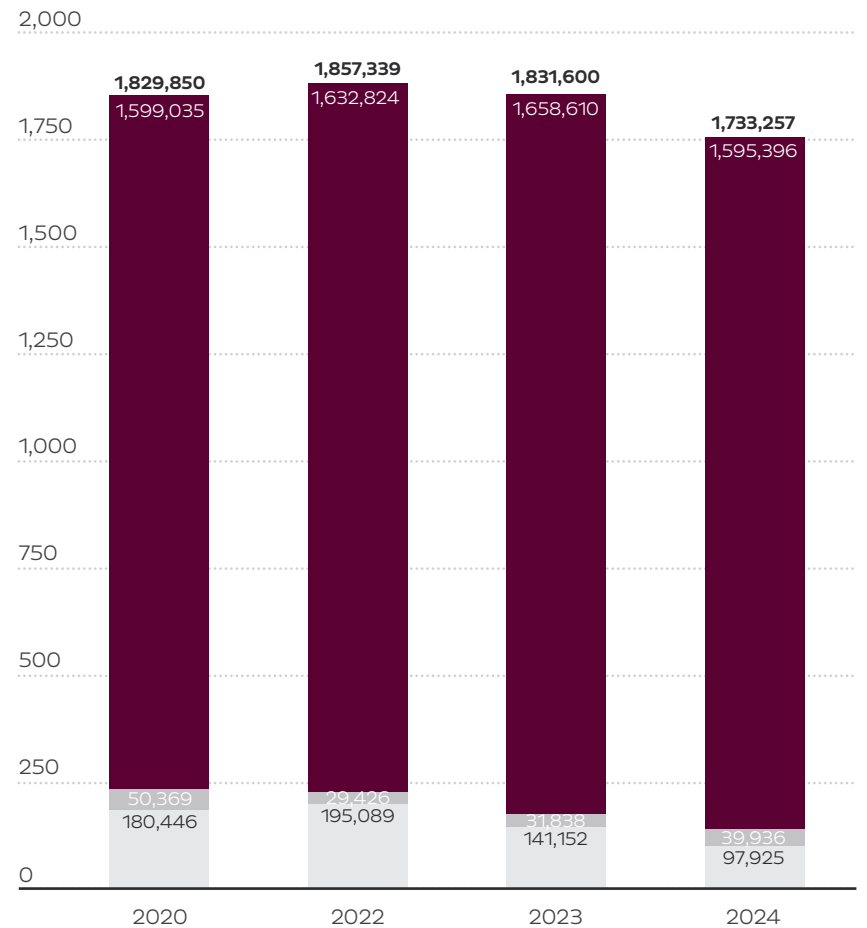
BUILDINGS  
Renewable energy (share)

61.5%

+5.7% vs 2023



Emissions by scope ('000)

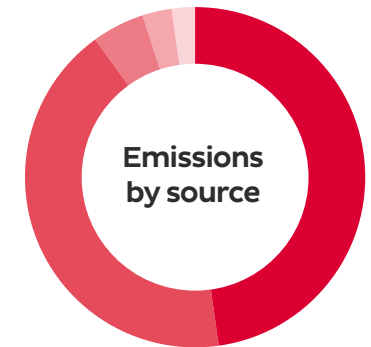


Data covers 20 business units in scope of SBTi target.<sup>3</sup>

3. 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)

Total emissions in FY2024 (tCO<sub>2</sub>e)

1,733,257



Source	Percentage
Linehaul	48%
PUD	42%
Air freight	5%
Building energy	3%
Other*	2%

\* Sea freight, rail freight, on-site freight, corporate cars and coldchain

Taking the next step on SBTi

Since submitting our SBTi target in 2022, we've expanded by acquiring or launching new businesses, and Asendia, a joint venture between La Poste Groupe and Swiss Post, is now also part of Geopost's portfolio. These additions represent 600,000 tCO<sub>2</sub>e, and in 2025, we will start work on renewing our SBTi target to include them in our carbon reduction pathway.

## CLIMATE ACTION

### CONTINUED

# 1. WE MEASURE

## We measure our emissions and other environmental impacts with our internal reporting tool, RESPIRE.

It is aligned with the ISO 14064 and the French Bilan des émissions de gaz à effet de serre (BEGES). We continuously improve the quality and reliability of our data, including restatements where necessary, and in 2024 we held capacity-building workshops, further strengthened our reporting protocols and added seven new business units. We voluntarily audit our environmental data to bring independent rigour.

### Continuously improving our data

Each year, we improve the collection and management of our GHG emissions data. This involves revising and restating data from previous years to incorporate updates to our methodologies, correct any identified inaccuracies, and account for new emissions factors. Our restated data indicates that we have reduced our absolute GHG emissions by 11% between 2020 and 2024, while our volumes increased by 10% over the same period.

## Carbon Calculator

There has been an uptick in demand for reliable GHG emissions reporting as companies are working to reduce their emissions and to comply with corporate ESG disclosure requirements. This is a challenge as three-quarters of a company's impact lies within its supply chain<sup>1</sup>, over which it generally has less direct control.

We launched our Carbon Calculator in 2023 and it is available in 20 business units via an online dashboard or through regular reports. Accredited by the Smart Freight Centre, it gives our customers access to information about their emissions in near real-time as the tool tracks parcels through our network.

Our Carbon Calculator is based on the Parcel Delivery Environmental Footprint (EN 17837:2023), a standard which we were involved in developing and which enables parcel delivery services to calculate emissions on a per parcel basis.

**Find out more about the standard here** [🔗](#)

OUR CARBON CALCULATOR  
IS AVAILABLE IN

# 20

BUSINESS UNITS



1. Source: World Resources Institute

CLIMATE ACTION  
CONTINUED

2. WE REDUCE

We reduce our GHG emissions by applying the most effective decarbonisation solutions in the most carbon-intensive areas of our business:



FIRST AND LAST MILE



LINEHAUL



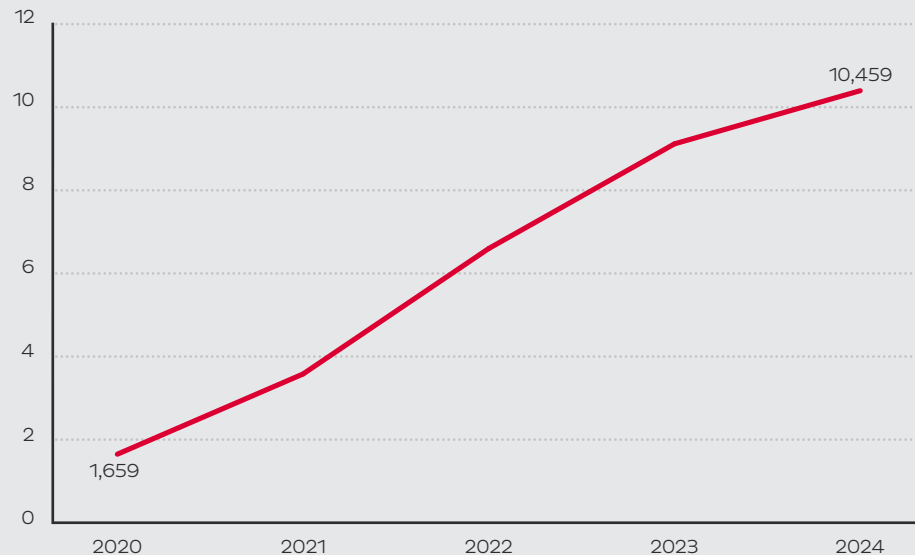
BUILDINGS

2. Carbone4, Misconceptions about electric vehicles, 2022

Although we adopt a diversified approach to fleet decarbonisation, we believe electrification will be pivotal to the future of transport. Total cost-of-ownership of EVs has fallen steadily, even outpacing some petrol and diesel vehicles.<sup>2</sup> EVs are delivering a net environmental advantage everywhere we operate; even where electricity grids are more carbon-intensive.<sup>2</sup> We operate a first- and last-mile fleet of 10,459 low-carbon vehicles (one-quarter of Slovakia's, one-third of DPD UK's and DPD Hungary's fleets are electric). We also have 24,760 charging points, augmented by a growing fleet of cargo-bikes (10%, with 80 in Poland alone) and autonomous delivery robots in four UK cities.

Around half of our GHG emissions come from our large heavy-duty trucks. But encouragingly, electric truck technology, although still up to three times more expensive to buy, shows tremendous potential to decarbonise our linehaul operations from cost, feasibility and energy efficiency standpoints. Drivers of electric trucks also report improved working conditions: more comfort, fewer vibrations and less noise and fatigue, as well as reduced exposure to exhaust fumes. We are running or trialling electric trucks in BRT, Chronopost, Czech Republic, DPD France, DPD Netherlands and DPD Switzerland bringing the total number to around 15.

