

# Just for me.

Austrian Post —



Delivered:  
What I indulge in

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**AUSTRIAN POST**

Sustainability Report 2019



**Everywhere, naturally, reliable.**

# Just for me.

## Austrian Post \_\_\_\_\_

Reliable in every way. That is our objective. We consider our mission on the one hand to be providing nationwide postal service throughout Austria, while on the other hand, we are also responsible for ensuring that mail items reach their recipients flawlessly and punctually.

Whether large or small, we see this as our duty. We provide our services according to a self-concept that goes beyond merely performing our jobs. We see ourselves as everyday companions and we are fully engaged in life – for people: **everywhere, naturally, reliable. Austrian Post.**

Austrian Post is deeply  
rooted in Austria



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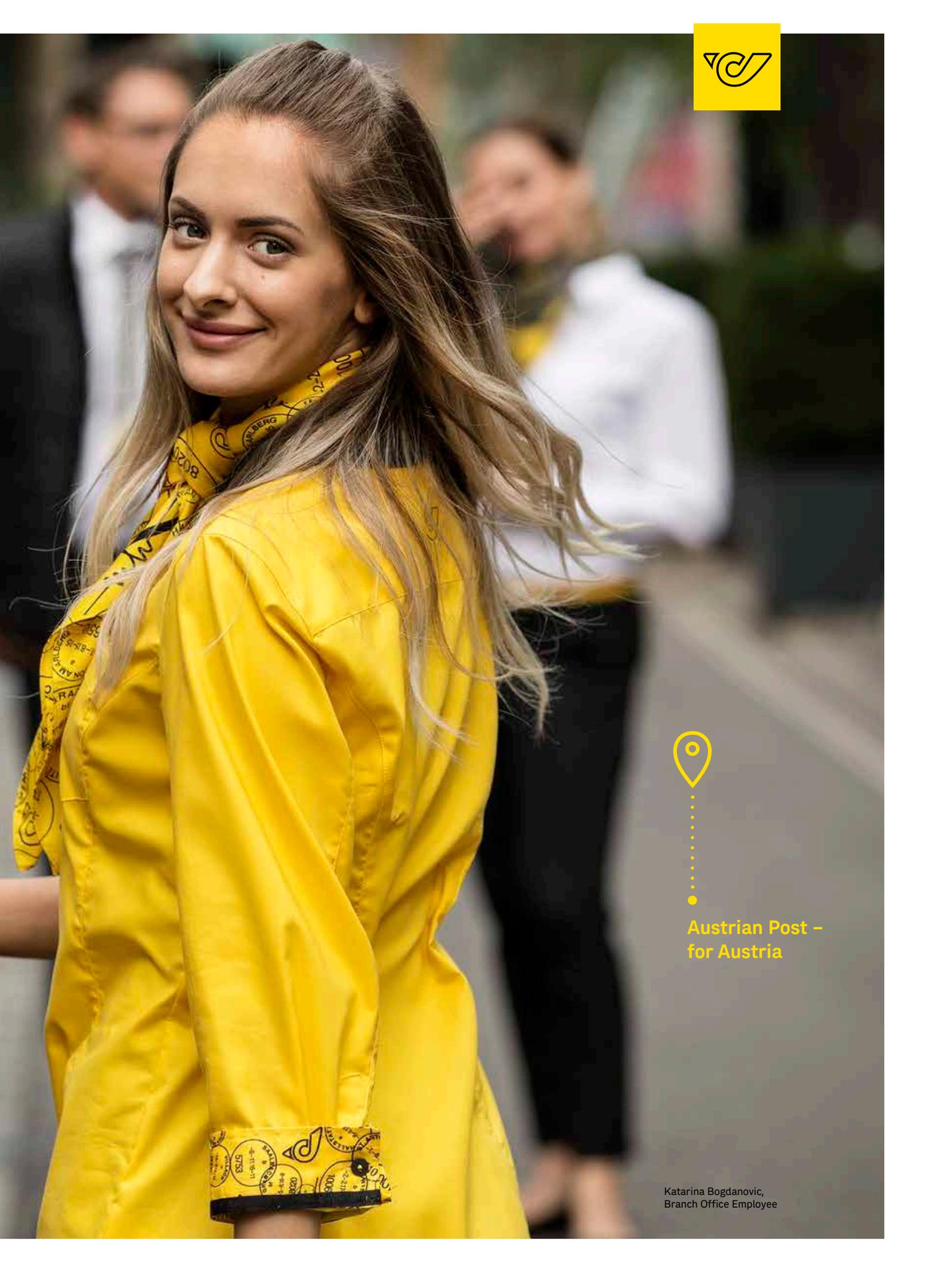
Post on the way to  
the recipients

We are working for you. For us, this is more than just a job. For us, this also offers the opportunity to connect people with each other.

Delivered by us:

**your very  
personal  
MOMENT  
OF  
HAPPINESS**

**Austrian Post** —



Austrian Post –  
for Austria

Katarina Bogdanovic,  
Branch Office Employee

Anticipation is the best gift of all

Julia Seidler,  
Campaign Management  
and Peter Koller,  
International Affairs



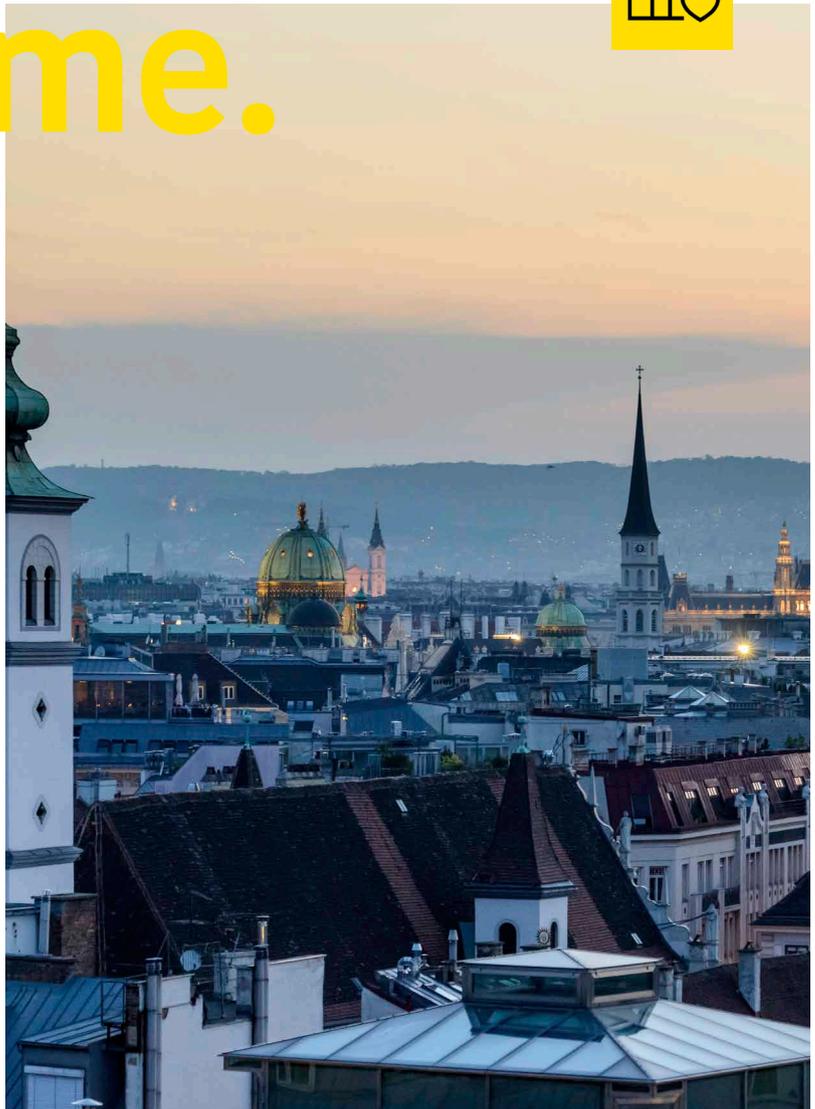
Austrian Post is out there working every day to deliver the big and the small moments of happiness.

# FOR THESE MOMENTS OF HAPPINESS

# Just for me.



Every mail item passes through many busy hands at Austrian Post. Many employees work tirelessly in various areas of the company to ensure a smooth process. Four of them give these pages a face. They each tell their own – very personal – story.



Vienna calling – the city is Austria's metropolis and headquarters of Austrian Post.



Marina Hoermanseder, Designer of the new Austrian Post uniforms

Together, we are Austrian Post. You can find more insights into our work and the personal stories behind our everyday heroes on Instagram.



