

10.5 Non-financial Consolidated Statements

Governance

Ethics

METRIC	Unit	2019	2020	2021	2022	2023
Number of registered complaints on unethical workplace behaviour	Number	47	44	50	53	117
Number of registered cases of corruption and bribery	Number	1	0	0	0	0
Monetary amount of legal and regulatory fines and settlements above 10,000 USD linked to data breaches, corruption or environment damage	Euros	0	0	0	0	0

Customer and citizen value

Customer Satisfaction

METRIC	UNIT	2019	2020	2021	2022	2023
Customer Satisfaction - bpost Belgium	%	82	84	83	84.5	84
Total number of PUDO points (including parcel lockers)	Number	2,088	2,303	2,500	2,760	3108
Total number of parcel lockers	Number	150	365	501	692	901

Social dialogue

METRIC	UNIT	2019	2020	2021	2022	2023
Average number of strike action days	strike days per 1,000 employees	1.1	2.7	6.8	8.7	1.1
Share of own employees covered by a CBA	%	76.1	75.3	75.9	76.8	76.4

Community engagement

METRIC	UNIT	2019	2020	2021	2022	2023
Total donations	1,000 Euros	288,449	613,769	535,527	342,296	327,965

Social value

Health & Safety of our people first

METRIC	UNIT	BPOST BELGIUM					BPOSTGROUP ¹	
		2019	2020	2021	2022	2023	2022	2023
HEALTH AND SAFETY OF OWN EMPLOYEES								
KPI - Absenteeism of employees due to illness	%	7.96	8.36	8.33	9.51	9.09	n/a – new metric ²	8.02
Absenteeism of employees due to work-related injuries	%	n/a – new metric	n/a – new metric	n/a – new metric	n/a – new metric	0.54	n/a – new metric ³	0.07
KPI - Frequency rate of own employees	Accidents per 1,000,000 hours worked	27.14	22.8	27.59	24.65	23.8	21.49	15.22
Severity rate of own employees	Lost days per 1,000 hours worked	0.84	0.93	0.89	0.77	0.7	0.58	0,31
Lost days of own employees	Days	29,205	34,669	31,200	27,641	23,608	29,002	24,434.5
Occupational accidents of own employees	Number	949	848	1,054	890	788	1,120	946
Total number of work-related fatalities of own employees	Number	2	3	1	2	0	2	0
HEALTH AND SAFETY OF TEMPORARY STAFF								
Frequency rate of temporary staff	Accidents per 1,000,000 hours worked	17.4	18.6	21.0	15.3	28.6	15.4	16.7
Severity rate of temporary staff	Lost days per 1,000 hours worked	0.13	0.1	0.27	0.13	0.1	0.07	0,04
Lost days of temporary staff	Days	245	283	478	289	276	502	547
Occupational accidents of temporary staff	Number	32	49	38	35	64	101	179
Total number of work-related fatalities temporary staff	Number	0	0	0	0	0	0	0

1 For the second time in 2023, we aligned the health and safety figures across bpostgroup. For reference we have included historical figures for bpost Belgium as well.

2 For the first time in 2023, we reported the rate of absenteeism split by (1) illness and (2) work-related injuries separately. In the past our definition was the rate of unplanned absence of own employees due to work-related occupational accidents or illness during the reporting period.

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Be a career lifter for our employees

Employee turnover and new hires

METRIC	UNIT	2019	2020	2021	2022	2023
KPI - Employee engagement ⁴	%	n/a	n/a	n/a	39.5	41.1
EMPLOYEE TURNOVER						
Total Employee Turnover of own employees	%	15.7	16.7	18.9	16.0	19.7
Employee Turnover Male of own employees	%	14.9	15.9	17.8	14.8	18.8
Employee Turnover Female of own employees	%	17.2	18.2	20.9	17.6	21.3
Voluntary Employee Turnover of own employees	%	4.5	11.5	10.4	10.0	11.7
NEW HIRES						
Total number new employee hires	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	4,319	6,967
Total number male new employee hires	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	2,608	4,163
Total number female new employee hires	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	1,651	2,744
Total number new non-binary/undisclosed new employee hires	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	60	60
Total new employee hires ≤ 30 years old	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	1,964	3,463
Total own new employee hires within the age group 31-50	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	1,767	2,686
Total new employee hires within the age group 50+	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	587	817

Employee training and development

METRIC ⁽¹⁾	UNIT	2019	2020	2021	2022	2023 ⁽²⁾
KPI – Total training hours per FTE (employees and temporary staff)	Training hours per FTE	34.0	31.3	15.0	39.1	44.0
Total training hours per own employees	Training hours per FTE	26.3	18.2	28.2	25.0	31.3
Total training hours per temporary staff	Training hours per FTE	88.8	94.9	76.3	97.1	104.5

(1) Historical figures have been updated to total training hours per FTE (average).

(2) Total training hours per FTE (average).

4 For historical data on employee engagement, scores are available for bpost Belgium in the 2021 annual report. In 2022, we aligned the “My Voice” employee engagement survey across bpostgroup for the first time.

