International Post Corporation

Heatwave: La Poste mobilizes postal workers to assist vulnerable people

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In response to the exceptionally intense heatwave currently affecting a large part of the country, La Poste is mobilizing, in support of municipalities that request it, to help identify and protect elderly, isolated, or vulnerable individuals. At the Prime Minister's request, postal workers will be able to conduct preliminary visits during their rounds to detect any potentially concerning situations and alert the relevant services.

This exceptional mobilization is part of the emergency and mobilization plan announced by the government to deal with the extreme heat. It complements, but does not replace, the actions of mayors, municipal social action centers, associations, emergency services, and healthcare professionals.

Present daily throughout the country, postal workers possess in-depth knowledge of their routes and maintain regular contact with residents in many communities. In rural and suburban areas in particular, they are sometimes among the last professionals to visit French homes every day.

During this difficult time for the entire country, postal workers are mobilized. Because they are in close contact with residents every day and enjoy their trust, they can contribute, alongside local authorities and emergency services, to identifying vulnerabilities, sharing best practices, and raising the alarm when necessary. This local, useful, and practical system remains true to La Poste's mission of social connection. This assistance to vulnerable individuals must, of course, be accompanied by particular attention to the exposure of our employees, who are themselves working in the context of extreme heat. We are paying close attention to this.

Marie Ange Debon
Chairwoman and CEO of the La Poste Group

On the ground, visits can be initiated at the request of participating municipalities, targeting vulnerable individuals identified by local social services. Postal workers can check on the individuals concerned, remind them of key preventative measures—drinking regularly, staying cool, avoiding exertion during the hottest hours—and report any situations requiring special attention. In case of emergency, emergency services will be alerted.

The Government Information Service's (SIG) heatwave information campaign will also be relayed on post office screens, in order to widely disseminate prevention messages to the public.

Source: La Poste Groupe

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