

About our non-financial consolidated statements

The non-financial consolidated statements of this report is structured based on our material topics. bpostgroup has reported the information cited in this GRI content index for the period January 1, 2022 to December 31, 2022 with reference to the GRI Standards. The GRI Content Index can be found on in the appendix: GRI content index.

Scope and boundaries

The information disclosed the non-financial consolidated statements was collected from our global business units and is based on information available through internal reporting. The information refers to the 2022 calendar year and covers all of bpost's activities, including those of its subsidiaries, unless specifically stated otherwise.

The complete list of bpost's subsidiaries can be found in bpost's Financial Consolidated Statements. We define a subsidiary as an entity in which bpost owns more than 50% of the shares and that is significant in terms of turnover and employees. Subsidiaries included for our reported data are listed below.

BPOST ENTITIES	OWNERSHIP	SCOPE
bpost SA/NV	100%	Yes
Eurosprinters	100%	Yes
AMP	100%	Yes
Freight4U	100%	Yes
SPEOS	100%	Yes
DynaGroup (including Leen Menken)	100%	Yes
Landmark Global Inc. North America (including Landmark Trade Services)	100%	Yes
Landmark Global UK	100%	Yes
Landmark Global APAC	100%	Yes
Radial North America	100%	Yes
Radial Europe (Germany, Spain, Italy, Poland, Netherlands, UK)	100%	Yes
Active Ants	75%	Yes
Apple Express	100%	Yes
FDM Warehousing	100%	Yes
IMX France – acquired during 2022 and will be included in the non-financial reporting as of FY 2023.	100%	No
Aldipress – acquired during 2022 and will be included in the non-financial reporting as of FY 2023.	100%	No

The subsidiaries in scope are included as of the date of acquisition. If the subsidiary was acquired or sold in 2022, the data only covers the period after/before the date of acquisition/sale.

External verification

DNV, an external body, verifies the quality of bpostgroup's CO₂ emissions data according to the ISO 14064 Standards. Also, bpost has obtained ISO 14001 certification for its strategic sites in Belgium from AIB Vincotte. bpost is working to further formalise the data reporting process and tool of bpost subsidiaries before submitting the Sustainability report for external verification.

For more information related to our Sustainability governance and awards and partnerships, we refer to our [website](#).

Reference to external documents

For our Sustainability Governance, we refer to the following [section](#) on our website.

To read about how we engage with our stakeholders, we refer to the following [section](#) on our website.

The bpostgroup's Integrated Annual Report 2022 has been prepared in accordance with the GRI Standards. Our materiality analysis and GRI content index for this report can be found in the appendix: GRI content index and appendix: materiality and stakeholder dialogue sections of this report, as well as on our [website](#).

An overview of bpost's awards and partnerships, we refer to the appendix: Awards and Recognitions, and in the following [section](#) on our website.

Non-financial Consolidated Statements

Governance

Ethics

METRIC	Unit	2019	2020	2021	2022
Number of registered complaints on unethical workplace behaviour	Number	47	44	50	53
Number of registered cases of corruption and bribery	Number	1	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

Customer and citizen value

Customer Satisfaction

METRIC	UNIT	2019	2020	2021	2022
Customer Satisfaction – bpost Belgium	%	82	84	83	84.5
Total number of PUDO points (including Parcel Lockers)	Number	1,819	2,303	2,500	2,760
Total number of parcel lockers	Number	206	365	501	692

Social dialogue

METRIC	UNIT	2019	2020	2021	2022
Average number of strike action days	strike days per 1,000 employees	1,1	2,7	6,8	8,7
Share of own employees covered by a CBA	%	76.1	75.3	75.9	76.8

Community engagement

METRIC	UNIT	2019	2020	2021	2022
Total donations	Euros	288,449	613,769	535,527	342,296

