

2021



3. Proximity

bpost is transforming into an international Omni commerce logistics group, but also values its proximity to the people surrounding the organization. We collaborate closely with both Belgian and international society, with our customers and our suppliers. We value these relationships that allow us to respond to current and future needs in Belgium and abroad. Our support to external organizations working for and with people, in Belgium and abroad, is important to us. We also encourage our suppliers to include sustainability as far as possible in their business practices. For our customers, we provide them with services to facilitate their day to day lives.

bpost doesn't operate in isolation, but within society at large. This society consists of different communities, for which we are grateful: they make our work interesting and worthwhile. As bpost grows, these communities grow with us: we started as a Belgian postal operator, but our business and communities have a more international character today. To stay close to our roots, we support a number of social and environmental projects in Belgium.

PROXIMITY – STRATEGIC KPIS	UNIT	BPOST BELGIUM			SUBSIDIARIES			BPOSTGROUP		
		2019	2020	2021	2019	2020	2021	2019	2020	2021
Total donations	1,000 Euros	254	563	439	52	51	97	306	614	536
Share of significant tier 1 suppliers covered by the Supplier Code of Conduct	%	35	31	34	n/a	n/a	n/a	n/a	n/a	n/a
Customer satisfaction	Score	82	84	83	n/a ⁽¹⁾	n/a ⁽¹⁾	n/a ⁽¹⁾	n/a ⁽¹⁾	n/a ⁽¹⁾	n/a ⁽¹⁾

(1) The customer satisfaction methodology used by bpost Belgium is very specific to the organization (includes both residential and business customers and is based on a 7 points scale). This makes it difficult to consolidate the outcomes with our subsidiaries. We will investigate how we can develop a common metrics in the future.

3.1 Proximity to society

PROXIMITY – PROXIMITY TO SOCIETY	UNIT	BPOST BELGIUM			SUBSIDIARIES			BPOSTGROUP		
		2019	2020	2021	2019	2020	2021	2019	2020	2021
Total donations	1,000 Euros	254	563	439	52	51	97	306	614	536

2021 was a challenging year for people around the world. bpostgroup actively participated were possible by raising awareness for the first line support in COVID through a special stamp Stronger together. The proceeds were donated to the Solidaire Zorg fund. Bpost also helped with the victims of the flood with special postal services ensuring people could keep receiving their postal mail. Over 140 employees who fell victim of the floods were also financially supported. Our Star4U program motivates our employees in their volunteering by supporting over 100 projects across Belgium and beyond.

BPOST LITERACY FUND

In 1997, the bpost Literacy Fund was established to improve literacy rates by supporting new literacy projects run by various organizations. Managed by the King Baudouin Foundation, the bpost Literacy Fund was boosted in 2009, when we started donating a part of the revenue of a Christmas stamp sale. Since then, the Fund has received about 1.5 mEUR. In 2021, it received 90,000 EUR worth of grants.

STAR4U

Star4U is a bpost initiative that encourages employees to sign up for social, cultural and environmental projects in line with bpost values. The projects are selected by a panel of bpost employees and external experts. Since the launch in 2010, bpost has backed more than 1000 projects. In 2021 bpost gave more than 100,000 EUR to 100 selected projects.

BPOST FOREST

bpost helps to create natural habitats to maintain local biodiversity and flora. We contributed by freeing up for a 33-year no charge lease two pieces of land owned by bpost (one near Ekeren and another in Uccle) for a biodiversity protection initiative. Our idea is to have those pieces of land renovated to give the public access to nature. In addition, we planted a one-hectare 'bpost forest' in the Waver forest in Lier together with Natuurpunt.

GREEN DEAL BIODIVERSITY

Together with more than 110 other companies, organizations and local authorities, bpost has subscribed to the Green Deal Biodiversity. Through this voluntary agreement, we aim to enhance biodiversity and the natural value inside and outside our corporate sites over the next three years. One of bpost's actions within the requirements of the Green deal biodiversity is the installation of an insect hotel at NBX.

BEEPOST

Since 2016, in partnership with Made in Abeilles cooperative, we set up two beehives on the roofs of our Brussels head office. The idea was to promote a better use of our roofs while offering a response to the mass disappearance of bees and the associated loss of biodiversity. Hosting several bee colonies enables bpost to strengthen its environmental initiatives and to contribute to meet the challenges of biodiversity while reducing its ecological footprint.

3.2 Proximity to our suppliers

PROXIMITY – PROXIMITY TO OUR SUPPLIERS	UNIT	BPOST BELGIUM ⁽²⁾		
		2019	2020	2021
Share of significant tier 1 suppliers covered by the Supplier Code of Conduct ⁽¹⁾	%	35	31	34
Share of procurement spent on significant tier 1 suppliers screened on CSR by Ecovadis ⁽¹⁾	%	39	38	57
Share of paper procurement spent on paper coming from certified forests (e.g. PEFC, FSC, SFI) ⁽¹⁾	%	100	100	100

(1) This indicator is specific to the postal activities (bpost Belgium) and, therefore not monitored at our subsidiaries.

(2) We are currently working on monitoring supplier information at our subsidiaries. This data is not yet available for subsidiaries in 2021.

