

Future:

**got
it.**



AUSTRIAN POST

Booklet 2023/2024

Key information from the 2023 annual report and sustainability report



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**Georg Pölzl, CEO
of Austrian Post**

As the world gets more and more complicated, our mission is clearer than ever: deliver parcels and letters reliably from person to person. It's also clear that we are developing our business model to make Austrian Post fit for the future. With a clear-eyed view of the future, we are as committed as ever to driving sustainability forward. We are perfectly positioned to overcome the challenges facing us.

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 Annual Report

 Sustainability Report

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For a stable future: sustainability, diversity and customer orientation

Even in a challenging macroeconomic environment, Austrian Post was able to record revenue growth. This is something we are proud of. Our amazing team deserves just as much of the credit for this as all of the investments we have made in our logistics systems in recent years. Stability will also have a key role to play as we continue to implement our ambitious sustainability strategy in all areas.

“Without our **employees**, we would be nothing and incapable of achieving anything of note. My deepest gratitude goes out to them for their trust and their hard work.”

Georg Pölzl, CEO,
Chairman of the Management Board





“Our central and sustainable goals for 2024 are **predictability and earnings stability.**”

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

“We were able to continue our **steady growth trend** in every region in 2023.”

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



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Highlights

2023

Our performance in ESG¹ 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



Again deemed one of the **world's best companies** in terms of climate change mitigation with an A- rating



Low risk with a rating of 15.4, making Austrian Post one of the leaders in the transport sector



Austrian Post scores in the **90th percentile** – the higher the value, the better the position Austrian Post holds in an industry comparison

¹ Environmental, Social, Governance

People & Social

27,254 EMPLOYEES from more than 100 COUNTRIES

37.1 % of management positions are held by **WOMEN**²



² Österreichische Post AG

Environment & Climate

3,975 ELECTRIC VEHICLES
in operation²

9.4 MWp of clean solar power
supplied by Austrian Post's
27 PV systems



Economy & Customers

200 million PARCELS
transported in Austria

2,741 EUR m
revenue



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Economy & Customers



Record: Austrian Post transported 200 million parcels in 2023, 476 million Group-wide

New self-service solutions: Pilot of more compact post stations in sparsely populated communities and repurposing of telephone boxes

Expansion to Azerbaijan: Aras Kargo has taken an important step towards internationalisation and has opened up new markets in Central Asia and the Middle East



Environment & Climate



Post Loop: Reusable packaging offered as a standard service for all business customers

Kick-off of emission-free delivery in Vienna, Innsbruck & Salzburg



Bridging technology put to the test: Six trucks powered by fossil-free HVO 100 fuel in operation

People & Social



Ukraine stamps:
EUR 47,124 donated
to Nachbarn in Not
and UNICEF Austria

**Certification for Lower Austria
logistics centre: ISO 45001 –
Workplace Health and Safety
Certification**

**Launch of seven diversity network
groups: accessibility, ethnicity and
origin, women in leadership, age
and generations, work and family,
LGBTIQ+, religion and ideology**

Awards



Post Loop Wins Again This online retail service allows packaging to be prepared for up to 30 dispatch cycles. In 2023, Post Loop received the Logistics Sustainability Award from the Austrian logistics association BVL, and the ICEBERG innovation leadership award.



World's Premier Postal Company: Austrian Post Once Again Attains the Highest Level The Universal Postal Union assesses performance and reliability. Only five postal companies made it to the top.



Austrian Post Awarded "Best Mid Cap Share in Austria in 2023" Financial magazine Börsianer placed Austrian Post in first place.



CEO and CFO Awarded Prizes for Top Managers Deloitte Austria, Börse Express and CFO Club presented the CEO & CFO Award to Georg Pözl and Walter Oblin in the special ESG category.



Austrian Post the First Postal Company to Set Up Shop in the Metaverse The launch of the crypto stamp 4.0 marked Austrian Post's entry into the metaverse, for which it received numerous awards, bringing home the VAMP Award Gold and three "Deutscher Preis für Onlinekommunikation" awards for online communication.



