

A Sign of **TRUST**



AUSTRIAN POST

Booklet 2023

Key information from the 2022 Annual Report and Sustainability Report



Knowing what matters.

A Sign of TRUST



**"Our customers
trust Austrian Post to
deliver. Our employees
are committed to
making this happen
EVERY DAY.
In times of change,
our reliability
remains constant."**



Georg Pölzl, CEO
of Austrian Post



> CONTENTS

02 – Statements by the
Management Board

04 – Highlights 2022

06 – Austrian Post at a Glance

08 – Austrian Post as a
Sustainable Investment

10 – Integrated Strategy

12 – 2030 Sustainability
Master Plan

33 – Contact &
Legal Notice



14

**ECONOMY
& CUSTOMERS**



20

**ENVIRONMENT
& CLIMATE**



26

**PEOPLE
& SOCIAL**



Annual Report



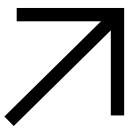
Sustainability Report



Cover: Dragana Sukurma, Employee of Austrian Post


DELIVERING on Customer Proximity

The nationwide branch network, bank99, the tried-and-tested postal partner system and the large number of delivery staff give Austrian Post a local presence throughout Austria. Genuine proximity is created when you turn the needs of your customers into your own – and use this information to identify the right solutions.



"As a company, we bear a great deal of responsibility and want to continue to live up to the trust that our customers, employees and society have in Austrian Post."

Georg Pölzl, CEO, Chairman of the Management Board





"We have a lot of trust in our employees and assume that they will perform to the best of their ability every day. This is the basis for the high regard in which we are held by our customers."

Peter Umundum, Member of the Management Board,
Parcel & Logistics (COO)

"We want to remain the no. 1 in Austria in terms of both volume and the quality of our service. That is going to require some expenditure."

Walter Oblin, Deputy CEO,
Mail & Finance (CFO)



Knowing what matters.

Highlights

2022

Our performance in ESG ratings



Highest possible rating (AAA) for
Austrian Post unchanged since 2016



Austrian Post was once again awarded **prime**
status due to its commitment to sustainability.



Inclusion in the **A list of the world's**
best companies in terms of climate change
mitigation.



Low risk rating with a rating of 15.7 and
thus at the top of the transport sector

S&P Global

Austrian Post scores in the **89th percentile**.
The higher the value, the better the place
Austrian Post holds in an industry comparison.



People & Social

27,132 EMPLOYEES
(FTE)