SUSTAINABLE PROCUREMENT PROGRAM

At the procurement department, we promote responsible practices in general and throughout our supply chain. Meaning we have the opportunity to work on the sourcing of sustainable solutions and building a strong and sustainable supply chain by collaborating with the right suppliers to further reduce the indirect impact. Both levels are tackled in our Sustainable Procurement Program. The Program is anchored by implementing appropriate tools and procedures.

Mainly our program will bring added value through increasing our expertise and follow-up on emerging trends and also building long-term relationships with our suppliers. The coming years our program will be yearly updated and aligned to further support bpost in its vision.

SOURCING SUSTAINABLE SOLUTIONS

We are striving to have as many procurement contracts as possible in which sustainability was embedded in the tender process or contract.

In addition we search for best practices and expertise in our external network. Our connections help to identify opportunities and innovations that can be implemented at bpost.

SUSTAINABLE SUPPLY CHAIN

Driving sustainability throughout our supply chain is key to bring added value to bpost. Building strong relationships with our key suppliers is what we aim for. Agreeing on how to work together is therefore beneficial to both parties, as it improves our collaboration today and in the future.

bpost adheres to the highest standards of business ethics, environmental practices, social standards and working conditions. bpost does not intend to do business with third parties which do not fully comply with these standards. This is laid down in bpost's Supplier Code of Conduct and integrated in the general conditions of the contract.

Furthermore, a sustainability clause is available and used in the tender process and/or contract. The clause requires suppliers to perform a Sustainability risk assessment of their policies, processes and measures in place at their side. bpost has identified EcoVadis to conduct these sustainability performance assessments. During the assessment environmental (energy, water, waste, products) and social performance (health and safety, working conditions, child and forces labor), ethics and sustainable procurement policies are taking into account.

3.3 Proximity to our customers

PROXIMITY – PROXIMITY TO OUR CUSTOMERS	UNIT	BPOST BELGIUM		
		2019	2020	2021
Customer Satisfaction ⁽¹⁾	Score	82	84	83
Amount of letters for which the customers have offset their mail carbon emissions ⁽²⁾	Million letters	164	850	824
Total carbon emissions offset for the customers ⁽²⁾	CO ₂ teq.	1.81	8.00	7.88

(1) The customer satisfaction methodology used by bpost Belgium is very specific to the organization (includes both residential and business customers and is based on a 7 points scale). This makes it difficult to consolidate the outcomes with our subsidiaries. We will investigate how we can develop a common metric in the future.

(2) This indicator is specific to the postal activities (bpost Belgium) and, therefore not monitored at our subsidiaries.

Our employees are in touch with our customers daily. Because of this proximity to our customers, we maintain our awareness of their current and future needs. Since customers care about the impact they make, we offer them responsible choices. We are doing everything we can to improve our services and make our customers happy. Our U.S.-based subsidiary Radial is specialized in services related to customer care, from which we learn and which we try to implement everywhere at bpost.

CARBON OFFSETTING SERVICE

We have been offsetting the carbon emissions generated by our mail handling activities since 2020. With CO₂logic, we raise financing for Gold Standard certified climate projects to cut greenhouse emissions in emerging countries. For each of these projects, we also contribute to key UN SDGs, such as climate action, life on land, sustainable communities, no poverty, or good health. This year, we invested in Safe Water for Rwanda where access to safe water and rely exclusively on unprotected wells, lakes and other open water sources that are highly susceptible to contamination. The only option to purify water is by boiling it, using firewood. This process results in deforestation and the release of greenhouse gas emissions from the combustion of wood. By providing safe water the project ensures that households consume less firewood to purify water. Therefore, it reduces greenhouse gas emissions. In total we compensated the handling of 824 million mail items, for more than 2,047 of our clients, resulting in neutralizing over 8,000 tons of CO₂.

PARCEL LOCKERS

We try to provide our customers with convenient and sustainable solutions. One of these solutions are parcel lockers, an independent, open network of parcel lockers for online retailers, consumers and couriers. Consumers can choose to drop or ship their parcels to a locker, which they can pick up (24/7) whenever convenient using their smartphone (or e-mail). The lockers are conveniently located at highly visited places, for example at train stations and supermarkets.

BCLOSE SERVICE

For socially isolated people in Belgium, our local postmen and postwomen are familiar faces and trusted people. By walking past every door every day, local postmen and postwomen can play a significant role in assessing whether older adults are socially isolated. Therefore, in some Belgian municipalities, bpost is offering the bclose service in collaboration with the local social services. After approval by the older adults, their trusted postman or woman pays them a home visit to ask some brief questions, in order to get insight into what they might need. This information provided by our bclose's services can be used confidentially to take action to help the isolated people and integrate them into community life.

DYNASURE PASSPORT DELIVERY

Thanks to our subsidiary Dynasure, Antwerp citizens can now receive their renewed passport when it suits them best. All they have to do is go to the local government office to apply for their passport, provide their digital fingerprints and sign. Then, Dynasure delivers their passport when it is most convenient for them. This makes their life a little easier, as citizens no longer have to fit their schedules around the opening hours of local government offices.