



**Mondial
Relay**
UN SOURIRE
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DE RUE

Corporate Social Responsibility Report

2024





A year of transformation and commitment for a sustainable future

Christophe Cornilleau
COO Mondial Relay France & Benelux

2024 marked a new step in our path towards a more sustainable future. Strengthened by its integration into the InPost Group and the significant progress made in 2023, Mondial Relay is pursuing its transformation in response to the growing challenges in e-commerce and the demands of its customers, partners and employees.

The continued growth of our network of APMs and PUDOs, the launch of our mobile app and the significant increase in our volumes illustrate our commitment to providing delivery solutions that are ever more efficient and accessible. True to our historical values of proximity, attentiveness and local presence, we have continued to modernise our sites, while ensuring we provide optimal working conditions for our employees and reducing our environment impact. The opening of new sites that are BREEAM* and HQE* certified are proof of this commitment.

We are aware of the current environmental challenges and reaffirm our ambition to become the **leader in out-of-home delivery** by placing sustainable development at the heart of our strategy. Our objective of **"net zero emissions" by 2040** for the whole of the InPost Group has been validated by the SBTi*. It guides our actions and can be seen in the concrete progress: the energy conversion of our vehicles, decarbonising transport with our partners and the search for innovative solutions for the last mile. These efforts are reflected in the results of our carbon footprint, particularly in France, with a dramatic reduction of over **30%** in our transport-related emissions (scope 3), which is our core business, in 2024 vs 2023. This reduction was confirmed within the monitoring framework of our EVcom* commitment.

In 2024, we also increased our investments in our infrastructures, strengthened skills and developed new competences, especially in the area of CSR. We set up a CSR Committee to steer and co-ordinate all our actions. This committee plays a vital role in defining and implementing our CSR strategy, based on the three fundamental pillars set by the InPost Group: customer satisfaction, reducing our environmental footprint and the wellbeing of our employees.

In this CSR 2024 report, you can discover the concrete actions that have been undertaken throughout the year, together with the progress that has been made and the forthcoming challenges. It is proof of our commitment to building a future where sustainability is not only a priority, but a source of innovation, performance and shared creative value.

*BREEAM: Building Research Establishment Environmental Assessment Method

*HQE: High Environmental Quality

*SBTi: Science Based Target initiative

*EVcom: Voluntary Commitment of Freight Forwarders

Contents

Introduction

The long history of Mondial Relay	8
Our services and values.....	10
Figures to make your head turn.....	12
The InPost Group: a leader in Modern and Innovative Logistics	15
Working together for logistics that are modern and innovative	17
CSR/ESG, requirements down to the letter.....	18

01. PLANET

All committed, all responsible.	27
Out-of-home deliveries: better performance, less carbon	28
Our results are our greatest encouragement.....	32
Involved and committed.....	34
Willing and active	35
The future challenges us.....	38
Acting with total transparency.....	40
Thinking of everyone, really everyone.....	44

02. PEOPLE

Success on a human level.....	49
Working better together, in the best conditions.....	51
Economy + society = a winning combination!.....	52
Being aware of local realities.....	53
Motivation should be cultivated.....	54
Talented people progress, and us with them	56
Training means growth for each and every one of us... ..	59
Words to express it, occasions to say it.....	60
Health & Safety: monitored on a daily basis.....	62
QWT? We are truly committed	64
Small actions make big differences	65
A local CSR approach that stands the test	66
Commitment that radiates out everywhere.....	70

03. CUSTOMERS

Reinventing urban logistics for more sustainable towns	75
Strong and community-based partnerships!	76
Sharing our users' concerns.....	81
The essential app for sending and tracking parcels, very simply	82
Mondial Relay, an official partner of the Tour de France 2024.....	84
Shared values	85

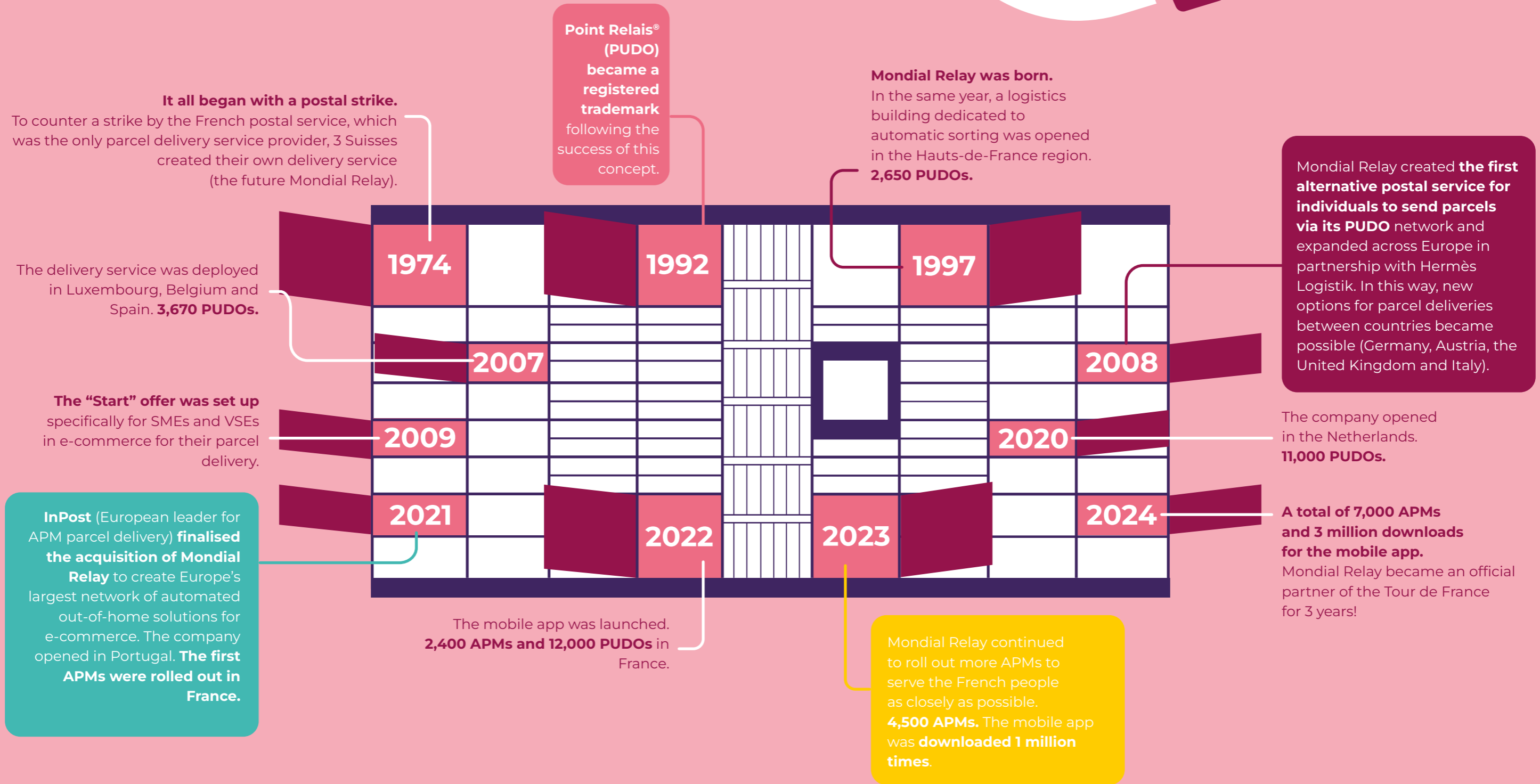
04. To sum us up!



Introduction

The long history of Mondial Relay	8
Our services and values.....	10
Figures to make your head turn.....	12
The InPost Group: a leader in Modern and Innovative Logistics.....	15
Working together for logistics that are modern and innovative	17
CSR/ESG, requirements down to the letter	18

The long history of Mondial Relay



Our services and values

MONDIAL RELAY IS THE LARGEST EUROPEAN NETWORK FOR E-COMMERCE DELIVERIES

We specialise in delivering parcels to individuals. We are one of the leading distributors of e-commerce parcels in France and Europe, working with **over 50,000 e-commerce merchants**. To achieve this, we were organising the distribution of parcels to our **10,000 PUDOs and 7,000 APMs** (automatic lockers) in Belgium, the Netherlands, France and Luxembourg (Benefralux) at the end of 2024.

2024 marked a new wave in the deployment of our out-of-home network and accelerated growth for our APMs.

Since 2011, we have also provided a competitively-priced parcel dispatch and collection service for individuals and in this way, we are positively supporting the development of second-life markets and the circular economy.

OUR SLOGAN:

Initiate smiles by simplifying people's lives and bringing everyone closer to those who count. Sending and receiving with Mondial Relay is as simple as smiling!

There really are a lot of parcels delivered throughout Europe, but our 2,100 employees across France and the Benelux take good care of them with a smile and "Peps" energy!



PROXIMITY

Availability and a willingness to listen; we love to question our ideas. Communication and meaning: this is our vision of a trusting relationship that is always constructive.



ENGAGEMENT

Each member of the team is an **ambassador for Mondial Relay**. We uphold our commitments with determination and believe in customer satisfaction above all.



PERFORMANCE

Quality, delivery times, economic challenges... With us, **innovation is everywhere**. This is what enables both our company and the people working there to grow.



SOLIDARITY

We know all about solidarity! **Everyone understands each other's job**. Differences are seen as opportunities for growth and knowledge is happily shared.