CIO Magazine – Diversity Award "CIO of the Year" The panel of the "CIO of the Year" award honoured the Chief Information Officer (CIO) of Österreichische Post AG with the first-ever Diversity Award.

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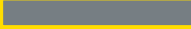
Austrian Post at a Glance

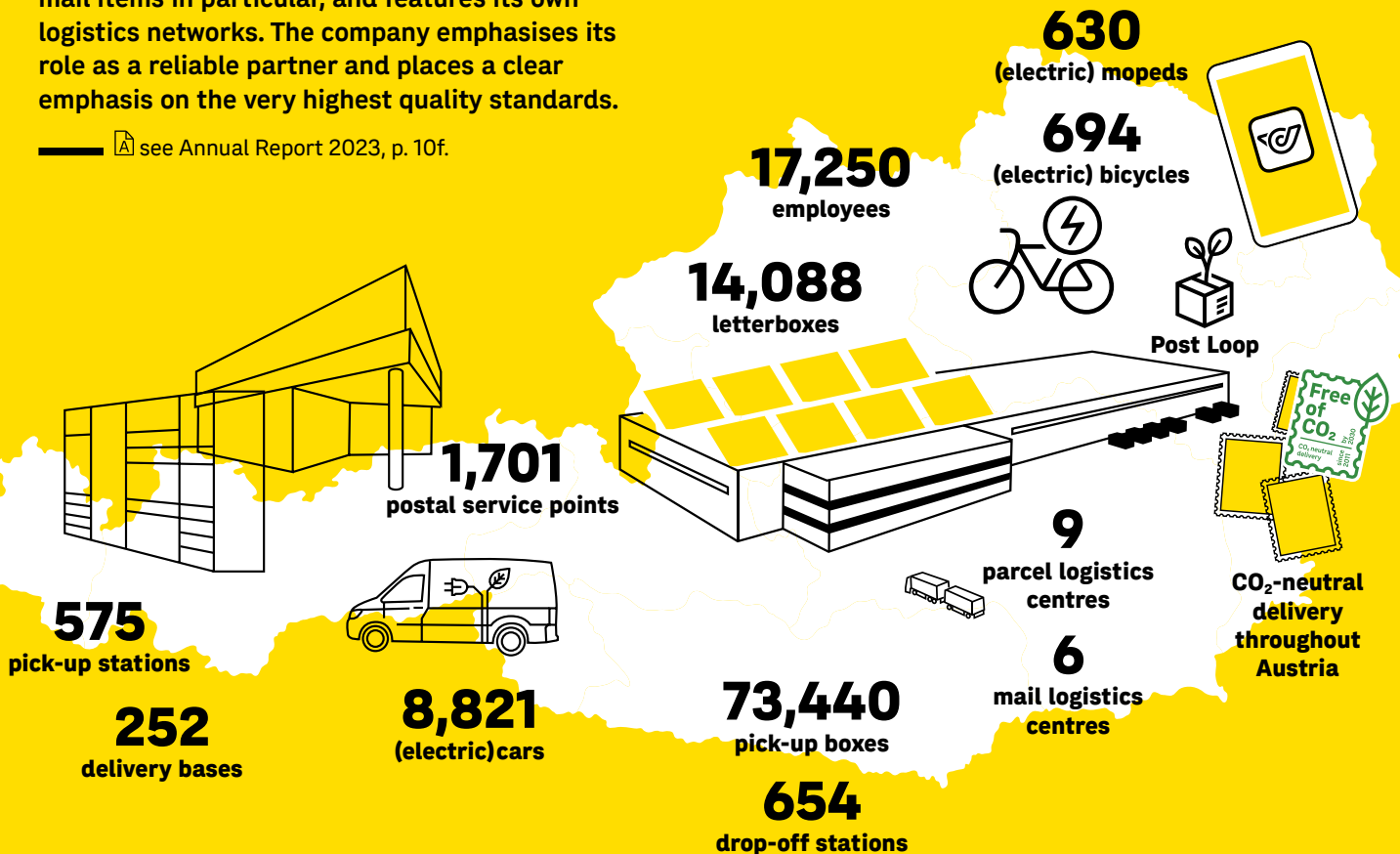
Austrian Post has established a significant presence in twelve other countries outside its domestic market through its subsidiaries. This gives the company an extensive network in Germany, as well as in Southeast and Eastern Europe, Türkiye and Azerbaijan. In the countries in Southeast and Eastern Europe, Türkiye and Azerbaijan, Austrian Post performs services related to parcels & logistics and unaddressed mail items in particular, and features its own logistics networks. The company emphasises its role as a reliable partner and places a clear emphasis on the very highest quality standards.

