

# Policy Adopted to Manage Material Environmental Sustainability Matters



Environmental Policy





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# Introduction

Austrian Post is an international postal, logistics and service provider which is central to Austria's economy. The company is firmly focused on the very highest quality and offers a comprehensive product and service portfolio to provide the best possible match for current customer needs. Austrian Post groups its operations into three divisions: Mail, Parcel & Logistics and Retail & Bank. The company also has an international presence, operating in the markets of Germany, Southeast and Eastern Europe, Türkiye and Azerbaijan.

Österreichische Post AG has been a member of the UN Global Compact since 2007. In implementing its goals and activities, the company orients itself to the ten principles of the UN Global Compact for responsible corporate management in regard to human and labour rights, environmental protection and anti-corruption. Austrian Post is also committed to the global objectives of the United Nations, the Sustainable Development Goals (SDGs). In addition, the subsidiary Aras Kargo is a member of the UN Global Compact.

Austrian Post is also committed to the objectives of the Paris Agreement and aims to contribute to meeting the 1.5°C global warming target with the measures it has implemented. For this purpose, Austrian Post is taking steps to achieve net zero greenhouse gas emissions within Österreichische Post AG in Austria by 2040, and across the entire Austrian Post Group by 2050.



# 1. Target and Scope

This Environmental Policy outlines our understanding of environmentally sustainable business practices, as well as our specific objectives and measures.

The purpose of the Environmental Policy is to regulate and manage the handling of impacts, risks and opportunities related to material environmental sustainability matters (see Section 1.5: Material Environmental Sustainability Matters). Our approach takes into consideration the range of services provided by Austrian Post and its business activities, along with its upstream and downstream value chain. The Environmental Policy establishes clear responsibilities and ensures that stakeholder interests are taken into account.

It applies to the entire Austrian Post Group, including all subsidiaries and operations in Germany, Southeast and Eastern Europe, Türkiye and Azerbaijan.

# 2. Sustainability Governance Structure and Responsibilities

A clear organizational framework of roles and responsibilities ensures that environmental concerns and other sustainability matters are managed effectively and efficiently across all levels of the organization – from the Austrian

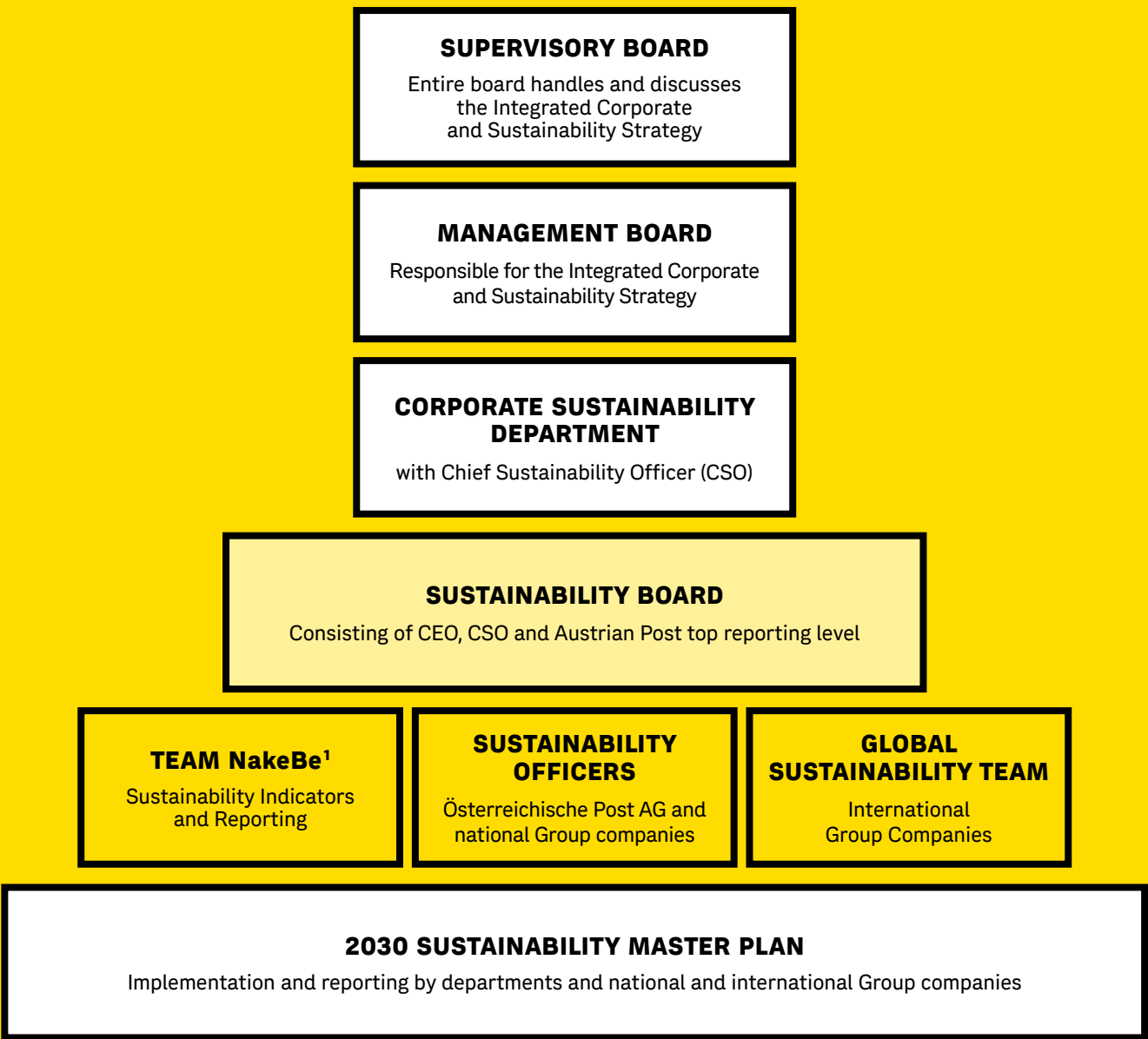
Post Management Board through to the relevant departments, subsidiaries and employees.

