

# GROUP CORE VALUES



## Message from Geoffrey Godet

Neopost's four values - **Focus on Customers, Foster Teamwork, Promote Innovation and Drive to Succeed** - are the true cornerstones of our company. They symbolize what is important to us and how we intend to handle our business.

Each one is built upon five behaviors that we should adhere to each day. At this point in our company's development, **it's vital to share common and unique values** that we can identify with and that reflect Neopost's culture. Our ambition is that everyone knows, understands and, above all, acts according to these values and behaviors. By doing so, we contribute to Neopost's current and future success.

Adapting to changes in technology and practices has always been a part of our history. It's a great opportunity to seize on the way to becoming an integrated provider of innovative software and hardware solutions.

Together, we will rise to the inspiring challenge of empowering our customers to better and seamlessly connect to their customers, while enabling our employees to grow in a motivating and friendly environment.

Geoffrey GODET  
Chief Executive Officer



## How Did We Choose Our Core Values?

Neopost's values were introduced across the company in 2015. The behaviors now associated with our values are the fruit of a collaborative effort among the company's various divisions and functions across the world.

After several months of constructive discussion, we identified 20 behaviors that illustrate our values and help us fully grasp the meaning behind such words as «innovation» and «teamwork». For the people involved in this evolving work, it was important that the behaviors speak to everyone, regardless of function or location.

I hope you will take the time needed to reflect on how you can integrate them into your workplace and your interactions with your teams, colleagues, customers, partners, and other external contacts.

**Our values and behaviors will reflect who we are only if all of us abide and make them thrive everyday.**

Gil WOZELKA  
Chief People & Transformation Officer



## OUR VISION

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In this age of continuous digital transformation, technology is dramatically extending communication channels and is changing ways of sending or receiving business communications and goods. This evolution could be complex for customers to manage and we believe that there is a need to make their digital journey easier and better. This belief shapes our own evolution to **become an integrated provider of innovative software and hardware solutions to better and seamlessly connect our customers to their customers, physically and digitally.**

At Neopost, we are convinced that our people are the real differentiation for success. **We are building a collaborative and exciting environment** whereby business challenges are solved and career opportunities are developed within a framework of strong human values.

## OUR MISSION

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**We guide and support organizations in how they send and receive business communications and goods**, helping them better connect with their business environment through software and hardware solutions.

**We are committed to offering our employees an attractive workplace where they are encouraged to take initiatives and work together** in order to support our mission of building sustainable growth for all internal and external stakeholders.

# OUR CORE VALUES

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FOCUS ON  
CUSTOMERS



FOSTER  
TEAMWORK



PROMOTE  
INNOVATION



DRIVE TO  
SUCCEED



# FOCUS ON CUSTOMERS

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At Neopost we believe that **great employees** create **happy customers**. Together, we pursue a common goal of **servicing our customers with passion**, to provide them with the means to drive business faster and more effectively.

As a **faithful partner**, customers can trust 100% we are always there to **support, reassure** and **guide** them through any business communication management challenge.

We listen with **empathy** to our customers' concerns and respond rapidly to their needs.

We **never give up** until the customer's problem is solved and we follow up by maintaining a **long-term relationship**.

“Customer Service is not just a department, it’s an attitude. The personal experience you deliver is where the magic starts.”

**WARREN TAIT**

**Customer Services Director,  
Neopost UK, SME Solutions**

“A satisfied customer is the sign of excellence and performance, a delighted one is the sign of passion and engagement.”

**MARIE-CHRISTINE PIRES**

**Customer Program Manager,  
Quadient**

“Focusing on our customers means providing them with any support they require. For days, I can be in constant communication with the customer’s technical teams and senior level management via bridge calls and server connections to provide continued quality support and assistance.”

**JOHN MACKAY**

**Engineer ProShip, Neopost Shipping**

# What Does It Mean?

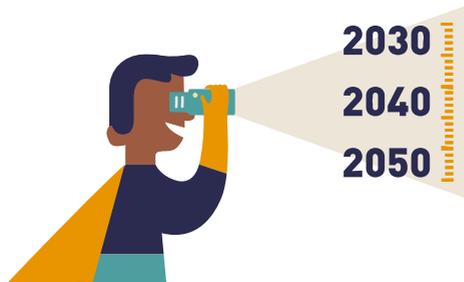
Listen actively to fully understand the customer's needs



Aspire to excellence in execution and continuous improvement of the customer experience by challenging oneself and seeking feedback and best practices



Anticipate, respond and adapt to the needs of the customer



Define the most appropriate solution and own the customer's challenges



Demonstrate respect and accountability at all times to create happy customers and build a relationship of trust

# FOSTER TEAMWORK

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We believe in **full commitment**, not half-measures.