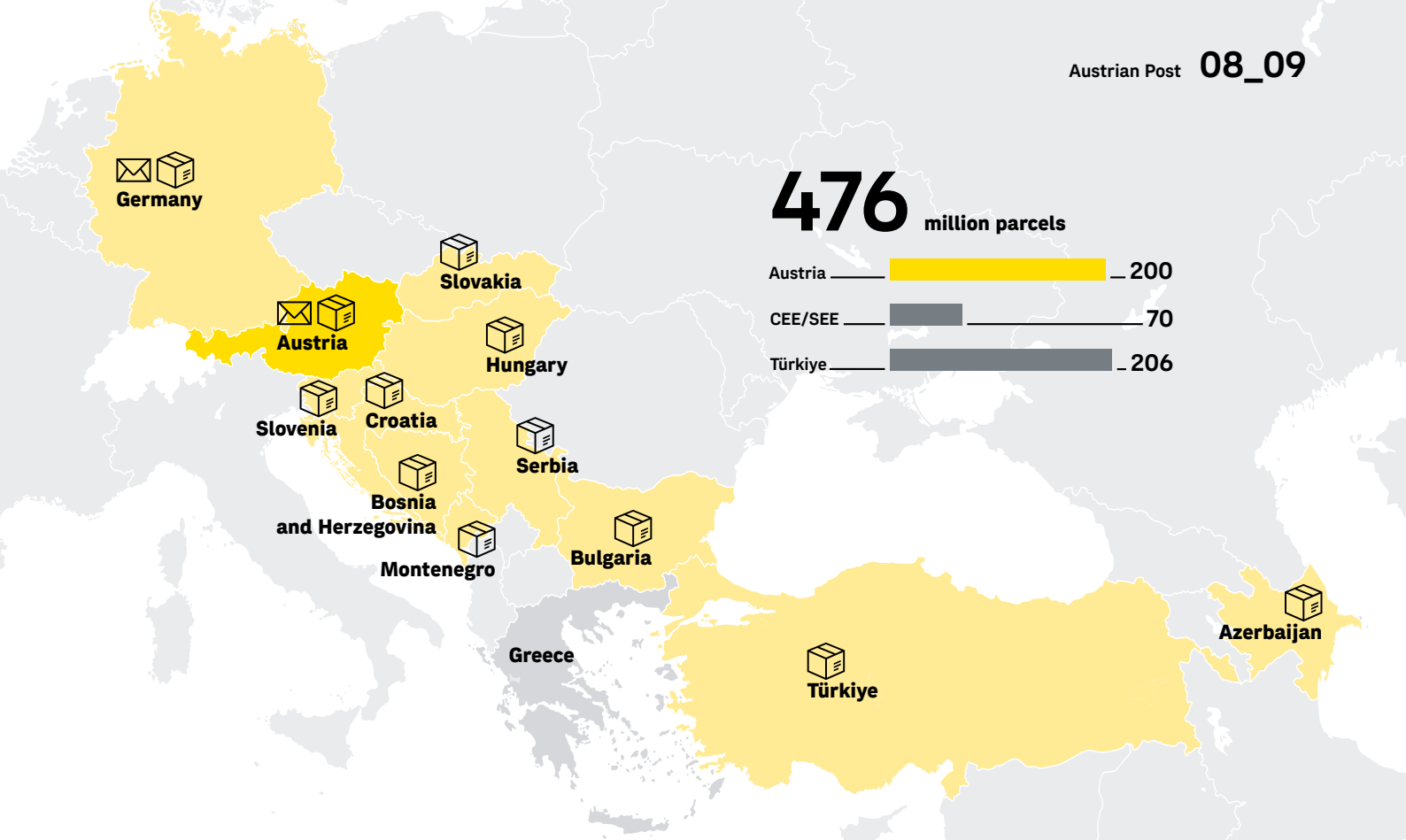
— see Annual Report 2023, p. 10f.