NUMBER OF LOW-EMISSION FIRST AND LAST MILE DELIVERY VEHICLES (THOUSANDS VEHICLES)



15%

% OF LOW-EMISSION DELIVERY VEHICLES IN 2024

5X

GROWTH IN LOW-EMISSION DELIVERY FLEET SINCE 2020

**CLIMATE ACTION**  
CONTINUED

**Alternative fuels**

On our way to our electrification goal, we are using a temporary bridge fuel: hydrogenated vegetable oil (HVO) primarily sourced from used cooking oil. This blendable and renewable drop-in fuel will help decarbonise our linehaul operations in the short to medium term, reducing emissions by 60-90%. In 2024, around 16% of our linehaul distances were powered by HVO. Although there is competition for this type of fuel from other sectors, we are working to source HVO that respects specifications on sustainability, including criteria regarding second generation biofuels.

We do not expect hydrogen to play a significant role in decarbonising road freight due to high costs, low energy efficiency, the lack of infrastructure and the low availability of green hydrogen.

**Optimising operations**

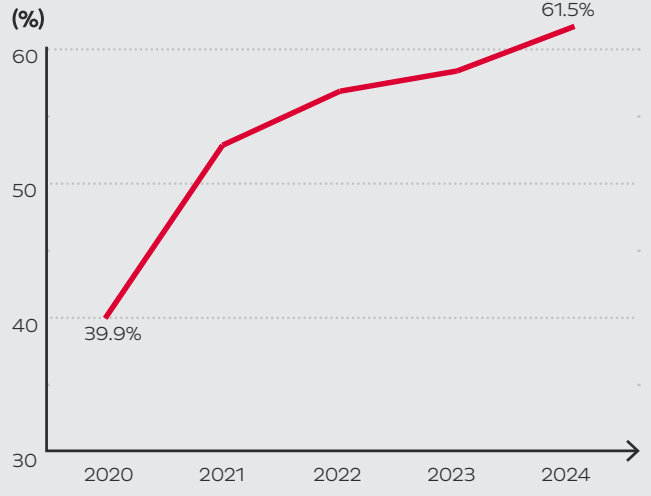
Meanwhile, we examine our operations to achieve further carbon reductions, ranging from how we plan routes, to optimising our vehicles, to assessing how we load them. For example, we're developing 'bagging' for out-of-home deliveries, a consolidation method grouping several parcels in a single shipment, so reducing carbon footprint and transport costs. Through our VOS solution, we are also exploring how AI can support us day-to-day in optimising both domestic and cross-border linehaul movements.

**16.3%** 

SHARE OF LOW-EMISSION KM DRIVEN IN 2024



**SHARE OF ENERGY CONSUMPTION FROM RENEWABLE SOURCES IN 2024**



**Sustainability in our buildings**

We operate a large real estate network of hubs, depots and offices, whose energy consumption collectively represents 3% of our GHG emissions. We are shifting to renewables to power them and reducing energy consumption through thermal renovation and optimisation. In Italy, Spain and Portugal, solar panels generated 7,400 MWh of electricity in 2024. And in France, our business unit Pickup is innovating with 1,500 solar-powered lockers that require one-tenth of the energy needed for a standard locker.

CLIMATE ACTION  
CONTINUED



**Air quality**

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 GHG emissions and, globally, traffic is responsible for around a quarter of the particulate matter found in city air.

A decarbonising road fleet also means improved air quality – we aim to reduce air pollution (NOx) by 87% and limit the increase of particulate matter (PM) to 22% by 2030.

We have reduced air pollutants (NOx) by 43% since 2020 and will continue to expand our EV and cargo-bike fleets.

**Learning through experience**

Our road to net zero may be paved with obstacles, but we also believe in the adage that necessity is the mother of invention.

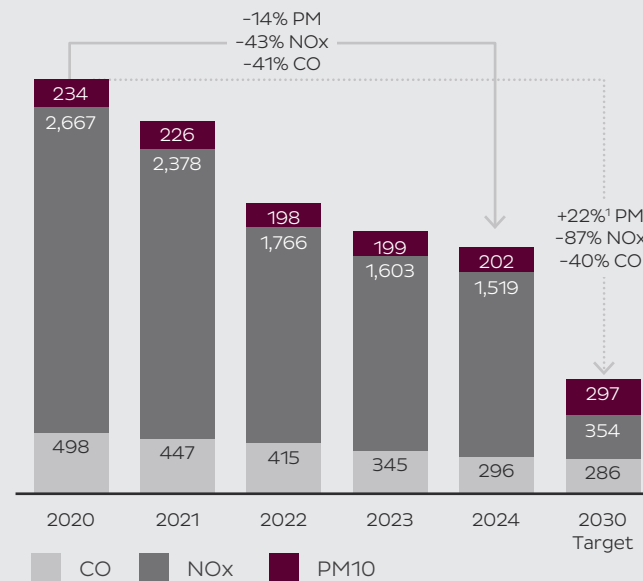
Our electric fleet has grown five fold since 2020, and we face increasing challenges with the massive scale-up of electrifying our first – and last-mile fleet. An acute issue is the inadequate on-site electricity supply and grid capacity in certain countries, as well as scarce public charging.

We are tackling this head-on, working with our business units and suppliers to identify solutions, such as on-site battery storage, to improve depot charging, which is more cost effective than public charging.

We are also involved in industry working groups, notably at the Smart Freight Centre, to explore public-private charging models as possible solutions.

Our experience has shown us the importance of the right governance to advance decarbonisation within the business. For example, our Carbon Budget, which we introduced in 2022, is a valuable mechanism to align the carbon and financial budget cycles at both Group and business unit levels.

**GEOPOST AIR POLLUTION EMISSIONS (TONS)**



1. EVs do not produce tailpipe emissions but non-exhaust pipe emissions (notably particulate matter or PM) are produced due to brake, tyre and road wear. As our EV fleet grows, we expect these emissions to increase.

## CLIMATE ACTION

### CONTINUED

### 3. WE ADAPT

We understand that climate change represents both risks and opportunities for Geopost.

Adaptation is about adjusting and preparing our operations to respond to the impacts of changing temperatures and extreme weather events on our people and business.

The effects of climate change are becoming a lived reality for populations the world over, with significant health, environmental and economic impacts. Adapting is essential to protect people and instil a new resilience into societies globally.

Geopost was part of a study commissioned by La Poste Groupe in 2024 to evaluate the extent to which Geopost's sites are exposed to climate-related risks.

The study looked at risks of flooding, extreme weather, landslides, heat, cold and fire in a scenario of a temperature increase of 4°C by 2100.

The outcomes of the study showed that our network will be impacted by rising temperatures and extreme weather events. We will use this information to build a climate adaptation plan for Geopost, which will be developed in 2025.



## CASE STUDIES

### EV MASTER CHALLENGE

The EV fleet at DPD Ireland has expanded to over 300 vehicles but driver concerns about range and performance remain. To address this, the team developed the EV Master Challenge that showcases the capabilities of their EV fleet and celebrates drivers who have mastered them. The overall network champion is selected based on scores across three categories: longest route in a single day, driving efficiency and most “electric” parcels delivered. Through peer-to-peer learning interviews that are distributed to all depots, champions share practical advice on handling EVs and driving efficiently as well as benefits linked to fuel savings.

The results speak for themselves: depots are assigning EVs to routes that exceed 200km because EVs have been shown to effectively replace diesel vans on long routes.



### ACTIVELY PLUGGING E-TRUCKS IN EUROPE

We introduced our first electric truck in Switzerland in 2021. DPD Switzerland has since added 8 trucks to their fleet that together covered 611,550 kilometres in 2024. BRT, Chronopost, DPD Czech Republic, DPD Netherlands and DPD France operate at least one electric truck and DPD Hungary and Jadlog will trial their first in 2025.

As a member of Climate Group's EV100+ initiative, we have been advocating for CO<sub>2</sub> regulations on heavy-duty vehicles in Europe. We believe that clear targets are essential to drive innovation in low-emission transport and create the certainty businesses need to invest in the transition.

8

TRUCKS ADDED TO DPD SWITZERLAND'S  
E-TRUCK FLEET IN 2024

611,550km

COVERED BY DPD SWITZERLAND'S  
E-TRUCK FLEET IN 2024

## CASE STUDIES

CONTINUED

ENERGY MONITORING  
AT CHRONOPOST

Chronopost, a subsidiary in France, developed an award-winning energy monitoring system to improve energy use at their hubs and depots and better manage related costs. Chronopost partnered with an internet-of-things (IoT) expert to install sensors, which track the electricity consumption of all equipment, including heating, air conditioning, charging points, machinery, solar panels and cold stores. An outdoor temperature sensor also helps link temperature with electricity use. This data is available on an online platform, making it easier for site managers to detect anomalies and monitor the results of their energy reduction programmes. Between 2022 and 2024, Chronopost reduced energy use by 10%.

NEW DEPOTS:  
SUSTAINABILITY BUILT-IN

Environmental sustainability criteria, such as environmental risk assessments and fleet electrification planning, are now integral to executive committee-level investment decisions for all new hubs, with recommendations for improvement provided throughout each project's construction phase. Examples of new hubs include DPD UK's London Docklands site, which operates diesel-free with solar panels and an HVO tank, ensuring all-electric deliveries within London's north and south circular area, and DPD France's site in Toulouse, which is rated Bream 'Very Good' and prioritises the use of EVs and on-site solar energy.