POST@INSIGHT

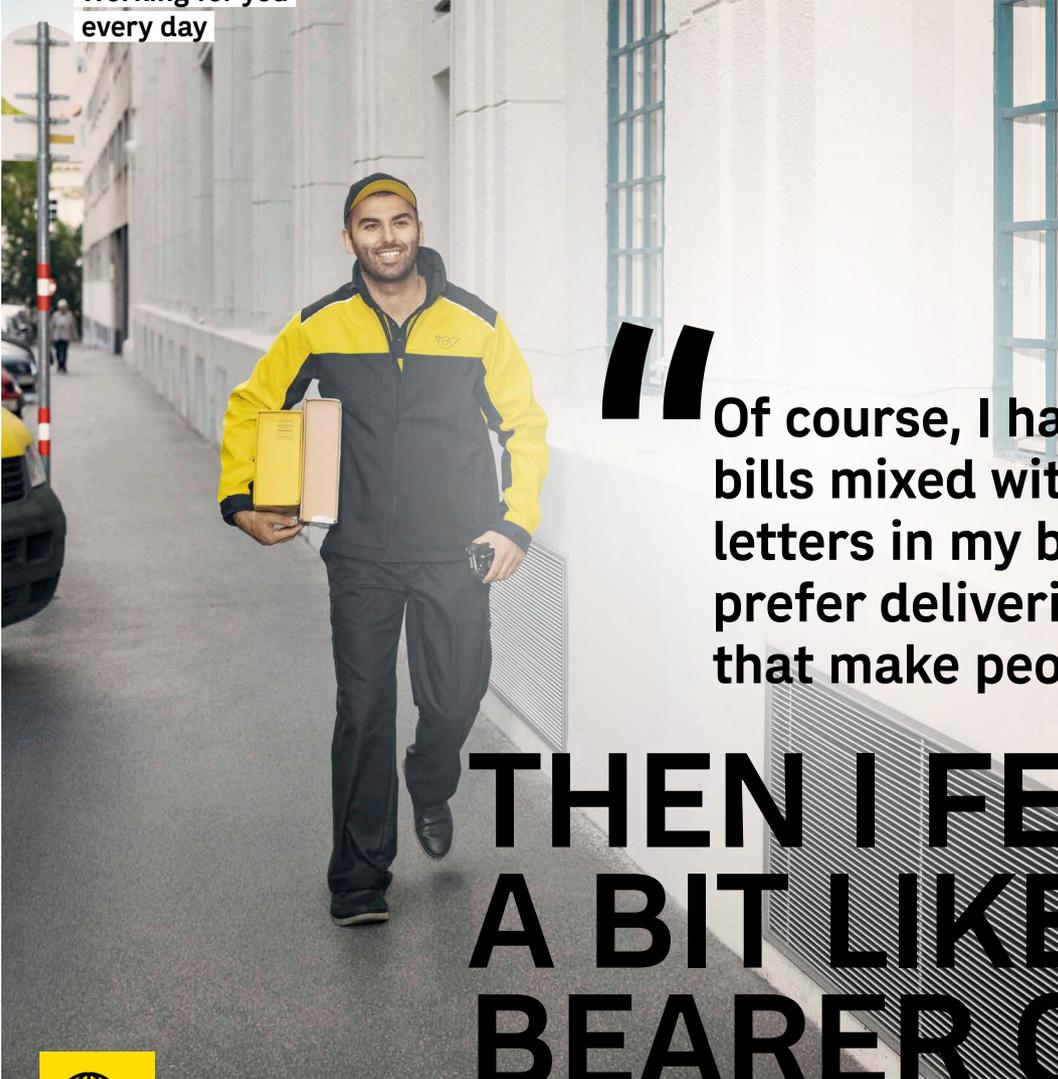


instagram.com/  
unserepost

## Austrian Post

**Osman Tütüncü** is a postman in Vienna's 3rd district.

Working for you every day



“Of course, I have routine bills mixed with personal letters in my bag. But I prefer delivering things that make people happy.

**THEN I FEEL  
A BIT LIKE THE  
BEARER OF**



**GOOD NEWS**

Osman Tütüncü has been delivering his mail in an electric Renault Kangoo for five months.



Austrian Post relies on modern e-vehicles.

## **ENVIRONMENT**

For more information about the electric fleet, see the ENVIRONMENT section starting on page 46.

“

I enjoy being the contact person for questions and I am happy to be able to network people in my job every day. The smile when someone is finally holding their long-awaited package in their hands is a



From the letterbox to the e-vehicle fleet – everything has a uniform look.

# MOMENT OF HAPPINESS FOR ME TOO



Austrian Post is there for its customers

## SOCIETY

For more information about nationwide infrastructure, see the SOCIETY section starting on page 82.

Resul Arda Bas is responsible for everything that gets the mail item to the addressee faster.



My job is to make sure all customers

# GET THEIR PARCELS AS QUICKLY AS POSSIBLE.

There are complex logistical processes behind this.



## ECONOMY

Smooth processes make speedy delivery possible

For more information about innovations in logistics, see the ECONOMY section starting on page 32.



**Anita Edlinger** enjoys being an Austrian Post employee because, as a dedicated woman, she can forge her own path at the company.

Austrian Post takes its role as a family-friendly company seriously.



“ Even in a management position, Austrian Post offers me

**FLEXIBLE**

**OPPORTUNITIES  
TO MANAGE MY  
PRIVATE LIFE**

and my career.



**EMPLOYEES**

For more information about working at Austrian Post, see the EMPLOYEES section starting on page 64.

# REGIONAL, DIGITAL

## AND CARBON NEUTRAL

GRI 102-14

“Launched in 2011, Austrian Post’s CO<sub>2</sub> NEUTRAL DELIVERY initiative

has placed the company in a pioneering position. The integrated sustainability and corporate strategy is currently being reviewed and consolidated into one comprehensive concept to ensure the company continues to hold this position in the future.

Georg Pölzl

In the thick of things –  
Austrian Post



POST@INSIGHT

Austrian Post publishes a Sustainability Report every year.



**This report is** entitled "Austrian Post. With us, it's personal".

**Can your business really maintain the human touch in the digital age?**

**Georg Pölzl (GP):** I believe it can and always will. We visit 3.4 million Austrian households every day. Delivering the mail brings us close to people as they go about their daily lives. Our extensive network of postal branch offices also supports face-to-face interaction and is gaining in importance due to our new banking services.

We define our company as regional, digital and carbon neutral, and this will continue to be the case in the future. Despite ongoing digitalisation, we continue to place a very strong emphasis on maintaining a presence across multiple regions. We play a key role right in the heart of society, providing reliable services even in places no longer served by other operators. We are taking a two-pronged approach to the important issue of digitalisation – it's not a case of having to choose between one thing or another. Austrian Post consistently serves both the human and the digital worlds through our innovative digital solutions and the many ways our services are provided through face-to-face contact.

**How does being carbon neutral fit into this strategy?**

**Peter Umundum (PU):** When we launched our CO<sub>2</sub> NEUTRAL DELIVERY initiative nine years ago, we decided to make all our deliveries of letters, parcels, magazines and direct mail in Austria carbon neutral. This pioneering initiative consists of three concurrent courses of action: efficiency enhancements, alternative technologies and offsetting the remaining emissions. We are continually developing the first two measures. As we take our company into the future, we believe that focusing on regional and digital aspects puts us in a strong position to respond effectively to issues emerging from global megatrends.

**In 2019 Austrian Post delivered 127 million parcels, a volume increase of 18%, making it a record year for the company.**

**What does this mean for the business and especially for letter mailing services?**

**PU:** It demonstrates that the fast-growing digital world and the physical world need to be aligned. We are rising to the challenge of bringing the two worlds together and ensuring that higher volumes of goods can be transported as quickly as possible with zero environmental impact. This is why we are developing our logistics capabilities and entering into strategic partnerships when required.

by

**2030**

completely emission-free delivery  
on the "last mile".

**We invest in expanding our logistics area and enter into partnerships where necessary.**

**Walter Oblin (WO):** There has been a significant decline in volumes of addressed letters all over the world. Direct mail volumes are also proving to be volatile. However, we know that physical mail continues to be very important to many customers today. We are continually optimising our services to achieve higher efficiency and to ensure we can offer the delivery options our customers require. For example, since 2018 customers have been able to decide whether they would like a document to be delivered the next day or within two to three days.

All the changes in the parcel and letter services need to be backed up by investment. We are ready to meet this challenge which is why we are focusing on creating an infrastructure that can support what our customers expect both now and in ten years' time

**Do these developments have an effect on your commitment to sustainability?**

**GP:** What's important to our customers is important to us. This means every concept is carefully assessed to ensure that all our services can be provided in the most sustainable way possible. With this in mind, we have set out comprehensive objectives which focus on four key areas: economy, environment, employees and society. The ability to provide carbon-neutral deliveries is naturally an extremely important issue for a logistics and postal services company. We are aiming to switch our entire vehicle fleet over to non-fossil fuels for last-mile deliveries by 2030. This will represent a major step forward.

With approx.  
**1,800**

branches our bank business makes a major contribution to safeguarding our regional strength.

**“We stand for a sustainably stable business model.**

Walter Oblin



**Walter Oblin,**  
Deputy CEO, Mail & Finance

Walter Oblin has been the Management Board member responsible for Finance since 1 July 2012. He has also been responsible for the Mail & Direct Mail and Mail Solutions Divisions since 1 January 2019. As a result, he was appointed Deputy Chief Executive Officer of the Group.

**WO:** Reviewing our sustainability strategy involves scrutinising both our environmental objectives and the social and governance aspects. We aim to be an employer that considers the needs of society and our employees. We try to take a transparent and proactive approach to issues such as workforce diversity, career opportunities and additional voluntary social benefits, with initiatives such as our post.sozial association. It therefore stands to reason that we became a member of the UN Global Compact in 2007 and why we are fully committed to abiding by the UN Sustainable Development Goals. We are the only ATX-listed company to be on the CDP Climate Change A List and we also feature on the Women's Career Index. Additionally, we score highly on various indexes for environmental, social and governance performance, which is evidence that the financial markets also value the depth of our commitment.

**If Austrian Post is shipping higher volumes of parcels, will carbon emissions increase despite all your good efforts?**

**PU:** We have seen an increase in absolute carbon emissions in 2019 due to the general growth in parcel volumes and since we took over parcel deliveries in Austria from our partner Deutsche Post DHL Group. Having said this, now that we have integrated our partner's parcel volumes into our network, we have been able to replace Deutsche Post DHL Group's system that used to run in parallel. In addition, our fleet of electric vehicles is now helping to minimise the increase in carbon emissions. We want to do more in this area which is why over the next ten years we are completely electrifying last-mile deliveries and are working on numerous innovative city logistics solutions.

**How do you ensure that regular stakeholder engagement takes place in order to support the important issue of corporate social responsibility?**

**WO:** We believe that it is extremely important to talk openly and honestly with all stakeholder groups. This is the only way we can fully understand their priorities and needs early on in the process. It also ensures that we can discuss our ideas, latest developments and measures with well-informed stakeholder groups ahead of time. With this in mind, we are planning to reinforce the concept of regionalism through the different types of discussions we hold, for example, we intend to host our Stakeholder Roundtables in a number of different locations.

**Starting in April Austrian Post's new bank99 will also be placing a strong emphasis on personal service ...**

**GP:** Our decision to set up bank99 was to establish a genuine counterpoint to the common trend in most of the banking sector. At a time when other banks are focusing on large towns and cities, we can provide services to our customers wherever they are – even in rural areas. Our regional approach is underpinned by approximately 1,800 branches. This extensive network enables our banking business to play an important role in maintaining regional strength across Austria. Our two-pronged approach also directs this strategy. We work on the premise that financial issues boil down to a matter of trust. Modern internet services are very useful, however, it's important to ensure we interact with our customers in person, especially when trust is such a key issue.