4,095 million letters and direct mail items (Austria)

Letter Mail  541

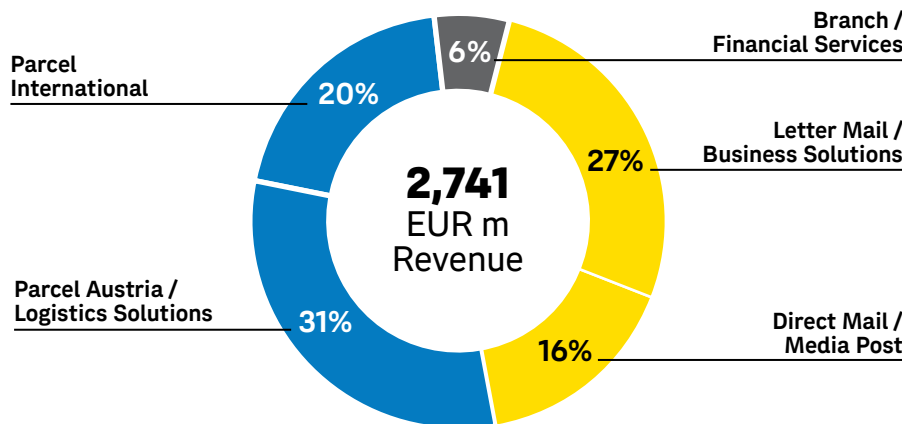
Direct Mail  3,554





The Divisions and their Services

Revenue Mix 2023



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

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An Investment with a Future

Sustainable Appeal for Shareholders

Reliability and predictability form the fundamental backbone of Austrian Post's investment story. This is reflected particularly in ongoing dividend payments. At the same time, a solid set of values ensures sustainable corporate governance, creating the basis for the sort of long-term successful development that has been evident since the IPO back in 2006. Both Austrian Post's sustainable profitability and reliable dividend policy, as well as its integrated corporate and sustainability strategy, speak for themselves and bear testimony to how sustainability is firmly established as one of the principles guiding the company in its actions. The company has consistently fulfilled the promise of its investment story, even in challenging times.

EUR 1.78

dividend per share for the 2023 financial year

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

EUR 31.76

dividend per share since IPO

Investors that invested on day one have been able to more than treble their invested capital since the IPO and enjoy a total shareholder return in excess of 230%

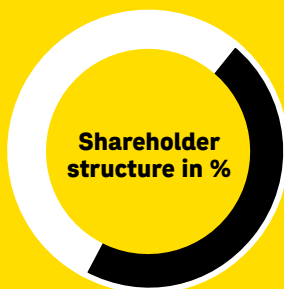
16.7

PE (price/earnings ratio)