Figures to make your head turn



€667M
in turnover



9 countries
served



212M
parcels delivered



50,000+
e-commerce customers



7,000
APMs



53 sites
Operational sites across
France and Belgium



10,000
PUDOs



2,100
employees



The InPost Group:

A leader in modern and innovative logistics

2024 marked the ongoing development of our out-of-home network. **The InPost Group reached the milestone of 80,000 local points across Europe** (a 23% increase on the previous year). This figure includes a record number **roll-out of over 11,000 new automatic parcel machines (APMs)**.

THE INPOST GROUP IN FIGURES*

€€ **10B+**
in turnover

9 countries
in which the Group is present

1B+
parcels delivered

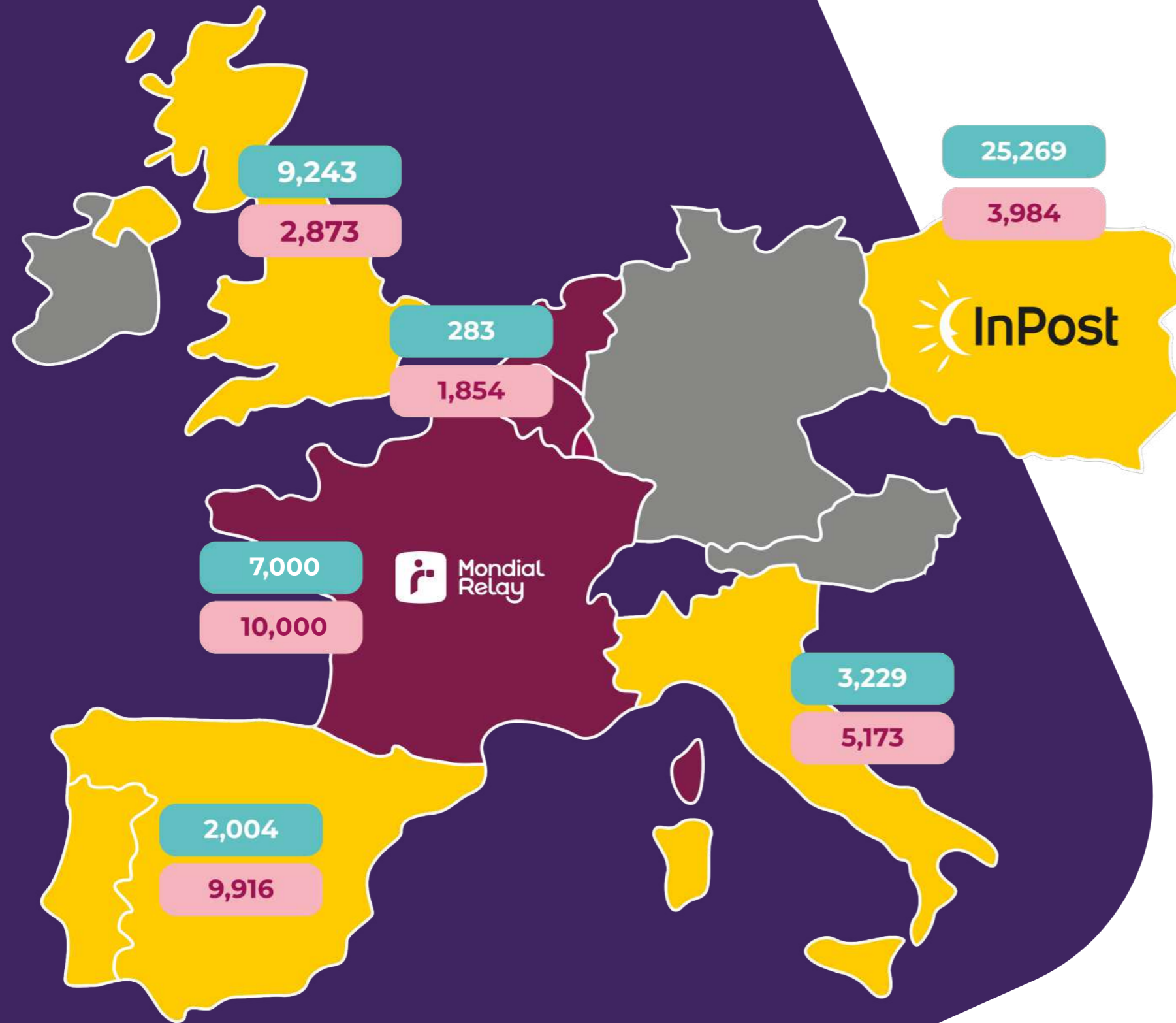
46,955
APMs in Europe (32% more than in 2023)

34,157
PUDOs in Europe (12% more than in 2023)

7,000+
employees

*2024 FIGURES

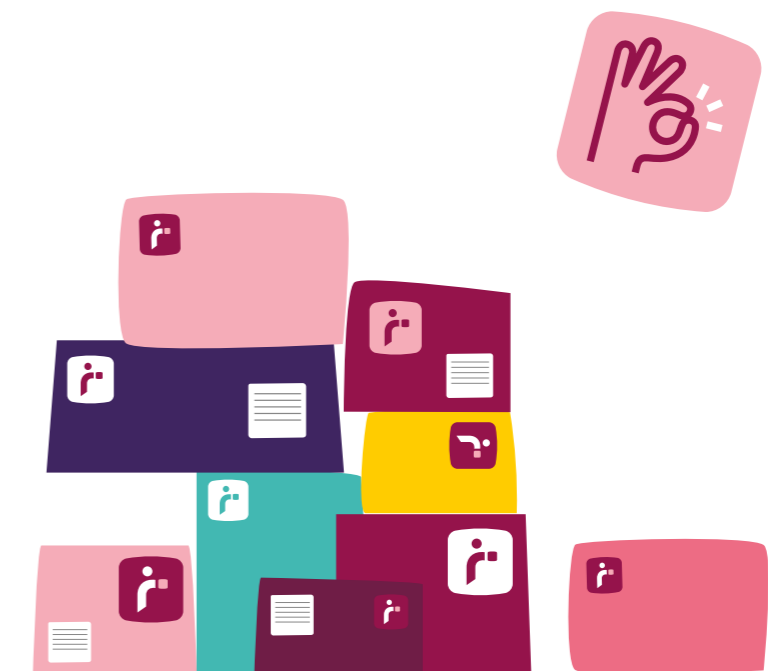
Number of APMs
Number of PUDOs



Working together for logistics that are modern and innovative

2024 was a truly exceptional year for the InPost Group. Everywhere in Europe, we have progressed significantly and achieved record results. Once again, it has been a very successful year, demonstrating that our vision is still relevant and highly pertinent.

Retailers and consumers continue to support our strategic choices, while our commitment to customer satisfaction, innovation and quality remain at the core of our success. We are proud of what we have accomplished and this makes us confident for the future.





CSR/ESG – requirements down to the letter



“An optimised delivery model, limiting the societal impacts”

Christophe Cauvin
CSR Manager

“We provide a delivery method that is both historical, with over 25 years’ experience to local delivery points (PUDOs and APMs); as well as modern, with the addition of CSR good practices.

This enables us to promote an optimised delivery model, limiting the impacts for society.

As a major player for out-of-home delivery in France and Europe, we have made it our priority to fully integrate our economic, ecological and societal impact into our

strategic objectives, as well as the processes and competencies of our company.

For the last few years, numerous measures aimed at reducing environmental impact have been deployed in connection with our Climate Action Plan. The People and Customer pillars of our strategy are equally as important. I hope you enjoy reading this report to learn about the actions and objectives of our CSR strategy.”

The InPost Group’s ESG strategy runs from 2021 to 2026, unless otherwise mentioned in specific strategic commitments.

The strategy defines detailed objectives for the entire InPost Group through three key pillars: **In-Customer, In_Planet, In_People.**

Developed with ESG regulatory requirements in mind, the InPost strategy guarantees compliance with standards and global expectations, as well as local legislation.

MONDIAL RELAY’S CSR STRATEGY IS BASED ON THESE THREE PILLARS: PLANET, PEOPLE, CUSTOMERS.



PLANET



PEOPLE



CUSTOMERS



This approach to CSR is essential for maintaining the transparency and responsibility of our actions in favour of sustainable development.

The approach enables us to adapt and develop our objectives in response to changes in the market, the environment and society.

The CSR strategy, which was created in 2021, reflects the most important topics from the perspective of the company and stakeholders.

In 2024, the initial assessment of double materiality will serve as the basis to review the strategy for 2026-2030.



IN LINE WITH THESE EFFORTS, THE GROUP IS ASSESSED BY THE MAIN INTERNATIONAL ESG RATING AGENCIES LIKE MSCI, SUSTAINALYTICS, THE CARBON DISCLOSURE PROJECT (CDP) AND S&P GLOBAL.