Within the overarching sustainability governance structure, the entire Management Board is ultimately responsible for the Environmental Policy and the material environmental sustainability matters that it addresses.

The Austrian Post Sustainability Board was established to define strategies, set goals and develop measures. The Sustainability Board is an internal body that ensures that the strategic imperatives of sustainability, diversity and customer orientation are implemented as part of the integrated corporate and sustainability strategy. The Sustainability Board engages in regular dialogue with the entire Management Board, top management and the highest governance body, the Supervisory Board. The Corporate Sustainability Department and the Chief Sustainability Officer provide professional and organisational support to all stakeholders.

Top management and the managing directors of the Group companies are responsible for the implementation of the goals and measures set at a strategic level. They are also responsible for ensuring compliance with all relevant laws and internal company regulations.

## Sustainability Governance Structure



<sup>1</sup> Team NakeBe: Nachhaltigkeitskennzahlen Berichtswesen



Sustainability officers have been appointed in the various departments of Österreichische Post AG and in the Group companies and charged with the operational implementation of relevant measures.

All sustainability officers based outside of Austria are grouped within the Global Sustainability Team and supported by an internal Sustainability Competence Centre.

The Sustainability Indicators and Reporting team was established to ensure that we can measure our progress and prepare reports.

The **2030 sustainability master plan** was drawn up by the entire Management Board and division heads. It defines goals in three strategic areas (Economy & Customers, Environment & Climate and People & Social) and the measures we are implementing to achieve them. Austrian Post has set one sustainability aim for each of these three strategic areas:

**Fourteen action areas make up the core of the master plan and are assigned to the three strategic areas specified below.**



**ECONOMY  
& CUSTOMERS**

Success based on sustainable and customer-focused products and services



**ENVIRONMENT  
& CLIMATE**

Decarbonisation of logistics and adding value through eco-efficiency



**PEOPLE  
& SOCIAL**

Top employer providing a safe and respectful working environment

**3. Taking Stakeholder Interests into Account**

Austrian Post uses a number of different formats to engage in dialogue with its stakeholders. In addition to the annual stakeholder roundtable, the company gives all of its stakeholders an opportunity to be heard through a number of analogue and digital communication channels:

- Employee survey
- Customer service for private customers (available during normal business hours)
- Customer service for business customers (available during normal business hours)
- Customer survey (quarterly)
- Investor Relations department (available during normal business hours)
- Whistleblower system
- Ombudsperson for employees (available during normal business hours)
- Annual General Meeting for shareholders (held once a year)
- Email address for issues relating to sustainability (csr@post.at)

Austrian Post also remains in contact with public officials, political representatives and other centrally organised interest groups.

**4. Procedure for Identifying and Assessing Material Environmental Impacts, Risks and Opportunities**

For Austrian Post, the fundamental prerequisite for systematic and targeted sustainability management is the identification and regular review of material topics on the basis of a double materiality analysis performed in accordance with the European Sustainability Reporting Standards (ESRS). This analysis is used to identify and prioritise the key topics and challenges that are relevant to stakeholders and in terms of the long-term business performance of Austrian Post.

The actual and potential impacts of Austrian Post’s business activities on the environment and society are assessed on an annual basis. Risks and opportunities related to environmental matters are identified as part of the standard Group-wide risk management process. These are evaluated and prioritised both internally and in collaboration with relevant stakeholders.

# 5. Material Environmental Sustainability Matters of Austrian Post

## 5.1 Climate Protection and Energy

The majority of Austrian Post’s greenhouse gas emissions are related to the energy required for transporting shipments using our own vehicles (Scope 1 and 2) or freight companies (Scope 3), as well as in logistics and office buildings (Scope 1 and 2). Emissions occur throughout the upstream and downstream value chain (Scope 3).

In addition to having a negative impact on the environment and society, greenhouse gas emissions can also lead to reputational and market risks for Austrian Post.