Top result compared to its peers

52.8

ÖBAG



47.2

free float

Good Reasons to Invest in Austrian Post

Predictable Business Model

1



EUR **2.7** bn
revenue

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

Promised - Delivered

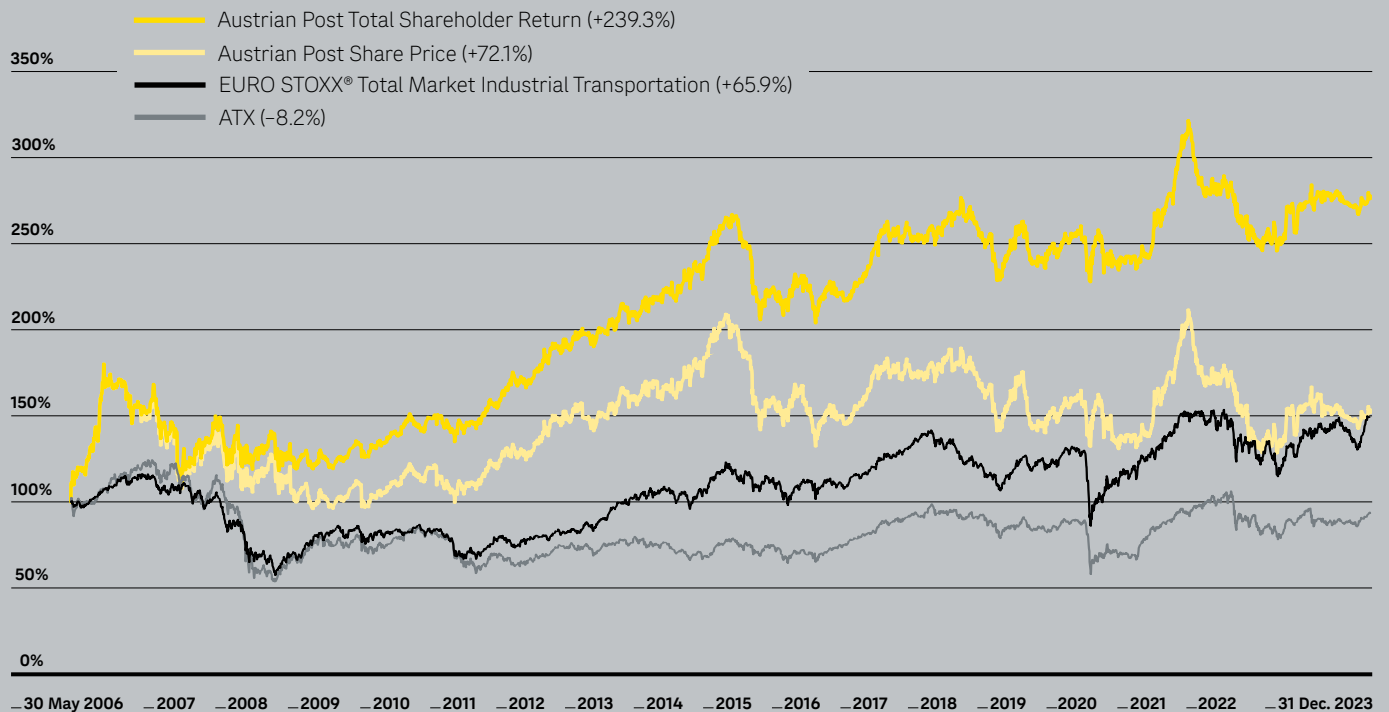
2



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

Total Shareholder Return

since the Initial Public Offering (30 May 2006 to 31 December 2023)



Attractive Dividend Policy

3



5.4%
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

Decarbonisation of Logistics

4



12.9%
CO₂e reduction
2022–2023
(per shipment volume)

- Group-wide reduction in fossil energy sources
- Massive reduction in CO₂ 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 Focuses



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



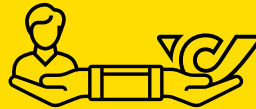
3
Development of Retail and Digital Offerings for Private Customers and SMEs



Our Vision

We are more than just a postal service.

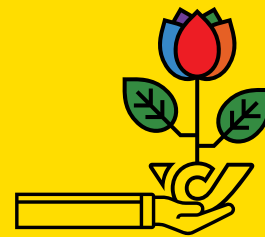
We are a pioneer successfully connecting people and markets with the world of tomorrow.



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.

Our Culture

We

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 a motivated approach to our tasks. 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.

Our Purpose

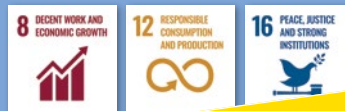
We always deliver a solution.