# “Our new financial services company bank99 can reach 99% of the Austrian population.”

Georg Pölzl



**Georg Pölzl,**  
CEO, Chairman of the  
Management Board

Georg Pölzl has been Chairman of the Management Board and Chief Executive Officer of Österreichische Post AG since 1 October 2009. He is taking a consistent, efficient and service-oriented path to keep Austrian Post successfully on track in the face of market liberalisation and to prepare it for the future.

# “We provide a unique, nationwide network throughout Austria.”

Peter Umundum



**Peter Umundum,**  
Member of the Management  
Board, Parcel & Logistics

Peter Umundum has been the Management Board member responsible for the Parcel & Logistics Division since 1 April 2011, which is present with own companies in eight European countries. He also took over the chairmanship of the Supervisory Board of European transport network EURODIS. He has also been responsible for production and logistics in the mail and parcel areas since 1 January 2019.

**Before we conclude** our interview, do you think you could give us a glimpse into the future? What are the main challenges facing Austrian Post over the coming years? Which objectives have been set and what part is sustainability going to play?

**GP:** We don't view sustainability as a separate measure at Austrian Post. Our aim is to ensure that it is fully integrated into every strategic and operational process across the business. What we do and how we do it should always achieve long-term benefits. Integrating this ethos into our business model is an important part of the strategic alignment project we are currently working on. We need to reconcile all our current challenges, such as the decline in mail volumes, increased capacity requirements for the parcel business and the launch of our own financial services business. This is vital to ensure we can remain a sustainable and profitable business over the long term.

We believe that we are steering the right course to ensure we can successfully navigate the megatrends transforming society and business today. We will resolutely follow this course of action and prioritise sustainability as we continue to develop our product and service portfolio. This involves constantly enhancing the environmental aspects of our logistics solutions and other services. We will also continue to promote diversity in the workplace with our "Expedition Elly".

# Austrian Post at a Glance

GR 102-2, 102-5, 102-7, 102-45, 102-46

The core business of the Austrian Post Group, also referred to as Austrian Post or the Group in this report, encompasses the transport and delivery of letters, direct mail items, print media and parcels as well as various logistics services. With some 20,300 employees and annual revenue of EUR 2bn, Austrian Post is the leading logistics and postal services provider in the country.

## Corporate Structure and Business Areas

GR 102-2, 102-5, 102-7, 102-10

A majority stake in Austrian Post is held by Österreichische Beteiligungs AG – ÖBAG. Detailed information on the company as well as on the Austrian Post share and shareholder structure can be found in the Annual Report 2019.

Austrian Post concentrates its business activities in two divisions, namely the Mail & Branch Network Division and the Parcel & Logistics Division.

The Mail & Branch Network Division collects, sorts and delivers letters, postcards, addressed and unaddressed direct mail items and newspapers. In addition, Austrian Post offers postal and telecommunications products as well as financial services. Austrian Post also provides energy services and offers its customers a wide range of online services. The offering is complemented by new services for business and direct mail, including address, data and mailroom management, intelligent scanning and response management.

The transport and delivery of parcels and express mail service items (EMS) for private and business customers comprise the core business of the Parcel & Logistics Division. In addition to express delivery, the service spectrum of the Parcel & Logistics Division also encompasses a wide range of value-added services. They include fulfilment solutions such as warehousing, commissioning,

returns management, the transport of valuable goods and cash, webshop logistics and webshop infrastructure.

The two operating divisions are complemented by the Corporate Division. It is responsible for all services relating to administering the Group, innovation management and the development of new business models. There were no major changes in the corporate structure of Austrian Post during the period under review.

— refer to the Annual Report 2019, p. 04f, 79ff, 82ff

## Mail & Branch Network Division

**690**  
million  
letters

**335**  
million  
print media and  
349 million regional media

**519**  
million  
addressed and  
3.2 billion unaddressed  
direct mail items

**95.4%**  
of all letters mailed with  
Austrian Post reach  
their recipients on the  
next working day



## Austrian Post's Presence

**GRI 102-4, 102-6, 102-7**

Austrian Post and its Group companies operate in nine countries, but 92% of Group revenue is generated in Austria. Österreichische Post AG is a market leader in the country for the delivery of letters, direct mail items and print media as well as parcels.

Österreichische Post AG offers its services throughout the entire country, featuring 1,770 service points, including 415 company-operated branch offices and 1,355 postal partners. Its network of postal service points ranks among the country's largest private customer networks.

— refer to the Annual Report 2019, p. 04f, 79ff, 82ff

### Nationwide Infrastructure



**1,770**  
service points



**6**  
mail and  
**9**  
parcel logistics centres



**14,815**  
letterboxes



**9,070**  
delivery staff

## Parcel & Logistics Division

**127**  
million

parcels and  
EMS items

**96.3%**

of all parcels  
are delivered within  
two working days.

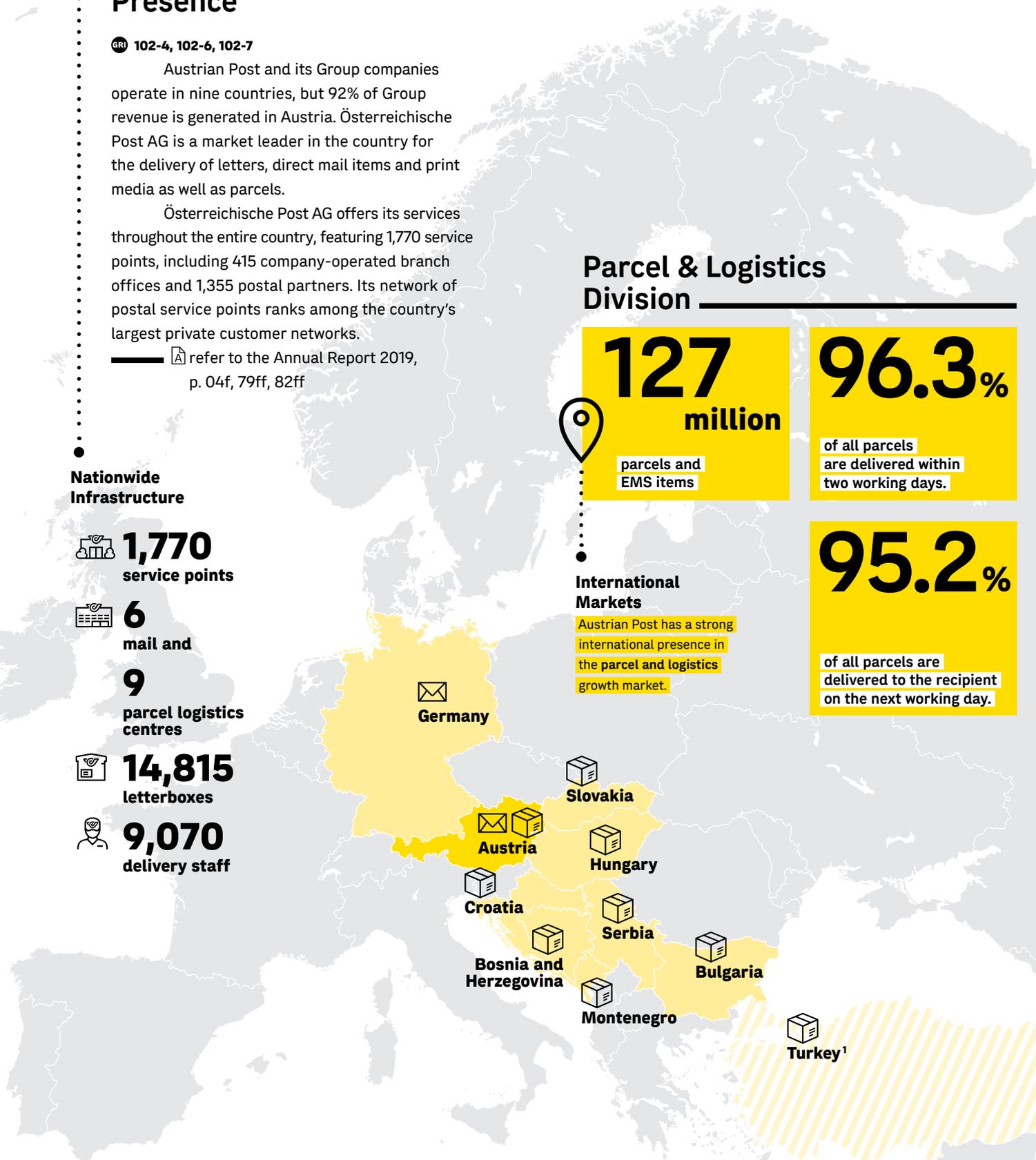


### International Markets

Austrian Post has a strong international presence in the parcel and logistics growth market.

**95.2%**

of all parcels are  
delivered to the recipient  
on the next working day.



<sup>1</sup> Not consolidated

# Integrated Corporate and Sustainability Strategy

Austrian Post attaches great importance to the sustainable orientation of its operating activities. For this reason, ecological and social factors also play a decisive role in the company's strategy and management in addition to the economic aspects. Austrian Post knows that sustainability aspects can only make the company viable for the future and ensure its long-term success when they are implemented in harmony with one another.

## Mission

- We deliver values – reliably, confidentially and personally.
- We are the first choice for all our customers, partners and employees – yesterday, today and tomorrow.
- We are the leading postal and logistics provider in Austria. We are growing in Europe as a successful specialist.

## Mission Statement

The three main values of the mission statement:

1. **Customer focus**  
Our central focus is the customer.
2. **Economic efficiency and sustainability**  
We focus on the future.
3. **Communication and appreciation**  
We are all part of Austrian Post.

The Code of Conduct and Ethics supports the implementation of the mutually held values. The compliance management system ensures adherence to the rules.



1. Defending market leadership in the core business



2. Profitable growth in selected markets



3. Enhancing efficiency and optimising the cost structure



4. Customer orientation and innovation

## Financial Goals

- Solid revenue development
- Sustainably high profitability
- Continuation of the attractive dividend policy



In order to defend its market leadership, Austrian Post is sustainably further developing its core business. At the same time, the company fulfils its universal service obligation with an eye to customer requirements and keeps the well-being of employees, society and the environment in continual focus.

Austrian Post is pursuing a pre-defined growth strategy and continually expanding its service portfolio. This ensures long-term job security and offers the public a wider selection of services. Issues of relevance to the environment are always taken into consideration here as well.

