

## Update on bpostgroup compliance reviews

22-09-2023

bpostgroup has finalised the three compliance reviews (traffic fines, 679 accounts and licence plates). The final reports have been submitted to the external counsel of the public services concerned. The reports have laid bare a number of malpractices and/or risks. bpostgroup fully appreciates the necessity of acting in accordance with its responsibilities and has been proactive in taking measures. Based on the legal and economic analyses, the company takes a provision of € 75 million.

At the start of this year, bpostgroup has voluntarily launched 3 compliance reviews, following the compliance review conducted in 2022 with regard to (the tender for) the concession for the delivery of newspapers and magazines in Belgium. This specifically concerns the processing of traffic fines, the management of 679 accounts, and the delivery/cancellation of licence plates.

A thorough factual and economic investigation was carried out, using external experts and forensic investigative methods. Meanwhile, bpostgroup communicated the results of the compliance reviews to the external counsel of the relevant public services, in spirit of a close cooperation and resolution.

The compliance reviews reveal malpractices, whereby a limited number of people inside and outside the company acted against the applicable laws and regulation, and without appropriate control.

Audrey Hanard, Chairperson of the Board of Directors of bpostgroup: “We wanted to conduct these investigations in a proactive and thorough manner to enable bpostgroup to develop on stable foundations. Some findings are unacceptable. I greatly regret some of the practices we have uncovered, which must never happen again. It is especially painful that the confidence of our customers, our employees and our shareholders has been shaken by the conduct of a limited number of people.”

Source: [bpost](#)