For this reason, Austrian Post has set Group-wide climate targets which are consistent with the aim of limiting global warming to 1.5°C. These targets were established in line with the guidelines of the Science Based Targets initiative (SBTi) using 2021 as the base year

– Austrian Post has set itself the target of reducing absolute Scope 1 and Scope 2 GHG emissions by 45.0% by 2030 compared to the base year 2021, and lowering absolute Scope 3 GHG emissions from capital goods, fuel- and energy-related activities, upstream transport and distribution, and business travel by 25.0% over the same period.

– Austrian Post has set itself the target of reducing absolute Scope 1, Scope 2 and Scope 3 GHG emissions related to purchased goods and services, capital goods, fuel- and energy-related activities, upstream transport and distribution, and business travel by 90.0% by 2050 compared to the base year 2021.

In addition to the Group-wide SBTi targets, Austrian Post has set itself the following milestone goals for Österreichische Post AG in Austria:

- Net zero emissions in Austria by 2040 (base year 2021)
- 100% electric vehicles for the last mile of delivery and 100% electric management fleet in Austria by 2030



To achieve these goals, Austrian Post has identified decarbonisation levers and defined action plans to be implemented on a step-by-step basis:

1. Transition to electric delivery fleet
2. Adoption of alternative drive technologies and non-fossil fuels in transport logistics
3. Use electricity from renewable sources
4. Expansion of photovoltaic systems

5. Optimising the energy efficiency of buildings
6. Improving the energy efficiency of core processes

Progress is tracked quarterly and presented to the entire Management Board. Planning assumptions are used to incorporate greenhouse gas reduction targets into financial planning processes.



## 5.2 Local Air Pollution

Transporting shipments in vehicles with internal combustion engines contributes to local air pollution, primarily in the form of air pollutants such as particulate matter and nitrogen oxides (NOx). This issue affects both company-owned and external vehicles, and has an impact on air quality.

Austrian Post is reducing these air pollutants by using alternative drive technologies

and non-fossil fuels in transport logistics and switching to electric vehicles for deliveries. Austrian Post ensures a very high proportion of vehicles in its conventional fleet meet the current Euro 6 emissions standard. These measures are also being applied by the external freight companies which we use. These steps are closely aligned with the targets and measures related to climate change mitigation and are therefore managed as an integrated issue.



## 5.3 Circular Economy and Resource-Efficient Processes

Material impacts related to the circular economy and resource-efficient processes have been identified in connection with the generation of waste in the upstream and downstream value chain. This primarily involves waste generated by customers in the form of transport packaging (e.g. pallets and roll containers), surplus volumes in direct mail due to production processes, and product-specific packaging.

Even though the amount of waste generated by Austrian Post's own postal processes (e.g. office and logistics waste) is not deemed material, Austrian Post is committed to conserving resources, minimizing waste and promoting the circular economy in this area.

Waste generation can have a negative impact on the environment and society. Regulatory restrictions on the use of paper for letters

and direct mail items could present additional risks for Austrian Post in the context of its resource conservation and circular economy efforts.

Austrian Post works with partners along the value chain to reduce waste and is actively developing alternative packaging solutions aligned with circular economy principles.

Our goal is to provide our customers with reusable packaging options and to encourage their wide-spread adoption. Austrian Post's efforts in the area of the circular economy provide an opportunity to differentiate ourselves from competitors while driving positive trends in terms of volumes.

By implementing and maintaining certified environmental management systems at its logistics sites, Austrian Post is reducing the amount of waste generated by its own postal processes.



## 6. Measurement and Management

The Sustainability Indicators and Reporting team was established to ensure that we can measure our progress and prepare reports for management purposes. This team is made up of staff from Group Accounting and Controlling, and Corporate Sustainability. Experts from other areas – such as Risk Management or the company’s internal control systems – are brought in if necessary. The main tasks of this interdisciplinary team are to:

- 1. Provide and maintain the system used to measure non-financial performance indicators
- 2. Continuously improve the set of indicators used to measure non-financial performance
- 3. Manage the planning and reporting process
- 4. Ensure that operational sustainability management is integrated appropriately into the company's targets and management system
- 5. Produce external and internal reports

Non-financial management indicators are recorded on an ongoing basis for quarterly reporting purposes and submitted to the Management Board.



## 7. Communication

Transparency is a top priority for Austrian Post. We publish our Environmental Policy on our website at [post.at/ir](https://post.at/ir) and actively share its content with all employees via our intranet and other communication channels.

Austrian Post also publishes annual sustainability statements to provide updates on its sustainability performance. This report is part of the Management Report and is publicly available at [post.at/ir](https://post.at/ir).

## 9. Signed and Approved by the Management Board

Vienna, 29.01.2025

**Walter Oblin**  
CEO  
Chairman of the Management Board

**Peter Umundum**  
Deputy CEO  
Parcel & Logistics (COO)

**BARBARA POTISK-EIBENSTEINER**  
Member of the Management Board  
Finance (CFO)

## 8. Contact Information

If you have any questions about the Environmental Policy, please email the Corporate Sustainability Team at [csr@post.at](mailto:csr@post.at).

Potential misconduct and violations can be reported (anonymously) via the whistleblowing hotline at [post.at/whistleblowing](https://post.at/whistleblowing).

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