Austrian Post taps synergy potentials, reduces employee fluctuation and increases economic efficiency through consistent review of process and staff costs as well as investment in innovations. An efficient logistics network and innovative delivery options also benefit society and the environment.

Solutions oriented to customer requirements are the key to Austrian Post's long-term success and ability to ensure the reliable supply of postal services. All its services and innovations take into account customer convenience, environmental impact and implications for employees.

## Sustainability Goals

### Economy

- Further develop the sustainable business model of Austrian Post
- Focus on customers and innovation

### Environment

- Protect the climate and conserve resources
- Strengthen environmental awareness

### Employees

- Promote a corporate and leadership culture
- Pay attention to health and safety

### Society

- Ensure reliable supply of postal services and shape framework conditions
- Promote social commitment

Sustainable profitability is the top priority of Austrian Post. It forms the basis for further expansion of its services for the benefit of customers, the promotion of its international business and the modernisation of the logistics infrastructure.

Accordingly, Austrian Post is relying on four different approaches that comprise the core of the company's strategic orientation. Moreover, the four dimensions of sustainability – economy, employees, society and environment – are integrated into the strategy of the company. In line with the motto "PRO ACTIVE! Austrian Post. Sustainable for Austria", this ensures the ongoing sustainable orientation of the entire company.

Building on the four cornerstones of the corporate strategy and taking into consideration the material topics identified in cooperation with the company's stakeholders, two primary and two sustainability objectives were assigned to each of the four sustainability dimensions. Every year various milestones that serve as targets are defined for the primary objectives. They are implemented within the scope of various sustainability projects. The Austrian Post projects underscore the integration of the corporate and sustainability strategy as practiced and embodied by the company. In 2020 Austrian Post will revise its integrated corporate and sustainability strategy as part of an integrative process.

Material Topics refer to p. 28ff

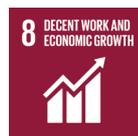
## Sustainable Development Goals

GRI 102-12, 103-2

Austrian Post has been a member of the UN Global Compact since 2007. In implementing its goals and activities, Austrian Post 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. Furthermore, Austrian Post is committed to compliance with the 17 global Sustainable Development Goals (SDGs) of the United Nations. They took effect in January 2016 and are designed to provide a globally valid framework for sustainability until 2030. Along with 192 other member states of the United Nations, Austria has also adopted these sustainability goals. The measures and programmes carried out by Austrian Post are actively contributing towards achieving eleven of the 17 sustainability goals.

To see how the individual Sustainable Development Goals are allocated to the material topics of Austrian Post, please refer to pages 28–31. The sections of this report marked with the symbol  outline how Austrian Post is putting the SDGs into practice.

### T 01 Austrian Post's Contribution to the Sustainable Development Goals



As a stock corporation, a stable economic performance (SDG 8) is at the heart of Austrian Post's business operations.



As a service company, Austrian Post attaches particular importance to the social orientation of its business activities. Health care (SDG 3) and training programmes (SDG 4), the promotion of gender equality (SDG 5) as well as anti-discrimination and diversity (SDG 10) are firmly embedded in the company.

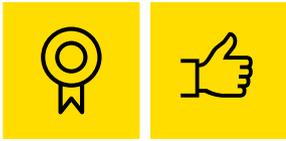


As a logistics company, the ecological orientation of its business is becoming increasingly important for Austrian Post. The focus is on climate protection (SDG 13), which Austrian Post actively supports by promoting a sustainable infrastructure (SDG 9), using renewable and innovative technologies (SDG 7) and actively promoting environmentally-friendly consumption and production patterns (SDG 12).



In carrying out its business operations, Austrian Post contributes to a sustainable society (SDG 11) and the development of the rule of law (SDG 16).

## Honours and Awards



### GRI 102-12

Austrian Post operates in a sustainable manner – this has been confirmed by the capital markets and various national and international ratings.



### MSCI ESG RESEARCH

In 2019 Austrian Post was once again assigned the best possible rating of AAA in the MSCI Environmental, Social and Governance ratings. As part of the rating process, the company was evaluated according to the best-in-class approach and compared to other companies in the postal sector. Expansion of the company's fleet of electric vehicles was assessed as especially positive. The company's attractive remuneration systems, continuing education and professional development offerings for employees and good, solid business management structures were also highlighted by MSCI.



### ISS ESG

ISS ESG is one of the world's leading rating agencies in the field of sustainable investments. Austrian Post was awarded the prime status rating within the context of the ESG corporate rating in 2019. As a result, Austrian Post ranks among the leading transport and logistics companies in terms of sustainability.



### CARBON DISCLOSURE PROJECT

In 2019 Austrian Post was assigned the best possible result, an A rating, by the Carbon Disclosure Project (CDP), the world's largest database for corporate environmental and climate information, which is extensively used by capital market participants to evaluate investments – making Austrian Post the only ATX company to be included in the CDP Climate Change A List. This recognition not only confirms Austrian Post's transparent environmental reporting but also serves as evidence of the quality of the initiated climate protection measures.



### ECOVADIS

EcoVadis awarded a "Gold Recognition Level" rating to Österreichische Post AG in recognition of its CSR activities. EcoVadis is a sustainability assessment platform which aims to improve the environmental and social practices of companies by CSR performance monitoring within the supply chain and supporting companies in improving their sustainability scorecards.



### IPC GOLD AWARD 2019

Austrian Post actively participates in international programmes such as the "Environmental Measurement and Monitoring System (EMMS)" of the International Post Corporation (IPC). It was presented with the IPC Gold Award in 2019.

# Sustainable Corporate Governance

**Austrian Post is one of the country's flagship companies. The company is aware of the exemplary role and the responsibility which goes along with this status and aims to fulfil its responsibility in every respect. Austrian Post therefore attaches great importance to responsible and transparent corporate management.**

## The Joint Mission Statement

**GRI 102-16, SDO 16**

Austrian Post wants to be perceived as a responsible company that acts with integrity. Proper and responsible business management plays a major role in this regard. Austrian Post also expects ethically impeccable and exemplary behaviour from all employees at all times, regardless of their position. The mission statement was developed in 2010 in order to create a mutually shared value system and a clear benchmark for executives and employees. It stipulates the core values by means of which the corporate and sustainability strategy are to be implemented.

On the one hand, the mission statement serves as an orientation for the conduct of employees and the Management Board and their dealings in everyday work. On the other hand, it provides clear objectives and shows that sustainable corporate success at Austrian Post cannot be defined and achieved via economic aspects alone, but must also encompass the social sphere, the environment and employees.

— [post.at/mission-statement](https://www.post.at/mission-statement)

## Code of Conduct and Ethics

**GRI 102-16, SDO 16**

The mission statement was used as a basis for developing the Code of Conduct and Ethics. It describes the principles and behavioural norms which are binding at Austrian Post. The Code serves as a reference framework for employees and executives in their daily dealings with one another and for responsible behaviour towards business partners and the public. Its contents also reflect the commitment of Austrian Post to comply with

the principles of the UN Global Compact, thus comprising the foundation for an open, respectful and legally-compliant corporate culture.

All other Group guidelines and behavioural instructions are based on the Code of Conduct and Ethics and are derived from it. The Code is available on the Austrian Post website in all Group languages.

A separate Code of Conduct for Suppliers of Austrian Post was developed in 2011. It obligates contractors of Austrian Post as well as their subcontractors and suppliers to comply with minimum legal, social and ecological standards.

— [post.at/Code-of-Conduct](https://www.post.at/Code-of-Conduct)

## Responsibility for Sustainability

**GRI 102-18, 102-19, 102-20**

The issue of sustainability is of crucial importance to Austrian Post. For this reason, on an organisational level, responsibility for sustainability is directly in the hands of Chief Executive Officer Georg Pölzl in the "Corporate Social Responsibility and Environmental Management department". The department maintains an ongoing dialogue with the various business units. Intercompany working groups deal with current sustainability-related issues, formulate corresponding objectives and define appropriate measures – always on the basis of the integrated sustainability and corporate strategy. Great importance is attached to an interdisciplinary approach and cooperation among the individual units.

The Management Board integrates sustainability-related issues in the highest decision-making bodies and processes, for example at Management Board and

## The Code of Conduct for Suppliers of Austrian Post \_\_\_\_\_

1. \_\_\_ Respect for human dignity
2. \_\_\_ Adherence to legal regulations
3. \_\_\_ Promotion of equal opportunity and diversity
4. \_\_\_ Ban on child labour
5. \_\_\_ Ban on forced labour
6. \_\_\_ Adherence to national labour laws
7. \_\_\_ Support for freedom of association and freedom of assembly
8. \_\_\_ Ensuring occupational health and safety
9. \_\_\_ Adherence to environmental and safety regulations
10. \_\_\_ Adherence to respective national anti-corruption laws
11. \_\_\_ Prevention of conflicts of interest
12. \_\_\_ Implementation by the contractor, influence on business and contractual relations

Supervisory Board meetings, in order to ensure the company's sustainability-oriented corporate development. In its role as the highest governing and supervisory body, the Supervisory Board performs its duties by taking account of the economic as well as social and ecological responsibility of the company. Important corporate decisions on social and ecological aspects are made in accordance with the mission statement of Austrian Post and on the basis of relevant legal regulations.

## Corporate Governance

### **GRI 102-18**

Austrian Post considers corporate governance to comprise responsible, transparent business management with a long-term orientation. Good corporate governance is a crucial facet of sustainable corporate management at Austrian Post, going far beyond simply adhering to legal regulations. Key aspects include respect for the interests of shareholders, openness and transparency in corporate communication to all stakeholder groups, and avoidance of conflicts of interests in corporate bodies. Austrian Post also considers efficient cooperation between the Management Board and Supervisory Board to be an important characteristic of good corporate governance.

In order to maintain and further strengthen the company's high internal corporate standards, the Management Board and the Supervisory Board align corporate management and control to national and international principles. Since its initial public offering, Austrian Post has been committed to adhering to the Austrian Corporate Governance Code (ACGC). Austrian Post reports extensively on corporate governance annually in its Corporate Governance Report.

\_\_\_\_\_ <sup>A</sup> refer to the Annual Report 2019, p. 19ff

## ESG Risk Management

### **GRI 102-11**

Comprehensive risk management is a key cornerstone of good corporate governance. Austrian Post operates a comprehensive risk management system integrating all business units and Group companies. The Management Board defines the risk policy of the company and sets out a framework for the risk management system.