36.1 PERCENT of leadership positions
are held by women.*

Environment & Climate

3,121 ELECTRIC VEHICLES
in use

4.3 MWp of CLEAN SOLAR POWER is
supplied by Austrian Post's PV systems.



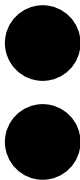
Economy & Customers

EUR 2,522 m Revenue

EUR 188 m EBIT



7 AUSTRIAN POST at a Glance

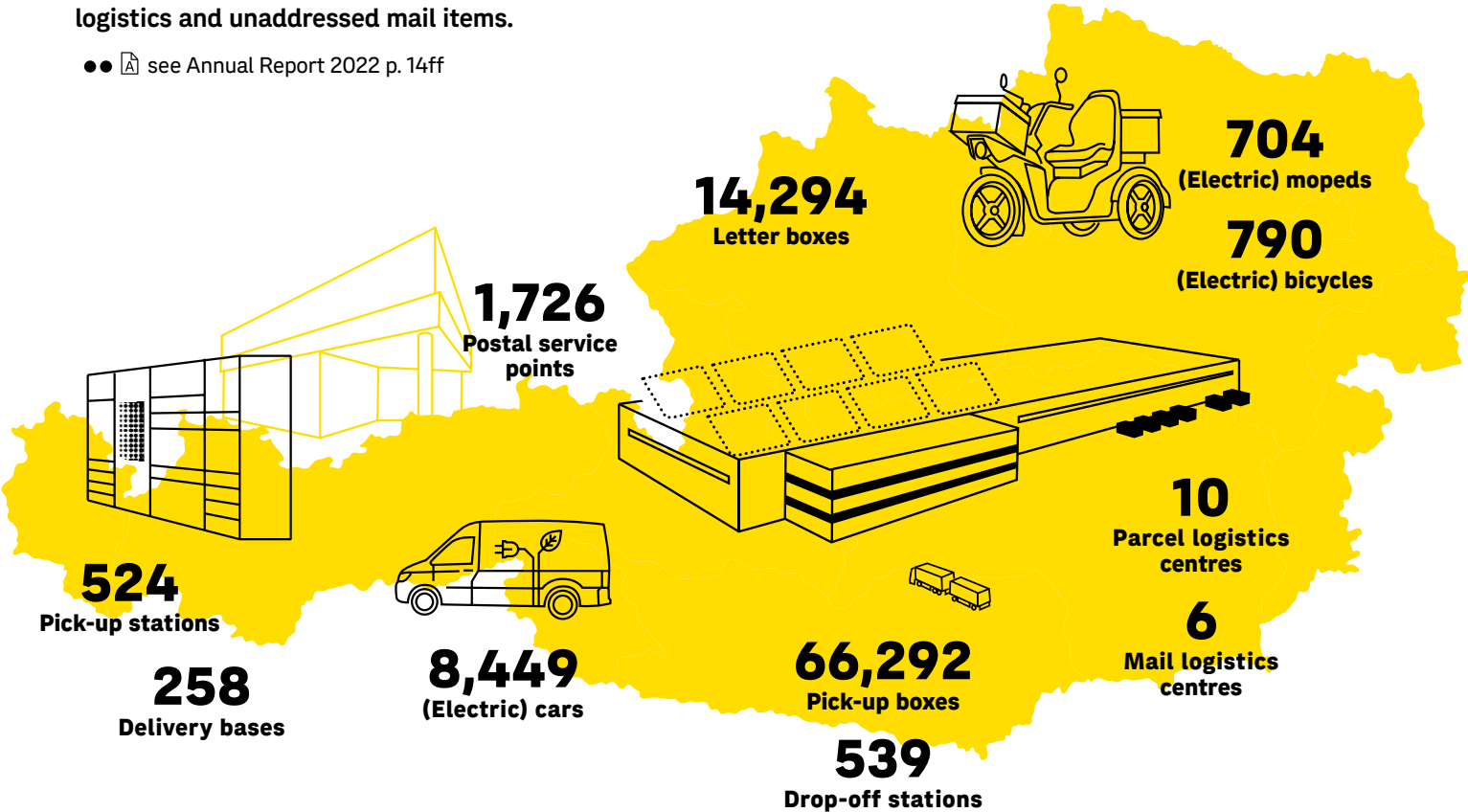


Österreichische Post AG is an international postal, logistics and service provider which is central to Austria's economy. We group our operations into three divisions: Mail, Parcel & Logistics and Retail & Bank.

Internationally, we operate in ten other countries outside our domestic market of Austria – in Germany, Southeast and Eastern Europe, and Türkiye. In the countries in Southeast and Eastern Europe, and Türkiye, Austrian Post mainly performs services related to parcels & logistics and unaddressed mail items.

● ● ⓘ see Annual Report 2022 p. 14ff

4,521 Volume of letters and direct mail (million)



433

Volume of parcels
(million)



Austria



Germany



Slovakia



Hungary



Slovenia



Croatia



Bosnia and Herzegovina



Serbia



Montenegro



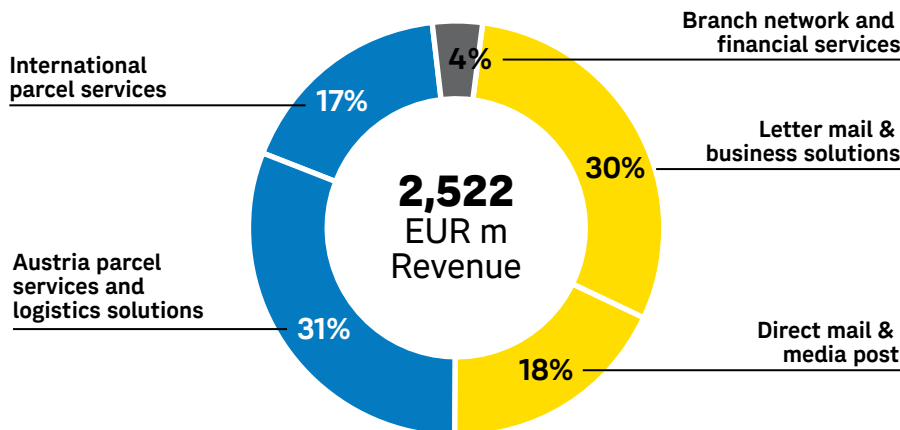
Bulgaria



Türkiye

The Divisions and Their Services

Group Revenue mix



Mail

- Letter Mail
- Direct Mail
- Newspapers and Magazines

Parcel & Logistics

- Parcel and Post Express
- Additional Logistics Services
- Fulfilment and Valuable Goods and Cash Transport
- E-Commerce Services

Retail & Bank

- Postal and Telecommunications Services
- Retail Goods
- Financial Services

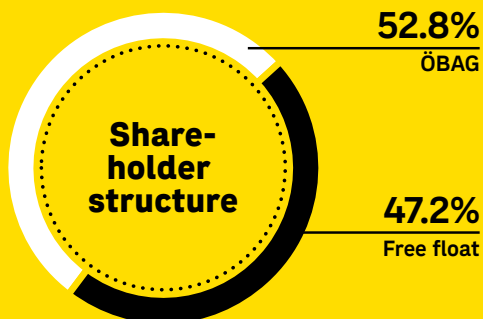
Knowing what matters.

