

## Press release

### **La Poste remains committed to jobs, training and occupational safety and health (OSH)**

**La Poste's results in 2016 reflect its ongoing job promotion efforts, with 4,463 permanent contracts signed in France. Le Groupe La Poste has prioritized skills development, with a training budget of €243 million. It has undertaken new commitments to prevention and OSH. Its efforts to promote gender equality have paid off. The sustained social dialogue has been marked by the signing of a great many majority agreements.**

#### ➤ **Ongoing efforts to promote jobs**

The **headcount** for Le Groupe La Poste, in France and abroad, averaged 251,249 in 2016.

Despite a difficult environment, Le Groupe La Poste remains committed to jobs, with over 10,000 permanent contracts signed in France in 2016, of which **4,463** were for the parent company (as compared with 3,588 in 2015).

Of this total, 74.4% were recruited in-house (fixed-term contracts, apprenticeships, "Jobs for the Future").

In addition, La Poste continues to actively help **young people enter the job market**: Nearly 60% of all permanent-contract hires were young people under 30. Furthermore, the Group signed 5,736 apprenticeship contracts in 2016.

**Average employee age** continued to increase slightly, rising to 47.2 years, as 47% of Group employees were over 50 in 2016.

#### ➤ **A sustained commitment to training**

Training and skills development are at the heart of the Group's efforts to support the professional development of employees. The number of training days continued to increase, rising to 737,800 days in 2016, an effort that is based on a training budget of **€243 million, or 4.02% of the total wage bill** (as against 3.9% in the previous year). Since 2013, nearly 8 employees out of 10 have been trained every year, as against 1 out of 2 in 2012. At the end of 2016, 20,000 Group employees had started a qualifying course with internal certification.

Manager training is one of the Group's priorities, thanks in particular to the Management Institute, which has provided onsite training to 10,000 managers since it was established in 2014.

Skills development within the Group is closely linked to **professional development**: this was the case for 31,500 employees in 2016, leading to promotion in 40% of all cases.

Employees seeking a professional development can rely on the Job Exchange, where more than 11,000 internal job offers were posted in 2016.

This mobility is based on the opportunities for professional development offered by the wealth of careers within the Group and the **development of new trades**. For example, by means of a partnership with École Simplon, 50 employees have been trained as designer-developers; the postman/postwoman professions are being enriched by new skills associated with local services; and in logistics, new trades are emerging in transport optimization and flow forecasting and planning. Finally, to support the growth of the professional and business customer markets, La Banque Postale is developing a network of 1,000 new professional customers' officers.

#### ➤ **New commitments to OSH and the quality of work life**

Le Groupe La Poste pays special attention to the preservation of health and the quality of work life.

It has launched the project "Feeling good at work" (« Bien dans son travail »), which covers all aspects of OSH: health status and unfitness for work, age, work organization, prevention, support for return to work following a lengthy absence, etc.

These measures will allow to cope with the increase in absences through illness, where the rate of absenteeism hit 6.91% in 2016 as against 6.65% in 2015, primarily due to long-term sick leave. Sick leave for over six months accounts for 47% of total days of absence, a figure that must be analysed in the light of the average age of employees, the strenuousness of the main trades of La Poste, and exposure to uncivil behaviour and assault.

Moreover, La Poste is reinforcing its accident prevention policy: mentorship, adaptation of equipment, limitation of risks associated with work in a standing position, support for employees exposed to uncivil behaviour, particularly in post offices, renovation of 3,000 sites with a dedicated budget of €19 million, etc.

These efforts, which were initiated in 2016 and have already borne fruit on some sites, are designed to prevent work accidents, the frequency of which increased in 2016 to 26.2 accidents per 1 million hours worked, up from 24.7 in 2015.

Handling errors and wrong movements are the main types of accidents, followed by falls and traffic accidents. The accident categories showing the largest increases in 2016 were animal or human attacks and traffic accidents.

#### ➤ **Major achievements with regard to gender equality**

After constant efforts for several years to promote gender equality, La Poste now has 52% women and above all 48% women in management positions. In 2016, women accounted for 54.3% of all promotions.

The wage gap between men and women has practically disappeared (0.32%).

Efforts to promote a work-life balance have continued with the introduction of a so-called "right to disconnect."

➤ **Special importance is attached to diversity and equal opportunity.**

La Poste maintains its commitment to persons with disabilities. The employment rate for disabled persons hit 5.84% in 2016, as against a mere 2% in 2011. Keeping these persons in work and adapting workstations are priorities for the Group.

La Poste has 11,000 disabled employees, of whom 159 were hired in 2016.

➤ **Limited wage gaps**

Gross monthly salary for employees rose slightly in 2016 to €2,338 for private-law employees and €2,629 for civil servants.

The wage hierarchy (the ratio between average salary for the 10% highest-paid agents and the 10% lowest-paid agents) has remained limited (2.5 times for civil servants and 2.6 times for employees).

➤ **Social activities to meet the needs of employees and their families**

La Poste has pursued its social policy, which is designed to reach the largest possible number. Nearly €206 million (i.e. an average investment of €1,058/employee) were earmarked in 2016.

Le Groupe La Poste has paid out €32 million to Action Logement as an employer's contribution to home-building, making it the leading contributor in France. 9,478 employees benefited from housing services and solutions in 2016.

➤ **A sustained social dialogue**

The year 2016 was marked by the conclusion of numerous social agreements:

- The majority social agreement with Counter Staff-Customer Advisers signed on 1 March
- The majority agreement on trades and professional careers for bank advisers concluded on 2 March
- The wage agreement for the year 2016, signed on 15 March
- The majority amendment to the incentive agreement with La Poste for 2015-2017, signed on 27 June
- The majority agreement on Youth Integration and Employment of Seniors in La Poste, signed on 3 October, further to the Generation Contract of 2014

New agreements have been signed since 1 January 2017:

- 7 February 2017: agreement on the improvement of working conditions and the development of distribution and services trades for postmen and postwomen and their proximity supervisors
  - 30 March 2017: majority wage agreement for the year 2017
  - 30 May 2017: unanimous agreement on La Poste's social housing policy for 2017-2019
  - 21 June 2017: majority agreement on the creation of the Group's Strategic Social Dialogue Committee
- "The figures for 2016 reflect La Poste's social commitment to jobs, training and occupational safety and health, in accordance with diversity and gender equality", emphasized Sylvie François, Executive Vice-President in charge of Human Resources. "These results owe a great deal to the quality of social dialogue", she added, underscoring the number of majority social agreements signed.

#### About Le Groupe La Poste

A wholly state-owned public limited company, Le Groupe La Poste is structured around five core branches: Services-Mail-Parcels, La Banque Postale, La Poste Network, GeoPost, and Digital Services. The Group operates out of 40 countries in four continents. La Poste's 17,000 postal retail outlets make it France's leading local business network, serving 1.6 million customers every day. Every year, La Poste delivers 23.265 billion items worldwide (letters, printed advertising media and parcels), 6 days a week. In 2016, the Group generated €23.294 billion in revenues (22.4% out of France) and had a headcount of more than 250,000. Closer and more connected, La Poste is stepping up its digital transformation by offering a range of services hinging on its role as universal operator for exchanges. In its strategic plan "La Poste 2020: conquering the future", Le Groupe La Poste has set itself the ambitious objective of speeding up development in its five core businesses and expanding into new regions. Accessible to everyone, everywhere, every day, La Poste puts human considerations and trust at the centre of customer relations to become the leading company for services on a human scale.

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