Champion Diversity, Equity & Inclusion across the group

Diversity of employees

METRIC	UNIT	2019	2020	2021	2022	2023
Total own employees	Headcount	33,986	36,087	35,688	34,087	33,864
Total male own employees	Headcount	21,845	23,317	23,228	22,215	21,898
Total female own employees	Headcount	12,141	12,770	12,460	11,763	11,854
Total non-binary/undisclosed headcount own employees	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	109	112
Total FTE	FTE	30,885.9	32,685.2	32,258.7	30,722.9	30,646.5
Total male FTE	FTE	20,262.9	21,549.2	21,384.3	20,344.6	19,927.1
Total female FTE	FTE	10,627.5	11,136	10,873.4	10,269.8	10,607.5
Total non-binary/undisclosed FTE	FTE	n/a – new metric	n/a – new metric	n/a – new metric	108.5	112
EMPLOYEE DIVERSITY						
KPI - Share of women in management positions ⁵	%	37.8	40.8	38.5	37	38.3
Share of women at group executive level 6	%	28.6	25	16.7	28.6	14.3
Share of female (own employees)	%	35.7	35.4	34.9	34.5	35
HEADCOUNT BY AGE GROUP						
Total own employees ≤ 30 years old	Headcount	6,587	7,963	7,468	6,447	6,465
Total own employees within the age group 31-50	Headcount	16,223	15,776	15,521	15,118	15,014
Total own employees within the age group 50+	Headcount	11,176	12,348	12,538	12,522	12,385
HEADCOUNT BY TYPE OF CONTRACT						
Total own employees with fixed term contracts	Headcount	915	2,465	2,112	1,632	1,991
Total male own employees with fixed term contracts	Headcount	558	1,569	1,251	1,013	1,316
Total female own employees with fixed term contracts	Headcount	357	896	769	619	675
Total non-binary/undisclosed with fixed term contracts ⁶	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	0	0
Total own employees with open-ended contracts	Headcount	33,070	33,622	33,670	32,456	32,082
Total male own employees with open-ended contracts	Headcount	21,346	21,748	21,975	21,212	20,868
Total female own employees with open-ended contracts	Headcount	11,725	11,874	1,689	11,135	11,102
Total non-binary/undisclosed with open-ended contracts ⁶	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	109	112

⁵ The historical data for women in management and women at group executive level has been corrected. In the past, the share of women at executive level was representative of “top management” at each subsidiary level. In order to avoid any confusion the Executive level has now been defined as the group Executive Committee (ExCo) as indicated in our [leadership governance](#).

⁶ New metric

METRIC	UNIT	2019	2020	2021	2022	2023
HEADCOUNT BY FULL-TIME/PART-TIME						
Total own employees contracted on a full-time basis	Headcount	26,906	28,620	27,306	32,241	32,639
Total male own employees contracted on a full-time basis	Headcount	18,289	19,501	18,782	21,494	21,623
Total female own employees contracted on a full-time basis	Headcount	8,617	9,119	8,524	10,639	10,904
Total non-binary/undisclosed contracted on a full-time basis ⁵	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	108	112
Total own employees contracted on a part-time basis	Headcount	7,080	7,465	8,382	1,848	1,560
Total male own employees contracted on a part-time basis	Headcount	3,603	3,816	4,434	719	614
Total female own employees contracted on a part-time basis	Headcount	3,477	3,649	3,948	1,128	946
Total non-binary/undisclosed contracted on a part-time basis ⁶	Headcount	n/a – new metric	n/a – new metric	n/a – new metric	1	0

Environmental value

Decarbonize the e-commerce supply chain

Carbon footprint

	UNIT	2019	2020	2021	2022	2023	TREND
SCOPE 1	t CO₂e	88,996	84,835	95,083	90,143	78,043	↓
Fuel fleet ⁷	t CO ₂ e	67,983	65,518	72,993	69,107	60,004	↓
Natural gas & heating oil	t CO ₂ e	20,986	19,289	22,065	21,020	18,025	↓
Oil for generators	t CO ₂ e	28	28	26	16	14	↓
SCOPE 2	t CO₂e	30,266	32,554	32,837	28,620	27,904	↓
Electricity (market-based) ⁸	t CO ₂ e	29,794	32,054	32,384	28,348	27,840	↓
District Heating	t CO ₂ e	472	500	453	272	64	↓
SCOPE 1 & 2	t CO₂e	119,262	117,389	127,921	118,763	105,947	↓
SCOPE 3	t CO₂e	322,562	337,222	349,322	307,002	285,570	↓
Subcontracted road transport	t CO ₂ e	113,440	128,772	118,902	89,663	78,710	↓
Business travel	t CO ₂ e	1,374	510	513	731	1,157	↑
Employee commuting	t CO ₂ e	32,977	31,782	31,091	27,011	26,614	↓
Waste	t CO ₂ e	3,932	4,652	3,287	4,690	4,768	↑
Subcontracted air transport BE	t CO ₂ e	37,597	13,870	16,096	19,133	18,743	↓
Subcontracted air transport Subsidiaries	t CO ₂ e	34,733	40,176	39,039	42,029	38,684	↓
Fuel & energy related activities not included in scope 1 or 2	t CO ₂ e	22,248	21,577	23,818	22,304	20,323	↓
Purchased goods & services	t CO ₂ e	76,260	95,883	116,576	101,441	96,569	↓
TOTAL CO₂ EMISSIONS (SCOPE 1+2+3)	t CO₂e	441,824	454,611	477,243	425,765	391,517	↓