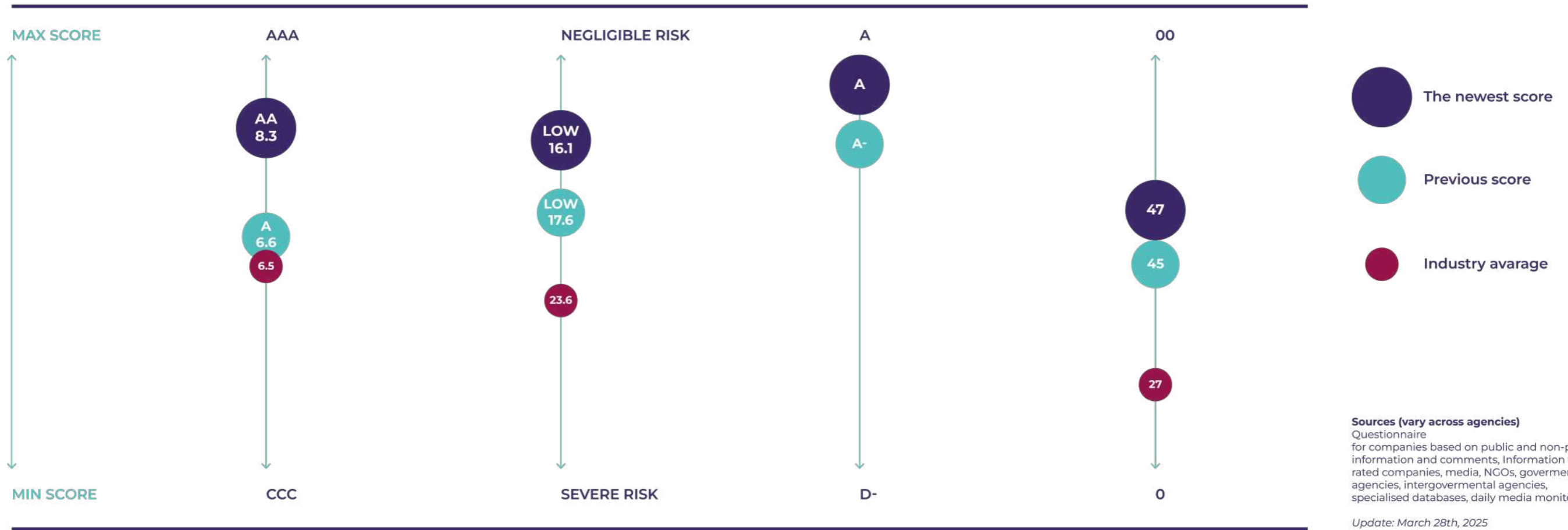
The ESG* criteria for the whole of the InPost Group are published annually in compliance with the GRI international standards**.

**Environmental, Social and Governance criteria*

***The GRI (Global Reporting Initiative) standards are a set of international directives that help organisations to understand and report on their impact regarding topics such as climate change, human rights and governance.*



ESG Ratings



This report enables a repository of indicators to be highlighted to measure the progress of company programmes regarding sustainable development. Read the Group's annual report for further information (pages 89-186).



1/ Planet: We deliver low carbon e-commerce

All committed, all responsible	27
Out-of-home deliveries: more performance, less carbon	28
Our results are our greatest encouragement	32
Involved and committed.....	34
Willing and active	35
The future challenges us	38
Acting with total transparency.....	40
Thinking of everyone, really everyone.....	44



“All committed, all responsible”

Dimitri Roch
International Transport Director

“At Mondial Relay, our commitment goes far beyond the quality of service we provide for our customers. We have now set up a range of initiatives aimed at considerably reducing the carbon footprint of our transport activities.

Since 2023, the decarbonisation of the distances travelled by our transport partners has been continuously integrated into our commitments.

We have worked to try to support player in the logistics chain through this energy transition by proposing appropriate solutions to facilitate the change.

OUR GOAL IS CLEAR:

To anchor these principles and values in a simple and transparent way in the long term.

Our teams are continuing to roll out light electric vehicles in the depots to cover the last mile.

This ambition is fully in line with the need to play an active part in reducing emissions in urban areas, therefore contributing to air quality in our towns and cities.

Our partners also receive personalised support for long distance journeys to make this transition successful. Installing electric charging points at our sites will increase our CSR commitment among our employees in the long term.

These actions reflect our determination to play an active role in the ecological transition. Mondial Relay is positioning itself as a committed player that is aware of the importance of this environmental transformation for a sustainable future.”



Out-of-home deliveries:

more performance, less carbon

Goods transport accounts for 8% of greenhouse gas (GHG)* emissions in France (source: CGDD – 2021). Mondial Relay is aware of this major issue and calculates its carbon footprint every year, taking all three scopes into account. Following on from this approach and as a freight forwarder, the company is actively committed to EVcom**, with a structural plan aimed at reducing its transport-related emissions.

In this context, **Mondial Relay carried out a fresh survey on consumer habits in 2024**, with the aim of measuring the carbon impact of its out-of-home delivery model. It also updated and refined the data from the comparative study conducted in 2022.

The analysis was undertaken by EcoCO2, which is an eco-company whose mission is to support individuals and organisations in reducing their environmental impact in the long term.

*Greenhouse gas

**Voluntary Commitment of Freight Forwarders

THE RESULTS OF THE LAST MILE STUDY STUDY ENABLED THE FOLLOWING THREE KEY POINTS TO BE IDENTIFIED:

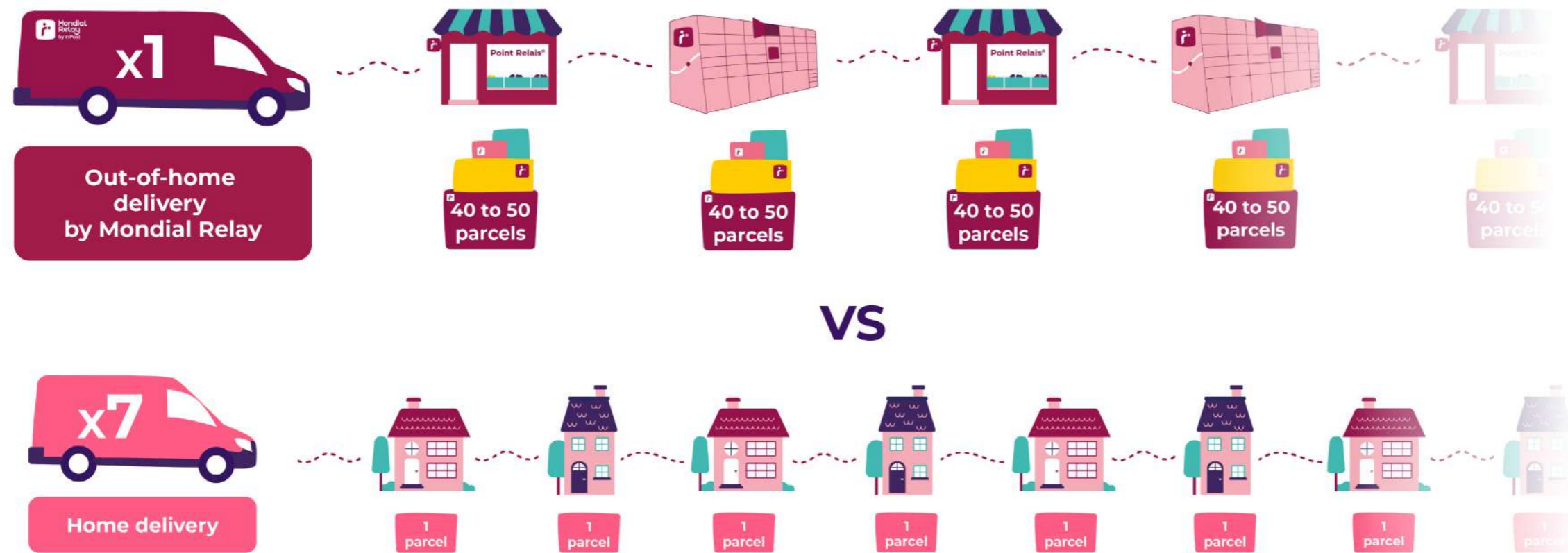
- 1 Mondial Relay out-of-home deliveries reduce GHG emissions by 64% compared with home deliveries over the last mile*.**
 (*Taking into account the impact of people's travel habits regarding parcel collection - AUDIREP 2024 survey)
- 2 Mondial Relay deliveries to a local point reduce GHG emissions by up to 88% compared with home deliveries, if a soft modes of transportation transport mode is used to collect the parcel by customer**.** (**Soft modes of transportation transport mode: a means of travel having a low environmental impact, such as walking, cycling, scooters, public transport, etc.)
- 3 The distances travelled by individuals to PUDOs/ APMs accounts for 66% of GHG emissions in the "last mile delivery" segment at Mondial Relay.**
 - ▶ For deliveries to local points, **685 parcels are transported delivery round vs an average of 90 parcels***** per round for home deliveries. Deliveries to PUDOs and APMs are based on the massification of the last mile and optimising rounds, which help relieve congestion in towns.
 - ▶ Deliveries to local points require on average **7.6 times fewer vehicles** than for home deliveries.

*For more information, please visit the CSR Web Page Mondial Relay : <https://www.mondialrelay.fr/mr/qui-sommes-nous/decouvrez-la-responsabilite-sociale-societale-de-notre-entreprise> Last-mile delivery refers to the final stage of the logistics process, where parcels are transported from our sorting centres to our lockers and collection points.

***<https://www.mondialrelay.fr/media/125415/one-page-%C3%A9tude-ecoco2-2025-version-finale-1.pdf>



TO DELIVER 685 PARCELS, HOME DELIVERY REQUIRES 7.6 TIMES MORE DELIVERY VANS.***



Our results are our greatest encouragement

They confirm that Mondial Relay's out-of-home delivery model is more efficient in terms of GHG emissions.

The fact is, Mondial Relay has chosen a model with higher performance and lower carbon.

The study* highlights the strong impact of the last mile travelled

CHOOSING DELIVERY BY MONDIAL RELAY MEANS OPTING FOR A MODEL THAT LIMITS CO₂ EMISSIONS

Therefore, it is important to emphasize that even without our educational efforts, consumers are already collecting parcels in a way that reduces emissions on the last mile by 64% compared to home delivery. This is due to the convenience of our model, which involves locating collection points near homes and enabling parcel pickup during other activities.