2030 Sustainability Master Plan



Sustainability, diversity and customer orientation as guideline for all activities

Sustainable and customer-focused products and services



Economy & Customers

Environmentally friendly and energy-efficient logistics and operations



Environment & Climate

Top employer with diverse staff and a commitment to social responsibility



People & Social

Objectives

Financial targets

- Steady increase in revenue (revenue of EUR >3bn in 2030)
- Sustainably high profitability
- Continuation of attractive dividend policy (>75% of net profit)

Customer orientation/ service portfolio

- Increase in customer satisfaction
- Environmental efficiency and socially responsible products and services

Material Topics

- 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

Objectives

Group-wide reduction in fossil energy sources

- Saving energy in our vehicle fleet and properties

Reduction in CO₂ emissions by 2030

- Reduce Scope 1 and Scope 2 emissions by 45% by 2030 (base year: 2021)
- Reduce target-related Scope 3 emissions by 25% by 2030 (base year: 2021)
- 100% electric vehicles for the last mile of delivery in Austria by 2030
- Net zero by 2040 in Austria

Material Topics

- 6 **Green & efficient mobility**
Mobility based on renewable and low-CO₂ 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 the circular economy

Objectives

Corporate & work culture

- Improve employee satisfaction

Diversity

- Increase the proportion of women in leadership positions to 40%

Occupational health & safety

- Reduce occupational accidents by 15%

Material Topics

- 10 **Corporate & work 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

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Eco- nomy

& Customers

Digital, sustainable and ever faster: Senders and recipients have high expectations of Austrian Post and actively call on our innovative strength.

97.2%

of all parcels are delivered
the next working day



280,000

banking customers benefit from local access to our services

27.3

million mail items were sent using self-service machines

1,701

postal service points offer our customers excellent access to services

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Innovative Together



Austrian Post's slogan #zusammenbringen was a guiding principle for us all last year. Can you tell us a little about its significance for Austrian Post and its customers?

Manuela Bruck_ #zusammenbringen is about connection, and is a key part of the company's identity. It reflects our mission, vision and core values. It's a principle that drives us forward. Austrian Post makes every effort to connect people, products, services and the environment in a sustainable manner. As a service provider, it combines a commitment to innovation with a wealth of experience and a deep understanding of our customers' needs. Austrian Post takes a proactive approach to bring people together as an employer. Our community of 27,000 hands-on employees works together for the greater good. These people are the beating heart of Austrian Post. Their ideas and dedication are what makes us a company with a proud track record of sustainability and innovation. That's what #zusammenbringen stands for.

Innovation is becoming an increasingly important issue in the market. What is Austrian Post doing to maintain its edge?

Andreas Thöni_ The secret to our success is our successful and open approach to innovation management, in which central management works together with different innovation teams in our business units. This strategy allows us to identify market needs and trends early on so that we can launch impactful initiatives. In 2023, we actively sought out start-up partnerships to explore new avenues in energy management and generation. We have established a methodical partner screening process in our central innovation department to make sure that we have an efficient procedure for selecting partnerships.

We also have a long history of partnerships with reputable universities, technical colleges and other research facilities. By sharing our expertise, we push the boundaries of what is possible together. Our goal is to develop products and services on a solid scientific foundation so that our solutions can meet the needs of society both now and in the future. Our Innovation Day – held for the first time in November in this format – also helps us to come up with innovative solutions. The 800 people who attended in person or online gained a valuable insight into innovation and were given an exciting look at what different business units and group companies are up to in this area.

“Everything we do is guided by our mission to bring people, products and services together: **#zusammenbringen.**”

Manuela Bruck, Head of Corporate Communications & Customer Relations



Can you name some of the sustainable innovations Austrian Post has put in place?

Andreas Thöni_ The Post Loop service was launched by the Austria parcel services division in July, and allows mail order companies to ship their products in reusable packaging and bags made from wood fibre material or recycled PET. Recipients can use letterboxes, postal partners, post office branches or self-service facilities to return the packaging. We process the packaging so that it can go through up to 30 shipping cycles. This project demonstrates that, in addition to being a pioneer in its core business, Austrian Post is also committed to motivating and enabling others to become more sustainable.

