Skills’ development & Training
Digital & Data Culture

HR Department - Corporate
3 December 2018
Le Groupe La Poste : 5 branches of activities

Key data

- **250 000** Employees
- Among which 11% internationally
- Management of 2 statuses:
  - 48% civil servants
  - 52% of private law employees
- **Growth of 10% of parcels**
- **1, 548 billions**
- **17 000** contact points
- **26 million** Homes daily served
- **4 missions of public services**
- **2, 80 %** of revenues internationally
- **Loans: + 12%**
  - Among which + 43, 4% to moral people
  - PNB pôle gestion d’actifs : + 6, 3%
  - IARD : + 8% / health : +19%

Share of revenues

<table>
<thead>
<tr>
<th>Services-Mail-Parcels</th>
<th>Postal Bank</th>
<th>GEOPOST</th>
<th>Digital</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>46 %</td>
<td>23 %</td>
<td>28 %</td>
<td>2, 80 %</td>
<td>0,2 %</td>
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</tbody>
</table>

La Poste network : the structure to sell the Group’s products and services, at the service of the branches
Majority collective agreement « A future for each postal employee » for the period 2015 to 2020.

1. 80% of postal employees will benefit from at least one training action per year

2. Each postal employee will benefit from a training action at least every 2 years

3. At least 100h of training on average per postal employee, including all training programmes, between 2015-2020

4. 50,000 qualifying paths till 2020

5. 1,000 certified trainings between 2015-2020
**Key data**

- **240 million** euros / year of expenses dedicated to life-long vocational training

- **80%** of training by trainers and the internal community of developers

- **4%** of the personnel costs are dedicated to training

- **More than 100 000** postal employees trained to digital

- E-training represents **20%**

- **+ 4.5 million** hours of training / year

- **Global indicator of training: 3 days**
Enhance your Digital and Data skills by exploring the digital training offer to better understand the ongoing transformation, its challenges and its impacts on our daily life and work.

And a library of digital resources:
The 4 axes of the development of Digital and Data competences

**Acculturation**
- For all
  - All the postal employees
  - Self Service Offer
  - A knowledge basis for all

**Professionalisation and Development**
- Evolution of the postal employees’ functions
- Trainings, training offers and qualifying paths
- Digital and Data activities within our job functions

**New orientation**
- Postal employees with a project of reconversion
- Certified trainings
- Train to new jobs

**Apprenticeship and recruitment**
- Specific profiles and specialist technical competences
- Training alternating work experience and classes
- Recruitment pool