LOWER-CHARGE CHARGING  
AT DPD UK

DPD UK set the challenge of charging the maximum number of electric vehicles at the lowest infrastructure cost. In response, we have been migrating to BP Pulse as our rapid (DC) charge operator and are exploring future integrated digital solutions. 17 sites were operational by the end of 2024, giving better visibility over charge events and, crucially, at lower operating costs than for internal combustion engine vehicles.

Long-term, DPD UK believes that BP Pulse will help improve the capacity of our charging infrastructure and help us to use our electric vehicle fleet more efficiently.



# CIRCULARITY AND BIODIVERSITY

## Circularity

Every day, we're playing a central role in supporting the transition to a more circular economy. The second-hand market continues to grow (+22%),<sup>1</sup> with 72%<sup>2</sup> of e-shoppers buying or selling products on C2C platforms, and 44%<sup>2</sup> of them doing so at least once a month.

The number of second-hand products delivered by Geopost grew five-fold between 2020 and 2024. Chronopost in France, BRT in Italy, and DPD Poland are well positioned in this market.

Our role in enabling this transition includes:

- **Being part of the catalyst to shift consumers towards second-hand shopping and enabling the circularity of goods.** With 135,000 drop-off and collection points in our out-of-home network, we efficiently meet the delivery and returns needs for all players, whether B2B/B2C/C2C. We offer services such as Shop2Shop, which enables easy and affordable shop-to-shop deliveries for private consumers.

- **Working on new sustainable parcel packaging to meet trends in e-commerce.** We are working on reusable and recyclable packaging to reduce waste. DPD France offers customers preferential rates for reusable envelopes from Hipli, a local company in France, and DPD Germany has teamed up with Hey Circle, a Munich-based pioneer in reusable packaging, to incorporate reusable solutions into their logistics processes, benefiting both customers and the environment.
- **Targeting becoming best-in-class for improving sorting, reducing consumption and reusing and recycling materials at our sites to minimise our footprint.** Chronopost is recycling its old uniforms, and DPD Germany has set up a 'swap shop' for sites to donate or sell used equipment, saving around 13,500 euros. DPD Belgium has an on-site process to give a second life to used cardboard.

1. Tripartie and Wavestone, 2024  
2. Geopost's E-Shopper Barometer

## Biodiversity

Biodiversity is the foundation of the world's ecosystems, providing essential services such as air and water purification, carbon storage and food production. And yet, biodiversity loss is accelerating at an alarming rate, with profound consequences for both nature and human societies.

In 2023, we ran the Global Biodiversity Score (GBS) to measure our biodiversity footprint. The study revealed that our main impact on biodiversity occurs upstream of our operations through the goods and services we purchase. We have a notable effect on land use and climate change, which we are tackling through our decarbonisation and sustainable buildings programmes.



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.





## Fostering a sustainable and inclusive workplace

At Geopost, we seek to mirror internally the society we serve externally. Our business is enriched by the cross-section of people, ages, genders, backgrounds and life experiences that we welcome every day. With a 57,000-strong workforce, spanning more than 50 countries, we are proud that this diversity sits at the heart of our identity and underpins our federator business model.

### In this section

- 22 Becoming an Employer of Choice
- 23 Our key achievements from 2024
- 24 Diversity, equity and inclusion (DE&I)
- 27 Development & training
- 28 Health, safety & well-being
- 29 Becoming a partner of choice

PEOPLE

## BECOMING AN EMPLOYER OF CHOICE

In 2021, as we developed our strategic Together & Beyond programme for the business, we set a clear objective: to become an Employer of Choice.

This goal is a cornerstone of our commitment to building a high-performance, people-centric culture that prioritises career development, well-being, and an unparalleled employee experience. We continually invest in cutting-edge learning ecosystems, leadership development and inclusive engagement strategies to empower our people and fuel our long-term success. This commitment is not just a goal – it's our blueprint for the future of work in the Geopost family.



“ People make our business successful. We're therefore proud of the agreement we signed with UNI Global Union in 2017, driving social progress for employees and partners. Even better, and as a commitment for the future, Geopost signed an addendum to this agreement in 2024 that goes even further in strengthening our commitment to social sustainability.

This social agreement will continue to strengthen our position as a responsible and ethical company, and clearly signals Geopost's commitment to social progress. Together, we can create a future of contributing positively to society and the environment, while upholding the rights and dignity of every person. ”



**MARIE-HÉLÈNE MICHON**  
Executive VP in charge  
of human resources  
and corporate  
administration

Our People strategy is sustainability-driven, and is built on key commitments:

Strengthening community connections through sustainable delivery services, drawing on our global presence to celebrate our various cultures and characteristics.

Ensuring equal opportunities and transparent career development pathways for all our people.

Upholding ethical business practices and providing a safe, inclusive and respectful work environment.

Promoting collaborative leadership and empowering employees to drive positive change.

Through these initiatives, we continue to nurture a workplace that fosters inclusion, innovation and long-term sustainability.

## OUR KEY ACHIEVEMENTS FROM 2024

### Third edition of the Employee Engagement Barometer

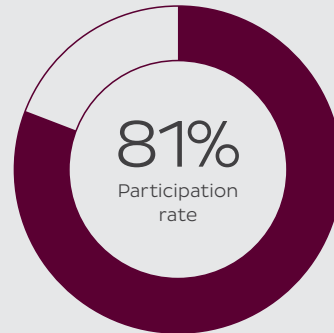
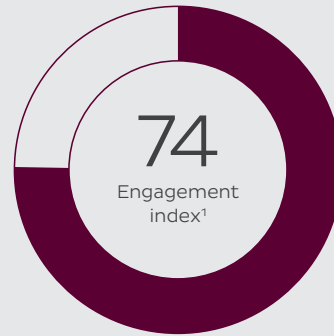
A key characteristic of any enlightened employer is to listen and learn from their people. The Employee Engagement Barometer, our global satisfaction survey, acts as an objective tool to help us take the true temperature of the business.

In 2024, our engagement index of 74 emphasised our employees' pride in working for Geopost; their confidence in the company's future; our status as a professional carrier; and their willingness to recommend the business.

These findings carry considerable weight, given the very high 81% participation rate in the survey; a 9% increase on 2023.



#### Insights from the survey included:



### Social dialogue

Geopost was delighted to announce in 2024 that the Group's constructive dialogue with trade union colleagues led to the signing of several agreements.

They included a first worldwide addendum with UNI Global Union, building on an initial agreement from 2017. The addendum strengthens Geopost's ambition for sustainability on environmental and social issues and underpins our commitment to employees and partners on human rights, safe working conditions, transparency and accountability.

Geopost also confirmed our commitment to a duty of care and working actively to identify, prevent or remedy any negative impacts of its activities, and to make continual improvements.

1. Geopost's overall performance is in line with the external benchmark of the global mail and parcel industry.
2. Quality at work score includes working conditions, job satisfaction, work-life balance

## DIVERSITY, EQUITY AND INCLUSION (DE&I)

The Employer of Choice programme is structured around key HR pillars, with a strong focus on Geopost's DE&I strategy.

This spans five key elements: gender, neurodiversity & disability, multiculturalism, generations, and work/life balance – ensuring a workplace that values and embraces diverse perspectives.

We commit to provide an environment where everyone feels encouraged to develop their full potential;

We seek to enhance equal opportunities and social promotion for everyone, without exception

We value collaborative and inclusive leadership, empowering our people and encouraging their entrepreneurial spirit; and

We foster an inclusive and welcoming workplace where everyone is treated equally, and with dignity and respect.

Achieving these ambitions is built on a structured framework, with oversight by the Board, which includes:

- A set of Group-wide reference documents addressing DE&I, including the Geopost Code of Conduct and the Sustainable Procurement Charter.
- A co-development system to foster engagement, including HR Directors' communities with dedicated action plans, optimised sharing initiatives and thematic workshops, as well as a comprehensive best practice library.
- A whistleblowing system to report any kind of discrimination or harassment, with the assurance of decisive action where needed.
- International and coordinated awareness initiatives, such as Inclusion Week.
- Collective agreements covering DE&I-related topics.
- Commitments and collaborations with external partners.
- Comprehensive and consolidated reporting, including a comparative situation report.

“I became CEO of a company in a sector that has historically been shaped by male presence. The gender gap is real – we can't ignore it. But rather than seeing it as a problem, we should acknowledge it as a fact and turn it into an opportunity. And it is in these individuals that we must invest to build an inclusive future.”



**STEFANIA PEZZETTI**  
CEO of BRT



## DIVERSITY, EQUITY AND INCLUSION (DE&I) CONTINUED

### INCLUSION WEEK

2024 saw the third year of Inclusion Week, our annual initiative co-created with the Human Resources directors from Geopost's business units to promote DE&I.

The week engaged 32 business units, each organising local workshops, expert talks, training sessions, and conferences around the five key dimensions of Geopost's DE&I programme. This included microaggressions, discrimination and sexism through conferences with DE&I experts.

The week also featured a Group-wide workshop, "Sexism and Equity", tackling workplace sexism and promoting equity as a key value. It included a self-assessment of individual biases related to sexism.