Manuela Bruck_ Our Post app is another example. It works with other self-service solutions and significantly simplifies the process of sending and receiving mail for our customers. It provides a wide range of services, like the ability to plan and track deliveries. Recipients can decide where, how and when they want to get their parcels. The popularity of this service is obvious when you look at the numbers. The app was used to redirect deliveries 2.4 million times in 2023, accounting for 89% of all redirections. We added a pick-up service and an online parcel stamp to the app in the year under review. These were the first paid services added to the app and provided more options for senders. Senders can now use the app to stamp parcels, arrange for them to be picked up and track their shipments. This gives them control over their shipments from beginning to end and allows them to handle the entire process wherever they are and at a time that suits them. This provides additional flexibility and convenience for customers while also saving them time.

“We **drive innovation** with an open attitude as a sustainable partner for the logistics sector.”

Andreas Thöni, Head of Group Strategy, Digital & Innovation



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Environment & Climate

Effective climate action requires experience. We know how to get e-mobility moving and design and manage buildings in an energy-efficient way. This is the expertise that will allow us to achieve our ambitious CO₂ reduction targets.

27

photovoltaic systems

60

new trucks were purchased with extremely efficient and clean engines

9.4

megawatt-peak (MWp)

-5.9%

reduction in CO₂ emissions
(Scope 1-3)

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Sustainability of Our Fleet and Sites

■ Austrian Post opened its most advanced parcel logistics centre in Vienna-Inzersdorf at the end of the year. Is it as sustainable as it is innovative?

Hanna Hofbauer_ Just in the first phase of expansion, we've managed to double our sorting capacity at the site to up to 25,500 parcels per hour. That's an important step, but we didn't want to neglect our commitment to environmental sustainability as we expanded our logistics infrastructure. We've taken steps such as incorporating green areas, setting up nesting boxes, and introducing wild bees. Our new centre also boasts a green roof equipped with a nearly two-megawatt peak (MWp) photovoltaic system. We have also put a strong emphasis on sustainable transport options for our employees, with company buses, carpooling, bicycles and electric vehicle charging stations.

■ Electric mobility is extremely important to Austrian Post across the board ...

Paul Janacek_ We already had 3,975 electric vehicles on the road by the end of 2023, and we want to make the last mile completely CO₂ free throughout Austria by 2030. In Vienna, we hope to achieve this by 2025. We are expanding our charging facilities at logistics sites in the Austrian capital so that around 600 vehicles with combustion engines can be replaced with electric vehicles. In Salzburg, our delivery fleet will be fully



electric from March 2024 onwards. We are setting up the charging infrastructure and adding 120 electric vehicles to make that happen.

In Innsbruck, the entire delivery fleet will be switched over to electric vehicles by February 2024. We did this by adding 70 electric vehicles and enhancing the charging and photovoltaic facilities at our logistics sites.

Adding photovoltaic systems isn't the only step that Austrian Post is taking to make its locations sustainable.

Hanna Hofbauer_ We have ambitious aims in sight for our buildings. A prime example is the new Tyrol logistics centre in Vomp, where we launched the Flat Roof Biodiversity project in partnership with the University of Innsbruck. The green roofs which have come out of the project are highly sophisticated and have a remarkable level of biodiversity, with 64 plant and 1,000 insect species identified in just the first year. These results prove that green roofs have a vital role to play in increasing biodiversity as part of our green infrastructure, which is made up of a network of natural and semi-natural areas.

“Making our buildings more eco-friendly has a vital role to play as we move towards greater sustainability.”

Hanna Hofbauer,
Head of Special Building Projects



“As a trailblazer in sustainability, we champion innovative approaches.”

Paul Janacek, Head of Group Fleet



What part does innovation play in Austrian Post's approach to sustainability?