The objective of risk management is to identify risks at an early stage and to manage them by taking appropriate measures designed to keep any potential deviation from the company's business targets as low as possible. Because of the company's sustainable orientation, it takes ecological, social and ethical aspects into consideration in its risk management efforts. There were no sustainability risks in 2019 which impacted any deviations from Group targets.

Further details on the central risk management system, risk strategy and policy, the internal control system as well as a description of the risks with which

Austrian Post is confronted and details on environmental risks can be found in the Annual Report 2019.

Due to the increasing significance of sustainability risks to the company's business activities, the Risk Management department and the CSR & Environmental Management department stepped up their inter-departmental exchange in 2019. The most important risks and opportunities for Austrian Post with respect to ESG criteria (environmental, social, governance) were identified within the context of an interactive process. Risks from

the areas of economy, environment, employees and society were paramount here. Pursuant to the TCFD approach (Task Force on Climate-related Financial Disclosures), increased focus was placed on climate-related risks. Because of their special importance, the focus for 2020 will be on further integrating ESG risks into Group-wide risk management and expanding the ESG risk management system accordingly.

refer to the Annual Report 2019, p. 99ff

**T 02 Responsible Corporate Management**



**Responsible corporate management, or good corporate governance, is characterised by compliance with laws and regulations, respect for the interests of shareholders, openness and transparency toward all stakeholder groups in the capital structure, corporate communication and the remuneration of the Management Board and Supervisory Board. Moreover, efficient cooperation and control between the Management Board and Supervisory Board is the prerequisite for good corporate governance. Since its initial public offering, Österreichische Post AG has been unreservedly committed to adhering to the Austrian Corporate Governance Code (ACGC).**

## Compliance and Anti-corruption

Österreichische Post AG and its Group companies have established a compliance culture based on the mission statement and the Code of Conduct and Ethics to ensure ethically impeccable and exemplary behaviour. Austrian Post attaches particular importance to proper conduct towards business partners and customers as well as with public authorities and institutions. This is complemented by all employees in the Group avoiding any appearance of corruptibility or dishonesty in their business dealings. Austrian Post resolutely rejects unfair business practices and corruption and implements appropriate measures to prevent them.

The Corporate Governance Report provides further information and the Non-financial Report includes details on anti-corruption.

—  refer to the Annual Report 2019, p. 21, 49ff

## Data Protection and Data Security

Austrian Post has large volumes of customer and company data requiring a high degree of integrity. Accordingly, confidentiality as well as security of information and data are extremely important issues for Austrian Post. For this reason, Austrian Post identified the issue of data protection and data security as a material topic.

Due to technical developments and the steadily increasing importance of data for the successful development of Austrian Post, the Austrian Post Group implements extensive measures to ensure the confidentiality of customer and company data as well as the integrity and availability of the IT systems operated by Austrian Post.

As part of compliance with the General Data Protection Regulation (EU GDPR), Austrian Post has implemented new processes and adapted existing processes to the new legal situation over the course of the past several years. Various guidelines were issued on data protection-specific topics and communicated to all employees. A data protection organisation has been established as well.

Despite implementation of internal processes and precautionary measures for data protection, in 2019 the Austrian Data Protection Authority declared the processing of the statistically calculated “party affinities” marketing classifications as unlawful and levied an administrative penalty of EUR 18m. This penalty is not yet legally binding. According to the authorities, Austrian Post is violating the General Data Protection Regulation by processing marketing classifications.

Austrian Post has a different legal opinion, however. The company does not view marketing classifications as personal data because these are probabilities calculated entirely statistically through marketing analysis procedures and bear no relation to the actual conduct of the person in question. The question of whether or not probability statistics constitute personal data has not yet been conclusively legally determined.

Austrian Post will continue expanding and developing its data protection organisation in future as well. The company plans to automate as many data protection processes as possible in order to ensure rapid, high-quality processing.

Austrian Post reports on data protection and data security as well as its corresponding goals in the Non-financial Report 2019.

—  [post.at/dataprotection](https://post.at/dataprotection)

# Stakeholder Management

**Austrian Post is one of Austria's largest employers and an integral part of Austrian society. The expectations of Austrian Post are as diverse as Austrian society itself. Austrian Post therefore engages in ongoing dialogue with its stakeholder groups. This enables Austrian Post to recognise their expectations, identify improvement potential and transform this information into concrete measures.**



The Stakeholder Roundtable was held on 3 October 2019 for the ninth time.

## Diverse Expectations in Focus

**GRI 102-42**

In 2014 Austrian Post identified its relevant stakeholder groups and evaluated them in conformity with ONR 192500, the certifiable guideline to ISO 26000. This analysis revealed that the Austrian Post interest groups come from different business segments of the company. Bundling various stakeholder groups enables Austrian Post to specifically address their respective requirements. By means of broad-based dialogue, Austrian Post strives to identify their needs as well as to further cement and expand its already good and open relationship to the interest groups.

Using various dialogue formats, Austrian Post develops and discusses strategic goals, measures and

their implementation with its stakeholders. The aim of Austrian Post's stakeholder management is to get to know and understand the concerns of its interest groups better and take them into account. Furthermore, ongoing communication is important for successive further development of the sustainability strategy. The sustainability targets and measures of Austrian Post are also strongly focused on the demands and expectations of its stakeholders.

## Engaged in a Dialogue with Stakeholder Groups

**GRI 102-21, 102-43, 102-44**

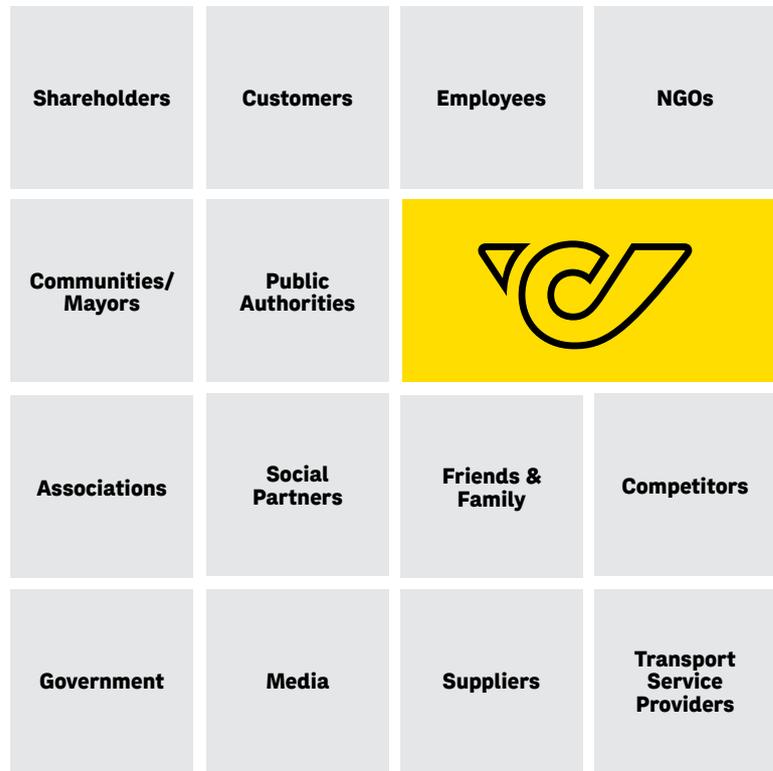
Austrian Post's stakeholders are included in a variety of ways. In addition to daily, direct customer contact with Austrian Post employees, the Stakeholder Roundtable is a pivotal dialogue format. Held annually, it provides various stakeholders such as customers, suppliers, employees, NGOs and investors with the opportunity to share their needs and concerns directly with Austrian Post. For its part, Austrian Post uses this format to become better acquainted with its stakeholders through dialogue with them.

In organising the Stakeholder Roundtable, Austrian Post attaches great importance to providing a balance among the participating stakeholder groups as well as between genders. This diversity leads to a dynamic exchange which benefits both Austrian Post and the stakeholders themselves. The Stakeholder Roundtable was held on 3 October 2019 for the ninth time. Austrian Post discussed current and planned future measures in the four dimensions of sustainability – economy, environment, employees and society – with the approximately

**T 03 Stakeholder Groups**

**GRI 102-40**

**Austrian Post engages in dialogue with various stakeholder groups and relies on different forms of interaction. In addition to the annual Stakeholder Roundtable, Austrian Post exchanges views with political decision-makers, and gives its stakeholders the opportunity to participate via different communication channels.**



60 participants. The stakeholders had the opportunity to evaluate the measures in regard to the added value they create for Austrian Post and for the national economy, society, employees and the environment. Stakeholders were also asked to come up with their own new measures for Austrian Post and to evaluate these in regard to their added value.

In the area of employees, valuable input from both external and internal stakeholders included a respectful leadership culture, flexibilisation of working hours and parental leave models (including active parental leave management), the improvement of onboarding processes and integration of sustainability goals into target agreements for executives.

In the environmental area, factors identified as especially important included sustainable construction, fostering of employee mobility, consistent expansion of environmental management systems with the establishment of environmental ambassadors and examination of slow delivery as a delivery alternative.

In the dimension of society, stakeholders attached special importance to the needs-based adaptation of universal postal services and timely shaping of the Austrian Post partner network, expansion of self-service solutions, strengthening of stakeholder participation, the increase of services in rural areas and promotion of innovation.

In order to promote sustainable economic development, the stakeholders encouraged Austrian Post to reinforce trust in the digital sphere and optimise economic performance taking account of resource conservation and rural areas.

Each year, it is highly beneficial for Austrian Post to discuss opinions and needs together with representatives of all relevant interest groups. Stakeholder input is processed internally and the findings used as the basis for adapting existing projects or launching new ones. The next and tenth Stakeholder Roundtable is scheduled to be held in the autumn of 2020.

There are also other opportunities and formats for stakeholder groups to express their opinions, exchange views or participate in the decision-making process:

- Employee survey (every two years)
- 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)
- Compliance hotline (available during normal business hours)
- Ombudsperson for employees (available during normal business hours)
- Annual General Meeting for shareholders (held once a year)
- E-mail address for issues relating to sustainability (csr@post.at)

## Interaction with Political Decision-makers

Österreichische Post AG engages in a continual exchange of views with political interest groups and decision-makers. As a leading logistics company, Austrian Post conveys its concerns to the government with regard to political decisions affecting postal market regulations, mail and parcel delivery, transport and logistics and any other areas. Österreichische Post AG is also committed to ensuring that the political framework is in line with the company's goals as well as the needs of its customers. The underlying objective is to promote a broad, mutual understanding, attract support and optimally exert influence.