### ACTIVITIES IN OUR BUSINESS UNITS:



**In Spain, SEUR** has implemented a comprehensive training programme aimed at preventing both sexual and moral harassment. This virtual training targets members of the Equality Plans Monitoring Committee, covering key aspects of workplace harassment and offering best practices for early detection and prevention.



**Chronopost's** Inclusion Week highlighted parity and professional equality, opening with a conference on diversity's strategic importance. They set the stage for conversations on gender equality, supported by data illustrating women's representation in leadership roles and ongoing initiatives.



**Jadlog** has created an anti-harassment campaign, and set out its policy and complaint procedure, as well as running compulsory training on moral harassment for managers.



## DIVERSITY, EQUITY AND INCLUSION (DE&I) CONTINUED

### Commitments and recognitions in 2024

#### A strong employer brand

DPD Ireland received the accolade of being a Great Place to Work.

Meanwhile, DPD Poland ranked the No. 2 Best Polish Employer in the transport sector, assessed by international business magazine Forbes.

#### Financial Times & Statista Ranking

The Financial Times, in collaboration with independent market research company Statista, published the 6th edition of Europe's Diversity Leaders in October 2024. For the first time, Geopost was among the companies selected.



“In our organisation, we have a great number of talented women and although we are already actively promoting parity, we can do more. First and foremost, we seek to integrate women into more operational roles, which traditionally have been seen as the preserve of men. Secondly, we need to open more opportunities at leadership and strategic levels.

We have started this at Chronopost but have a huge pool of talent to recognise. The third is to look for the same from our transport partners, ensuring their structures are favourable to women and, if not, to support change.”



**BENOÎT FRETTE**  
CEO of Chronopost France

## Inclusion is business as usual



**SEUR Spain** offers inclusive on-the-job training for people with Down's syndrome and other intellectual challenges, equipping them with essential skills ready for long-term job opportunities.



**DPD UK** supports young people with disabilities through the Inspire programme, offering structured pathways to employment, including supported internships and apprenticeships in partnership with local schools and charities. Participants receive personalised support, including job coaching and guidance on adjusting to the work environment, to help them secure meaningful roles.

“We see great results from our female drivers and warehouse workers, and through our hiring process we want to encourage more and more women to work with us.”



**RUI NOBRE**  
COO at DPD Portugal

## DEVELOPMENT & TRAINING

Offering internal career pathways to our people is a pillar of our strategy, and through our Group-wide job board we publicise multiple career opportunities.

We see it as mutually beneficial: Geopost has the opportunity to promote, and invest in, top talent that we have already nurtured, and our people can continue to maximise their potential with a market-leading and caring employer they know.

### Training for the future

New products, changing workflows, fresh customer demands – just as the world's business landscape evolves, our skills must progress with it.

This is why each of our local business units has developed tailored training academy initiatives to build a highly skilled, future-ready workforce, while fostering diverse representation and expertise across all business units.



### BRT training academy

At BRT in Italy they have launched Operation Specialist, 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 widely, the Company's Digital Academy helps to build skills in developmental areas such as sustainability, personal branding and leadership. And with a sharp focus on the future, the team goes 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 to bring fresh graduates into the transport business.

### Employee case story

Sergio Montalvo Cano, a Talent Project Manager, moved from Group company SEUR to Geopost Headquarters.

#### Q. SERGIO, CAN YOU TELL US ABOUT YOUR CAREER PATH SINCE BECOMING PART OF GEOPOST?

**A.** My whole career has been dedicated to human resources, specialising in talent project management. A key step was joining Geopost's Talent Acquisition team in Spain in 2022. Since then, I've partnered with the business unit to develop and implement effective talent attraction strategies. Working for a leading international company like Geopost has been incredibly fulfilling.

#### Q. WHAT DO YOU THINK ABOUT THIS KIND OF MOBILITY WITHIN THE COMPANY?

**A.** These opportunities represent invaluable personal and professional development. It's a mutual growth trajectory shared with the Company, unlocking international doors and allowing you to experience the richness of an international assignment. I could not ask for more. The employee value proposition resonates perfectly with my own personal values, which I consider essential from a social standpoint.

#### Q. WHAT MOTIVATED YOU TO SEIZE THIS OPPORTUNITY?

**A.** My main driver was the desire for learning and growth. This opportunity offers all-round personal development: improved language skills, a multicultural experience, a challenging talent management role, and exposure to international business. But above all, what stands out is the people. The genuine support I received during my transition gave me the confidence to really go for it. I hope to offer the same support to future colleagues considering similar international moves.

### JOB SHADOWING PROGRAMME



DPD South Africa's Job Shadowing Programme placed 14 employees in various roles to promote professional growth and internal mobility. Participants gained hands-on experience, boosting adaptability and nurturing talent. The programme fostered collaboration and cross-functional understanding, with two employees transitioning to new roles in sales.



## HEALTH, SAFETY & WELL-BEING

Every colleague in every role has the basic human right to work in safety, both physically and mentally.

As part of our Employer of Choice programme, we promote a strong culture of health, safety and well-being. This means focusing on, and monitoring, the causes of injuries and accidents, the active steps required to reduce and prevent them, as well as conditions or issues that lead to absenteeism.

To achieve this, our international health, safety and well-being community (comprised of HR and Operations Directors) actively leverages our best practices at Group level to ensure continuous training and knowledge-sharing.

At the heart of our strategy is the mindset that no preventable accident is acceptable, and every occurrence demands that we investigate it, learn from it and take every step possible to prevent it happening again.

“What gets measured gets done; what gets rewarded gets repeated; and who gets involved gets committed.”



**ELAINE KERR**  
Executive VP in charge  
CEO of DPD UK

OUR APPROACH TO HEALTH, SAFETY AND WELL-BEING IS FOUNDED ON FOUR KEY PILLARS:

### 1. Commit to reinforce safety culture

At Geopost, we talk about health, safety and well-being on a daily basis. Our focus at every level of the organisation is to train and care collectively.

Knowledge-sharing plays a key role in reinforcing safety, and at Geopost we can draw on deep experience gained around our international network, to leverage and share among every team.

This is reinforced by annual accident and well-being reviews involving the senior leadership, in order to drive action plans to reduce accidents and absenteeism.

### 2. Frame and build common safety rules

We set common standards at Group level, based on initiatives and best practices shared within the health, safety and well-being community. HR and Operations Directors make coordinated action plans to prevent and reduce accidents and absenteeism. In 2024, we strengthened our internal rules by adding a dedicated Health, Safety and Well-being chapter to the Internal Control Handbook.

### 3. Train every colleague in our safety culture

We make training a key driver for embedding a lasting culture of prevention by ensuring that every employee, regardless of their role, has regular access to relevant, practical, and engaging training. This will help them develop the necessary skills to prevent risks, respond effectively to hazardous situations, and actively contribute to a healthy and safe working environment.

### 4. Monitor safety KPIs

We compile and assess detailed health, safety and well-being KPIs. These are monitored monthly at the local level and, as importantly, initiate targeted improvement actions in response to any learning or trends the data reveals. We also conduct HR performance reviews in collaboration with senior management. The evaluation process includes dedicated management attention, such as accident reviews involving the CEO, and Operations and HR Directors.

## BECOMING A PARTNER OF CHOICE

We cannot deliver on our promise to customers without the support of the transport partners we work with daily. They are essential to the successful operation of our business.

That is why we are on a mission to become a partner of choice. By looking after happier partners and drivers, we hope to foster a stable base of transport partners to grow our business together.

In practice, we are nurturing relationships through an attractive value proposition that is built on:

Providing a safe and smooth working experience

Recognising good performance

Driving decarbonisation together

Establishing feedback loops

Engaging and recognising partners as part of the Geopost community

Each European business unit has a designated Partner of Choice Coordinator responsible for implementing the programme's fourteen key initiatives. These initiatives include facilitating fair and timely payments, enhancing IT tools for better collaboration, developing infrastructure for sustainable operations, and offering a Partnership Services Programme that provides value-added benefits such as discounts on electric vehicle procurement, leasing and energy. The pace and sequence of the programme's roll-out will vary by business unit, taking into account the needs of partners and the local legal framework for autonomous work and social protection.

### Partner Barometer: giving partners a voice

In October 2024, Geopost launched its inaugural Partner Barometer, providing partners with a platform to share their feedback and help us enhance our value proposition. Over half (52%) of the invited partners participated, offering confidential insights into their relationship with Geopost and our various business units. These insights, covering partner satisfaction with working conditions, ease of collaboration, performance management, and sense of belonging, will facilitate two-way dialogue and be a key input for the development of action plans for our Partner of Choice roadmap.

### EVs: LOWERING THE BARRIER TO ENTRY

Our business units work with transport partners to make the significant upfront costs of switching to an electric fleet as manageable as possible.



**DPD Netherlands**, for example, has signed a cooperation agreement with Ayvens, a leasing company, that grants transport partners access to full operational lease solutions and tailored advice. The team also has agreements with vehicle manufacturers that offer financial leases or direct purchase agreements that best suit partners' needs.





## Helping our communities to thrive

Every day we're found, quite literally, in the heart of thousands of communities.

