

Materiality assessment and Stakeholder engagement

Driven by increasing attention from authorities, capital markets, clients, consumers, and employees economic, social, and ecologic sustainability is an important imperative for bpostgroup. We strive to create value for all stakeholders and aspire to understand and act upon material topics for our business and our stakeholders.

An independent materiality assessment was undertaken in 2021 to identify bpostgroup's actual and potential ESG impacts and prioritise material topics that are most relevant for our stakeholders and business operations. In 2022, with the launch of the new bpostgroup sustainability strategy, we completed an annual review of the materiality assessment. The review helped us to ensure our strategy is focused in the right areas to assess the changing sustainability landscape and to identify, understand and prioritize the material topics that matter to our business and our stakeholders.

We followed a structured four-phased process to enforce bpostgroup's material topics

Phase 1: Context analysis: The materiality assessment started with a context analysis of the business landscape in which bpostgroup operates. During this context analysis, a peer review in the area of materiality assessments and materiality communication was performed. A longlist of material topics was then compiled based on the Global Reporting Initiative standards, the ISO 26000 guidelines and other commonly accepted sustainability frameworks. Qualitative interviews were conducted with Group Executive Committee Members and other top executives of bpostgroup to identify potential material topics for bpostgroup.

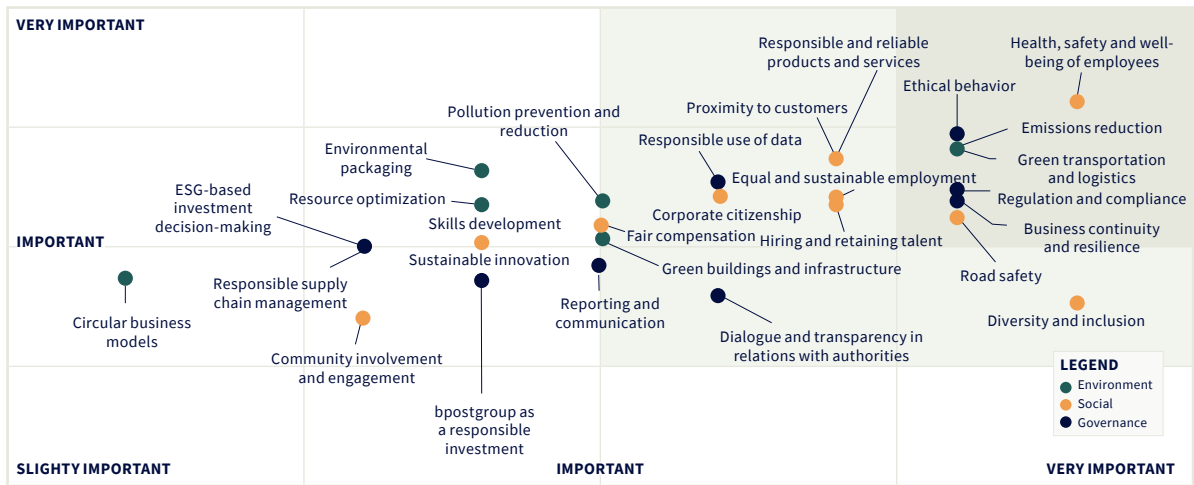
Phase 2: Stakeholder engagement: In this phase we identified all relevant stakeholders for the materiality exercise. Internally we wanted to focus on the Group Executive Committee and management, unions of bpost and staff employees per subsidiary of bpostgroup. Externally, consumers, corporate clients and public sector, suppliers, the financial community and civil society were targeted.

Phase 3: Collection and prioritization of material topics: Based on the input gathered from the context analysis, a longlist of material topics relevant to bpostgroup was reduced to a more manageable list of 28 topics. More than 1,400 diverse stakeholders from 13 different countries contributed to a digital survey. The high response rate emphasized the importance our stakeholders attach to sustainability and why it is key for bpostgroup to be a reference in sustainability in all the markets we operate in. In addition, we held one-on-one interviews with key account clients of bpostgroup to discuss the collected responses in depth.

Phase 4: Development and finalization of the materiality topics: All the input was then aggregated, analysed and processed, resulting in five material areas where bpostgroup can have a significant impact. Subsequently, the outcome of the materiality assessment has been integrated in the update of the new bpostgroup sustainability strategy with specific targets and actions set in the short- medium- and long-term.

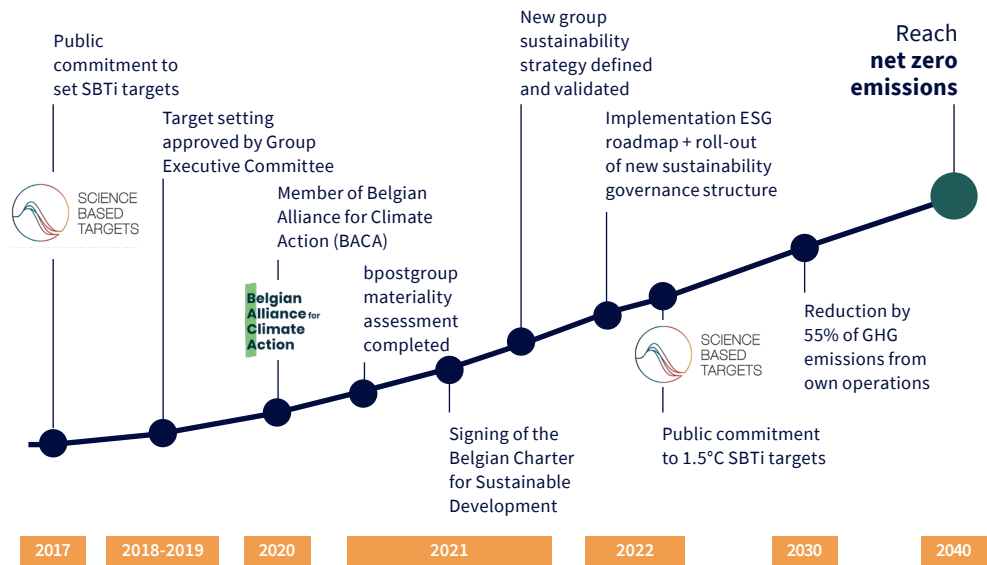
The full materiality matrix of bpostgroup is presented below.

INFLUENCE ON STAKEHOLDER ASSESSMENTS AND DECISIONS



SIGNIFICANCE OF IMPACT ON BUSINESS

BPOSTGROUP IS FIRMLY COMMITTED TO FURTHER STEP UP SUSTAINABILITY EFFORTS



bpostgroup’s ambition is to be a reference in sustainability in all markets we operate in, with a focus on five material areas where bpostgroup can have a significant impact:

- 1. Health & Safety of our people first:** Become an employer of choice by creating an environment promoting physical safety and mental well-being
- 2. Be a career lifter for our employees:** Be a career lifter, especially for short schooled labor by offering high quality employment and up- and re-skilling programs, creating career paths within or even outside bpost
- 3. Champion Diversity, Equity & Inclusion across the group:** Be an employer of inclusion and equal opportunity, where all people of every ethnicity, social background, religion, gender, age or disability – visible or invisible – feel welcomed and valued.
- 4. Decarbonize the e-commerce supply chain:** Be one of the greenest logistic players in the countries we operate in. Reduce emissions with 55% by 2030 and reach net zero by 2040.
- 5. Re-use and re-cycle packaging as part of a circular economy:** Offer sustainable solution for the e-commerce value chain through recyclable and re-usable packaging

The group sustainability team will be working at group level to shape and integrate the ESG agenda further and support the businesses in execution against their targets.