How? Because this delivery method means:



Optimising transport
with our unique
delivery model



**Avoiding failed
deliveries**



**Using the same
transport for delivery
and collection** parcels
on proximity points, thus
avoiding empty vehicles.



Simultaneously
delivering **several
dozens of parcels to
one point**

*EcoCO2 2024 study



Involved and committed

Because we are aware of the impact that delivery and transport have on our ecosystem, we are involved in a number of environmental schemes.

In 2022, Mondial Relay signed the voluntary commitment charter to reduce the environmental impact of e-commerce, led by FEVAD.

This commitments charter is the result of talks between the Federation of E-commerce and Distance Selling (FEVAD) and the signatory companies.

The goals are in line with our existing and planned initiatives: EVcom commitment, life cycle certification of new sites, raising consumer awareness, etc.

We would also like to strengthen our commitments.



BELOW ARE THE MAIN COMMITMENTS OF THIS CHARTER:

- Rely on environmentally-friendly logistics**
- Encourage the reduction, recycling and reuse of packaging**
- Report on the implementation of commitments**
- Raise awareness and inform "consum'actors"**



Willing and active



In 2021, Mondial Relay, as a freight forwarder, committed to reducing its transport-related emissions, with the **EVcom "Voluntary Commitment of Freight Forwarders" scheme.**

EVcom is one of the schemes in the **Voluntary Commitments for the Environment - Transport and Logistics** programme, which supports shippers, freight forwarders and carriers in their environmental transition.

This programme is driven by **public bodies** and **professional organisations.**

In this context, Mondial Relay set a goal to reduce its transport-related GHG emissions by 8% by the end of 2023.

THE GOAL WAS EXCEEDED: 12% REDUCTION!

As a result of our EVcom 2021-2023 commitment, we managed to reduce our transport-related CO₂ emissions by **12%**, i.e. **4% more than our initial goal.**

WE ACHIEVED THIS RESULT THROUGH STRUCTURED AND EFFECTIVE ACTIONS:

- ▶ Choosing carriers that are certified or labelled in the “Objectif CO₂” scheme (46,14% in 2024)
- ▶ Developing carbon-free transport solutions
- ▶ Promoting bulk transport

This approach goes beyond any CSR strategy and makes it possible for Mondial Relay to effectively reduce its transport-related CO₂ emissions. Following a self-assessment and CO₂ diagnostic, a **customised action plan** was implemented around **4 areas for improvement**:

Transport fleet

Transport purchase

Customer collaboration

Use of benchmarks and standards

OUR ONGOING EFFORTS:

- ▶ **Environmental benefit:** reducing GHG emissions
- ▶ **Economic benefit:** optimising costs and logistics

AND NOW?

Mondial Relay is pursuing and intensifying its commitment to more responsible transport.

Having exceeded our initial goal, we have now set a new target:

18% fewer CO₂ emissions by 2026 (vs 2023) by 2026 in Scope 3

OUR ONGOING EFFORTS:

- ▶ continue working with carriers that are chartered or labelled “Objectif CO₂”
- ▶ Accelerate the decarbonisation of the fleet of light vehicles
- ▶ Invest in sustainable solutions to reduce the impact of heavy goods vehicles as the use of biofuels.
- ▶ Support our partners in the use of biofuels



The future challenges us

Modifier par : The company has validated emission reduction targets with the SBTi, **aiming for net zero emissions by 2040.**

This ambition is part of the **decarbonisation plan** in the InPost Group, which is in line with the **Paris Agreement** (2016) adopted during **COP21** and the **European Green Deal** (2020).

THE COMPANY HAS TWO SHORT-TERM GOALS IN THIS AREA:

Reduce GHG emissions by

42%

in absolute terms in scopes 1 and 2 by 2030 via the decarbonisation of its company-owned fleet of vehicles, as well as energy sources

Commit

69%

of its suppliers and partners

to setting scientific goals by 2027*

The InPost Group is the first logistics company in Poland and third company in that sector worldwide to have a validated goal of net zero emissions for 2040.

*In the following carbon footprint categories: procurement of goods and services, capital goods, transport and upstream distribution



Acting with total transparency



In order to monitor the impacts of its business and its commitments, Mondial Relay carries out a yearly **GHG carbon assessment for the three scopes within the BENEFRALUX area.**

This aims to measure the direct and indirect GHG emissions in order to have total control over its activity. The BENEFRALUX carbon assessment for 2024 was **66,599 tCO₂e.**

Transparency is ensured in particular through the publication of information in accordance with **CSRD directive** and **ESRS standards** in the annual report published by the InPost Group.



TO IMPLEMENT THESE REDUCTION MEASURES AND REACH THE OBJECTIVES, EIGHT KEY AREAS HAVE BEEN IDENTIFIED:

01 DECARBONISE THE FLEET OF HEAVY GOODS VEHICLES AND LIGHT VEHICLES

As part of the Climate Action Plan and its EVcom commitments, Mondial Relay is invested in reducing the carbon footprint of all its transport segments.

While waiting for this complete transition, Mondial Relay is investing in the **use of sustainable biofuels** like B100 (pure vegetable oil) and XTL synthetic fuels, made from renewable materials or low-carbon processes, **which offer a potential reduction in emissions of around 65% to 90%.** These fuels guarantee the performance and reliability of heavy vehicles, while helping to significantly reduce the environmental impact of logistics activities.

In 2024, 45% of the distances traveled by our heavy trucks were powered by biofuels



02 DECARBONISE THE COMPANY PASSENGER CARS FLEET

72% of the passenger cars used by employees have hybrid and/or electric engines. The goal is to switch to a **100% electric fleet by 2030.** The diesel yard tractors have been replaced by **electric tractors, therefore avoiding 60 tonnes of CO₂e/year.**

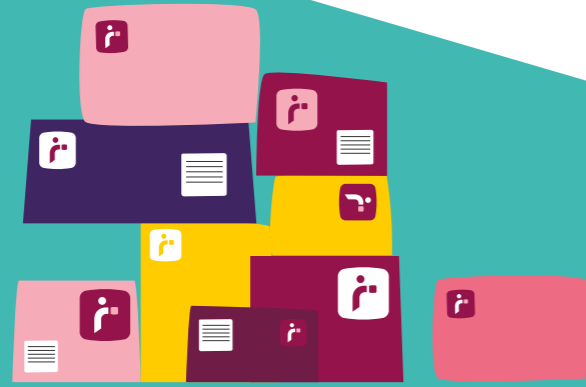


03 SUPPORT OUR PARTNERS

Mondial Relay is supporting all its carriers in moving towards non-diesel alternatives. The company pre-negotiates offers with automotive manufacturers for light electric vehicles in line with its objectives.

46% of the distances travelled by the HGV carriers used by Mondial Relay are chartered and/or labelled in the "Objectif CO₂" scheme. These two complementary approaches aim to reduce GHG emissions and fuel consumption.





04 DEVELOP BULK PARCEL TRANSPORT
Bulk transport is used whenever possible in order to optimise the transport plan and therefore increase the vehicle fill rate. As part of its EVcom commitment, **Mondial Relay has already reduced its emissions by 150 tCO₂e, with a target reduction of 190 tCO₂e stated in 2023.** Regarding parcel distribution to APMs and PUDOs, **the company uses reusable bags made from fabric** to reduce plastic waste.

05 WORK WITH OUR SUPPLIERS, FRANKLY AND HONESTLY
A supplier code of conduct has been introduced for the entire InPost Group to reinforce our commitments with our suppliers. This code enables us to establish responsible partnerships with all the parties involved. The Group's published annual report includes the Mondial Relay BENEFRALUX data, enabling us to maintain this transparency with all our stakeholders.

06 CERTIFIED COMMITMENTS
Finally, we comply with environmental regulations, namely the regulatory energy audit and the tertiary sector decree. **The regulatory energy audit** provides us with recommendations to **improve the environmental and energy performance** linked to our activities. Consequently, we have rolled out an **action plan to reduce our energy consumption, which has an impact on our greenhouse gas emissions.** These regulatory energy audits will serve to strengthen our specifications for future site openings. We are opening increasingly efficient operating sites and obtaining certifications, notably on their life cycle (BREEAM, HQE), to attain the reference values set by the tertiary sector decree.



These certifications have different fields of action, such as the building's construction, quality of operation and use, or other environmental targets (energy, health, disturbances, waste and biodiversity). The **Réau** site (Seine-et-Marne department) opened in 2021, obtaining the **BREEAM Very Good** certification as well as the **BiodiverCity®** label. The **Tremblay** site obtained the **HQE** certification and the **BiodiverCity label's Excellent level** in 2023. **In total, 45% of our sites are certified BREEAM Very Good, HQE, or BiodiverCity®.**

07 OPT FOR GREEN ENERGY CONTRACTS AT ALL THE SITES

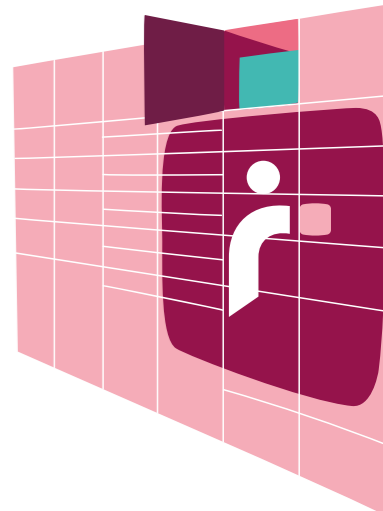
From **2025, Mondial Relay will supply all of its sites in France and Belgium with green electricity** certified by guarantees of origin, within the framework of its commitments to 2040 net zero emissions and the SBTi. The initiative will help reduce its GHG emissions in scope 2.