This positions us perfectly to interact with them, and to use this platform to support them in a variety of ways. Through our services, we work with local SMEs to help them grow their businesses and to promote diversity and inclusion. And thanks to the caring qualities and initiative of our people, we also support many local causes by volunteering our time and resources.

### In this section

- 31 Communities case studies
- 33 Giving programmes story map

COMMUNITIES

## COMMUNITY CASE STUDIES

### SINGULAR

Proud to champion local brands

The clue is in the name: this is a platform that is singularly designed to support SMEs to grow. It gives consumers access to unique and authentic products sold by a selection of small local brands.

First launched in Italy in May, Singular currently showcases 58 brands in Italy, Spain and Croatia and will expand to other European countries – and more local brands – in 2025.

Geopost is proud to assist local economies by promoting the platform to our customers via our social media, websites and applications such as myDPD, miSEUR or myBRT.



### PICKUP

Unlocking great ideas

Our business unit Pickup operates the largest network of pick-up points and lockers in France. Through creative and innovative thinking it is finding exciting ways to expand its out-of-home network while also supporting local communities.

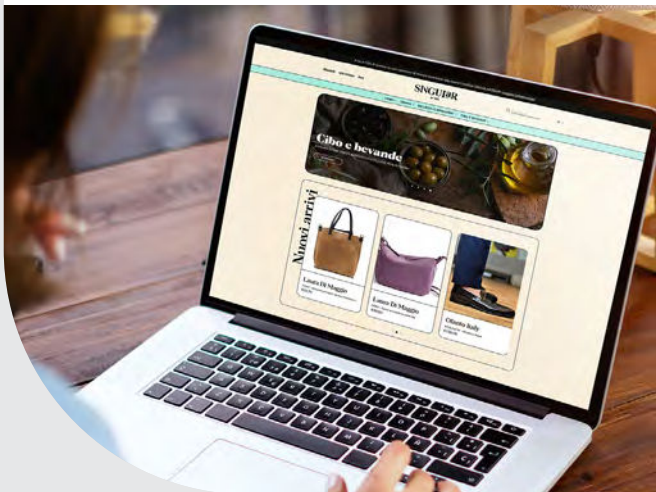
Pickup has opened new parcel shops at around 30 Établissements et Services d'Aide par le Travail (ESAT), organisations that provide employment to people with disabilities. In addition to team training, these organisations benefit from increased visibility and footfall.

### CHRONOFRESH

Because fresh can't wait

At the 2025 Salon International de l'Agriculture, La Poste Groupe and the French Chamber of Agriculture entered into a partnership with the online sales platform Pourdebon.com.

The goal is to help farmers make the transition to e-commerce, expand their customer base and promote their products through short distribution channels. Thanks to Pourdebon.com, a business unit of Geopost, farmers benefit from a complete solution including order taking, transport with Chronofresh and payment management. Since the partnership was launched in 2024, almost 80 farmers in the Bienvenue à la Ferme network have already sent more than 2,000 parcels via this system.



**COMMUNITY CASE STUDIES**  
CONTINUED

**SEUR**

Supports flash flood relief

In October 2024, Eastern Spain was hit by the tragedy of torrential rains and flash floods in which over 200 people lost their lives.

The team at our SEUR business unit quickly mobilised, donating €25,000 to the relief effort and joining in the huge task of cleaning up mud-filled homes and streets. SEUR collected and transported over 20,000 kg of much-needed materials, such as cleaning supplies, and delivered over 200 bicycles so people who had lost their vehicles could move around. To support local employees, SEUR provided insurance advice and support through an expert partner.

**€25,000**

DONATION TO THE RELIEF EFFORT

**20,000kg**

OF MATERIALS COLLECTED AND TRANSPORTED



**EUROPEAN FOOD BANKS FEDERATION**

Partnering to rescue food waste and help the most vulnerable

It is a shocking truth that 59 million tonnes of food are wasted in Europe every year, while 8.3% of Europeans struggle to afford a nutritious meal.<sup>1</sup>

The European Food Bank Federation's (FEBA) mission is not only to help people and the planet by rescuing good food, but to redistribute it to people in need, reducing food waste and food insecurity in 30 countries.

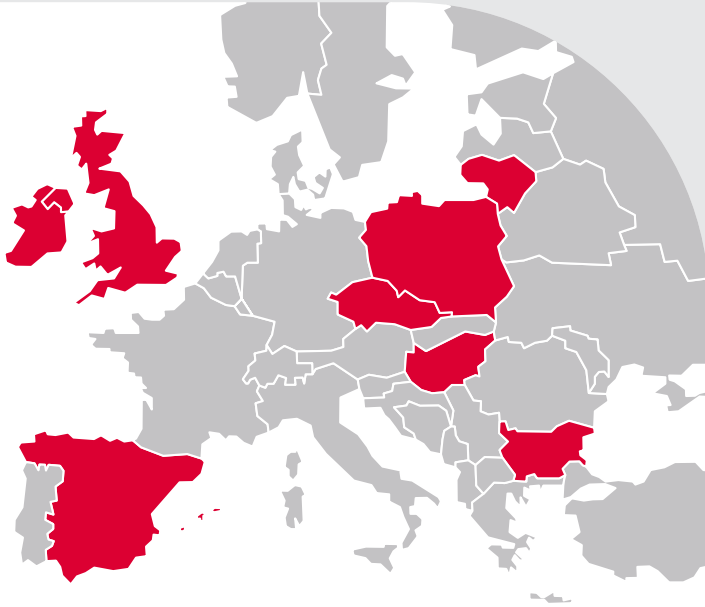
In 2024, the third year of our partnership with FEBA, Geopost funded food banks, helped finance warehouse repairs in Greece, and enabled new staff to be hired in Slovenia and Slovakia.

These appointments were critical to establish and expand local partnerships with participating supermarkets, restaurants and delivery companies. Additionally, several of our business units, such as Chronofresh and Tipsa, supported local food banks through food collection, employee volunteering and, naturally, food deliveries.

1. Eurostat, 2023



## GIVING PROGRAMMES STORY MAP



### **SPEEDY:** **Hives of activity for biodiversity**

To contribute to local biodiversity, Speedy, our business unit in Bulgaria, has adopted three beehives with Istinki Med and provided funding for 10,000 trees to be planted through Gorata BG.



### **DPD Lithuania:** **Supporting the "Save the Baltic Sea" Expedition**

DPD Lithuania supported the "Save the Baltic Sea" expedition as the main logistics partner. The project involved walking 6,000 km through eight countries over nine months, highlighting environmental challenges. DPD Lithuania's collaboration with Geopost business units and partners in Poland, Germany, Denmark and Sweden ensured seamless parcel delivery for the team.



### **DPD UK:** **Planting a better future**

Pulborough Brooks, in the heart of the Arun Valley, is a Site of Special Scientific Interest (SSSI). The valley is one of the most biodiverse floodplain wetlands in England. Wetland habitats play a crucial role in resilience to climate change, but 90% of them have been lost in the last 100 years. DPD UK was delighted to be able to donate £50,000 to the Royal Society for the Protection of Birds (RSPB) to carry out track repairs and replace and enhance the water control structures on-site.



### **Czech Republic:** **Finding the right words to talk about cancer**

It is never easy to talk about a child's cancer diagnosis to loved ones. DPD Czech Republic is supporting Plešouni, a charity, to guide families by helping to fund the organisation's work and deliver information materials to hospitals.



### **DPD POLAND:** **#BikewithDPD**

In 2023, there were 3,596 road accidents involving cyclists in Poland, resulting in 154 deaths. With around 100 cargo bikes in 25 cities, DPD Poland encourages bicycle use as a zero-emission mode of transport. Through their #BikeWithDPD programme, the team promoted safe road behaviour among more than 6,000 young cyclists, with both offline and online activities to reach a wider audience.



### **DPD Hungary:** **Plays Santa to children in care**

Villa Szívek is a charity on a mission to nurture the physical and mental well-being of children in care. For the last four years, our colleagues in Hungary have been raising funds to buy gifts, and deliver them in time for Christmas.



### **DPD Ireland:** **Delivering for families with cancer**

Cancer Fund for Children, a Northern Ireland charity, supports children, young people and families affected by cancer. DPD Ireland raised funds through a golf day and donated to the charity, helping to establish a second therapeutic short-break centre in the Republic of Ireland. This new centre will provide essential support to families across Ireland.



### **TIPSA Spain:** **Distributing joy over Christmas**

Every Christmas, TIPSA in Spain brings joy by distributing over one million envelopes illustrated by children to support local NGOs. For each envelope delivered, TIPSA and its network donate 4 cents, with the children of the TIPSA family proudly contributing their artistic talents. Last year, this initiative raised nearly €40,000, which was donated to seven local NGOs, making a difference in their communities.



### **JADLOG, Brazil:** **Training truckers to keep kids safe**

The Na Mao Certa programme aims to end the sexual exploitation of children and teenagers on the highways of Brazil. Nearly 200 truck drivers have been trained to look out for, and report, any suspected or actual cases of children in danger they see on the road.