## Transparency in Safeguarding Political and Economic Interests

**GRI 103-1, 103-2, 103-3**

According to the Lobbying and Interest Representation Transparency Act (LobbyG), which took effect on 1 January 2013, employees are required to register and disclose cases in which they represent the interests of their company in the political arena.

The employee interests are represented through Austrian Post employees directly as well as through membership in various associations (e.g. Austrian Federal Economic Chamber, Federation of Austrian Industries, PostEurop, International Post Corporation, EMOTA). In addition, external consultants monitor relevant political developments on a national and European level and report their findings to Austrian Post.

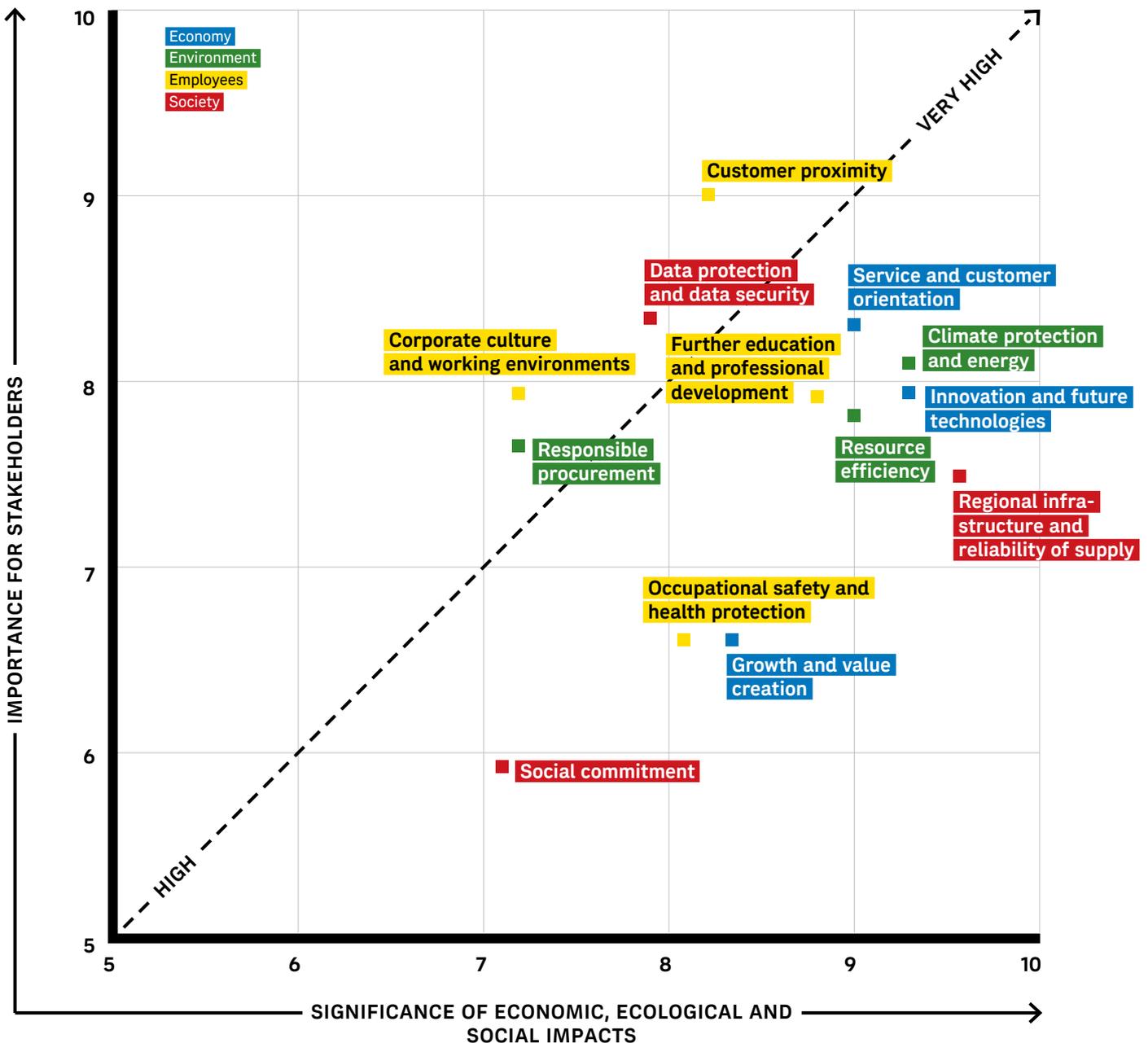
All relevant information relating to the lobbying activities of Austrian Post is publicly available. This includes the names of company lobbyists, lobbying positions and the lobbying expenditures of Austrian Post, which exceed EUR 100,000 annually.

Austrian Post is not only listed in the Lobbying and Interest Representation Register of the Austrian Ministry of Justice (lobbyreg.justiz.gv.at; registration number LIVR-00196), but has also been listed in the voluntary EU Transparency Register since November 2014.

# Material Topics

The materiality analysis is an important tool for determining and prioritising the manifold areas of action in the sphere of sustainability. Working together with external stakeholders and internal specialists in an interactive process, Austrian Post has defined material sustainability topics.

T 04 Materiality Matrix of Austrian Post



**GRI 102-46, 102-47**

The fundamental prerequisite for systematic and targeted sustainability management is the identification of material topics. Austrian Post identified, discussed and clustered these topics together with external stakeholders at the Stakeholder Roundtable 2017. Subsequently, these issues were ranked according to their importance from a stakeholder perspective. The company plans to revise the materiality analysis and develop a new materiality matrix in 2020.

Following the Stakeholder Roundtable, in-house groups of experts defined the material topics which were categorised with respect to their economic, ecological and social impacts. The entire process was audited.

The outcome of both rounds of voting is displayed in a materiality matrix. Overall, the revision process reveals that the importance of most material topics and their impact is generally assessed as high. The aspects

of customer proximity, service and customer orientation, climate protection and energy, innovation and future technologies, regional infrastructure and security of supply as well as resource efficiency were considered by stakeholders to be the most important. Stakeholders believe that these topics have far-reaching impacts as well.

How Austrian Post takes these material topics into account within the context of its sustainability management, which management approaches it pursues in each case, and the progress it has made with respect to the material topics is handled in the four sections of this report dealing with the thematic priorities.

The reasons why these topics are considered to be of material importance, what impacts they have and the SDGs associated with them are presented in the following table:

## Material Topics of Austrian Post

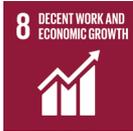
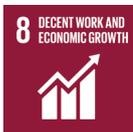
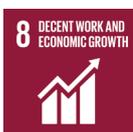
**GRI 103-1, 102-46, 102-47**

### T 05 Material Economic Topics

**Main Targets**

→ Further Develop the Sustainable Business Model of Austrian Post

→ Focus on Customers and Innovation

Material issues according to the matrix	SDGs	Impacts and responsibility/ influence of Austrian Post	GRI standard/ internal performance indicators
Growth and value creation		Growth and value creation are key factors in the economic success of Austrian Post. Other indirect effects arise from the related volume of contract orders, taxes and fees	<b>GRI 201:</b> Economic Performance <b>GRI 205:</b> Anti-corruption <b>GRI 206:</b> Anti-competitive Behavior <b>GRI 419:</b> Socioeconomic Compliance
Innovation and future technologies		Modern and innovative products and services comprise a crucial prerequisite of economic success. Other companies, the Austrian state and society also profit from innovations and investments in infrastructure	No adequate GRI standard exists at the present time. An internal performance indicator is currently being evaluated
Service and customer orientation		Customers in Austria, especially customers in the company's core business, directly benefit from the service and customer orientation. With respect to those areas in which Austrian Post does not perform the services itself but, for example, works together with external delivery staff, the company only indirectly and to a limited extent has an influence on service and customer orientation	No adequate GRI standard exists at the present time. The internal performance indicators used here are the customer satisfaction analysis (CSI) results

**T 06 Material Social Topics**

**Main Targets**

→ **Ensure Reliable Supply of Postal Services and Shape Framework Conditions**

→ **Promote Social Commitment**

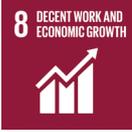
Material issues according to the matrix	SDGs	Impacts and responsibility/ influence of Austrian Post	GRI standard/ internal performance indicators
Regional infrastructure and reliability of supply	 	Austrian Post safeguards the regional infrastructure and ensures a reliable supply of postal services for the benefit of Austrian society and customers in Austria. Due to the universal service obligation of Österreichische Post AG, this material topic only applies to Österreichische Post AG and not to its Group companies	<p><b>GRI 203:</b> Indirect Economic Impacts</p> <p>Other internal performance indicators are the requirements imposed by the universal service obligation (nationwide network of postal service points and stipulated delivery quality)</p>
Social commitment	 	Socially disadvantaged sections of the population in Austria are supported by social projects carried out by Austrian Post. As a partly state-owned company, Austrian Post aims to assume its corporate social responsibility to a special degree	No adequate GRI standard exists at the present time. The internal performance indicators are total sponsoring expenditures and total amount of donations
Data protection and data security		Austrian Post adheres to all valid legal regulations relating to the protection, legitimate use and confidentiality of personal data as well as data security. Personal data is processed in line with data protection regulations, especially the General Data Protection Regulation (GDPR), the Austrian Data Protection Act, special provisions contained in the Postal Market Act and all other relevant laws	<b>GRI 418:</b> Customer Privacy

