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PRESS RELEASE

Bruno Le Maire, French Minister of the Economy and Finance, and Philippe Wahl, CEO of Le Groupe La Poste, today signed a Public Service Agreement between the State and La Poste for 2018-2022 at the greetings' ceremony for postal employees.

The Public Service Agreement details the State's undertaking to support the four public service missions enshrined in legislation, namely, guaranteeing quality postal service; maintaining a territorial network of 17,000 retail outlets, particularly in rural areas; offering bank services to fragile population groups; and ensuring the delivery of an independent, quality press in France, in exchange for which La Poste commits to respecting ambitious quality indicators.

Moreover, the 2018-2022 Public Service Agreement develops the innovation introduced in the 2013-2017 Agreement, that is, **citizens' commitments**, illustrating La Poste's desire to contribute actively to the general interest by backing the development of the digital society and local services and by committing to responsible sustainable development.

During the drafting process, the State involved citizens via broad consultations with the public during the summer of 2017 and with the different stakeholders, including the Higher Digital and Posts Commission (CSNP) and the regulatory body (Arcep). The High-level Public Service Agreement Committee met in November and La Poste's Board of Directors gave its approval in late 2017.

The 2018-2022 Public Service Agreement is an extension of the 2013-2017 previous Agreement while introducing a number of innovations to ensure and modernize the viability of the various missions:

As regards universal postal service, the commitments undertaken in the new Public Service Agreement come under two main headings:

-Reworking the mechanism for monitoring service quality. The Public Service Agreement relies on new indicators to strengthen the monitoring of user satisfaction, above and beyond mere performance. The aim is to provide a reworked service quality tool that better meets customer needs for universal service.

-Enhancing the product offering: in view of user new expectations, La Poste undertakes to enhance its product range in 2018 by offering an option for tracking all single-piece mail. Furthermore, in order to help small e-merchants



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develop abroad, La Poste will incorporate a corporate parcel tracking option in its universal service catalogue as from 1 March 2018.

As regards regional development, the new Public Service Agreement takes up the main provisions of the 2017-2019 local postal presence agreement, which relied on a network of 17,000 retail outlets to **maintain a postal presence** in rural areas, specially designated neighbourhoods and the overseas departments, **ensure the long-term viability of partnerships** (post offices and postal pick-up points) and **develop new forms of pooling services** (public service areas as well as postmen-counter clerks in post offices).

Moreover, the 2017-2019 local postal presence agreement gives the Departmental Postal Presence Territorial Commissions¹ (**CDPPT**) **more latitude** (they can experiment, particularly with new solutions for pooling services) **and autonomy** when it comes to managing their resources. It also boosts **digital accessibility by allocating** at least 15 % of overall departmental funding, that is, €75M over three years, or €30M more than in the previous agreement.

As for the mission of press delivery, La Poste will continue, at a very high level of service quality, to facilitate the transportation and delivery of the written press via preferential postal rates for newspaper publishers. The Public Service Agreement extends, until 2020, the annual financial compensation amounts paid by the State.

With regard to banking accessibility, La Poste will continue to fulfil this mission via La Banque Postale, through the Livret A savings account, a tool for promoting the use of banking and saving facilities by financially vulnerable customers. The amount of compensation paid by the State, which is approved by the European Commission, is set by decree until 2020.

The 2018-2022 Public Service Agreement between The State and La Poste signed today supports the transformation of La Poste and reinforces its public service missions and citizens' commitments in order to more than ever place the public interest at the heart of its future.

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¹The CDPPT are special bodies for dialogue with elected representatives that are kept informed by La Poste of all projects. They have three main missions at the departmental level: (1) give their views on La Poste projects (network modernization, development of contact points, etc.); (2) identify user needs; (3) negotiate departmental priorities for intervention by the equalization fund.