### **Asendia:** **Locating vulnerable areas**

Asendia has partnered with Médecins sans Frontières (MSF) to support humanitarian missions through Mapathons, where employees survey vulnerable areas. In March 2024, volunteers mapped over 8,000 buildings in Papua New Guinea in two hours, enhancing MSF's crisis response.



## Ethics, compliance and governance

As a transport service provider, Geopost is at the heart of the economy and the link between people, places and products. We are committed to operating with integrity, adhering to the national and international laws and regulations that apply to our activities.

### In this section

- 35 Business ethics
- 36 Compliance and governance
- 38 Sustainable procurement charter

# ETHICS, COMPLIANCE AND GOVERNANCE

## BUSINESS ETHICS

### WHISTLEBLOWING SYSTEM

To be effective, a whistleblowing facility must be straightforward to access and confidential and safe to use.

Geopost's system is consistent across the Group and each of our business units, and in 2024 we continued to revise and enhance it. We clearly define how all alerts are handled and actioned, as well as highlighting the rights of the whistleblowers themselves.

Whistleblowing is open to every employee, as well as our business customers and suppliers. Geopost actively encourages anyone to use it where they believe any suspected or actual wrongdoing has or might occur, ranging from bribery and corruption, to modern slavery, discrimination, and physical and mental harassment or abuse.

### CODE OF CONDUCT

The Geopost Code of Conduct sets out best international market practice, standards and ethics.

It shows our employees what we expect of them and equips them to do the right thing in areas of key decision-making. We continually revise the code to ensure it is up to date and relevant, with the assistance of our business units and their respective experiences and local conditions.



# COMPLIANCE AND GOVERNANCE

Operating legally, and to the letter and spirit of the law, is a non-negotiable principle of how Geopost companies must do business. This also engenders the trust of reputable customers and brands, who choose us as part of their supply chains.

We require every employee, and our suppliers, to comply with all applicable local legislation in our countries of operation, while respecting customary traditions and practices.

In addition we require compliance with the various ethical standards set out in our Code of Conduct. Where standards may differ between our code and local law, the stricter requirement applies.

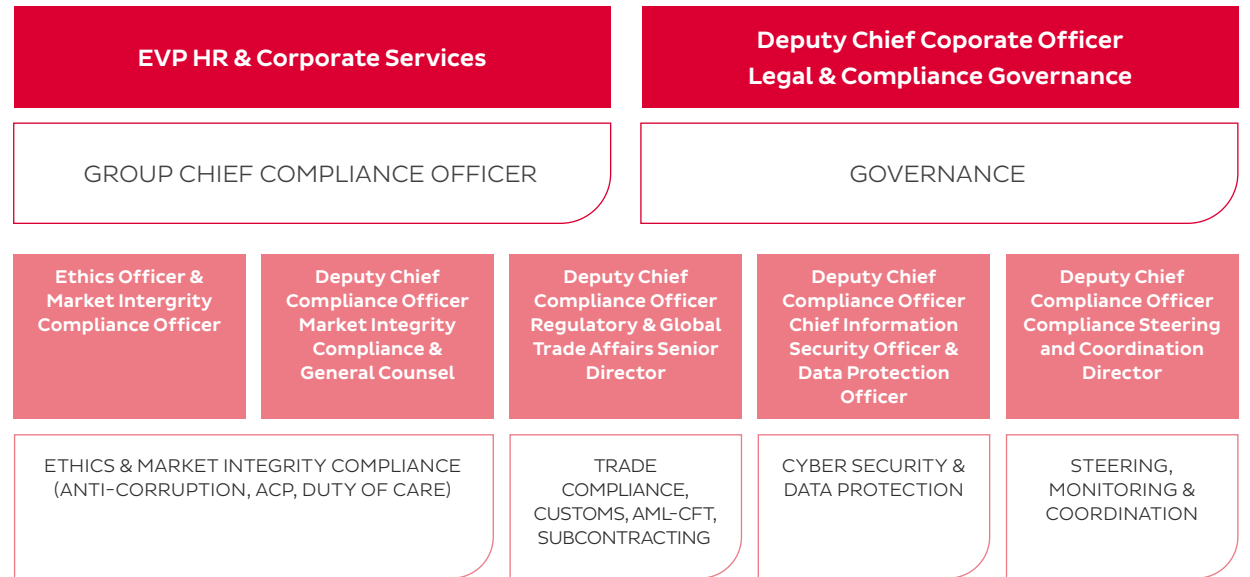
This compliance governance is strengthened by a 'control tower' and monitoring function, led by a Deputy Chief Compliance Officer in charge of compliance steering and coordination.

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. We carry out compliance reviews with every business unit, every year, focusing on deploying 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.



## A SENIOR LEADERSHIP TEAM OVERSEES COMPLIANCE AND GOVERNANCE ACROSS OUR BUSINESS, COMPRISING:



## COMPLIANCE AND GOVERNANCE

### CONTINUED

### 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.

Geopost has adopted La Poste Groupe's three anti-corruption principles: Zero Tolerance, Everyone Concerned, and Everyone Vigilant. Current action areas, based on a comprehensive risk-mapping exercise, include enhancing our anti-corruption programme to ensure full compliance with France's Sapin II law, and any other laws applicable to Geopost.

Each of our business units is also deploying anti-corruption training and procedures, and in 2024 we released dedicated training templates to our business units, tailored for the most exposed people to corruption risk.

Also, 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

Geopost is committed to complying with laws and regulations relating to the prohibition of anti-competitive practices (ACP) and has 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 (MILCOs) in our business units. We align and share best practices through the MILCO community and continue to educate and train our teams.

For example, in 2024 dedicated training templates tailored for most exposed people to anti-competitive risks were released to our business units. At the end of 2024 and into 2025, we have also been releasing an updated version of our ACP compliance guidelines.

#### DUTY OF CARE AND HUMAN RIGHTS

Geopost runs a duty of care compliance programme that includes practical measures to prevent severe abuses of human rights, health & safety and the environment.

This includes identifying adverse impacts arising from our operations and supply chain, preventing and mitigating them, and monitoring and assessing controls we have in place.

Current projects in development include a new Human Rights policy to support our commitment to protect everyone working in our value chain and transport network. In particular, it will tighten the enforcement of our prohibition of 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. This requires providing specialist support to our business units in order to comply with any restrictions arising from sanctions, laws or embargoes.

Our compliance programme, which includes our Sanctions Compliance Policy, provides a defined compliance framework and uses a screening tool for denied parties to ensure that we only trade with legitimate partners.

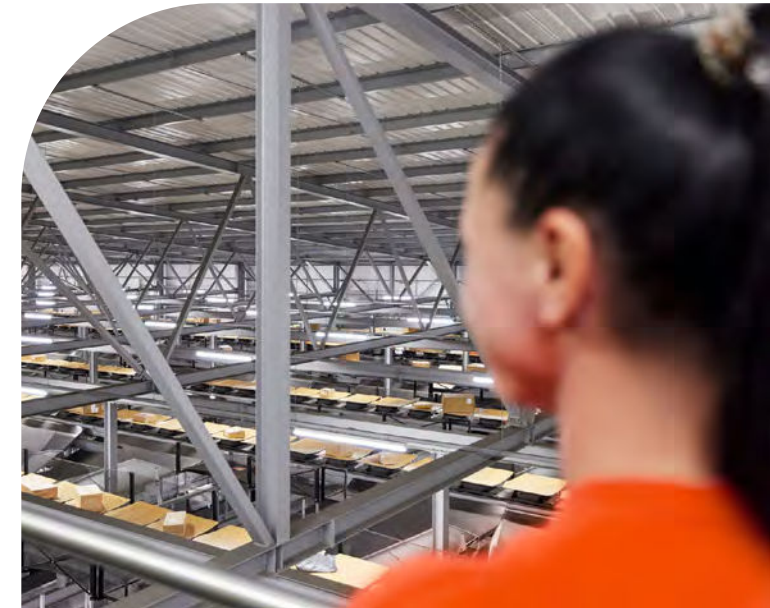
In addition, we created a dedicated International Sanctions Committee in 2024, tasked with continued monitoring of our identified risk areas, and the rollout of our Trade Compliance programmes.

### PERSONAL DATA PROTECTION AND CYBER

We operate a major initiative that integrates cyber and data protection into our processes and culture, ensuring compliance with the General Data Protection Regulation (GDPR) and Network Information Security (NIS2) for the EU business units, as well as other local cyber and data protection regulations.

We maintain Group-level oversight of our data management, with each business unit having its own data protection point of contact and Chief Information Security Officer. Geopost relies on a Group-standardised approach for core cyber protection, known as the Golden Rules, and has conducted extensive controls to ensure their implementation.

Furthermore, Geopost has strengthened Group-level governance of cyber and data protection to support our business growth plans by developing a common set of policies based on the ISO 27000 framework.



## SUSTAINABLE PROCUREMENT CHARTER

As an international business with operations in around 50 countries, we not only seek to do business with integrity and consideration – we lead by example and expect our transport partners to do the same.

Geopost's Sustainable Procurement Charter sets out and formalises our expectations. The charter, which is mandatory across all Geopost businesses, is wide-ranging across all areas of sustainability, encompassing everything from the fair treatment of employees, to environmental care and anti-corruption measures.