**T 07 Material Employee Topics**

**Main Targets**

→ Promote a Corporate and Leadership Culture

→ Pay Attention to Health and Safety

Material issues according to the matrix	SDGs	Impacts and responsibility/ influence of Austrian Post	GRI standard/ internal performance indicators
Corporate culture and working environments	  	A strong joint image of Austrian Post and a positive corporate culture are important basic prerequisites for creating an attractive working environment for employees. This promotes employee identification and satisfaction. Austrian Post believes that only satisfied employees will be able to optimally contribute to the long-term value creation of Austrian Post	<b>GRI 401:</b> Employment <b>GRI 402:</b> Labor/Management Relations <b>GRI 405:</b> Diversity and Equal Opportunity
Occupational safety and health protection		Measures to ensure safety at the workplace and health protection positively impact employee health. Only employees who are fit for work can ensure the reliable supply of postal services in Austria. Austrian Post only has a limited influence on occupational safety and health protection at its partner companies. However, minimum standards are defined in the Code of Conduct for Suppliers	<b>GRI 403:</b> Occupational Health and Safety
Further education and professional development		Austrian Post employees are given individual support in order to enable them to optimally manage their professional challenges	<b>GRI 404:</b> Training and Education
Customer proximity		Regular contact between employees and customers is of particular importance and an important factor of Austrian Post's ability to achieve a high level of customer satisfaction	No adequate GRI standard exists at the present time. The internal performance indicators used here are the customer satisfaction analysis (CSI) results

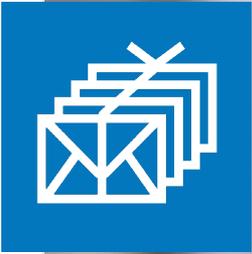
**T 08 Material Environmental Topics**

**Main Targets**

→ Protect the Climate and Conserve Resources

→ Strengthen Environmental Awareness

Material issues according to the matrix	SDGs	Impacts and responsibility/ influence of Austrian Post	GRI standard/ internal performance indicators
Climate protection and energy	 	As a logistics company, Austrian Post has direct and indirect (e.g. via partner companies) environmental impacts. Effects on the climate and air quality particularly arise from operating vehicles and the use of energy in operating postal service points, logistics centres, delivery bases and office buildings in Austria	<b>GRI 302:</b> Energy <b>GRI 305:</b> Emissions
Resource efficiency	 	As a logistics company, Austrian Post has direct and indirect (e.g. via partner companies) environmental impacts. The conscious use and handling of natural resources, for example energy and waste, is a matter of course for Austrian Post in order to further reduce negative impacts	<b>GRI 301:</b> Materials <b>GRI 302:</b> Energy <b>GRI 306:</b> Effluents and Waste
Responsible procurement		Austrian Post also assumes its responsibility in the supply chain based on a responsible and primarily regional procurement. The aim is to keep negative environmental and social impacts to a minimum	<b>GRI 204:</b> Procurement Practices <b>GRI 205:</b> Anti-corruption <b>GRI 206:</b> Anti-competitive Behavior <b>GRI 308:</b> Supplier Environmental Assessment <b>GRI 414:</b> Supplier Social Assessment



Just for me.  
Austrian Post \_\_\_\_  
ECONOMY

Austrian Post is Strongly Committed.  
To Meeting Customer Needs.

# CLOSE

## TO THE CUSTOMER

In order to prepare for the future, Austrian Post is making massive investments in its infrastructure



2019 was a record-breaking year: Austrian Post transported 127 million parcels – up by 18%.

## Strategic Partnership with DHL

In 2019, competitors became partners: As the number one on the Austrian parcels market, Austrian Post has entered into a trail-blazing strategic partnership with Deutsche Post DHL Group. Austrian Post has been delivering DHL parcel shipments to private individuals in Austria since August 2019. The company took on approximately 150 employees, ten delivery bases, three logistics centres and some 600 delivery rounds from DHL for this purpose. Vice versa, DHL is handling the delivery of corresponding items from Austria in Germany. This brings Austrian Post one step closer to reaching its delivery target of 150 million parcels in Austria by 2021.

The two industry giants have also been collaborating on last-mile parcel deliveries in Slovakia and the Czech Republic since September. "The DHL group company PPL CZ s.r.o. gives us a professional partner for the growing cross-border e-commerce business in the Czech Republic, while our group company IN TIME s.r.o. is enabling us to generate additional parcel business in Slovakia", said Carsten Wallmann, Head of business unit Turkey & CEE Parcel.

IN LIGHT OF THE RAPID CHANGES taking place in the markets, Austrian Post is relying on innovation, investment in its capabilities and customer relationships for the long-term expansion of its market leadership.

# With Digital and Analogue Offers



Austrian Post employees are now delivering DHL parcels as well

“The acquisitions of adserver and D2D were key steps in the expansion of this high-potential business area.

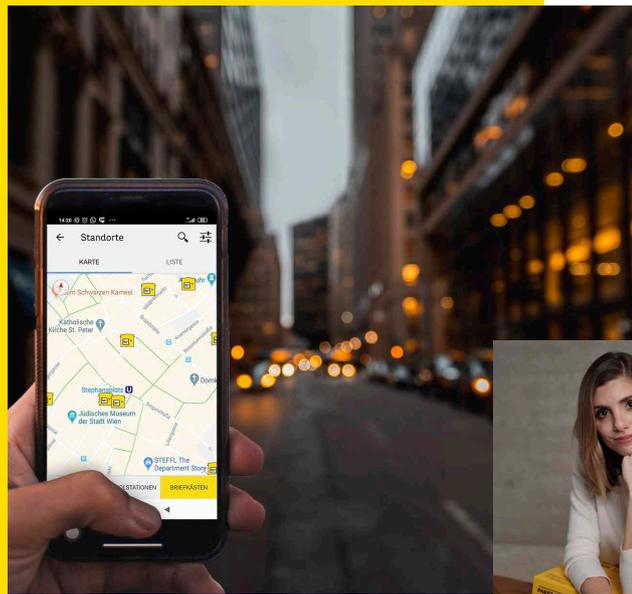
Andreas Thöni, Head of Strategy, Digitalisation & Innovation

On all Channels

The Dialog Marketing Report 2019 estimates that EUR 7.1bn was spent on advertising in Austria. Although the strongest growth was seen in the online channels, nearly 90% of the advertising market is still devoted to classic media, printed dialogue marketing material and various event formats. Marketing managers and consumers alike continue to regard non-digital communication channels as relevant for advertising.

This makes finding the right combination of online and offline communication all the more important for companies that advertise. “This is exactly where we see our future”, explained Thomas Auböck, Head of business unit Key and Business Accounts, Mail & Branch Network Division. “Building on our market leadership in the classic printed advertising brochure market, we have continually expanded our competence in the field of digital advertising in order to offer advertisers customer-centric, nationwide, efficient and performance-oriented marketing via both online and offline channels.”

In this context, Austrian Post has defined four objectives which it is using to integrate relevant megatrends into its offer strategy on the advertising market while relying on new, data-driven business models and the expansion of performance-oriented marketing solutions using a variety of channels.



Julia Seidler, Campaign Management

- Further development of innovations for classic advertising productions
- Tapping new advertising channels and advertising channels exclusive to Austrian Post
- Data-driven marketing
- Scaling of performance-oriented 360° marketing and new, data-driven business models

FOUR

strategic objectives for the advertising market.



KUVERT is delivered reliably to Austria's letterboxes twice a week

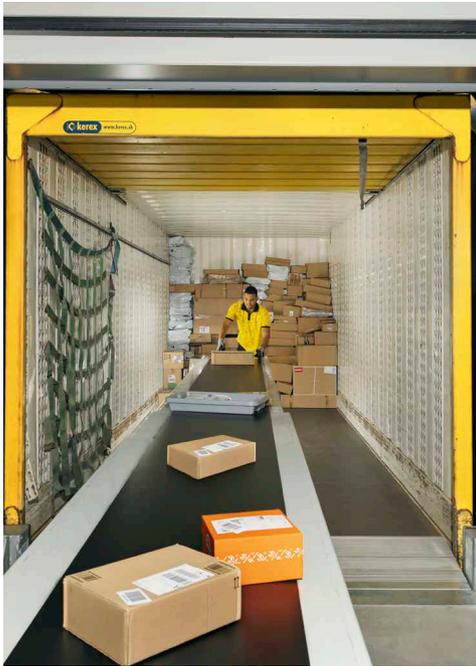
The majority acquisitions completed in 2019 at the subsidiaries adserver and D2D are an important step in this strategic alignment. Austrian Post has significantly enhanced its competence in the field of digital advertising as a result.

## Yard Logistics of the Future



### POST@INSIGHT

Parcels are growing steadily in importance.



Ibrahim Saleh, Parcel Logistics Employee

The future of parcel logistics in practice is already visible today at the Austrian Post logistics site in Vienna Inzersdorf. After presenting numerous innovative solutions for the “last mile” over the course of the past several years, Austrian Post is now shifting the focus to autonomous yard logistics. In Inzersdorf, the company is testing an autonomous vehicle developed together with the Austrian Institute of Technology (AIT) for the transport of containers at logistics sites.

The autonomous transfer vehicle independently brings so-called swap bodies from their parking places the gates and docks them there automatically. In future, the transfer vehicle will be powered by an electric drive, substantially reducing carbon, pollution and noise emissions during positioning of swap bodies. Automation will reduce stress on the employees, increase frequency and optimise safety and resource efficiency. The new solution is also driving digitalisation: Orders issued via “slips of paper and voice radio” are turning into plannable, digitalised processes.

The future is also making itself felt in the unloading process for the containers: As part of an innovation project unique throughout Europe, Austrian Post and the start-up PHS have developed a mobile unit and a stationary unit which, when connected with each other, permit automated unloading. Known as the rapid unloader, this fast, automated and economic system cuts parcel unloading times in half and takes the stress off the employees. The solution has been in full operation in the Hagenbrunn logistics centre since August 2019.

## The Flyer as Advertising Medium

Half of those surveyed who could remember being influenced to make a purchase from bricks-and-mortar retailers said it was a flyer that triggered their purchasing decision. The flyer is the most important advertising medium in this context.

**41%**

of companies expect to increase their expenditures for dialogue marketing online by 2022\*

**66%**

of those surveyed share information from flyers and brochures with friends and family\*

\* Source: Dialog Marketing Report 2019

**“ In the current year we are evaluating the environmental impact of the advertising medium KUVERT and the Austrian Post commercial flyer throughout the course of the product lifecycle in order to derive suitable sustainability measures.**

Manuela Bruck, Head of Corporate Communications, Customer Initiatives and Customer Service



Autonomous yard logistics accelerate processes and take the stress off employees.

Quickly, securely  
and easily – that's  
how parcels should  
reach customers.



# 507t

of parcels are transported by  
Austrian Post on average per day.