This renewable electricity certified by guarantees of origin, will ensure the traceability and credibility of our supply chain while contributing to the energy transition.

08 ROLL OUT A NETWORK OF LOW-IMPACT APMs

Mondial Relay continues to expand its network of automatic lockers in order to pool deliveries and optimise delivery routes. With **over 7,000 APMs** in place in France, **this dense and optimised network significantly reduces the travel distances** for delivering, picking up or dropping off parcels, thus encouraging consumers to avoid detours and favour eco-friendly transport modes like walking and cycling. **This proximity helps reduce CO₂ emissions linked to the last mile.**

APMs are designed for minimal environmental impact. Their electricity consumption is controlled, being **1.5 to 2 kWh per day on average**, thanks to smart lighting that is only activated when the APM is being used. **They contain recycled and recyclable materials, as well as being mostly manufactured in Europe** (mainly in Poland), which reduces the carbon footprint linked to transporting the components. Lastly, Mondial Relay is careful to place its APMs in areas that are accessible on foot, by bike and public transport, in order to reduce motorised customer travel and therefore ensure the environmental impact is controlled.



Thinking of everyone, really everyone

Mondial Relay seeks to work with partners that are supportive and responsible on an everyday basis. For this reason, **the company has entrusted ELISE with the management of all the office waste** from its sites. This adapted company employs mainly people with disabilities or who are in reintegration programmes. **In 2024, more than 6 tonnes of waste were collected and recycled by ELISE.**

In 2020, Mondial Relay chose to **work with Codéo for the supply of reconditioned barcode scanning equipment.** This solution meant we were able to **reduce our electronic waste and GHG emissions** relating to electronic raw materials. **Mondial Relay provides free delivery services for associations and charity operations** relating to the circular economy.





2/ People: we motivate our employees and commercial partners

Success on a human level.....	49
Working better together, in the best conditions.....	51
Economy + society = a winning combination!.....	52
Being aware of local realities.....	53
Motivation should be cultivated.....	54
Talented people progress, and us with them.....	56
Training means growth for each and every one of us.....	59
Words to express it, occasions to say it.....	60
Health & Safety: monitored on a daily basis	62
QWT? We are truly committed	64
Small actions make big differences	65
A local CSR approach that stands the test	66
Commitment that radiates out everywhere	70



“Success on a human level”

Laetitia Dumortier
Human Resources Director

“CSR is everyone’s responsibility. This subject cuts across all the company’s departments, experienced and driven by the employees themselves. Within the Human Resources department, it is reflected in the integration of social concerns at the core of our HR policy.

*As the company grows, we are promoting employment via the **recruitment of many new “Relays”** in all positions and statuses. **Developing work-study training** also enables us to offer great opportunities to young talent.*

*We really seek to support our employees throughout their time at Mondial Relay, whatever their profile and projects, as well as providing them with a safe and healthy working environment. We are making progress every year, mainly through constructive social dialogue, to provide our employees with **the best working conditions: a sustainable mobility scheme, inhouse communication, remote working, flexible hours, diversity policy, etc.** In fact, we measure the impacts by carrying out engagement surveys.*

Above all, CSR is kept alive in our values, it is the PEPs energy we are so proud of. Proximity, Engagement, Performance, Solidarity, the collective is our strength to attain our business ambitions.

At Mondial Relay, these values are not written on the walls, they are a part of everyday life! Learning, growing, making mistakes, getting back up, surpassing goals, sharing...

We are committed to collaborating in a human adventure that is authentic and innovative. The activities we share in this report are a demonstration of our efforts to be a recognized and responsible employer.”

Working better together, in the best conditions



The company's social values are based on the principles outlined in the **United Nations' Universal Declaration of Human Rights and the International Labour Organisation (ILO)**.

Promoting decent work for everyone is seen as essential to fulfilling its mission. As a **fast-growing business**, Mondial Relay is responsible for creating a working environment that is **safe, fair and inclusive** for all its employees.

The company is committed to ensuring that **the rights of all employees are respected** in the workplace, particularly those of the most vulnerable.

ALSO, MONDIAL RELAY AND THE INPOST GROUP HAVE IMPLEMENTED A SUPPLIER CODE OF CONDUCT TO MAKE SURE STANDARDS ARE BEING UPHELD. THIS INCLUDES:

- ▶ the prohibition of all forms of corruption and the introduction of preventive measures
- ▶ the absence of conflicts of interest
- ▶ respecting human rights and prohibiting child, forced or compulsory labour
- ▶ promoting diversity, equality, career and training management, as well as adequate remuneration
- ▶ requirements regarding health and safety in the workplace, especially traffic regulations and road safety
- ▶ authorisation for freedom of association and collective bargaining



Economy + society = a winning combination!

To support the company's steady growth, Mondial Relay is pursuing its ambition to increase its workforce year on year.

In 2023, the company employed 1,811 people. Driven by strong consumer demand for local points and the growth of e-commerce, our business experienced a positive dynamic.

More than **850 employees joined Mondial Relay during the year**, in all statutes and positions. This growth led to 421 new jobs being created, representing an increase of **30% compared with 2022**.

This trend continued in 2024, with the number of employees now reaching 2,082, **an increase of 271 employees (+15%) compared to 2023**.

Mondial Relay also seeks to provide great opportunities for young talent.

In 2024, 28 work-study students and interns joined the adventure. All of them came from different horizons and schools (Promotrans, AFTRAL ISTEELI, Lille University and the IAE Lille University School of Management were the most represented).

This is in line with one of the main pillars of our HR policy: **"attract new talent"**.

Being aware of local realities

Every year, Mondial Relay conducts an internal social barometer in partnership with Kincentric, to measure employee satisfaction and engagement. This survey is conducted during the second quarter.

In 2023, the barometer recorded a participation rate of 82%, whereas the committed target was 50%.

The results improved in 2024, with a participation rate of 85%, representing a 3-point increase compared with the previous year.

To improve employee wellbeing at work and raise their awareness, Mondial Relay has embarked on initiatives inhouse and in partnership with other players. In this way, all environmental and social topics are addressed.



Motivation should be cultivated



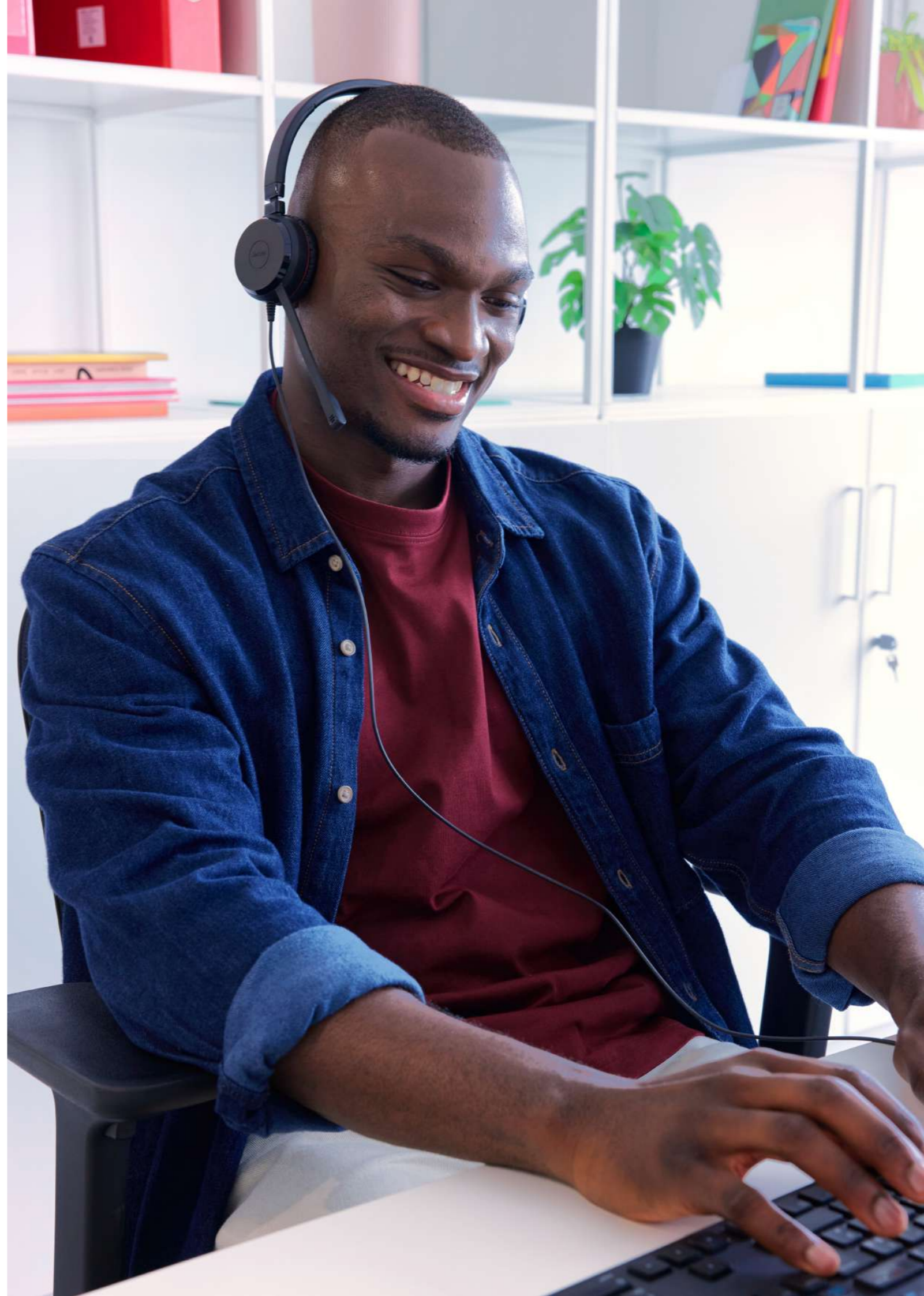
▶ **Every team member receives support in their professional development.** This support from their manager takes the form of annual appraisals and performance reviews. These dedicated moments are a time to discuss the results of the past year, to celebrate and encourage success, and talk about future projects and career aspirations.