Social value

Health & Safety of our people first

METRIC	UNIT	BPOST BELGIUM				BPOSTGROUP ¹
		2019	2020	2021	2022	2022
HEALTH AND SAFETY OF OWN EMPLOYEES						
KPI – Absenteeism of own employees	%	7.96	8.36	8.33	9.51	6.64
KPI – Frequency rate of own employees	Accidents per 1,000,000 hours worked	27.14	22.8	27.59	24.65	21.49
Severity rate of own employees	Lost days per 1,000 hours worked	0.84	0.93	0.89	0.77	0.58
Lost days of own employees	Days	29,205	34,669	31,200	27,641	29,002
Occupational accidents of own employees	Number	949	848	1,054	890	1,120
Total number of work-related fatalities of own employees	Number	2	3	1	2	2
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	15.4
Severity rate of temporary staff	Lost days per 1,000 hours worked	0.13	0.1	0.27	0.13	0.07
Lost days of temporary staff	Days	245	283	478	289	502
Occupational accidents of temporary staff	Number	32	49	38	35	101
Total number of work-related fatalities temporary staff	Number	0	0	0	0	0

¹ For the first time in 2022, we aligned the health and safety figures across bpostgroup. For reference we have included historical figures for bpost Belgium as well.

Be a career lifter for our employees

Employee turnover and new hires

METRIC	UNIT	2019	2020	2021	2022
KPI – Employee engagement ²	%	n/a	n/a	n/a	39.5
EMPLOYEE TURNOVER					
Total Employee Turnover of own employees	%	15.7	16.3	19.0	16.3
Employee Turnover Male of own employees	%	14.9	15.4	17.8	15.2
Employee Turnover Female of own employees	%	17.2	17.7	21.2	18.1
Voluntary Employee Turnover of own employees	%	4.5	11.2	10.5	10.2
NEW HIRES³					
Total number new employee hires	Headcount	-	-	-	4,319
Total number male new employee hires	Headcount	-	-	-	2,608
Total number female new employee hires	Headcount	-	-	-	1,651
Total number new non-binary/undisclosed new employee hires	Headcount	-	-	-	60
Total new employee hires ≤ 30 years old	Headcount	-	-	-	1,964
Total own new employee hires within the age group 31-50	Headcount	-	-	-	1,767
Total new employee hires within the age group 50+	Headcount	-	-	-	587

Employee training and development

METRIC	UNIT	2019	2020	2021	2022
KPI – Total training hours per FTE (employees and temporary staff)	Training hours per FTE	32.8	33.1	29.8	38.5
Total training hours per own employees	Training hours per FTE	26.5	17.8	19.3	33.9
Total training hours per temporary staff	Training hours per FTE	82.2	88.6	99.2	45.4

² For historical data on employee engagement, scores are available for bpost Belgium in the 2021 annual report. For the first time, we aligned the “My Voice” employee engagement survey across bpostgroup.

³ New metrics

Champion Diversity, Equity & Inclusion across the group

Diversity of employees

METRIC	UNIT	2019	2020	2021	2022
Total own employees	Headcount	33,986	36,087	35,688	34,087
Total male own employees	Headcount	21,845	23,317	23,228	22,215
Total female own employees	Headcount	12,141	12,770	12,460	11,763
Total non-binary/undisclosed headcount own employees ⁴	Headcount	-	-	-	109
Total FTE	FTE	30,885.9	32,685.2	32,258.7	30,722.9
Total male FTE	FTE	20,262.9	21,549.2	21,384.3	20,344.9
Total female FTE	FTE	10,627.5	11,136.0	10,873.4	10,269.8
EMPLOYEE DIVERSITY					
KPI – Share of women in management positions ⁵	%	37.8	40.8	38.5	37.0
Share of women at group executive level ⁵	%	28.6	25	16.7	28.6
Share of female (own employees)	%	35.7	35.4	34.9	34.5
Total number of nationalities of own employees represented in the workplace ⁴	Number	-	-	-	117
HEADCOUNT BY AGE GROUP					
Total own employees ≤ 30 years old	Headcount	6,587	7,963	7,468	6,447
Total own employees within the age group 31-50	Headcount	16,223	15,776	15,521	15,118
Total own employees within the age group 50+	Headcount	11,176	12,348	12,538	12,522
HEADCOUNT BY TYPE OF CONTRACT					
Total own employees with fixed term contracts	Headcount	915	2,465	2,112	1,632
Total male own employees with fixed term contracts	Headcount	558	1,569	1,251	1,013
Total female own employees with fixed term contracts	Headcount	357	896	769	619
Total non-binary/undisclosed with fixed term contracts ⁴	Headcount	-	-	-	0
Total own employees with open-ended contracts	Headcount	33,070	33,622	33,670	32,456
Total male own employees with open-ended contracts	Headcount	21,346	21,748	21,975	21,212
Total female own employees with open-ended contracts	Headcount	11,725	11,874	11,689	11,135
Total non-binary/undisclosed with open-ended contracts ⁴	Headcount	-	-	-	109

⁴ New metric

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](#).