➤ AUSTRIAN POST as a Sustainable Investment

> 200%

Total shareholder return since IPO
(share price plus dividends)

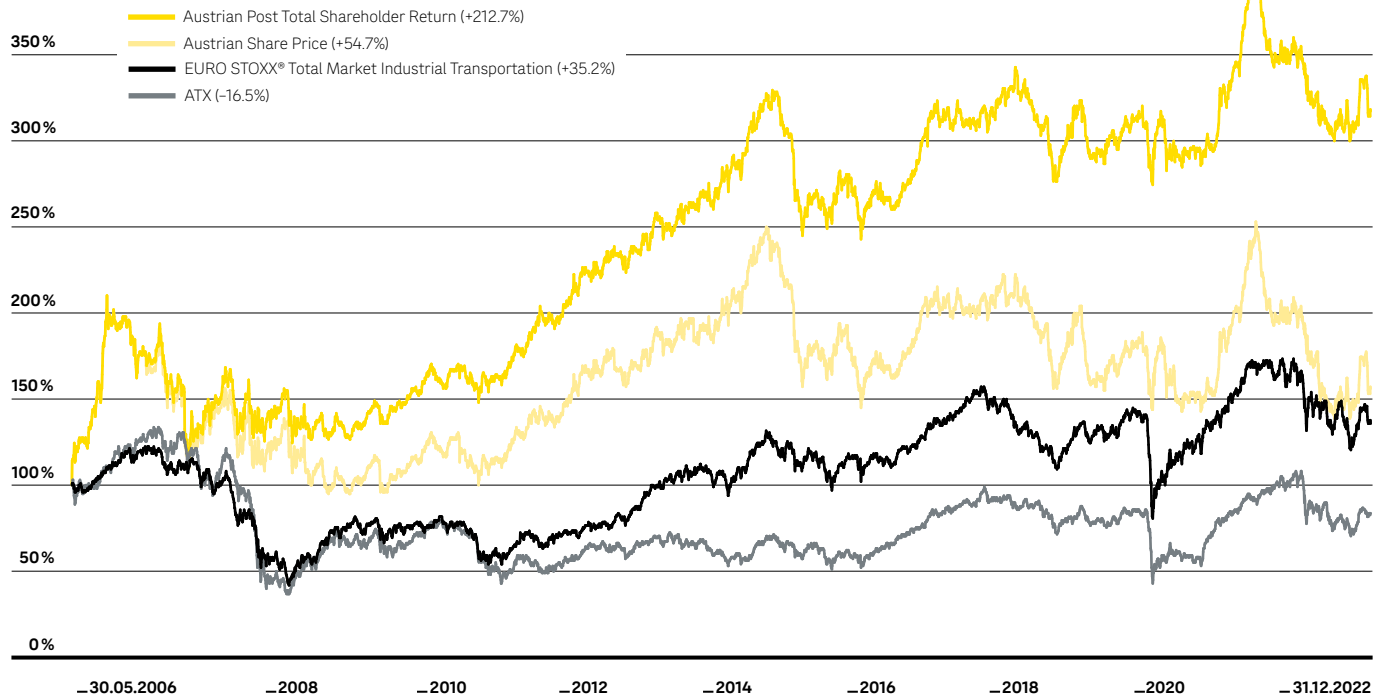
Reliability and predictability are the foundations of our investment story. Long-term, successful development is therefore our top priority. This benefits our shareholders and ensures a reliable dividend. Sustainability needs to be firmly anchored into the principles of what we do if we want to be successful in the long run. Knowing this, we have put together a corporate and sustainability strategy that governs how we do business.



EUR 1.75 Dividend 2022

- Adherence to tried-and-tested dividend policy
- Dividend distribution of at least 75% of net profit

Total Shareholder Return since the Initial Public Offering (30 May 2006 to 31 December 2022)




Good Reasons for an Investment in Austrian Post

Predictable Business Model

 **EUR 2.5 bn**
Revenue

- Solid revenue development with leading market position in Austria
- Sustainable profitability due to an efficient cost structure

Attractive Dividend Policy

 **6.0%**
Dividend yield


- Predictable development of dividends based on profitability and generated cash flow
- Annual dividend distribution of at least 75% of the Group net profit planned

Promised – Delivered



- Prudent and realistic guidance with clearly defined objectives
- Clear commitment to achieve communicated targets

Decarbonisation of Logistics

 **55.2%**
Carbon reduction per shipment tonne 2009–2022

- Group-wide reduction in fossil energy sources
- Massive reduction in carbon emissions in Austria by 2030



Integrated STRATEGY

Moving forwards with our integrated corporate and sustainability strategy. We act sustainably and focus on the needs of our customers. We live diversity. That's the guiding principle for everything we do.

> 3 Strategic Focus

1

Defending Market Leadership and Profitability in the Core Business



Sustainability, diversity and customer orientation as guideline for all activities

2

Profitable Growth in Near Markets

3

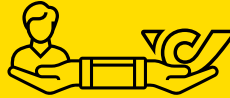
Development of Retail and Digital Offerings for Private Customers and SMEs



> Our Vision

We are more than just a postal service.

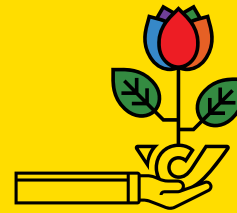
We are a pioneer successfully connecting people and markets with the world of tomorrow.



> Our Mission

Closer than anyone else.

We make connections every day and are always improving. Always practical and sustainable – digital and in person.



> Our Values

We are yellow.

We are green.

We are colourful.