To work with us, we expect every supplier to provide evidence they comply with all required legislation and recognised standards, and to demonstrate meaningful actions and goals in:

Respecting and promoting all human rights laws and best practice;

Enforcing required health and safety standards at work;

Taking action to minimise their impact on the environment, and emissions generated in working on our behalf;

Protecting against and managing conflicts of interest;

Complying with personal data and intellectual property law;

Respecting rules of fair competition; and

Preventing and combatting corruption and undue lobbying/influence peddling.

Our procurement approach is embedded and well-established. Alongside our parent La Poste Groupe and its other businesses, we confirmed our commitment to responsible procurement by signing the French Government's Supplier Relations and Responsible Purchasing Charter in 2022.



**SUSTAINABLE PROCUREMENT CHARTER**  
CONTINUED

**SUSTAINABILITY GOVERNANCE**

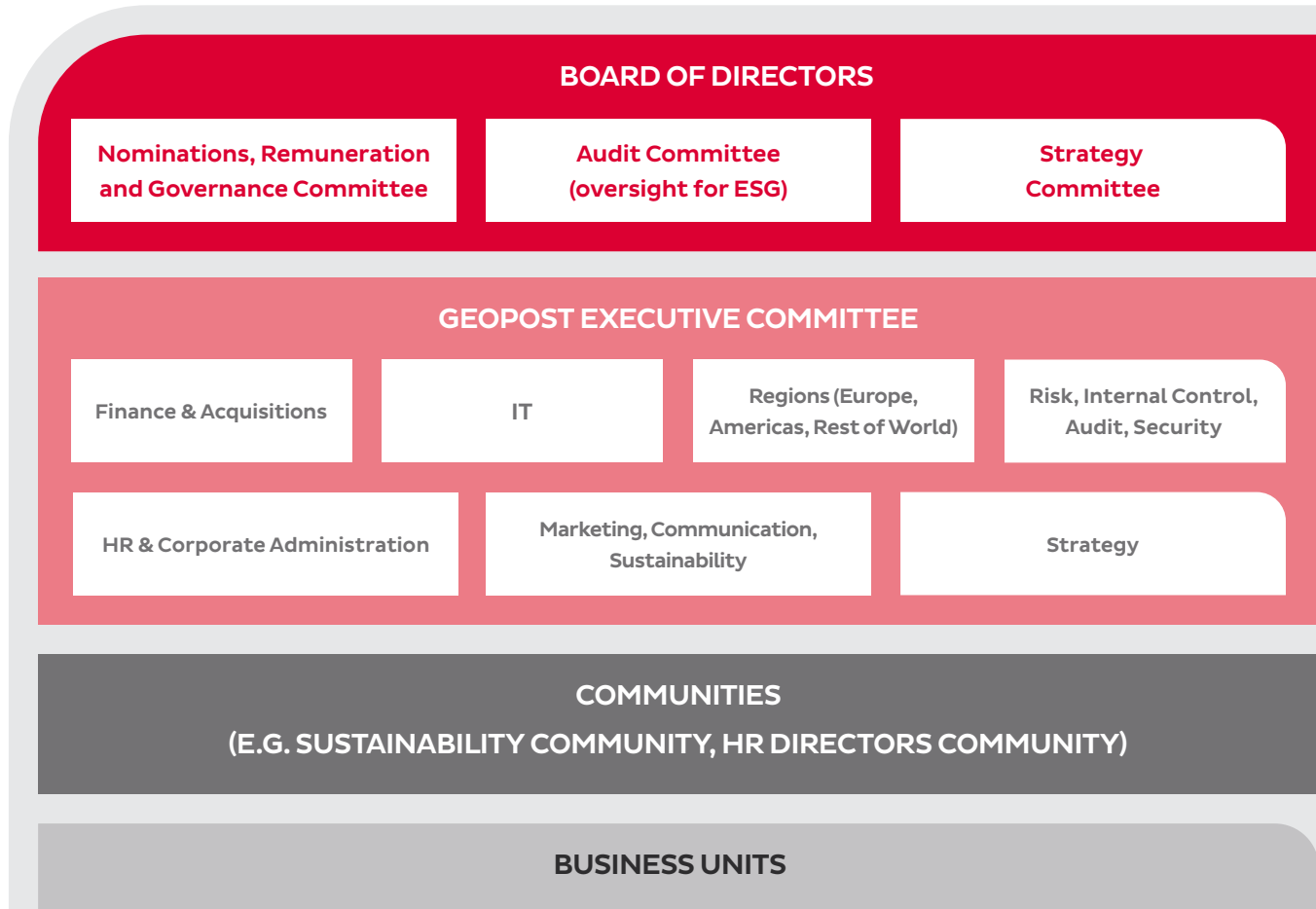
Geopost aims to set the benchmark for sustainable operation in our sector. This starts with sound governance at Board level to define our aims, shape our approach and, crucially, to drive and monitor how we live up to our commitments.

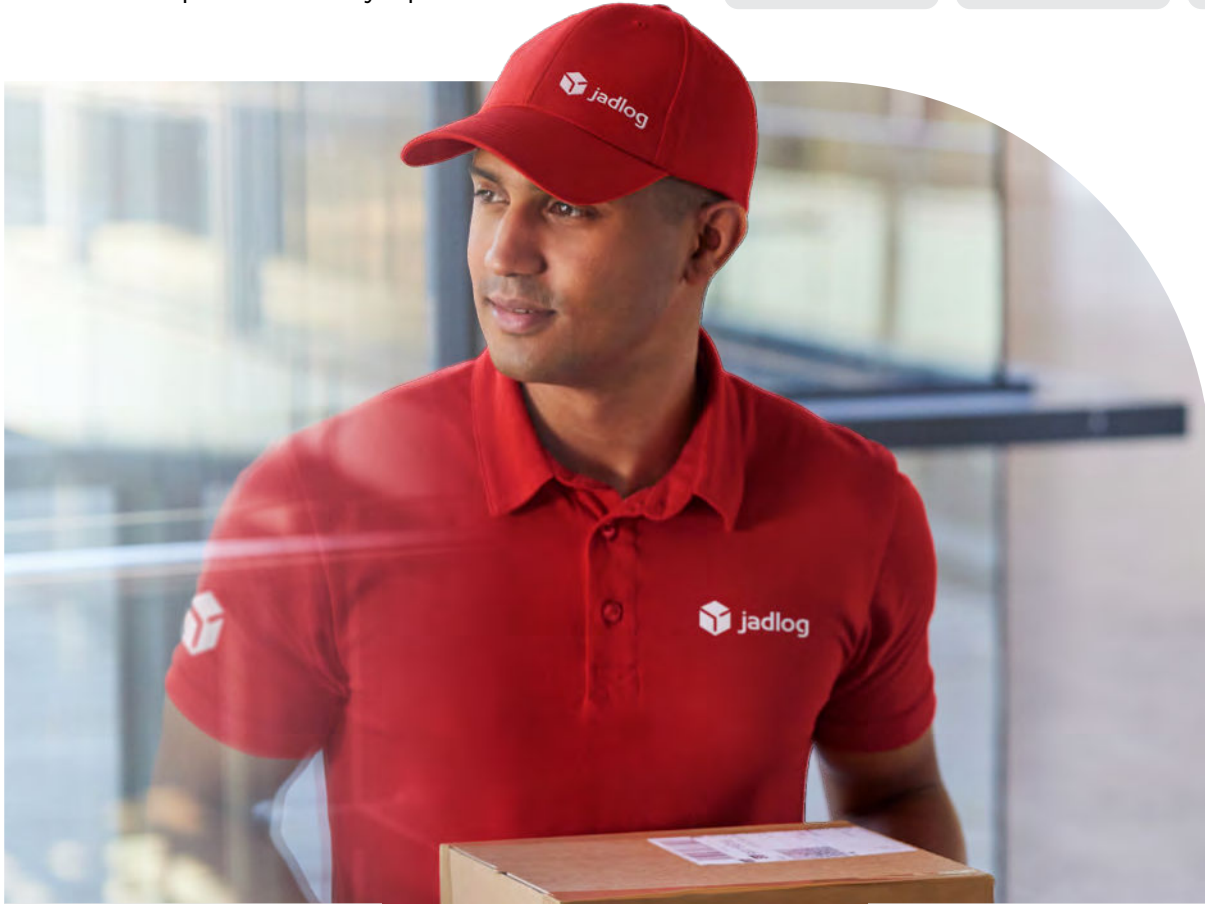
Overseen by our Executive Committee, our sustainability strategy and ESG performance management framework and reporting are coordinated by the sustainability function in close collaboration with others, including human resources, finance, operations and compliance.

Geopost sets the global sustainability strategy and direction of our business units, for them to adapt and integrate into their local governance structures, roadmaps and initiatives. Our governance includes thematic and functional communities that allow us to coordinate our sustainability strategy, and to share best practice across the Group.

This joined-up approach also extends to active and regular guidance by La Poste Groupe's ESG strategy and commitments. Our corporate sustainability team sits on our parent's ESG Coordination Committee, and other corporate functions are represented, where relevant, on La Poste Groupe's various sustainability committees and working groups.