▶ **The company encourages internal mobility. Every year, a number of our employees change jobs and/or region.** This is a chance to excel and grow in a new environment: 38 employees were promoted in 2024 thanks to the support system.



▶ **Mondial Relay ensures that each employee is offered at least one training course every year, particularly via modules on the subject of Compliance and Cybersecurity,** in addition to the numerous briefs organised in the field. Employees are also supported in their parenthood: 100% of the requests to work part-time following parental leave are considered. To date, 100% have been accepted.



Talented people progress, and us with them

Improving the quality of work life involves organising the working hours. To encourage a better work-life balance, Mondial Relay has had a teleworking agreement since 2020, enabling eligible employees to work from home for up to two days a week.

As part of the **QWL (Quality of Work Life) agreement** negotiated with the trade unions, Mondial Relay set out a **mobility package** in January 2022, enabling all employees to obtain financial assistance for the purchase or maintenance of a bicycle. For the entire duration of the agreement (2022-2025), up to **€400 including tax** (to replace the €300 in 2023) is covered for the purchase or maintenance/repair costs of a bike or scooter (electric or otherwise), as well as safety accessories.



Number of people having made a request in 2023:
48

Number of people having made a request in 2024:
148

This is for all Mondial Relay employees (permanent and fixed-term contracts, work-study contracts), who have worked for 8 continuous months.



As carpooling is the most economical work-commute solution to reduce GHG emissions, Mondial Relay has chosen to partner with the Blablacar Daily app to encourage employees to carpool.

▶ **9,100 kms** were travelled using the app in 2024 (vs 4,753 km in 2023), **meaning 1,980 kg of CO₂ were avoided** (vs 512 kg of CO₂ in 2023)*



It can be noted that 2024 was dedicated to promote cycling. Mondial Relay will be an Official Partner for the Tour de France for three years, enabling it to promote this eco-friendly and sustainable mode of transport, amongst other things.

In the context of our commitment to sustainable mobility, we are also going to begin the process of obtaining the cycle-friendly

employer label in 2025, initially for the head office. This accreditation aims to recognise and promote the actions set out by the company to encourage its employees to cycle; actions such as improving infrastructures, providing facilities for cyclists and organising awareness events.

*Source : Blablacar daily CO2 reporting

Training means growth, for each and every one of us



EVERY RELAY RECEIVES PERSONALISED SUPPORT FROM THE MOMENT THEY JOIN THE COMPANY

- ▶ At Mondial Relay, integrating new employees is a priority. Every Relay receives personalised support from the very first days in the company, to mark their initial moments there.
- ▶ As a **company that is full of PEPs**, we then offer local support to each employee so they can grow, improve their skills and find their place at every stage of their career.
- ▶ Mondial Relay supports **professional skills development** and **employee progression** by offering tailored training courses and promoting varied learning methods.

All employees have access to the new **"Learn'In" online training** platform developed by Mondial Relay training engineers in 2024. The platform provides different modules depending on the employee's area of activity. This means skills can be upgraded at the right pace, whenever and wherever the employee wishes. **More than 31,076 training hours have been dispensed (i.e. 123% more than in 2023):** the company offers all employees at least one training course per year, particularly via **Compliance and Cybersecurity** courses, plus the various briefs carried out in the field.

1,638 employees attended at least one training course in 2024!

The Talent & Learning teams also organised an integration seminar, developed management programmes, redesigned annual reviews and introduced an **in-house culture of expertise**, where experts share their knowledge with other employees throughout the year. These initiatives contribute to supporting and developing the skills of our employees.



Words to
express it,
occasions to say it



Successful projects rely on the **skills, engagement and creativity** of the Mondial Relay team members. By their commitment, all our employees are involved in implementing our strategy.

A new intranet (Pep's In) was created in 2024 for all the staff in France and Belgium, to guarantee the same level of information over the entire region. This tool centralises information and makes communication more collaborative, due to the contributors being spread across various departments. It enables everyone to learn the company's latest news, find all the useful information they need for the job of Relay, as well as speaking up about a project or event via the existence of diverse communities.

The "Collectif Festif" is still going strong: At the head office, a team of volunteers from different support departments work together to organise events throughout the year. In the regions, each site is free to organise social gatherings for their teams.

The aim is to engage and unite the Relays at Mondial Relay. All the staff gathers together every month for **two rituals of communication**: The "Place à l'Actu" gives news of key events over the recent days and weeks, as well as ongoing projects. With a short and dynamic format, this is an opportunity to highlight

the achievements of the different departments and depots. The "RDV avec Ariane" is a moment for the online presentation of projects relating to the Ariane transformation plan. This format is longer and more measured, enabling the project leaders to take centre stage. **These shared moments are very popular** with our employees and enable everyone to be informed and ask questions, therefore improving collaboration.

These occasions mean that staff **can share their success stories** and build stronger ties between departments. In this way, employees feel more involved in the implementation of Mondial Relay strategy.

ORGANISING SOCIAL DIALOGUE:

The company culture values dialogue between trade union bodies and management, as well as the sharing of results, which leads to a profit-sharing and incentive bonus being paid to employees.

This dialogue entails:

- ▶ 29 meetings with staff representatives in 2024 (commissions, CSSCT - Health & Safety committee, CSE - social & economic committee)
- ▶ Employee consultation and negotiation
- ▶ Freedom of association and the right to collective bargaining

Health & Safety: monitored on a daily basis

FOCUS 1 – STRENGTHEN LEADERSHIP

In order to fully embody its approach to safety at all its sites, Mondial Relay has installed signs to remind everyone of the **ten golden rules for safety**.

These reminders speak about the crucial actions and behaviours needed to keep everyone safe on a daily basis.

The rules apply to the use of material-handling equipment, as well as the systematic use of personal protective equipment, inspection of the working environment, reporting of anomalies and respecting emergency exits. They also insist on the importance of respecting fellow workers, instructions and equipment, not stacking unstable pallets, moving about carefully without running or stepping over obstacles, not using machines without authorisation, adopting the correct posture when handling loads and ensuring everyone's safety.

These rules are displayed in all the sites and are included in the safety briefs, as they form the basis for good practices to reduce accidents and to protect employees in their daily work.



FOCUS 2 – REDUCE ACCIDENTS AND PRESERVE OUR ENVIRONMENT

Several concrete measures have been implemented to improve everyday safety and adapt working conditions:

- ▶ **Heatwave and extreme cold weather plans** have been reinforced and widely praised by the teams.
- ▶ **The systematic analysis of lost-time workplace accidents** is now undertaken by the managers concerned, enabling greater responsiveness and enhanced monitoring on the ground.
- ▶ **Outfits adapted to the season** have been supplied to staff (breathable T-shirts for summer and softshell jackets for winter).
- ▶ Special equipment has been deployed to facilitate snow removal and salting of outside areas.
- ▶ **Access to drinking water** has been improved in the transport platforms and **hot drinks** are now available for the teams.
- ▶ The rollout of **boxes with rising bases** has been extended to new sites, to reduce physical effort.
- ▶ **Overhead conveyors** have been installed, especially in Harnes, to facilitate round returns and eliminate the need to carry the bags manually. This initiative has been positively received by CARSAT (pension and occupational health organisation).
- ▶ The **TMS PRO 2** scheme in Harnes has been validated by CARSAT, with a clear objective to reduce the risk of musculoskeletal disorders. The programme is being rolled out in Réau, along with the recruitment of a dedicated work-study student.
- ▶ The use of **personal protective equipment (PPE)** is being insisted on and has become compulsory for some tasks, including the use of high-top safety shoes, cut-resistant gloves and hard hats.
- ▶ New **floor markings** have been painted in 10 more sites, bringing the number of sites with marking to 17 at the end of 2024.
- ▶ **A national contract for fire safety** has also been established, guaranteeing a consistent level of protection across the entire network.

QWT? We are truly committed

Good working conditions and a suitable environment is one of Mondial Relay's commitments. It reduces work-related accidents and creates a better work-life balance.

- ▶ The modulation of working hours means greater flexibility for eligible employees
- ▶ **The charter on the right to disconnect** must be signed by all new employees
- ▶ The Time Savings Account gives Relays greater flexibility to plan their holidays and personal projects
- ▶ Employees can donate days off to a colleague who is confronted with the illness of a loved one
- ▶ **A new commitments charter for work-life balance was issued in 2024.** It aims to support and promote constructive behaviour in the context of work organisation and relations between managers and employees.



Small actions make big differences

Mondial Relay establishes partnerships with, for example, Supported Employment Agencies (**SEAs**) to have a really positive and inclusive impact. They have been present at the PUDOs for many years.

An example is the Rocheville Papillons Blancs SEA, which manages 50 or so parcels every day. The workers have been trained in their new activity and in this way, can be a part of the social life in their neighbourhood and the town.