> Corporate Culture

● Joy

Joy is reflected in **enthusiasm for one's work and having fun with colleagues**, even when things get stressful. Our working environment is characterised by **diversity, openness, appreciation and humour**. Managers support joy through proactive **feedback and recognition**.

● Performance

Together we deliver **top performance and sustainable results**. For us, this means approaching our tasks with motivation. Managers shape the **work environment through commitment and empathy in a way that positively promotes the achievement of goals**. We all strive to make our contribution to **joint success** and develop ourselves.

● Purpose

Purpose is what we experience through our **important contribution to the country, the people and the environment**. We are united by our focus on **diversity and sustainability**. We recognise the **purpose of our own activity** because managers explain the **WHY and HOW** well. We are all **open** to continuous **learning**.

We

Our Purpose

We always deliver a solution.



2030 Sustainability MASTERPLAN



Sustainability,
diversity and customer
orientation as
guideline for all
activities

Economy & Customers

Sustainable and
customer-focused products
and services



Environment & Climate

Environmentally friendly
and energy-efficient logistics
and operations



People & Social

Top employer with diverse
staff and a commitment to
social responsibility



> Material Topics

> SDGs

1 Sustainable appearance & services for private customers

Increase in customer satisfaction, strengthening Austrian Post in public perception and seamless customer experience

2 Sustainable mail & parcel products

Developing products and services in line with social and environmental requirements

3 Sustainable procurement

Best practices for sustainable procurement among ATX companies

4 Sustainable governance & compliance

Best practices for sustainable governance & compliance among ATX companies

5 Stakeholder value

Creating value for our stakeholders in the short, medium and long term

6 Green & efficient mobility

Mobility based on renewable low-carbon energy

7 Green & efficient buildings

Develop and operate our buildings with a focus on eco-efficiency

8 Resource-efficient processes

Make sure our processes are efficient in terms of resources

9 Circular economy

Contribute to circular economy

10 Corporate & leadership culture

Enhance corporate and leadership culture

11 Integrated diversity management

Prioritise diversity and equal opportunity

12 Occupational health & safety

Focus on health and safety

13 Digital responsibility

Meet customer expectations, minimise risks and ensure compliance with data protection legislation

14 Social dialogue & cooperation

Make a positive impact on society through dialogue and cooperation

8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



17 PARTNERSHIPS FOR THE GOALS



Knowing what matters.

Austrian Post is currently facing major changes throughout the logistics industry. We are responding to these changes by proactively developing new solutions and sustainable ideas, while keeping our focus on the needs of our customers.

ECO NOMY & CUSTOMERS





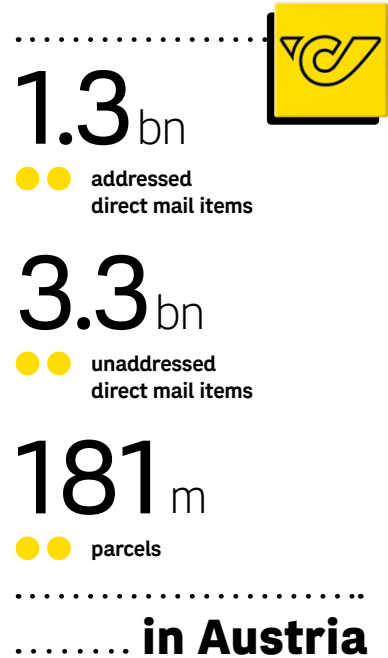
Fit for Peak Season

Mid-October through to January is peak season for Austrian Post. All of the teams in our branches as well as our transport logistics and distribution facilities and our logistics centres work as hard as they can each time this period rolls around to make sure that letters and parcels continue to arrive on time. Team spirit and outstanding preparation play a key role in ensuring that this logistical miracle goes off without a hitch.

To make sure things run smoothly, Austrian Post has established a project team made up of 14 individuals from ten different areas. This team is responsible for logistical coordination and identifying when there is a need for additional staff and vehicles, longer opening hours and special pickups from self-service zones.

The extended parcel logistics centre in Upper Austria – Austrian Post's largest logistics centre – opened its doors just in time for peak season. The addition of automated processing systems for bulky items and cutting edge cross-belt sorters have increased the company's capacity significantly and allow the logistics centre to handle up to 30,500 parcels per hour.

Staff from central divisions assisted their colleagues in Logistics, Distribution and the branch network during the busy Christmas period. They spent two days on site assisting their colleagues in making the peak season a success.



Knowing what matters.



Reinhard Scheitl, Head of
Digital Advertising & Innovation



Interview **Das Kuvert Gets Even Greener**

Austrian Post sends Das Kuvert out twice a week to more than 2.7m readers. How does sustainability come into play here?

●● **Reinhard Scheitl_** This medium shows that unaddressed direct mail is compatible with even the most demanding sustainability standards. Das Kuvert has been produced in line with the stringent UZ24 guidelines for printed and recycled paper products published by the Austrian Ecolabel since September.

How do you get advertisers to buy into sustainability?

●● **Nicole Schlögl_** We set a good example and reward environmentally friendly behaviour. This year we started providing a sustainability discount for any business customer whose flyers have eco-labels or sustainability labels like the EU Ecolabel, Blue Angel or Austrian Ecolabel.