The principles of sustainability and ESG have been further embedded into core Group processes and practices. For example, sustainability performance targets are part of the CEO and senior management team's bonus schemes; sustainability criteria are systematically reviewed by an investment committee for all new hubs; sustainability is a prerequisite in due diligence and the standard integration process of acquisitions; climate risks are fully integrated into the Group's risk management; and we have issued a policy on sustainability claims to avoid greenwashing. Geopost set up a CSRD steering committee to coordinate Geopost's input to support our parent's reporting obligation.





## APPENDIX

This appendix presents detailed data on our key environmental indicators, including GHG emissions, energy consumption and waste management.

### In this section

- 41 GHG emissions
- 43 Energy, waste and water

APPENDIX

# GHG EMISSIONS

## All data in t CO<sub>2</sub>e

**SBTI Scope\*:** BRT, Chronopost France, 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, DPDgroup UK, SEUR

**Geopost Scope\*\*:** BRT, Chronopost France, 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, DPDgroup UK, SEUR, Biociar, Citysprint, DPD Romania, Jadlog, Speedy Bulgaria, Lenton, Laser, C chez vous, Tipsa, Pickup, Asendia, Coolrunnings

GHG PROTOCOL EMISSIONS CATEGORY	2020 (BASELINE)	2022	2023	2024	
				SBTI Scope*	GEOPOST Scope**
<b>Scope 1 (fuel use from our own vehicles and buildings)</b>	<b>180,446</b>	<b>195,089</b>	<b>141,152</b>	<b>97,925</b>	<b>133,844</b>
First & last mile (road)	30,860	31,280	34,337	32,719	49,522
Linehauls (road)	99,292	104,836	42,812	22,931	39,249
Buildings	25,715	24,948	31,156	18,117	18,196
On-site freight (shunters and forklifts)	12,983	17,836	17,330	9,903	10,089
Company cars	11,276	15,899	14,843	13,021	15,183
Cold chain	320	290	675	1,234	1,605
<b>Scope 2 - market based</b>	<b>50,369</b>	<b>29,426</b>	<b>31,838</b>	<b>39,936</b>	<b>44,594</b>
<b>Scope 2 - location based</b>	82,103	103,332	102,723	110,594	115,406
<b>Scope 3 - Category 1: Purchased goods and services</b>	147,044	170,409	186,192	256,954	529,456
<b>Scope 3 - Category 2: Capital goods (CAPEX related emissions: fleet, IT, hub &amp; depots, HQ)</b>	61,274	88,094	82,503	73,373	80,416
<b>Scope 3 - Category 3: Fuel- and Energy-Related (upstream emissions of scope 1 fuel consumption)</b>	<b>44,538</b>	<b>46,662</b>	<b>44,862</b>	<b>44,059</b>	<b>52,694</b>
First & last mile (road)	7,946	7,614	8,597	8,676	12,684
Linehauls (road)	25,702	25,637	24,082	25,902	29,873
Buildings	4,664	5,268	4,463	3,766	3,859
On-site freight (shunters and forklifts)	3,353	4,358	4,234	2,418	2,462
Company cars	2,872	3,785	3,486	3,309	3,816

## GHG EMISSIONS

CONTINUED

GHG PROTOCOL EMISSIONS CATEGORY	2020 (BASELINE)	2022	2023	2024	
				SBTI Scope*	GEOPOST Scope**
<b>Scope 3 - Category 4: Upstream transport (WTW emissions of subcontracted transport: PUD, LNH, AIR, SEA, RAIL)</b>	<b>1,548,302</b>	<b>1,582,902</b>	<b>1,610,373</b>	<b>1,550,477</b>	<b>2,117,059</b>
First & last mile (road)	679,613	666,012	704,168	680,728	791,546
Linehauls (road)	787,050	818,697	800,579	780,000	915,647
Air freight	81,638	97,903	101,875	83,840	393,544
Sea freight	ND	270	3162	3,440	15,260
Rail freight	ND	20	589	713	1,061
<b>Scope 3 - Category 5: Waste</b>	<b>39,151</b>	<b>42,448</b>	<b>26,294</b>	<b>39,589</b>	<b>44,019</b>
<b>Scope 3 - Category 6: Business travel</b>	<b>1,628</b>	<b>5,335</b>	<b>3,412</b>	<b>3,380</b>	<b>4,368</b>
<b>Scope 3 - Category 7: Employee commuting</b>	<b>23,253</b>	<b>25,986</b>	<b>29,121</b>	<b>29,446</b>	<b>39,974</b>
<b>Scope 3 - Category 8: Upstream leased assets (subcontracted buildings)</b>	<b>6,195</b>	<b>3,260</b>	<b>4,050</b>	<b>860</b>	<b>1,923</b>
<b>Scope 3 - Category 9: Downstream transport</b>	<b>ND</b>	<b>ND</b>	<b>181,365</b>	<b>212,591</b>	<b>212,591</b>
<b>Scope 3 - Category 12: End-of-life treatment of sold products (waste management of sold packaging)</b>	<b>3,430</b>	<b>4,247</b>	<b>3,617</b>	<b>4,229</b>	<b>5,376</b>
<b>Scope 3 - Category 15: Investments (Aramex, Yurtici Cargo, DTDC, Ninja Van, Sodexi)</b>	<b>8,537</b>	<b>36,114</b>	<b>37,588</b>	<b>191,152</b>	<b>191,152</b>
<b>Total scope 1&amp;2 (market based)</b>	<b>230,815</b>	<b>224,515</b>	<b>172,990</b>	<b>137,861</b>	<b>178,438</b>
<b>Total scope 1&amp;2 (location based)</b>	<b>262,549</b>	<b>298,420</b>	<b>243,875</b>	<b>208,518</b>	<b>249,250</b>
<b>Total scope 3</b>	<b>1,883,352</b>	<b>2,005,457</b>	<b>2,209,378</b>	<b>2,406,110</b>	<b>3,279,029</b>
<b>SBTI Scope 3</b>				<b>1,595,396</b>	
<b>Total scope 1, 2, 3 emissions (market based)</b>	<b>2,114,167</b>	<b>2,229,972</b>	<b>2,382,368</b>	<b>2,543,971</b>	<b>3,457,467</b>
<b>Total scope 1, 2, 3 emissions (location based)</b>	<b>2,145,901</b>	<b>2,303,878</b>	<b>2,453,253</b>	<b>2,614,628</b>	<b>3,528,279</b>
<b>Total SBTi near term target boundary</b>	<b>1,829,850</b>	<b>1,857,339</b>	<b>1,831,600</b>	<b>1,733,257</b>	

## ENERGY, WASTE AND WATER

UNIT	INDICATORS	2020 (BASELINE)	2022	2023	2024
<b>Energy management - Buildings (Full Year)</b>					
<b>KWh</b>	Total energy consumption	357,747,326	437,509,233	422,110,827	415,311,892
	Breakdown				
	Bought renewable electricity*	140,578,964	241,495,094	239,910,617	248,367,519
	Produced renewable electricity*	2,057,854	6,619,968	5,956,415	7,438,026
	Standard electricity	84,457,309	52,682,945	59,959,882	61,943,577
	Natural gas	119,883,695	124,818,116	108,668,826	90,574,022
	Biogas*	-	-	108,680	121,910
	Urban heating	2,805,290	4,268,385	1,925,542	2,059,305
	Heating oil	3,674,802	4,687,865	3,000,436	3,168,726
	LPG	2,289,412	2,749,210	2,534,818	1,638,807
	Biomass	-	187,648	45,610	-
<b>%</b>	Share of renewable energy	40%	57%	58%	62%
	Share of renewable electricity	62%	82%	80%	81%
<b>Waste management (full year)</b>					
<b>Tonne</b>	Total waste produced	64,358,038	104,674,375	105,239,351	119,641,281
	Total waste reused or recycled	56,013,381	91,295,643	91,353,144	89,204,777
<b>%</b>	Share of total waste reused or recycled	87%	87%	87%	75%
<b>Packaging and resource use (full year)</b>					
<b>Paper consumption</b>					
<b>Tonne</b>	Total paper consumption	6.088	2.924	3.811	3.174
	Total certified paper consumption	3.914	1.878	2.583	2.134
<b>%</b>	Share of certified paper	64%	64%	68%	67%

## ENERGY, WASTE AND WATER

CONTINUED

UNIT	INDICATORS	2020 (BASELINE)	2022	2023	2024
<b>Packaging consumption</b>					
<b>Tonne</b>	Consumption of regular cardboard and plastic for packaging	2.262	2.254	2.106	2.612
	Consumption of recycled cardboard and plastic for packaging	3.172	1.266	2.694	2.610
<b>%</b>	Share of recycled cardboard and plastic	58%	36%	56%	50%
<b>Water consumption (full year)</b>					
<b>Litres</b>	Total water consumption	471,271,382	468,207,371	563,777,462	600,274,680

**Scope:** BRT, Chronopost France, 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, SEUR



# GEOPOST

## ABOUT THIS REPORT

This is Geopost's ninth sustainability report, covering the period of 1 January to 31 December 2024.

Thank you to all 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)



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