Mondial Relay also regularly works with Work Integration Social Enterprises (WISEs) for its transport and logistics activities (Main Forte, La Bouquinerie du Sart, Agence du Don en Nature, etc.)

A local CSR approach that stands the test

If the CSR approach is to be truly effective, it is vital that it should be implemented and understood by all staff members.

Mondial Relay seeks to involve every site and to broadcast a global vision of its CSR challenges. Leading a **CSR community** is not easy, but its impact enables us to reach a greater number of people in the field.

THE ROLE OF A CSR RELAY IS MULTI-FACETED AND VITAL:

- ▶ Be an **ambassador** of the CSR strategy at the operating site
- ▶ **Promote the CSR strategy** and ensure it is visible for all Mondial Relay employees and partners
- ▶ Drive the CSR approach at the **local level** by implementing the planned actions
- ▶ **Raise awareness of and share** good practices and behaviours
- ▶ **Inform staff** of the actions undertaken and their results, as well as future initiatives and their impacts
- ▶ **Listen** to employees, collect their feedback from the field and pass it on to the CSR department





As a result of the new recruitment campaign, there were 30 or so new CSR Relays in France by the end of 2024.

Mondial Relay uses the **Lakaa platform** to showcase the CSR actions and initiatives at its various sites. This platform enables the company to roll out, monitor and highlight **local actions**. Since the launch of this tool, many actions have been spoken about by the different depots.

At the end of the year, we reported more than 125 additional actions compared with 2023.

The documented actions fall within our three CSR pillars: Planet, People, Customers. These pillars cover a wide range of environmental, societal and social issues. To be able to provide a greater choice of local initiatives and make it easier to implement them, Mondial Relay has decided to allocate a CSR budget to each site. The Relays therefore have the possibility **to suggest, organise and finance concrete actions that are suited to their environment, as well as the specific characteristics and needs of their site.**

CSR highlights punctuate the year and are offered at the national level. The Relays can choose to set these up or suggest their own initiatives, depending on the constraints and **local opportunities.**



THE FOLLOWING LISTS A FEW OF THE MOST COMMON ACTIONS DURING THE YEAR:

- ▶ Installation of birdhouses and feeders
- ▶ Introduction of eco-pastures at some depots
- ▶ Organisation of waste collection among colleagues
- ▶ Organisation of various internal solidarity collections (books, CDs, DVDs, sports equipment, etc.)
- ▶ Sponsorship or installation of bee hives
- ▶ Organisation of games and social events (local product tasting, discussions about CSR topics, etc.)
- ▶ Participation in the "Petits Bonnets, Bonne Action" campaign in partnership with the Petits Frères des Pauvres association and Innocent®

Commitment that radiates out everywhere



Every year, Mondial Relay commits to and actively participates in national and global days in the CSR calendar. The aim is to convey messages and address environmental and societal issues, while encouraging employees to take action, **always with a smiile!**

Being a partner for the Tour de France enables us to promote cycling and this sustainable mode of travel, especially during **May by Bike**, a national challenge where employees pedalled to gain a maximum number of points, and were able to **reach the top 25% in the ranking of participating companies.**

The end of the year is often very busy due to the sustainable mobility week, when many awareness-raising events discuss eco-friendly transport modes, with Relays in-house and customers externally. The aim is also to promote and support the sustainable mobility package and our partnership with BlaBlaCar Daily.

Mondial Relay supports Pink October and Movember, especially by organising impactful events such as hair donations, wearing

pink or blue on a specific day, supporting solidarity races and walks, etc.

The solidarity aspect is an integral part of Mondial Relay's CSR approach and **"Happy Peak"** is very successful every year. Mondial Relay experiences a very busy period from October to December, so **employees are invited to volunteer to come and help their colleagues for one or two days.** The goal is to form bonds and help increase business during this period. And ultimately to ensure customer satisfaction, which is everyone's first priority!

For Happy Peak 2024, 236 employees volunteered!

Among these 236 Relays, **184** helped out in operating sites across France and **52** assisted the customer services department!

Mondial Relay's values are reflected in the actions organised on the ground, and our Customer pillar also illustrates this.

This pillar enables us to implement our CSR strategy as closely as possible to the customers who put their trust in us.





3/ Customers: we're changing the lifestyle of tomorrow's world

Reinventing urban logistics for more sustainable towns	75
Strong and community-based partnerships!.....	76
Sharing our users' concerns.....	81
The essential app for sending and tracking parcels, very simply	82
Mondial Relay, an official partner of the Tour de France 2024	84
Shared values	85



“Reinventing urban logistics for more sustainable towns”

Pierre KOSZITZKI
Public Sector Partnerships Manager

“2024 reminded us that urban logistics were crucially important in the transformation of our cities. The continued growth of online commerce and the rise in second-life purchases have intensified the challenges facing us. Forecasts indicate we will see a significant increase in CO₂ emissions and road traffic if we do not take brave and immediate action*.”

At Mondial Relay, we firmly believe that the solution resides in a **collaborative and innovative approach**. Our distribution model is based on a network of local delivery points, including PUDO retailers and APMs, and is designed to **meet contemporary needs in a sustainable and effective manner**.

In 2024, we strengthened our commitment towards more sustainable urban logistics by working closely with local decision-makers to create tailored solutions that improve the quality of life in our cities.

The Pillars of Our Commitment:

Technological Innovation: we have integrated cutting-edge technology to optimise our operations and reduce our environmental impact. The introduction of electric vehicles and intelligent logistics management systems has been at the heart of our strategy this year.

Regional Collaboration: by establishing solid partnerships with local authorities, housing associations and other public bodies, we have co-created solutions to reduce traffic congestion, improve air quality and support local commerce.

Social Commitment: we have continued to invest in actions that encourage social inclusion and community development. Our commitment to inclusion and diversity reflect our determination to build fairer towns and cities.

We are convinced that the future of urban logistics depends on our ability to innovate together. The challenges are complex, but they also offer unique opportunities to reinvent our urban environments to make them more sustainable and resilient.

I would like to thank all our partners for their continued support and commitment towards this common vision. **Together, we can build cities that meet the needs of their residents while respecting the environment.”**

*Source: International Council on Clean Transportation (ICCT) 2025 survey

Strong and community-based partnerships!

Mondial Relay has long been committed to helping associations who work for various causes such as poverty, children, the environment and many others. Thanks to its extensive network of APMs and PUDOs, **the company can facilitate transport and support the actions of these associations.** At Mondial Relay, we take great care when processing each parcel, especially when we are **supporting causes that are important to us.** In 2024, we delivered more than **5 tonnes** of donations!



HERE ARE A FEW EXAMPLES OF OUR SOLIDARITY ACTIONS:

BOUQUINERIE DU SART:

The company made its network of APMs and PUDOs available to the Bouquinerie du Sart association, collecting book, CD and DVD donations. This association helps people living in housing shelters to regain their autonomy (new accommodation and a new job), while giving items a second life at the same time.

More than **1.4 tonnes of donations** were transported through this partnership.

Enough to help put a “smiiiile” on faces and create more **513 working hours for the “book keepers”!**

RÊVES:

Mondial Relay renewed its support of the Rêves association by sending “Welcome Kits” to child dreamers via its local points network. The aim is to make the dreams of sick children come true, to provide them with an unforgettable experience and help them get away from their everyday lives. These kits were given to new beneficiaries who joined the association, so they could have personalised objects and gain a sense of belonging.

Our delivery service sent out more than 616 kgs of parcels, which enabled the new child beneficiaries to dream a little.

Also, these kits were assembled and packed by an SEA in Alsace.

THE PETITS FRÈRES DES PAUVRES X INNOCENT:

For the last six years, Mondial Relay has **supported the "Petit Bonnet, Bonne Action" campaign** supported by the Innocent smoothies brand in aid of the Petits Frères des Pauvres association, to combat social isolation among the elderly. In 2024, nearly a million "little hats" were transported free of charge by donors using our out-of-home delivery service.

GIGABYTES DONATIONS FROM BOUYGUES TÉLÉCOM TO THE PETITS FRÈRES DES PAUVRES:

Mondial Relay aided the Petits Frères des Pauvres association in the **distribution of telephones and SIM cards** by sending the parcels free of charge. These devices are useful for people helped by the Petits Frères des Pauvres association who need to stay in contact with their loved ones and society. The 2024 operation enabled **over 500 telephones and SIM cards** to be distributed via local points.

ECOSYSTEM:

For the Tour de France, **Mondial Relay supported Ecosystem during its "Grande Collecte Solidaire" to collect mobile phones.**

The aim was the in-house collection of as many telephones as possible, to recycle them or give them a second life by donating them to Emmaüs Connect for distribution to people in need.



ISD X SMIILE MOBILITY TOUR BY MONDIAL RELAY:

Mondial Relay **supported this eco-adventure project led by the Institute for Sustainable Sport.** Four eco-adventurers on cargo bikes travelled more than 3,000 kms, passing through 32 stage-towns to raise awareness of active mobility modes and climate change amongst children and the general public.

As an official partner of the Tour de France, Mondial Relay worked together with the Institute for Sustainable Sport **to promote active mobility modes and raise awareness of the challenges linked to climate change.**

As part of this partnership, the four eco-adventurers travelled more than 3,000 kms by cargo bike, visiting 32 stage-towns to meet children and the general public. This was a human adventure bringing concrete solutions, committed to more responsible mobility.

Even before the Tour de France officially set off, the Smiile Mobility Tour received an enthusiastic welcome on the roads of France. The public was able to experience the excitement of the "peloton" by pedaling alongside two emblematic figures in French cycling, Jimmy Casper and Miguel Martinez, while enjoying the friendly and festive atmosphere.