Our success, as well as that of our customers, can only be accomplished when **we respect each other and act as a community** to achieve our goals.

We put **team goals first** and develop a culture that fosters and rewards **collaborative behavior**.

We believe that **growth is the outcome of people working together**, sharing and learning from each other.

“I work in the Netherlands, my colleagues are French, British and American. There is a huge willingness to learn from each other and to achieve what we believe.”

**HEDDE BIESMA**

**Communications Manager Automated Packing Solutions,  
Neopost Shipping**

“I like how Neopost gives so much emphasis to teamwork.

My team members always support each other and try to boost the confidence of all the team members to do their best at work.”

**TITUS VARGHESE**

**Senior Reporting Analyst,  
Neopost USA, SME Solutions**

“Supporting and interacting positively with other team members towards a common goal is what ‘Foster teamwork’ means to me every day.”

**JULIE SIMON**

**APAC Marketing Director,  
Quadient**

# What Does It Mean?

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Treat people with respect,  
trust and open-mindedness



Share information  
openly and regularly  
in order to increase  
mutual understanding



Recognize and capitalize  
on people's strengths  
and celebrate team  
successes

Engage in constructive debates and learn from  
others to reach effective outcomes



Strive to succeed together, as a community,  
through a positive and collaborative work environment



# PROMOTE INNOVATION

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We are **creative, resourceful and empowered** to act in new ways.

We are not afraid to take a risk and we are always **ready to try something new.**

We are **open to new ideas**, so that we can continuously respond to customers' evolving needs and strive for excellence.

We understand that **learning** is a process of experimentation, assessment and adjustment.

This entrepreneurial spirit enables us to be a **proactive partner**, helping our customers master new technology and seize new business opportunities.

“Challenging our creativity and ingenuity in order to satisfy our clients: this is what motivates us! Whether it is about defining processes, resolving issues or launching a new product, we see innovation as both the means and the aim of our work. Our yearly challenge rewarding the best personal initiatives shows how much our team truly relies on this value.”

**ALICE ROGIER**

**Engineering Support Coordinator, Neopost Services, SME Solutions**

“Collaboration, determination, open-mindedness and humility are the necessary keys to the success of an innovation culture.”

**GREGORY ROMAN**

**Innovation & Patents  
Coordinator Group,  
Technology & Innovation**

“Our mission is the commitment to be a step ahead of our customers' needs. Then we can show them that the latest innovations are already our standards.”

**MAREK PODLEŠÁK**

**ICT Team Leader,  
Quadient**

# What Does It Mean?

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Listen and be open to other people's ideas



Challenge the status-quo and step outside of your comfort zone to try new ways of working



Remain aware of new technology and innovation in the business and continue to grow by learning to adapt and develop new skills



Increase your curiosity about the future needs of customers and continuously look outwards for new ideas and best practices



Dare to take risks and bold options, bounce back and learn from failure

# DRIVE TO SUCCEED

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Every second counts, **execution and performance** are paramount.

We work hard, debate passionately and respectfully, and once a decision is made, **we execute together**.

We remain flexible, using our experience and expertise to **adapt** to new challenges and situations, and to **identify new opportunities** for our customers.

We are **accountable** for the tasks we carry out, encouraged to **go one step further** and exceed expectations, and do not compromise on **quality**.

“We take each other’s opinion seriously, and we respect different perspectives, in order to find ‘the most qualified’ answer to our challenges. We say what we do and do what we say, in order to earn our colleagues’ trust. We achieve success together, with an awareness that every single individual matters in order to win together.”

**KIM ANDERSEN**

**Group Executive Director of SNG\*, SME Solutions**

“In order to support a key customer, we decided to form a ‘swat’ team—a combination of experienced and newer team members from numerous departments—and worked tirelessly until a successful solution was found.”

**J.ETRINGER, M.MARTIN, J.GOETERS,  
W.ZAJAC, J.LUKASZEWSKI, J.GREEN**  
**Various departments Proship,  
Neopost Shipping**

“Passion is the base I need for success. It supports me during hard times and it gets stronger with every great achievement.”

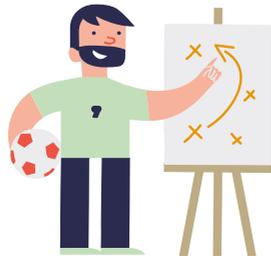
**EDDY SAMA**  
**Office Manager,  
Quadient**

# What Does It Mean?

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Take up challenges willingly, strive for performance and excellence and make no compromises on delivering the highest quality output



Understand the business strategy and how priorities connect to one's role



Pursue your goals with full dedication and relentlessly try to exceed them



Display a 'can-do' attitude, leadership, optimism, and demonstrate courage in making tough decisions when needed



Act and be recognized as an expert in your field, always seeking to bring added value to everything you do

