

APPU EC MEETINGS – Bali – Indonesia – 21-25 June 2010

LA POSTE GROUP
Philippe Hlavacek

La Poste, personnel ne sera jamais aussi proche de vous.

95 millions de plus de lettres toutes les 24h, toujours de votre façon et en un programme.

La poste distribue chez vous, pour apporter le meilleur service.

Pour être client à La Banque Postale il faut s'inscrire au service.

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Summary

La Poste Group highlights

- Change of legal status
- 2009 Key Figures
- 2015 Ambition Plan

Cooperation with APPU

- Human Resources
- ASEAN IEMO Project
- Workshops and Seminars

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La Poste Group highlights Change of legal status as of 1st March 2010

- 1923-1990 La Poste was part of the Ministry of Posts and Telecommunications.
- In 1991, La Poste was split from France Telecom and became a **state owned enterprise with no capital though**.
- March 1st, 2010 La Poste became a public limited society (Postal law of 9 February 2010)
- The change of status allows La Poste to have a capital and obtain a capital increase of 2.7 billion euros which will help us modernise services and develop new activities in each of our Business Sectors

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La Poste Group highlights Change of legal status as of 1st March 2010

- The postal status Law prevents any private firm entrance to the capital of La Poste.
- Public service missions are maintained in the law i.e.
 - La Poste is designated as sole Universal Service Provider for mail and parcels for 15 years.
 - Participate in town & country planning
 - Press transportation and delivery
 - Banking accessibility

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La Poste Group highlights 2009 Key Figures

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La Poste Group demonstrates its resilience at a key moment in its history

- Contained decline in revenue
- Improved cost control across all businesses
- Quality of services continually improving



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La Poste Group highlights 2009 Key Figures

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Progressive rebalancing in our portfolio (revenue breakdown)

2003

Banking
23 %




Parcels-Express
18,1 %

Mail
58,9 %

2010

Banking
24,3 %




Parcels-Express
21,7 %

Mail
53,8 %

71% in competition
16% international

Group Revenue in 2009
20.5 billion €
Net Result : 531 million €




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**La Poste Group highlights
2009 Key Figures**


In € Millions	2008*	2009	Change vs. Published	Change on a like-for-like basis**
Revenue	20,799	20,527	-1.3%	-2.0%
EBITDA	1,843	1,867	+1.3%	+1%
Operating profit	866	757	-15%	-13%
Profit for the year attributable to equity holders of the parent	529	531	+0.4%	
Operating Margin	4.3%	3.7%	-0.6 point	

*2008 restated financial statements
 ** At constant scope and exchange rate


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**La Poste Group highlights
2015 Ambition Plan**

- The plan establishes the priorities and change management principles for adapting to the profound evolution in La Poste’s business environment, and making the company a European leader in logistics and financial services best-placed to serve the French public.
- It targets a gradual return to the levels of profitability generated by La Poste in recent years, incorporating an investment programme whose implementation primarily depends on a forthcoming €2.7 billion capital increase.


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La Poste Group highlights 2015 Ambition Plan

Five priorities

- 1 - Fulfilling its four public service missions** (universal postal service, press transportation and delivery, banking accessibility and town & country planning), which underpin essential aspects of daily life in France.
- 2 - Achieving sustainable growth** in all sectors.
- 3 - Focusing on the quality of services in all group businesses.**
- 4 - Fostering innovation** through the development of new services.
- 5 - Developing new businesses** and entering new markets in Europe, in particular through acquisitions.

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La Poste Group highlights 2015 Ambition Plan

Two change management principles

- 1-** The company's strategic plan will be executed in line with La Poste's **social model** principle,
- 2 -** And its **sustainable development policy.**

The *2015 Ambition* plan sets new financial targets for the group. A diversified business portfolio will be the key to a gradual return to the levels of profitability enjoyed before the economic crisis hit and the accelerated decline in postal traffic. The group is forecasting a slight increase in its revenues over the period, to close to €22 billion (excluding external growth) in 2015, with an operating margin of around 8%.

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Cooperation with APPU Human Resources

In partnership with the UPU and the APPU, La Poste is financing up to 130,000 CHF / 122,500 USD the Regional Development Plan for Human Resources which was signed between the parties for 2009-2012.

- 15,000 CHF / Year allocated for APPC course fellowships
- Collective training to be organised in 2011 & 2012
- 2 Lecturers / Year providing the APPC with their expertise

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Cooperation with APPU ASEAN IEMO Project

The six ASEAN countries - Cambodia, Indonesia, Lao, Malaysia, Philippines and Vietnam - participating in the implementation of an International Express Money Order (IEMO) service via IFS made significant progresses in 2009.