MOBILITOUR:

In 2024, the Institute for Sustainable Sport launched the 2nd edition of MobiliTour, an awareness programme in the schools of the Tour's stage-towns.

All along the route, the Smiile Mobility Tour Mondial Relay ambassadors travelled up and down the streets to symbolically hand over the official start flag to partnering Town Halls in places like Orléans, Mâcon, Troyes, Gap and Nice, thus emphasising the local footing and shared commitment in favour of a more sustainable future.

Sharing the concerns of our users

Mondial Relay is committed to **promoting soft mode of transportation. modes of transport** to its customers. We encourage our users to car-share for their daily journeys whenever possible, whether going to work or school, shopping or to practise sport. Furthermore, we suggest

they may like to change their transport mode and choose travel that is active and soft mode of transportation., such as walking, cycling, using public transport or the new motorised Personal Mobility Devices (PMDs), rather than their car to drop off and pick up their parcels.

ACCORDING TO AN AUDIREP SURVEY IN 2024:

- ▶ **53% of our customers** opted for a means of eco-friendly transport to travel to our local collection points.
- ▶ What's more, **67% of our customers chose to walk** to our APMs and PUDOs when the journey was less than 10 minutes.
- ▶ Lastly, **81% of Mondial Relay customers shared their journey** when picking up their parcel.

These results prove the effectiveness of our awareness actions and emphasise how important it is to continue in this direction. In order to make these practices easier, we aim to expand our network by increasing the number of APMs and PUDOs. This will mean **reduced distances between our delivery people and our customers**, therefore making our services even more accessible, practical and sustainable.



The essential app for sending and tracking parcels very simply



“Over 3 million downloads”

Mathieu Da Costa
Product Manager for the app

*“The Mondial Relay app is very popular with customers and has already been downloaded over 3 million times. The app has established itself as the **French benchmark for sending and tracking parcels**. It has been praised and received excellent ratings on Google Play and App Store, with the main appeal being its ergonomoy, efficiency and simplicity.”*

OUR MISSION:

Thanks to distinctive features such as **notifications in real time, instant parcel tracking, immediate localisation** of our **17,000 APMs and PUDOs**, as well as the **remote opening** of APMs, we are reacting in an innovative way to the new habits of our customers.

The app enables us to convey messages, particularly during CSR busy periods, to encourage customers to pick up their parcel by bike or on foot for example.

And this is just the beginning! New features are regularly being added to our app, to make it even easier for users.





Mondial Relay, an official partner for the Tour de France in 2024



In 2024, **Mondial Relay became a partner to the most legendary of bike races in the world.**

Throughout this event, Mondial Relay met the public to **share happy moments with joy and laughter.** This was a perfect opportunity to promote cycling as a desirable and responsible sport, while putting a smile on people's faces and highlighting eco-friendly transport modes.

The Tour de France is, above all, about sporting passion and the values that bring people together.

Shared values



SHARING AND CONVIVIALITY

The Tour attracts 10 million spectators and a TV audience of 40 million viewers in France every year



MOBILITY

Just like the cyclists in the Tour, our parcels travel along the roads each day on the way to their destination and to satisfy our customers



PROXIMITY

The Tour de France promotes towns. Our APMs and PUDOs bring life to town centres and in this way, we create opportunities to meet



BETTER PICKS EVERY DAY

The Tour de France promotes cycling. Our customers also use carbon-free transport modes (by bike or on foot), to drop off and pick up their parcels

PUBLICITY CARAVAN:

We created four vehicles that were **full of color, joy and sparkle.**

4 vehicles that are sure to produce the Smiille at every stage. At the head of our convoy is “Mister Parcel”, a huge success, followed by “Locker Star”, “Miss Bike” and “Super Relais”, creating a lively parade.



FAN ZONE:

A fixed activity zone was set up in the Fans Park and departure areas.

In 2024, there were three fun activities for all ages:

- ▶ **Locker Game:** a reflex game
- ▶ **Bike Activity:** pedalling in aid of planting trees with the Institute for Sustainable Sport association
- ▶ **Supporter's Activity:** to encourage runners!



OFFICIAL FLAG BEARER:

An exclusive event was organised. Before the start of each race, **Mondial Relay presented the stage flag to the local representative, and the official start flag**, in the presence of Christian Prudhomme, the race director.



HOSPITALITY:

We installed a **large-scale hospitality area** (departure village, stage relay, pre-race availability, VIP arrival area). Our racers were former professional cyclists. (On the left of the photo, Franck Alaphilippe and on the right Miguel Martinez).

This partnership illustrates an important moment, for celebration, as well as to **highlight and actively promote the use of bikes as a sustainable means of travel**. This enables us to encourage more people to choose bike travel on a daily basis.

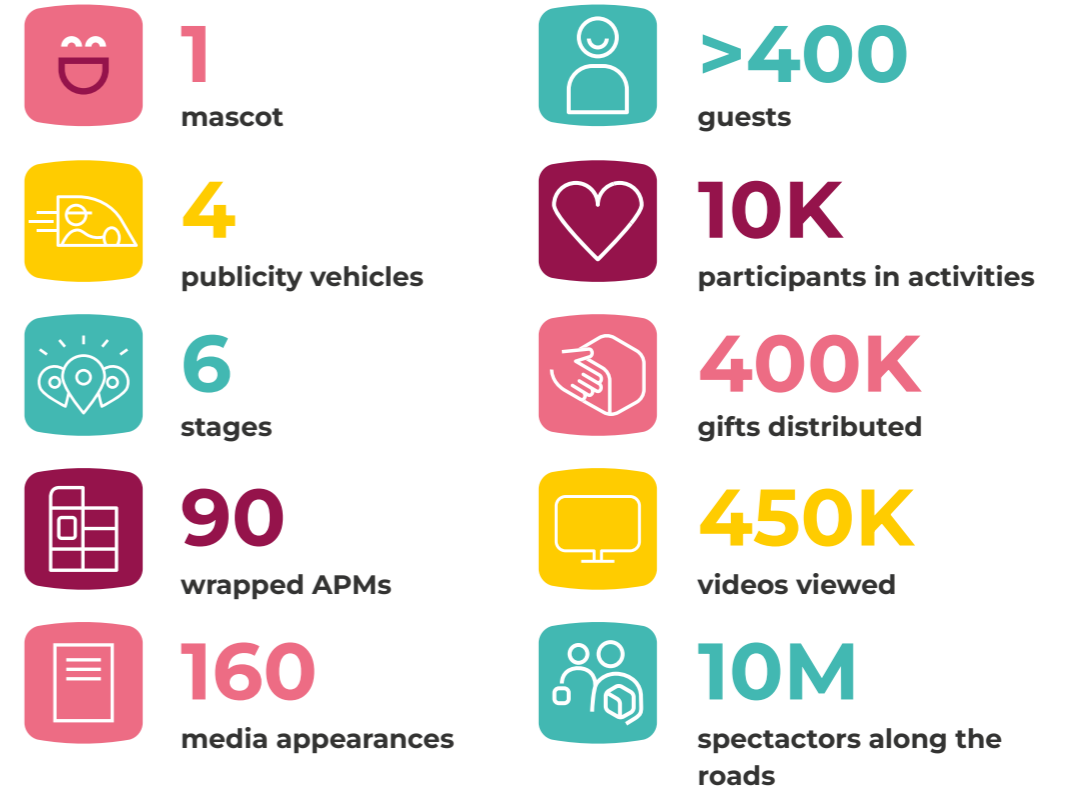
“Our objective was to promote the brand”



Cléo Tuyeras
Sports Partnership Project Manager

“In 2024, our objective was to promote the Mondial Relay brand. Being a part of the Tour de France organisation was an unforgettable adventure for Mondial Relay, on both a human and professional level. Working on the Tour meant getting up early, travelling hundreds of kilometres every day and experiencing an itinerant event where every stage brings a new challenge. But it also meant exchanging smiles with fellow workers, customers and partners, as well as feeling a unique energy that only the Tour de France can generate.”

OUTLINE OF THE 1ST MAJOR STAGE IN 10 FIGURES



All these actions and initiatives back up Mondial Relay's CSR strategy... and beyond! Thanks to employee commitment and everyone's initiatives, **we are continuing to progress with the smiile**. “For us, CSR means daily action!”



**4/ To sum us
up!**

So much happened in 2024:

ECONOMIC INDICATORS



€667M
in turnover*

212M
parcels*

9 countries
served

2,100
employees*



7,000
APMs**

10,000
PUDOs**

50,000+
e-merchant customers**

25+ years
of delivery experience!**

*2024 BENEFRALUX figures
**2024 France figures



SOCIAL AND SOCIETAL INDICATORS

92/100

Gender Equality Index

Pépité Lakaa

prize in the Communication and Promotion of CSR Good Practices category

3M

downloads of the mobile app

ENVIRONMENTAL INDICATORS



2024 Carbon Footprint BENEFRALUX:

66,599 tCO₂e, i.e. 18% reduction vs 2023

2024-2026 EVcom programme

12% reduction in GHG emissions linked to transport by 2026

From 2025:

100% green energy for our infrastructures in France.

Net zero emissions by 2040

2030 objectives

42% reduction in emissions for scopes 1 and 2

100% electric fleet for the last mile

69%

committed suppliers for scope 3 by 2027

FEVAD charter

Renewal of the voluntary commitment charter to reduce the environmental impact of e-commerce





Corporate Social Responsibility Report

- 2024 -

Paper from sustainably managed forests

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À CHAQUE COIN
DE RUE

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