Paul Janacek_ A crucial one, especially as we pursue our goal of an emission-free truck fleet. We're exploring every possible avenue to reduce our emissions, including hydrogen and electric trucks. Last year, we trialed running six trucks on hydrotreated vegetable oil (HVO) in Vienna and Graz under the leadership of our transport logistics teams. This renewable fuel made from waste, grease, agricultural residues and oils can reduce a vehicle's CO₂ emissions by up to ninety per cent and can be used by existing diesel engines without any alterations.

Austrian Post is also involved in an innovative project addressing the issue of second-life batteries. Austrian Post, as a project partner, is planning to put the first prototype of an electricity storage system made from second-life batteries from used electric vehicles into operation in Vienna in the first half of 2024. This project is looking at ways to significantly extend the lifespan of these batteries, which are extremely energy-intensive to produce.

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People

& Social

Austrian Post serves people and thrives on their support. This will always be the case. Respect, openness, trust and appreciation form the cornerstone of this relationship. Upholding these values is paramount in navigating an ever-changing market.

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27,254

employees
from more than 100 countries

7

diversity network
groups set up

500

safety at work
training sessions

9.9

EUR m total material
resources for post.sozial

1,500

flu vaccinations



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Opportunities for Enthusiastic People

■ Ms Sahin, Ms Gritscher – Can you share what you value most about working at Austrian Post?

Melanie Gritscher_ Since I joined Austrian Post in 2022, three things have always kept me coming into work with a smile on my face. First, my role as a delivery driver keeps me active and outdoors. My routes change all the time, so my job is really varied. The team spirit here is nothing short of extraordinary – we're always there to support one another, which was incredibly helpful when I was new. Being able to seek help and receive it without hesitation has made all the difference.

Kaniye Sahin_ For me, it's Austrian Post's genuine commitment to providing employees with development opportunities that stands out. I'm the perfect example! I began as a cleaner and transitioned to delivering part-time by bike when my four children were young. Now I'm a site manager. Austrian Post truly supports anyone who is willing to embrace a challenge, allowing them to reach their full potential, regardless of their gender or background. Your personal strengths hold more value than any diploma.



■ #zusammenbringen is also about having strong teams. Is this something you have seen in action?

Melanie Gritscher_ Definitely! There are 23 of us at the base. We talk all the time to keep each other up to date about what's going on, especially when we're out on deliveries. Whenever someone joins the team, they can rely on us for help and support. When we're done with our routes, we ask around to see if anyone needs a hand. This level of team spirit isn't something you see every day.



“Austrian Post truly supports anyone who is willing to embrace a challenge, allowing them to reach their full potential.”

Kaniye Sahin, Lustenau site manager

Kaniye Sahin_ Our team is made up of people from various backgrounds, genders and nationalities, and some of them can't speak German that well yet. As site manager, I make sure that I devote time to my colleagues right from the start. New colleagues are enthusiastic about their training and make progress quickly. We maintain an informal and supportive atmosphere, even to the point where I help out with deliveries if we're short on people.

On the topic of diversity, Austrian Post relies on a diversity network of individual groups that raise awareness of certain topics and help bring about further organisational development at Austrian Post. Gender equality is one of the issues the network addresses. What is your personal experience of this?

Melanie Gritscher_ We have more women than men working at our delivery base, and it's absolutely equal. I don't notice any differences between how men and women are treated on a day to day basis – the same goes for people of different nationalities, religions and age groups.

Looking to the future, what opportunities do you think Austrian Post has in store for you?

Kaniye Sahin_ I have just become a site manager, so I'm currently in a phase where I'm still learning a lot. I feel like I have a lot of support, which is great. I don't think I've achieved everything I'm capable of, but I'm moving in that direction. Austrian Post offers good opportunities for people who are willing and eager to move up.

Melanie Gritscher_ I see a future for myself at Austrian Post. I have only been with the company for two years, but it has already offered me so many opportunities to develop, both professionally and personally. I'm sure that I will always be able to find a position at Austrian Post that suits me.



“I'm sure that I will always be able to find a position at Austrian Post that suits me.”

Melanie Gritscher,
delivery driver in Fritzens

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