- Drafting of a Regional Service Convention and its annex for terms and conditions to operate the service within the ASEAN.
- Drafting of a bilateral agreement model.
- The Chair of the ASEAN Postal, Pos Malaysia, organised in Kuala Lumpur (August 2009) the first Regional Management Committee (RMC) and its working groups to supervise the project implementation.

Workshops for operational and flow management processes will be organised in September 2010.

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Cooperation with APPU Workshops & Seminars

A workshop on Customs Evolution and Postal Sector was organised in Bangkok (8-9 October 2009) to help APPU members understand the major evolutions all postal operators are going to face and to focus on the raising problem of the counterfeited items using the postal network.

- 10 countries attended the seminar with 23 participants (Australia, Brunei, India, Japan, Korea, Malaysia, Philippines, Singapore, Thailand & Vietnam)

Another workshop for the region will be organised in September 2010 to prepare the Designated Operators with the coming changes.

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Cooperation with APPU Workshops & Seminars

A UPU Seminar on Sustainable Development sponsored by La Poste was organised by the APPU for the region in Bangkok December last to show how sustainable development can be a lever of performance and innovation.

- 20 countries attended the seminar with 29 participants (Afghanistan, Bhutan, Brunei Darussalam, Cambodia, China, Indonesia, Iran, Japan, Kiribati, Lao, Maldives, Myanmar, Nepal, Samoa, Solomon Islands, Sri Lanka, Thailand, Timor Leste, Vanuatu, Vietnam)

It aimed at sharing experiences of each of the postal operators, at identifying the possible local synergies and at formalizing an action plan. The results and progresses achieved so far in the region are going to be presented to you.

- A new strategic seminar will be organised in November 24-26, 2010

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THANK YOU



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Sustainable Development, a lever of performance APPU seminar - December 2009

Stéphanie Scoupe



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Agenda

1/ Seminar context


- Organization
- Main Topics
- Reminder of the aims
- Attendance

2/ Seminar results

- Definition for a common vision and ambition for APPU
- Action plan for APPU members and priorities
- Sharing and implementing best practices

3/ How to maintain the dynamic?

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1/ Seminar context

- **Organization:**
 - organized collectively by the UPU, the APPU and La Poste France
 - on December 2nd, 3rd and 4th
 - in Bangkok, Thailand
- **Main topic:**
 - Sustainable development as a lever of performance
- **Reminder of the aims:**
 - Showing how sustainable development can be a **lever of performance**
 - **Sharing experiences** of each of the postal operators on this subject
 - Identifying the possible **local synergies** between APPU members
 - **Formalizing an action plan** allowing to mark and to increase the value of the region's commitment in sustainable development



1/ Seminar context



- **Attendance:**
 - **35 countries** from the region were **invited to participate**
 - In addition to UPU, APPU and La Poste France:
29 participants from 20 countries attended the seminar: Afghanistan, Bhutan, Brunei Darussalam, Cambodia, China, Indonesia, Iran, Japan, Kiribati, Lao, Maldives, Myanmar, Nepal, Samoa, Solomon Islands, Sri Lanka, Thailand, Timor Leste, Vanuatu, Vietnam.




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2/ Seminar results

- 3 main results during the seminar
 1. Definition of the common vision and ambition
 2. After sharing Best Practices, formalization of the action plan for the region
 3. Priorisation of actions and definition of a planning
- Many initiatives implemented after the seminar



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2/ Seminar results

- **Definition for a common vision and ambition for APPU:**
 - To contribute in a better world and environment as a sector:
 - Integrate sustainability in our business
 - Demonstrate our proactivity
 - Promote and raise awareness of our employees and clients

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2/ Seminar results

- Action plan for APPU members and priorities
 - Social/Societal pillar 1/2

ISSUES	ACTION	WHO	PLANNING
Women parity / gender	IDENTIFIED PRIORITIES 1. Train women and promote women rights o Implement a specific plan for women capacity building as a basis 2. Develop awareness to remove social and cultural brakes o Communication campaigns within the post and like with policy and measure above 3. restructuring job description to make it gender neutral (model)	For priority 1: ALL	For priority 1 January 2010: action plan July 2010: first actions and results to share experiences
Social dialogue	IDENTIFIED PRIORITIES 1. Training 2. Social negotiation for welfare 3. Accident prevention safety		To be discussed during the next seminar June or July 2010 (to be scheduled)
Pandemic disease	IDENTIFIED PRIORITIES 1. Use employees of post to inform and diffuse messages		To be discussed during the next seminar June or July 2010 (to be scheduled)



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➤ Social/Societal pillar 2/2: initiatives