Nicole Schlögl, Head of Marketing
& Product Management



Green Travel

No matter what else a yellow parcel might go through on the way from Vienna to Graz, the trip itself is bound to be green. To hear an amusing take on the steps involved and join a parcel on its journey from A to B, have a listen to the "Postcast" – the official podcast of Austrian Post. The fact that the parcel's journey is so green is all down to the variety of measures which Austrian Post has implemented. Take green packaging for example. From March to September 2022, the company conducted a pilot trial to address one of the biggest problems to come out of the boom in e-commerce: packaging waste. After performing a comprehensive review of the trial, Austrian Post decided to launch a reusable packaging service for retail companies starting in spring 2023. Companies will be able to hire or buy the packaging from Austrian Post before offering it to their customers as an option at checkout. Once a customer has received their product, they can simply collapse the packaging and return it to Austrian Post in the mail, at a branch or at a self-service zone. The packaging is then prepared to be reused.

Austrian Post Delivers Climate Bonus

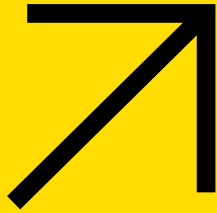
A climate bonus was paid out to nine million Austrians under the Austrian Ecosocial Tax Reform Act. 1.3m citizens were sent a hybrid official letter with a Sodexo voucher instead of having the money paid directly into their account. These letters have to be handed directly to the recipient, with all delivery status updates handled electronically. Various areas across Austrian Post worked together effectively to make the delivery process as smooth as possible in order to ensure the Austrian people were awarded the climate bonus.

"Both senders and recipients are actively demanding more sustainability and trust Austrian Post to deliver due to its strong history of innovation. With over 181m parcels delivered in Austria every year, we have great scope for leverage if we can make shipping packaging reusable."



Marc Sarmiento, Head of Research & Innovation, Parcel Austria

Knowing what matters.



Interview **Social Compliance**

What role does social compliance play at Austrian Post?

●● **Judith Pilles**_ As a leading logistics and postal service provider, we have a considerable responsibility to society. Social compliance – making sure that the rules surrounding our social responsibility are followed throughout the entire organisation – has a crucial role to play in terms of justifying the trust that has been placed in us and ensuring that we can always fulfil the responsibility that we have. Social compliance is not about simply enforcing a rigid set of rules – it's actually a process which we use on an ongoing basis to find new and effective ways to protect society and the environment, as well as the health, safety and fundamental rights of our employees.

We have a social compliance policy to ensure that our values and principles are observed by our business partners and throughout the Austrian Post Group. This policy defines specific measures which need to be implemented, such as analysing our risk of providing working conditions which might violate human rights as part of our Group-wide compliance risk analysis process. We also conduct evaluations, monitor processes and provide reports on a regular basis. We also provide training and run awareness-raising campaigns to help keep the important issues in people's minds across the Group.



**Judith Pilles, Head of Compliance
& Risk Management**

Austrian Retailers Trust shöpping.at

After launching in 2017, shöpping.at is now Austria's best-known online marketplace for domestic products. Austria's premier retailers have more than three million products for sale on the user-friendly portal. Customers appreciate the fact that deliveries are quick, carbon neutral and handled by Austrian Post.

The marketplace gained in popularity in recent years as lockdowns and global supply chain issues made regional alternatives a more attractive choice for both retailers and consumers. "We would have ceased trading if shöpping.at didn't exist," said Gerhard Nitzlnader, Managing Director of Spielzeugwelt Graz-Weiz, a traditional company with a regional focus. "shöpping.at has given me countless new customers who keep coming back on a regular basis."

shöpping.at

JUUHU! is Austria's Largest Price Comparison Platform

With the nation's largest price comparison platform, Austrian Post provides consumers with transparent information and peace of mind in these financially challenging times.

Visitors have been able to compare the price of millions of products and services from the biggest retailers on juuhu.at since summer 2022. In addition to product and price comparison features, the website also provides a wide range of deals and promotions in electronics, fashion & beauty, home and travel.

Editorial content like stories, tips and creative ideas inspire users and make juuhu.at more than just a price comparison platform.



Patricia Liebermann, Head of Philately

> "Postal Uniform"

What is so special about the stamp?

Patricia Liebermann_ As you might be able to tell from the blue fibres, it used to be part of a postal uniform. We created the stamp as part of our Re:Post recycling and upcycling project, which we launched in 2020 to make consumables out of old uniforms. We made a total of 150,000 special stamps out of 950 shirts. They represent the circular economy and Austrian Post's commitment to sustainability in quite a unique way.



Knowing what matters.

198

KN 155020 ZB 2020
06:10 Uhr Reihe 1 / STELLPLATZ 2

ZB 2020

ENVIRONMENT & CLIMATE

197

As a logistics company, Austrian Post has a special responsibility to the environment. That's why we are always hard at work developing new solutions which make the process of delivering parcels and letters even more efficient and better for the environment. We are also committed to making our buildings greener and ensuring that all of our deliveries are made using electric vehicles by 2030.



Interview Clean Solar Energy



Austrian Post has its own photovoltaic systems – surely that's a big advantage for the company as electricity prices continue to rise ...

