

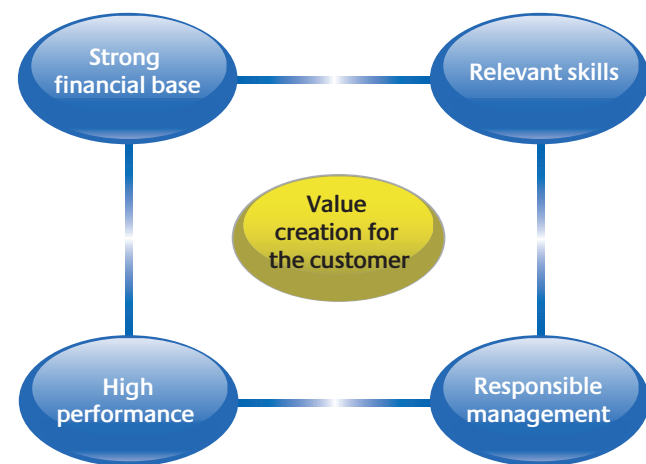
# GeoPost, adding value and driven by values

# GeoPost, we embrace our Responsibility



## Adding value for its customers

- La Poste Group, a shareholder committed to developing GeoPost
- In turn GeoPost is committed to delivering results
- 20,000 employees worldwide
- A performance and results driven culture
- An expertise in parcels weighing up to 31.5 kg (70 lbs)



- A high-performance handling capacity including: hubs, depots, fleet and retail outlets
- DPD, the most efficient parcel network in Europe
- Equipment at the forefront of technology
- Accountable and empowered
- A decentralised organisation giving subsidiaries considerable autonomy of action in their respective markets
- A Group committed to developing in a more sustainable way

## Our values drive us on a daily basis

GeoPost people are driven by values that bind them beyond borders and markets where they work, to better serve their customers.

- Solidarity** is essential in a network activity;
- Transparency** underlines in-house and external relationships;
- Accountability** is made possible by nurturing and empowering managers at local level;
- Receptiveness** is fundamental in a decentralised and innovative Group;
- Respect** underlines GeoPost and its stakeholders' relationships.

These shared values ensure trust permeates at all levels.

## Responsibility

In 2010, GeoPost has unveiled its 'Responsibility' strategy which over the next three years will see 26 initiatives taking shape across the Group. GeoPost will reduce its impact on the Planet, support its People and serve the Community.

## Planet

- Managing Carbon**  
The single most important environmental goal is to measure and reduce our carbon emissions from transport and in our premises. That's why GeoPost is working with the industry to develop a coherent carbon industry standard. We are improving our internal carbon reporting to better measure the impact of the numerous carbon reduction initiatives.
- Making our offer ever more responsible**  
We carefully listen to and analyse our customers' Sustainable Development requirements. We have committed to progressively integrate environmental, social and community criteria into our service offering.
- Optimising resources usage**  
As a business our carbon footprint is correlated with our use of natural resources. We want to achieve the best possible utilisation of resources by re-using them wherever possible through waste management, recycling policies and compliance to environmental standards.

- Promoting the best initiatives between our entities.** GeoPost has always given major independence to local Business Units – trusting the local expertise to deliver dynamic solutions. Our Responsibility approach will show that collaboration is one key to the success. It is our goal to make sure every Business Unit can capitalise on best practices from the Group and beyond.

## Community

- Being an asset to our community**  
GeoPost is an important community player, creating links between people and businesses. Local communities face many challenges: by collaborating with other stakeholders, we become part of the solution.
- Giving back to the community**  
GeoPost and its businesses are involved in numerous charity initiatives locally and worldwide. We strongly support and encourage employee community engagement.
- Social entrepreneurship commitment**  
We have engaged at a European level with the social entrepreneurs - ASHOKA for 2011 onwards.

## People

- Making ourselves attractive as a responsible employer.** Ensuring that each employee feels respected and valued is critical. We rely on our employees to make Responsibility become real in their daily work and we put great emphasis on their individual development and well-being at work.

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Eco-designed brochure. Impact on the climate global warming measured, reduced and offset. Printed with vegetable-based ink by **IMPRIM'VERT** on 60% recycled pulp and 40% FSC new pulp paper.