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

Environmental value

Decarbonize the e-commerce supply chain

Carbon footprint

	UNIT	2019	2020	2021	2022	TREND
SCOPE 1	t CO₂e	88,996	84,835	95,083	90,143	↓
Fuel fleet	t CO ₂ e	67,983	65,518	72,993	68,947	↓
Natural gas & heating oil	t CO ₂ e	20,986	19,289	22,065	21,322	↓
Oil for generators	t CO ₂ e	28	28	26	16	↓
SCOPE 2	t CO₂e	30,266	32,554	32,837	28,620	↓
Electricity (market-based) ⁷	t CO ₂ e	29,794	32,054	32,384	28,348	↓
District Heating	t CO ₂ e	472	500	453	272	↓
SCOPE 1 & 2	t CO₂e	119,262	117,389	127,921	118,906	↓
SCOPE 3	t CO₂e	322,562	337,222	349,322	306,993	↓
Subcontracted road transport	t CO ₂ e	113,440	128,772	118,902	89,663	↓
Business travel	t CO ₂ e	1,374	510	513	731	↑
Employee commuting	t CO ₂ e	32,977	31,782	31,091	27,011	↓
Waste	t CO ₂ e	3,932	4,652	3,287	4,690	↑
Subcontracted air transport BE	t CO ₂ e	37,597	13,870	16,096	19,133	↑
Subcontracted air transport Subsidiaries	t CO ₂ e	34,733	40,176	39,039	42,029	↑
Fuel & energy related activities not included in scope 1 or 2	t CO ₂ e	22,248	21,577	23,818	22,295	↓
Purchased goods & services	t CO ₂ e	76,260	95,883	116,576	101,441	↓
TOTAL CO₂ EMISSIONS (SCOPE 1+2+3)	t CO₂e	441,824	454,611	477,243	425,898	↓

⁶ New metric

⁷ 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
Share of EURO 5 and EURO 6 standard	%	98	99	99	99
Average van fuel use	l/km	10	9	9	9
Average truck fuel use	l/km	27	24	27	28
Share of last mile alternative fuel vehicles	%	31	30	33	40
KPI – Share of emission-free last mile delivery ⁸	%	-	-	8.5	15.3
Total number of emission-free ecozones ⁹	Number	-	-	1	9
Share of new company cars zero-emission ¹⁰	%	-	-	0	7

Green buildings

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

Carbon offsetting

METRIC	UNIT	2019	2020	2021	2022
Amount of letters for which the customers have offset their mail carbon emissions	Million letters	164	850	824	797
Total carbon emissions offset for mail and parcels	t CO ₂ e	2,000	8,000	7,880	32,307

8 New metric. For the first time in 2022, we aligned the health and safety figures across bpostgroup. For reference we have included historical figures for bpost Belgium as well.

9 New metric. For historical data on employee engagement, scores are available for bpost Belgium in the 2021 annual report. For the first time, we aligned the "My Voice" employee engagement survey across bpostgroup

10 New metric

Sustainable Procurement¹¹

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

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

Recycled packaging¹²

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

Waste management

METRIC	UNIT	2019	2020	2021	2022
Total waste generated	t	62,241	70,378	64,127	79,907
Total non-hazardous waste generated	t	62,127	70,248	64,055	78,181
Recycled waste	t	54,379	60,185	51,878	70,313
Share of recycled waste	%	87	86	81	88
Residual waste incinerated for energy recovery	t	3,246	2,644	7,938	2,886
Residual incinerated without energy recovery or land-filled	t	4,499	7,419	4,240	4,981
Total Hazardous waste generated	t	114	130	71	1,726

¹¹ These indicators are metrics in reference to bpost Belgium only

¹² These indicators are new metrics in reference to bpost Belgium only