⁷ A new emission factor has been used for Fuels – Diesel (Scope 1) in 2023, following the recommendation by DNV Assurance. Previously, the emission factor for fossil diesel was used for diesel, while diesel B7 is used in EU countries with a slightly lower emission factor.

⁸ The market-based method reflects bpost's choices in terms of electricity supply, such as the purchase of electricity from renewable energy sources. This is set out in detail in contracts between bpost and its energy suppliers.

Green fleet

METRIC	UNIT	2019	2020	2021	2022	2023
Share of EURO 5 and EURO 6 standard	%	98	99	99	99	99
Average van fuel use	l/km	10	9	9	9	8
Average truck fuel use	l/km	27	24	27	28	31
Share of last mile alternative fuel vehicles	%	31.6	30.5	32.9	33.4	36.1
KPI - Share of emission-free last mile delivery ⁹	%	n/a – new metric	n/a – new metric	8.5	15.3	22
Total number of emission-free ecozones ⁹	Number	n/a – new metric	n/a – new metric	1	9	14
Share of new company cars zero-emission ⁹	%	n/a – new metric	n/a – new metric	0%	7	16.5

Green buildings

METRIC	UNIT	2019	2020	2021	2022	2023
Total energy consumption per employee	MWh/ unit(s)	7.8	7.1	7.6	7.5	6.9
Total energy consumption	kWh	268,028,666	256,789,292	272,431,809	257,321,218	232,066,226
Total renewable/green electricity consumed	kWh	74,322,490	72,856,827	68,026,619	65,519,865	58,473,110
Share of renewable electricity	%	49	46	41	43	41
Total non-renewable/grey electricity consumed	kWh	77,991,882	86,773,932	97,268,650	87,871,048	86,235,526
Share of non-renewable electricity	%	51	54	59	57	59
Total natural gas consumed	kWh	87,983,267	80,962,648	94,167,905	94,622,844	78,868,731
Total heating oil consumed	kWh	24,593,356.84	9,026,551.05	10,225,193.00	7,561,488	7,069,106
Total district heating consumed	kWh	2,680,653	2,894,043	2,654,016	1,594,832	360,094
Total fuel oil consumed for generators	kWh	457,018	96,588	89,426	56,310	48,963
Share of renewable electricity produced	%	3	3	4	5	6
Total renewable energy capacity installed	kWp	4,830	6,610	7,451	8,238	9,038
Total surface of solar electricity capacity installed	m ²	45,890	54,485	57,304	66,042	67,063
Total water consumption	m ³	357,125,206	323,027,674	280,556	229,238	192,387

Waste management

METRIC	UNIT	2019	2020	2021	2022	2023
Total waste generated	t	62,241	70,378	64,127	79,907	46,660
Total non-hazardous waste generated	t	62,127	70,248	64,055	78,181	44,465
Recycled waste	t	54,379	60,185	51,878	70,313	36,168
Share of recycled waste	%	87	86	81	88	78

⁹ New metric relevant for bpost Belgium only.

Residual waste incinerated for energy recovery	t	3,246	2,644	7,938	2,886	2,927
Residual incinerated without energy recovery or land-filled	t	4,499	7,419	4,240	4,981	5,370
Total Hazardous waste generated	t	114	130	71	1,726	2,195

Carbon offsetting

METRIC	UNIT	2019	2020	2021	2022	2023
Amount of letters for which the customers have offset their mail carbon emissions	Million letters	164	850	824	797	612
Total carbon emissions offset for customers	CO ₂ teq.	2,000	8,000	7,880	32,307	48,269

Sustainable Procurement¹⁰

METRIC	UNIT	2019	2020	2021	2022	2023
Share of significant tier 1 suppliers covered by the Supplier Code of Conduct	%	35	31	34	49	45
Share of procurement spent on significant tier 1 suppliers screened on CSR by Ecovadis	%	39	38	57	65	66
Share of suppliers with SBTi approved targets	%	n/a – new metric	n/a – new metric	n/a – new metric	15	17

Re-use and re-cycle packaging as part of a circular economy

Recycled packaging¹⁰

METRIC	UNIT	2019	2020	2021	2022	2023
KPI - Share of recyclable or re-usable packaging	%	n/a – new metric	n/a – new metric	n/a – new metric	86.3	85.2
KPI - Share of recycled content in packaging	%	n/a – new metric	n/a – new metric	n/a – new metric	80.9	81.9

¹⁰ These indicators are new metrics in reference to bpost Belgium only.