●● **Katja Hebenstreit_** It definitely is, but photovoltaic systems are part of our long-term strategy. Our customers and our employees are trusting us to do everything we can in the interest of sustainability. That's why we have to be in this for the long haul. We have been producing electricity from our own renewable energy sources since 2013. Our rooftop photovoltaic system at the Vienna Inzersdorf Mail Logistics Centre boasts a rating of 882 kilowatt peak (kWp). We have photovoltaic systems installed at 13 sites capable of generating a total of around 4.3 MWp of clean solar energy. We use this energy for a number of purposes, including running our fleet of electric vehicles. New systems with a rating of 4.5 MWp are in the planning stages or under construction, and the expansion of a further 9 MWp has already been planned. We will equip all newly built delivery bases with photovoltaic systems as standard in future.

What is Austrian Post's position on green hydrogen?

●● **Andreas Frey_** In November, we signed a declaration of intent to use green hydrogen for our heavy goods vehicles with Wien Energie. That represented an important step towards making the segment more sustainable and more environmentally friendly. We are focused on procuring green hydrogen, developing the required infrastructure and integrating fuel cell trucks into the Austrian Post fleet.



**Katja Hebenstreit, Strategy
& Group Development**



**Andreas Frey, Sustainability
& Building Compliance**



Interview

Wide-Ranging Energy Efficiency Programme

The war in Ukraine has unleashed an energy crisis. What has Austrian Post done in response?

●● **Franz Leitner_** The first action we took was to change the temperature that we set the thermostat to in our buildings: 20 degrees for rooms occupied by people whose jobs involve little or normal levels of physical activity, and 15 degrees for rooms used by employees with more physically demanding roles. Our wide-ranging energy efficiency measures also included technical steps like making changes to our interior and external lighting.

Is the company planning to make these changes permanent?

●● **Jutta Benedek_** The war in Ukraine has certainly had an impact, but sustainability and saving energy have always been a priority for Austrian Post. We therefore frequently take action to raise our employees' awareness of these issues. We are putting out information and documents which will encourage people to think about their habits and be more energy-efficient as part of the company-wide energy efficiency programme which launched in November. Initial success can already be seen.



Austrian Post Testing Innovative Filters

Austrian Post's delivery fleet in Graz has been fully electric since October 2021, with more than 200 electric vehicles on the road every day. As part of a pilot project with Mercedes-Benz and filtration experts MANN+HUMMEL, Austrian Post fitted two Mercedes eSprinter vans with sensors and specialised filters in August to remove particulate matter from the air. Since then, these vehicles have served as mobile air quality measuring stations. The filtration technology has the potential to improve the sustainability of the logistics sector to a whole new level.

Ambitious Environmental Protection Goals

In the interest of making its operations more environmentally friendly, Austrian Post has set itself the target of having all of its logistics centres in Austria, its company headquarters and all of its delivery bases with more than 70 employees ISO 14001 certified by 2025. The company will use environmental management systems to ensure that reusable materials are sorted correctly and to save energy and water. Nine sites became ISO 14001 certified in 2022 thanks to the outstanding commitment of the employees involved. Sites operated by Group companies Post Business Solutions, Medien.Zustell GmbH and Aras Kargo are also ISO 14001 certified.



An artistic symbol for greater sustainability at Siebensternplatz in Vienna.

Environmentally Friendly Locations

Austrian Post believes that the only way for its properties to be fit for the future is for them to be sustainable. The company launched a pilot scheme at Austrian Post's base in Bruck an der Leitha during the year under review to trial how photovoltaic systems, energy storage systems and e-mobility can work together. Proof that there is plenty of "green" at our "yellow locations" can also be seen in the fact that the new logistics centre in Vorarlberg was recognised as a "Best Practice Company" in 2022 in the area of sustainability by the Verein Netzwerk Logistik (VNL).

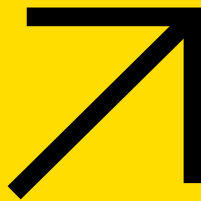
Austrian Post is also running some pioneering sustainability projects at the recently opened logistics centres in Upper Austria and Tyrol. In Allhaming, Austrian Post has implemented a green area plan with a natural habitat as well as a green roof with an extensive photovoltaic system. These will make a long-term contribution to biodiversity in the region and provide a secure source of green energy. Austrian Post has also implemented a number of sustainability measures in Vomp which benefit the natural environment and the area as a whole. By setting up green areas, using soil responsibly and installing its own photovoltaic system, Austrian Post has mitigated the site's negative impact on the environment.



Climate-friendly construction is important to us – at our corporate headquarters, our branches and our logistics centres.



Matthias Hofmann, Head of Strategic Network Planning & Steering



Interview Driving e-mobility

Austrian Post has the largest fleet of electric vehicles in the country, including around 1,100 electric bikes, cargo bikes, mopeds and trikes, and almost 1,900 electric utility vehicles. What does the company have lined up next for its fleet?