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## GLOBAL EXPRESS PARCELS

[www.geopostgroup.com](http://www.geopostgroup.com)



# GeoPost, express parcel specialist

# Express Parcel expertise within La Poste Group

# GeoPost is a major player in express parcel services



## Key Facts and Figures

550 million parcels transported per year worldwide

830 hubs and depots

26,000 vehicles (including subcontractors)

310,000 customers

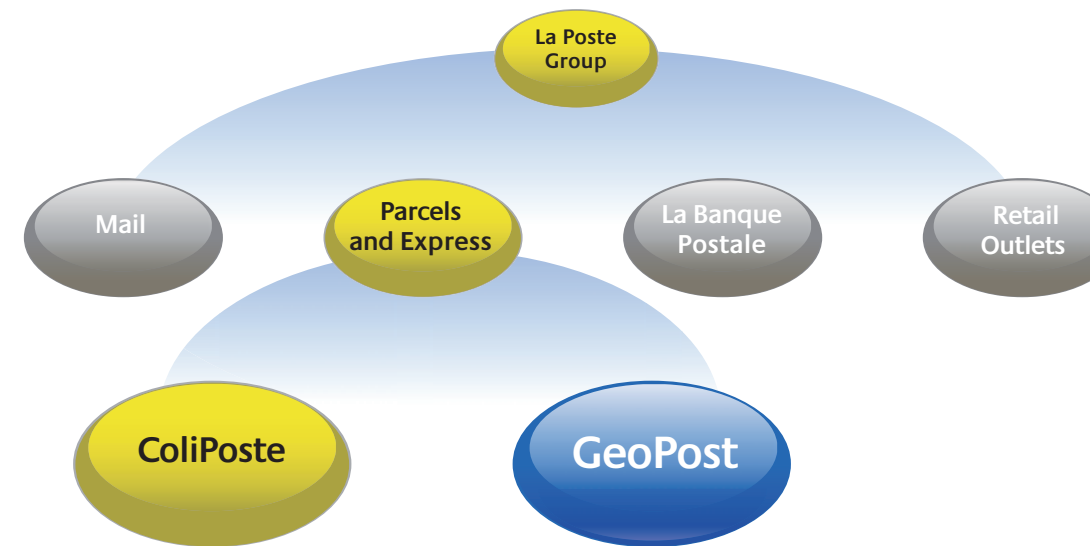
230 countries and territories served around the world

20,000 employees from 40 different nations

## GeoPost is...

- The most efficient European parcel business, harnessing the best European Road Network.
- The largest parcel business in France, and in the top 3 domestic operators in almost every other significant European market.
- Express parcel specialist on the B to B and B to C markets for parcels weighing up to 31.5 kg.

La Poste Group, organised into four business sectors, achieves an annual turnover of more than 21 billion euros of which approximately 16 % is generated by GeoPost. Two thirds of La Poste Group international turnover comes from GeoPost.



The Parcel Business of La Poste Group is organised into two entities:

- **ColiPoste, La Poste's Parcel operator**  
ColiPoste is the French B to C and C to C leader, specialising in 48 hours nationwide coverage of parcels weighing less than 30 kg.
- **GeoPost, wholly owned subsidiary of La Poste Group, comprises all the express subsidiaries worldwide**

The other Business sectors of La Poste Group are:

- **Mail, ranked n° 2 in Europe**
- **La Banque Postale, 3<sup>rd</sup> largest retail bank in France**
- **The Retail Outlets or Post Offices network:** leading role in the multichannel distribution of the La Poste Group's products and services throughout France.

GeoPost, wholly owned subsidiary of La Poste Group, carries out collections in more than 40 countries and delivers to more than 230 countries and territories on behalf of more than 310,000 customers, providing the industry's best standards of quality.

Today, GeoPost's clients benefit from its strong presence in Europe thanks to subsidiaries that hold a leading position in their domestic markets

- These companies are **Chronopost, Exapaq, SEUR** and **Interlink Express** as national brands in France, Portugal, Spain and United Kingdom. **DPD**, GeoPost's international brand, is also trading domestically in markets such as Germany, United Kingdom, Bulgaria, Belgium, Luxembourg, the Netherlands, Switzerland, Poland, the Baltic States, Croatia, the Czech Republic, Hungary, Bosnia, Serbia, Slovakia, Slovenia, Romania... With its partner **Yurtiçi Kargo**, GeoPost is market leader in Turkey and has significant presence in Russia and Ukraine, also trading as DPD.

GeoPost is developing its presence in dynamic markets outside Europe

- **In Asia**, GeoPost is also present in the People's Republic of China, South Korea and in India with DPD Continental, a joint venture with Continental Air Express.
- **In the Middle East**, GeoPost provides delivery services to the region thanks to its presence in the United Arab Emirates with DPD UAE, a joint venture with the Kanoo Group.
- **On the African continent**, GeoPost is present with Chronopost International in Niger, Senegal, Algeria, Morocco, the Ivory Coast, Cameroon, Burkina Faso, and in South Africa with DPD Laser Express Logistics, a joint venture with the Laser Group.
- **On the American continent**, GeoPost provides delivery services in the United States through IBC.



DPD is the international network and world class brand of GeoPost Group, the majority shareholder in DPD with a stake of 83.32%. From over 800 locations in more than 40 countries DPD serves the world's major business centres and operates Europe's most advanced and efficient road network. In Europe and throughout the world the international DPD brand represents competence, reliability and customer focus. With its CLASSIC and EXPRESS Services DPD offers a comprehensive range of service options, providing domestic and international parcel and express shipping at the highest quality standards.