

Policy for Managing Material Social Sustainability Matters



HR-Policy





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.

The company's success and the satisfaction of its customers are reliant on its well-trained and dedicated employees. For this reason, Austrian Post is committed to considering the material impacts on its workforce in its strategic decision-making.

An appreciative and diverse working environment, attractive career prospects, occupational safety and established workplace health schemes are key factors that people take into consideration when deciding who they want to work for. Committed employees who feel content in their work-place stay for longer, are more motivated and are able to give their best for the benefit of the company. Austrian Post uses a variety of HR programmes and measures to foster its corporate and leadership culture. This approach contributes to the company's success and future viability in a significant way.

The HR Policy is focused on four key strategic areas

1. Targets and Scope

The purpose of the policy is to govern how material social sustainability matters are handled. It applies to the entire Austrian Post Group, including all subsidiaries and operations in Germany, Southeast and Eastern Europe, Türkiye and Azerbaijan.

The HR Policy encompasses employment law, wage and organisational management, health management, personnel administration, payroll accounting and personnel systems, development and recruiting.

Austrian Post's HR strategy is an integral part of the 2030 sustainability master plan, which sets out ambitious goals in three strategic areas (Economy & Customers, Environment & Climate and People & Social) and the measures to achieve them.

2. Governance and Responsibilities

The company has a dedicated organisational structure for the strategic management and implementation of the 2030 sustainability master plan.



CORPORATE AND WORK CULTURE

We want to enhance our corporate and leadership culture.



INTEGRATED DIVERSITY MANAGEMENT

We want to prioritise diversity and equal opportunity.



OCCUPATIONAL HEALTH AND SAFETY

We want to keep our employees healthy and safe.



FAIR WORKING CONDITIONS

(including wages, labour law provisions, collective agreements and employee representatives)

We want to guarantee fair working conditions for all of our employees.



The entire Management Board is ultimately responsible for the HR Policy and the material social sustainability matters that it addresses. Strategies, targets and measures are defined in dialogue with the Management Board, the Head of HR Management and top management.

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 relevant laws and internal company regulations. The Human Resources departments and HR managers in the divisions and subsidiaries support the implementation of the HR Policy at an operational level.

Key HR-related indicators are reported on a regular basis to ensure that progress can be measured.

3. Stakeholder Engagement

Austrian Post's Human Resources department uses various in-person events and digital channels to remain in regular dialogue with its stakeholders:

- Regular in-person meetings with employee representatives
- Regular in-person meetings with top management
- Input from employees through employee surveys, real-time surveys, 360-degree feedback, roundtables and exit interviews

- Input from employees about the corporate culture
- Health management ombudsman's office
- Annual stakeholder roundtable

4. Procedure for Identifying and Assessing Material Social 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

materiality assessment performed in accordance with the European Sustainability Reporting Standards (ESRS). This 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. Additional input is provided by internal stakeholders and external benchmarks, such as the Women's Career Index. This is then assessed on the basis of trends and developments in the labour market as well as defined indicators.

5. Key Aspects of the Strategic Vision

The sections below cover the policies related to the following aspects of Austrian Post's strategic vision: corporate and work culture, integrated diversity management, occupational health and safety, and fair working conditions.

5.1 Corporate and Work Culture

Personnel development is the key to ensuring a market-leading position and growth. Austrian Post is committed to the professional development of people who create new products and services and open up new markets. It is also a driving force behind new ways of working and the jobs of the future. Austrian Post actively promotes an open learning culture

to provide employees with a wide range of career and further development opportunities. This approach makes the company an even more attractive employer for new and existing employees.

Austrian Post's success is dependent on having employees who are motivated and well-trained. We want to attract committed and talented members of staff and retain them over the long term. We also use a range of attractive and targeted training schemes to help our staff grow personally and professionally.

Austrian Post prioritises continuous professional development and upskilling for its employees. Targeted training programmes help employees to constantly build on their skills and expertise. Austrian Post holds regular development meetings with employees to identify their individual strengths, highlight the areas in which they would like to develop and decide how to proceed. All employees have access to a variety of learning resources, including e-learning and customised training programmes tailored to their individual needs.

Austrian Post's vision for its corporate culture is the foundation of its positive working environment. The idea of "us" is at the heart of everything we do. The values of joy, purpose and performance take centre stage, and guide our daily behaviour and how we treat each other.



Employees are encouraged to submit their ideas and suggestions and play an active role in shaping their working environment. In a challenging market environment, fostering an appreciative management culture is particularly important. Leadership guidelines provide the framework and shared commitment for how we act towards each other.

We measure the engagement index as part of our regular employee surveys. This is calculated by taking the average of the responses to three questions:

- Performance culture: If a task/assignment requires it, I am happy to go the extra mile.
- Loyalty: I would like to stay with the company for several more years.
- Recommendation: I can recommend our company as an employer with a clear conscience.