●● **Matthias Hofmann_** We will strengthen our position in Austria as a leading pioneer of e-mobility. By 2030, we will provide emission-free deliveries for all parcels, letters, print media and advertising throughout Austria. To achieve this, Austrian Post will be investing in excess of EUR 80m in electric vehicles and charging infrastructure over the course of 2022 and 2023. In spring 2022, we instituted a policy that every delivery vehicle we order has to be electric. We added 800 electric vehicles to the fleet in the reporting year. Up to 1,300 more will be added over the course of the current year.

Austrian Post is investing
EUR 80m
in electric-powered vehicles and charging infrastructure in 2022 and 2023.



Electric Car Sharing Scheme for Private Use

Austrian Post employees have been able to hire the company's electric utility vehicles for their own personal use since September. Staff can use the "Sharetoo" app to hire these environmentally friendly vehicles for EUR 9 per day, and can pick them up and drop them off whenever they like. The new scheme is currently being trialled at four different locations: the Styria logistics centre in Kalsdorf, the Tyrol logistics centre in Vomp, the Lower Austria logistics centre in Hagenbrunn and the "Post am Rochus" corporate headquarters in Vienna. Given the success of the scheme so far, work is underway to expand the service to other locations.



> Sustainability at Aras

What is Aras doing to become more sustainable?

Utku Ayyarkin_ In addition to developing a sustainability strategy, we have established a sustainability governance model with measurable performance indicators that we can use to determine whether or not we are meeting our sustainability targets. The model also provides a solid foundation for the three main action areas that we are focusing on in terms of sustainability.

Barbara Hagen_ We really wanted to put together a sustainability strategy with a holistic perspective. The sustainability strategy is put into practice by our sustainability committee, which evaluates the measures we take from a number of different angles.

Barbara Hagen, CFO of Aras Kargo
Utku Ayyarkin, General Manager of Aras Kargo

Austrian Post Produces CO₂ Certificates

Since 2011, Austrian Post has provided its customers with certificates to document the fact all of its deliveries in Austria are carbon neutral. Following an annual review by TÜV Austria, the company handed out CO₂ NEUTRAL DELIVERY certificates to major customers at a sustainability event in May. After a two-year hiatus imposed by the coronavirus pandemic, the event was held in person at the Weltmuseum Wien in Vienna and attended by Federal Minister for Climate Action Leonore Gewessler. With 62% of Austrians being familiar with the CO₂ NEUTRAL DELIVERY initiative, awareness is high among the general population.



F. Prettenthaler, J. Gassner, L. Gewessler, W. Oblin
and P. Umundum at the presentation
of the CO₂ NEUTRAL DELIVERY certificates

Knowing what matters.

In its role as a service provider, employer and Austrian company, people are Austrian Post's priority. The company is equally committed to representing the interests of its customers, employees and society.



PEOPLE & SOCIAL



Richard Köhler, Chair of Central Committee

> Our Corporate Culture

What role does corporate culture play at Austrian Post?

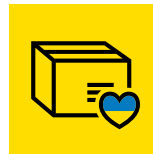
Richard Köhler_ The company's employees are its most valuable asset. Success depends on good pay and fair working conditions, as well as fostering a workplace where we all treat each other with respect, regardless of our background, education, social status or position in the company.

What do Austrian Post's employees like about working for the company?

Richard Köhler_ Austrian Post is a company which combines tradition with a vision for the future. Trust is a key issue for our employees; everyone is familiar with the success that Austrian Post has had and the company's commitment to fostering a positive environment for its employees. That gives our staff the confidence that comes from having a secure job in a robust economic sector.

Aid for People from Ukraine

Austrian Post has been committed to helping people affected directly by the war in Ukraine since March 2022. The company partnered together with Caritas to launch Austria's largest donation scheme. People across Austria used the www.wirhelfen.shop website to find out what people needed and used Austrian Post shipping labels to send desperately needed items to Caritas free of charge. Around 29,000 humanitarian aid parcels were transported in total. Austrian Post also issued a charity stamp bearing the Ukrainian flag in partnership with UNICEF and Nachbar in Not. The EUR 1 stamp costs EUR 3, with the extra two euros going directly to the two charities.



Caritas and Austrian Post Helping People to Enter the Job Market

The Caritas project "Arbeit.Stiften" helps people in Styria with migrant or refugee backgrounds to enter the job market. In addition to providing a secure income, finding a job gives people a sense that they are needed and part of society. The initiative is aimed at people over 18 with a migrant or refugee background who have access to the Austrian job market but have little knowledge of the German language. Caritas supports people at every step of their journey into work – including making sure that they have a valid work permit. Austrian Post covers the cost of any German courses which new hires might require, along with all of the training they need to develop into effective employees.

Knowing what matters.



Ready for New Challenges

The coronavirus pandemic has made the hybrid working model the new normal for many employers, including Austrian Post. The office facilities at the headquarters have even been adapted to reflect the changing requirements. The office has been transformed into a place where people come together, with rooms devoted to specific activities. There are now project and communication rooms set up for hybrid meetings and "ideas workshops" that can be used by all departments for brainstorming and collaboration. This has freed up a third more space for people to team up and work together.