- **JAPAN POST SERVICE**
 - In 2010, Japan Post Service has realized an internal study to assess what were the practices in terms of women parity / gender and has identified the actions to lead in order to progress
- **SamoaPost**
 - Samoa Post is currently running a training programme for its tops and middle level managers



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2/ Seminar results

- Action plan for APPU members and priorities
 - Economic pillar 1/2



ACTIONS	WHO	PLANNING
IDENTIFIED PRIORITIES 1. Develop Social Responsible Investments (SRI) and promotion: <ul style="list-style-type: none"> a) First ideas identified: Leaflets, agreements, partnership, licence accreditation... 		
2. Responsible purchases: <ul style="list-style-type: none"> a) implement pedagogic guidelines (total cost approach, prioritisation of postal purchasing and definition of SD criteria for each) b) Build a training for purchasers thanks to UPU's and APPU's support c) Implement a SD questionnaire for subcontractors/suppliers d) External valorisation of the approach 		
3. Responsible Products: <ul style="list-style-type: none"> a) Awareness : first internal and then external b) Recycled / responsible packaging 		
For priority 1: Samoa as a pilot	For priority 2a: All except Samoa	For priority 1: July 2010: action plan Octobers 2010: first actions and results to share experiences For priority 2a: Oct/Nov 2010: guidelines



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➤ Economic pillar 1/3: initiatives


JP JAPAN POST SERVICE An eco-friendly packing service


Characteristics of logistics to date

1. Quality of transport
2. Cost
3. Lead Time




+


4. Environment (ecology)





- ◆ Reducing the cost of packing materials
- ◆ Reducing CO₂ emissions and contributing to CSR
- ◆ Reducing time and improving efficiency



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➤ Economic pillar 2/3: initiatives

J.P. JAPAN POST SERVICE An responsible offer

A service offer to elderly people

Offsetting New year's greetings postcards

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➤ Economic pillar 3/3: initiatives

SamoaPost Your Mail Solution

• A letter writing competition on HIV Aids to promote awareness on this pandemic

"Write a letter to someone to explain why it is important to talk about AIDs and to protect yourself against the disease."

- Winning Letter will be awarded \$300.00 tala
- Winning Letter to enter UPU International Letter writing competition.
- Additional \$100.00 tala will be awarded if letter wins top 3 award from the UPU International Letter writing competition

Post Letter to:
 Samoa Post
 UPU International Letter Writing Competition
 Private Bag
 Apia, Samoa

- Postage cost \$1.00 tala
- Competition Ends April 25th 2010
- Special Conditions Apply
- Contact 27645 for more information.

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2/ Seminar results

- Action plan for APPU members and priorities
 - Environment pillar 1/2



ACTION	WHO	PLANNING
IDENTIFIED PRIORITIES		
1. Raise awareness of employees <ul style="list-style-type: none"> a) On CO2 reduction levers: develop a tool kit to implement green gesture 	<u>For priority 1 and 2: ALL</u>	<u>For priority 1</u> January 2010: action plan July 2010: first actions and results to share experiences
2. Implement eco-driving programme <ul style="list-style-type: none"> a) Develop a tool kit: guideline and presentation to build the training b) Propose incentive plan / ideas to maintain efficiency of eco-driving training e.g. competition during one year c) Prepare a communication plan <ul style="list-style-type: none"> ✓ recognition of drivers ✓ external valorisation 		<u>For priority 2</u> July 2010: first actions and results to share experiences thanks to France support




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Environment pillar 1/2: initiatives

-  **JAPAN POST SERVICE**
 - A target to reduce CO2 emissions and a lot of actions
 - ➔ in terms of alternative fuel vehicle, ecodriving training
 - ➔ in terms of buildings



-  **SamoaPost**
 Your Mail Solution
- Reduction of carbon impact:
 - ➔ Fuel and oil expense by 54%* thanks to initiatives
 - like ecodriving training, also changing of delivery rounds
 - ➔ Energy consumption by 10%* thanks
 - to reduction of usage for air conditioning





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*YTD in comparison of YTD compared to YTD budget

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3/ Next stages defined

- **Next seminar**
 - Today:
Share the global overview with all APPU members and present the first results (non exhaustive)
 - Tomorrow:
Continue to share experiences
Maintain the dynamic at regional level to encourage actions

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Key of success as a conclusion

- **Why SD is a lever, because it is a way to:**
 - Motivate people to work, to come...
 - Share best practices and benchmark
 - Innovate
 - Recruit the best ones

Answer and satisfy every stakeholder's expectations

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Sustainability is more than a new trend: it is a way to make our business forward looking...



« Happiness is when what you think, what you say and what you do are in harmony. »

Gandhi

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