

## 4.4 Upholding responsible business conduct and ethics in the workplace

**We aim to be a trustworthy and ethical company based on strong corporate values, accountability, and responsible business conduct that reflect our commitment to our employees, suppliers, customers, business partners, shareholders and the larger society.**

bpostgroup is committed to continuously working to improve its due diligence processes and further increase awareness of integrity and ethical behavior across the group, for example through good communication guidelines, direct employee communication and following up on registered cases of unethical workplace behavior. Employees are encouraged to report suspected violations or concerns through various channels.

Throughout 2023, bpostgroup has further boosted its commitment to creating a safe and empowering environment for all employees. This is part of a broader strategy that includes updating the [Code of Conduct](#), [Speak up Policy](#), [Escalation Policy](#), [Reporting FAQ](#) and implementing targeted actions to address and mitigate instances of unethical behavior. These measures reflect bpostgroup's dedication to ensuring a workplace where ethical standards are not only upheld but are a fundamental part of our corporate culture.

### Performance Summary

INDICATOR	UNIT	2022	2023
Number of registered cases of corruption and bribery	Number	0	0
Total legal and regulatory fines and settlements above 10,000 EUR linked to data breaches, corruption or environmental damage	Number	0	0
Number of registered complaints on unethical workplace behavior	Number	53	117

In 2023 bpostgroup had no registered cases of corruption or bribery, nor was subject to any legal or regulatory fines or settlements above 10,000 EUR linked to data breaches, corruption or environmental damage.

Registered complaints over unethical workplace behavior covered a variety of issues. 19 of the 80 complaints filed in one of the U.S. entities concerned the same issue, with several seemingly filed by the same person. All complaints have been investigated and appropriate measures, such as disciplinary action, taken where necessary; however, many complaints were found to be without merit. The remaining complaints were related to discrimination, inappropriate conduct and harassment. In all cases, actions were immediately taken to investigate and remediate concerns and the issues were settled rapidly thanks to a robust due diligence process across bpostgroup.

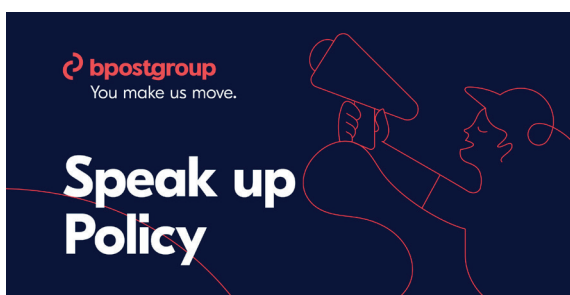
The April 2023 launch of the Speak Up program, featuring a secure reporting channel available 24/7 for confidential or anonymous reporting, represents a significant step forward in empowering employees to voice concerns without fear of retaliation. This initiative is in line with bpostgroup's ongoing efforts to create a safe and supportive environment for all employees, further reinforced by the updated Code of Conduct and the launch of group-wide e-training courses.

## Key initiatives in 2023



### Code of conduct training

In 2023, 90% of the bpostgroup employees received training (created by the HR and Compliance departments) on the Code of Conduct through in-class sessions for staff without a business email address or through a dedicated e-learning channel for staff with one. Made up of different sections, this training underlined the importance of responsible behavior towards clients and colleagues.



### Speak up program

A Speak Up program was launched in 2023 featuring a secure 24/7 reporting channel (confidential or anonymous). All bpostgroup employees were informed by letter and email of the program's launch and how to report incidents. This same information was also communicated via videowalls and posters at all company premises.

## 4.5 Ensuring the data privacy and security of our clients and workforce

**We aim to ensure the security of our employee and stakeholder data by fully applying and in some cases even exceeding international data privacy standards across all global operations.**

bpostgroup recognizes that information, whether belonging to bpost or held in trust on behalf of its customers and business partners, as well as the ICT facilities on which it is stored, are critical business assets. It is therefore committed to preserving the confidentiality, integrity and availability of all forms of information used and maintained on behalf of its employees, business partners and customers.

As a consequence, specific policies, standards, guidelines and procedures are developed to help administer and manage the storage and processing of information related to the proper and lawful conduct of business. Addressing all information management activities constituting a threat or risk to ongoing bpost activities, their aim is to ensure that any risk is minimized or otherwise accepted by the appropriate management level.

Moreover, an Information Security Roadmap has been developed, outlining the steps and milestones required to achieve the desired level of information security. As a framework for continuous improvement, this Roadmap is reviewed at least once a year in order to stay ahead of emerging threats and ensure that bpostgroup's security framework remains robust, with the risk of security breaches minimized.

As part of the Information Security Roadmap, a Data Security Governance Program has been set up, covering several topics, such as data discovery & prioritization, governance & policies, techniques & protection measures, or information rights management. Alongside this Program, other initiatives aimed at protecting data and sensitive information are either up and running or planned.

From a privacy perspective, the focus has been put on reorganizing governance, improving incident management and further automating data subject access requests.