Manuela Bruck, Head of
Corporate Communications

Outstanding Commitment to Gender Balance

Austrian Post has used the Women's Career Index (FKi) as a management tool since 2018 to measure the opportunities women have to advance within the company. The index improved once again in 2021, following on from Austrian Post's outstanding performance in 2020. Based on the results published in 2022, Austrian Post's performance is now above average in all sub-indices compared to all participating companies. This represents another significant step towards the company reaching its own gender balance targets. The company wants to see at least 40% of all executive positions occupied by women by 2030.

40% of management
positions held
by women by 2030.
That is our goal.

Ingeborg Schinninger, Head of Human Resources Strategy & Business Partners



Interview "An employer that can be trusted"

Competition for good employees is fierce at the moment. What is Austrian Post doing to stand out from the crowd?

●● **Ingeborg Schinninger_** We are all pulling together to make Austrian Post an attractive employer. We have a number of schemes which help us to retain satisfied employees. Austrian Post also optimises its recruiting processes on a continuous basis to meet requirements and is effective at employer branding. Our PULS programme was launched to address the staffing challenges that we are facing in operations and our branches. The programme includes a number of projects aimed at retaining employees and reducing their workload, while also fostering a culture of appreciation and improving the satisfaction levels of our staff.

The challenges we face in the labour market mean that retaining employees is more important than ever ...

●● **Franz Nigl_** What we really want to do is to bolster Austrian Post's image as an attractive employer over the long term. We are already in quite a good position in that respect, as Austrian Post is considered to be a reliable employer with a wide range of interesting positions and attractive benefits. We also provide our employees with a wide range of training opportunities to help in their careers and with their personal development, such as our ten-month trainee programme for talented Bachelor's and Master's degree holders, which celebrated its ten-year anniversary in 2022. Over the last decade, this programme has provided 148 trainees with a deep insight into a variety of different departments within the company.

Franz Nigl, Head of Human Resources





Andrea Koller, Communications,
Compliance Officer & Cultural Ambassador

Austrian Post unveiled its new vision for its corporate culture in January 2022 – what was the purpose behind the change?

●● **Andrea Koller_** We want our employees to be satisfied, healthy and feel comfortable in their place of work. We are committed to constantly finding ways to make Austrian Post an even better employer. That's why the new corporate culture is based around the three values of joy, purpose and performance, all of which have a strong focus on the "We". That "We" represents our commitment to teamwork and cooperation. After all, the only way that we can continue to improve Austrian Post in the eyes of our customers and employees is by working together.



Interview "Joy, purpose and performance"



Elke Sommer, Communications Operations
and Cultural Ambassador

What role does language have to play in creating the new culture?

●● **Elke Sommer_** We are using the informal "Du" to address each other at every hierarchy level of the company. This is a clear indicator of the change that we want to see in how we work together on a daily basis. By communicating as equals, we foster a collegial working environment. Everyone has a responsibility to make sure that the way we do business reflects the new culture. This is reflected in our motto: "How it happens is up to you."

Confidence in the Next Generation

Austrian Post restarted its "Lezzz Go Apprentice Branches" scheme in July and August after a two-year break due to COVID-19. This gave talented junior staff a chance to manage branches in Vienna, Salzburg and Graz for a week. The scheme is part of Austrian Post's targeted efforts to nurture apprentices and highlights the exciting opportunities available to future top performers within the company's branch network. This also includes our newly launched Apprentice Academy. With this new training scheme, we want to continue to improve the quality of the training we provide for apprentices and provide young people with ongoing support as they progress through their training.



First Cohort Graduates from the IT Academy

Austrian Post significantly expanded its range of IT training opportunities when the IT Academy opened in 2021. The Academy provides training programmes for seven different roles for people looking to specialise in a particular area, and had its first intake in October 2021. Over a period of eleven months, the trainees rotated through three different IT teams every three months to broaden their IT expertise. All of the trainees graduated from the Academy programme in August 2022.

Women in Technology

Austrian Post was once again heavily involved in the University of Applied Sciences Technikum Vienna's "More Women in Technology" programme in the reporting year. This programme supports women during their studies and provides a preparatory course for a variety of Bachelor's degrees in partnership with the Austrian Public Employment Service. This course includes field trips to companies. Austrian Post opened its doors and welcomed a group of female students to its IT department in May.



Interview **Protecting and Promoting Health**



Ursula Bachmair, Head of
Health Management



Martina Binder, Head of
Employee Protection

Occupational health and safety is a top priority for Austrian Post. What did the company do in this area in the year under review?

●● **Martina Binder_** Health and safety is a varied field. We continued to provide all new hires with training about safety risks and potential hazards in 2022. We also implemented a management system that meets ISO 45001 standards at the logistics centre in Hagenbrunn as part of our health and safety strategy. The first step will be to extend the certifications to all logistics centres.

●● **Ursula Bachmair_** Our workplace health schemes focus on preventive measures. These include vaccines, eye exams, regular health consultations and Health Days on topics like preventing heart disease. Employees can also get in touch with our occupational physicians if they have any questions about their personal health. We also care about the mental health of everyone at Austrian Post. We continued our evaluation of psychological stress in the workplace at our branches in 2022. Our findings will be published this year, after which we will decide on the measures that we need to implement in response.



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