We aim to measure and improve the engagement index across the Group.

5.2 Integrated Diversity Management

Austrian Post values openness, diversity and respect. We are committed to promoting diversity and equality of opportunity for our employees, customers and stakeholders.

We strive to offer the same opportunities to all of our employees at every level of the company in areas such as personal development, career development and maintaining a healthy work/life balance. We are convinced that diversity makes teams better, as diversity boosts innovation and creativity in companies.

Austrian Post is home to people with diverse genders and sexual orientations, religions and ideologies, age groups and mental and physical capabilities, ethnic and social origins and cultural groups, all of whom bring their own unique perspectives, abilities and experience. Actively embracing this variety creates a culture of appreciation and fosters diversity in line with an integrated diversity management approach.

Promoting the advancement of women in management positions is of great importance to Austrian Post. It provides training formats which support women in their professional development and strengthen their leadership skills. Our goal is to create an increasingly diverse and inclusive leadership team.

We have therefore set ourselves the target of increasing the proportion of women in management positions across the Group by 2030.



5.3 Occupational Health and Safety

Austrian Post takes the health and safety of its employees very seriously. We take a lot of care to help our employees perform to their fullest potential. Austrian Post also takes action to prevent accidents and work-related illnesses.

Austrian Post pursues a strategy relating to the prevention of accidents at work that applies to all of its employees. The fact that we are ISO certified is clear evidence of Austrian Post's commitment to the health of its employees. Health and safety conditions are evaluated and reviewed by health and safety committees on a regular basis.



Austrian Post focuses on raising employees' awareness of potential hazards at work. All new hires are provided with training on safety risks and potential hazards by the relevant manager before they begin their work. All employees are provided with training on an annual basis. Employees should be able to prevent accidents by acting correctly and independently so that they can protect themselves and their colleagues.

Contractors and temporary staff are subject to the same high occupational health and safety

standards as our own employees. Temporary staff are provided with the same PPE and training as our own workers. Executives must also ensure that they comply with occupational safety requirements. Austrian Post's specialists in prevention perform workplace evaluations using the same standards for contractors and temporary staff as they do for the company's own employees.

Our objective is to reduce the accident rate across the Group by 2030.

5.4 Fair Working Conditions (Including Wages, Labour Law Provisions, Collective Agreements and Employee Representatives)

Working conditions are an integral part of our Group-wide Code of Conduct and Ethics. This Code summarises the principles which staff follow to ensure that their conduct is legal and ethical. The Code of Conduct and Ethics is based on international agreements and ethical standards. In particular, it reflects Austrian Post's commitment to the principles of the UN Global Compact, the Sustainable Development Goals, the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO). We also emphasise our commitment to providing legally compliant, fair and safe working conditions in Austrian Post's Declaration of Principles on Human Rights, which applies Group-wide alongside the Code of Conduct and Ethics.

Our aim is to ensure secure and stable work for all of our employees. We are committed to providing long-term and secure employment opportunities.

Social dialogue and involvement of employee representatives are important factors in shaping working conditions.

We aim to provide balanced working hours that take both the needs of the company and the needs of our employees into account. Flexible working time models and part-time options are integral to this strategy. Our employees can choose from a wide range of statutory full-time and part-time models.

Providing a healthy balance between the work lives of our employees and their personal lives also has a significant impact on our working environment. We therefore support measures that help our employees to balance their professional and personal obligations, such as flexible working hours, working from home schemes and part-time work for parents.

We believe that providing fair and adequate wages plays a crucial role in keeping our employees motivated and satisfied. Our remuneration policy is based on the principle of fair pay and takes both individual performance and the market situation into consideration.

Fair working conditions help reduce employee turnover. We have therefore set ourselves the target of reducing employee turnover across the Group by 2030.

6. Measurement and Management

The HR Policy is monitored on the basis of the following indicators:

- Engagement index
- Women in leadership positions
- Workplace accident rate
- Employee turnover

A comprehensive set of indicators is collected and monitored on a continuous basis for sustainability reporting purposes.

7. Communication

Transparency is a top priority for Austrian Post. We publish our HR Policy on our website at post.at/ir and actively share it 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.

8. Contact Information

If you have any questions about the HR Policy, please email the Personnel Development Team at personalentwicklung@post.at.

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

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)



Österreichische Post
Rochusplatz 1
1030 Vienna
Austria



As at January 2025. Subject to typographical errors.

Photography Copyright: Österreichische Post AG | Author's rights: Christian Stemper (title, p. 02, 05, 06, 09, 10), Klaus Vyhnaček (p. 13)

Imprint media owner: Österreichische Post AG, Rochusplatz 1, 1030 Vienna | post.at | Registered office: Vienna | Commercial register no. 180219d | Vienna Commercial Court |
UID: ATU46674503