Adrian But, Parcel Carrier

**Austrian Post registered  
a new record in  
the number of parcels  
delivered in 2019**

## Capacity Offensive in Parcel Logistics

**Austrian Post transported** 127 million parcels alone last year – 18% more than in the prior year. In light of the rapidly growing volume of parcels, Austrian Post is continually investing in its parcel logistics. In addition to ongoing optimisation and increasing of sorting capacity, investments in the 2019 financial year focused primarily on the new sites in Hagenbrunn, Kalsdorf and Thalgau.

The new logistics centre in Hagenbrunn in Lower Austria has been in full operation since September. The state-of-the-art facility on 70,000 m<sup>2</sup> is able to handle 13,500 parcels per hour with 20 swap body entrance gates, 20 truck gates and 26 swap body exit gates. During the peak Christmas season, 200 employees in three shifts prepared approximately 200 delivery rounds or some 240,000 parcels per day.

Austrian Post chose the site in the Styrian city of Kalsdorf for Austria's newest and largest parcel centre due to the excellent transport connections and proximity to Graz. The company is creating some 280 jobs at the centre on just under 100,000 m<sup>2</sup>. The **ground-breaking ceremony was held in March 2019**, and completion is scheduled for mid-2020. With investments of some EUR 60m, Austrian Post is creating sorting capacities for up to 13,500 parcels per hour. This will give it the ability to process increasing volumes of parcels at the same high quality as now.

**Austrian Post is also setting new environmental protection standards in Hagenbrunn with an in-house photovoltaic facility, LEDs and an environmental management system as well as a shuttle bus for employees.**

Robert Modliba, Head of  
business unit Operations



## Post City Linz

**A miniature city** in the heart of Linz. Post City Linz, currently being constructed at the former site of the Austrian Post logistics centre near the main train station, is designed to become a model city district for the Upper Austrian capital in the coming years. In future, some 5,500 persons will live, shop and work on the approximately 4-hectare area with its ideal transportation connections. According to Michael Ullrich, Head of business unit Group Real Estate, sustainability aspects and smart city activities play a key role here: "Our concept integrates a wide range of contemporary and future-proof solutions. These extend from innovative climate façade solutions and green roof areas, open free spaces and green zones to promote urban beauty and facilitate micro-climate management, as well as sustainable power, cooling and heating solutions and **mobility concepts** for pedestrian and bicycle traffic all the way to a planned city district app that will function like a digital concierge service for specific properties".

**Following an EU-wide**, two-stage competition for its ambitious project, Austrian Post selected the draft by the architecture firm Nussmüller Architekten ZT GmbH in Graz. "Our goal was to connect attractive living and shopping spaces and modern office and commercial areas with appealing green spaces and open areas", explained Harald Engelke, who is the Head of Project Development. "We have found a visionary solution now." Construction is scheduled to begin **in late 2021**.

### POST@INSIGHT

Sustainability aspects play a pivotal role in Post City Linz.



Post City Linz is planned to be a new flagship district

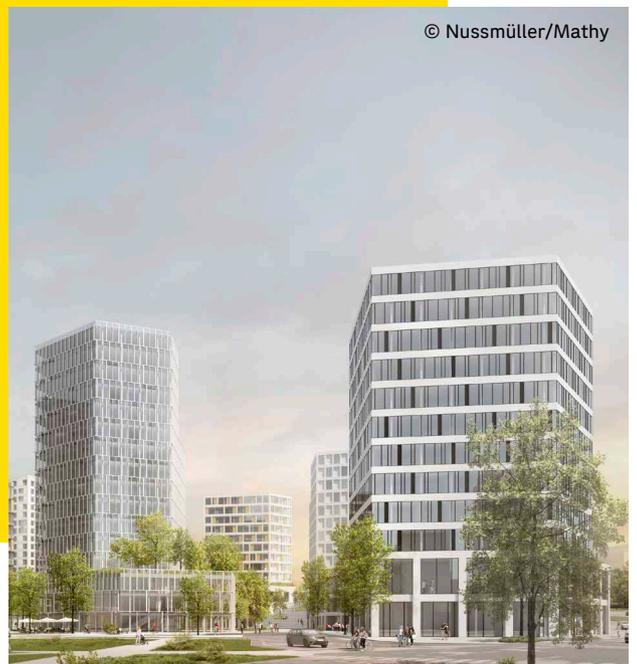
**"Our concept integrates a wide range of contemporary and future-proof solutions.**

Michael Ullrich, Head of business unit Group Real Estate



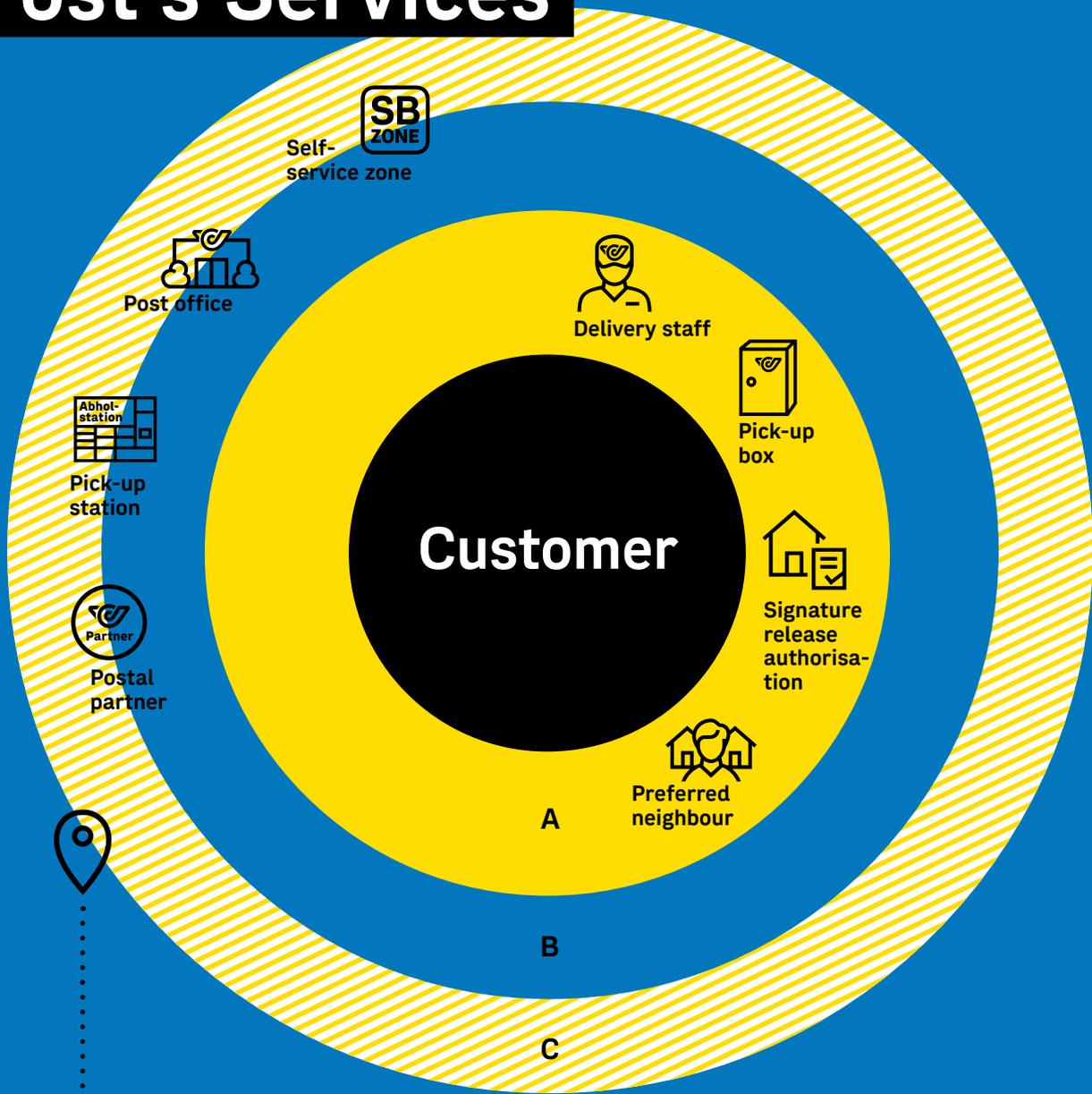
Robert Coric, Digital Advertising Services and Kathrin Pulides, POS Marketing & Visual Merchandising

The new city district has a little bit of everything: living space, work areas and entertainment offers.



© Nussmüller/Mathy

# The Customer in Focus at Austrian Post's Services



- A — Contact from home
- B — Austrian Post service centres
- C — The future: Austrian Post "is keeping pace" with the customer, it is moving closer to their everyday life. Everything will become easier for the customer.

# Economy

**Profound changes characterise the business environment in which Austrian Post operates. Austrian Post continuously monitors and analyses the underlying conditions in order to be able to optimally respond to change and adapts its targets accordingly.**

## Trends and Challenges

### GRI 102-15

Progressive digitalisation, growing competitive pressure and the internationalisation of markets are leading to changes in the marketplace. These trends pose major challenges for the entire logistics sector and thus for Austrian Post as well. The company is actively adapting to these changes in order to safeguard its long-term economic success.

Digitalisation is resulting in a decrease in letter mail volumes. Austrian Post is opening up new business areas to compensate for the loss of revenue from the letter mail business. New growth opportunities are posed by the growing online business and increasing volume of parcels. At the same time, Austrian Post is creating innovative digital solutions to continue fulfilling future customer needs as effectively as possible. In addition to factor cost increases as well as economic and market developments, the development of staff costs is one of the external influencing and success factors Austrian Post has to deal with in the short term and long term.

In essence, the trends impacting Austrian Post and the challenges they pose can be summarised as follows:

#### **E-SUBSTITUTION – PRESSURE ON THE CORE BUSINESS**

Communication is becoming more digitalised, and the letter mail business is declining. Austrian Post has to offset this loss of revenue by means of new and lucrative sources of income.

#### **GROWING COMPETITIVE PRESSURE**

Private customer parcel volumes are rising thanks to the steadily growing importance of online commerce. However, competition is also intensifying.

# 96.3%

of all parcels are delivered within two working days.



**Austrian Post creates innovative digital solutions and service offers.**

## Management Approach of Austrian Post

### GRI 103-1, 103-2

Austrian Post is resolutely defending its leading position in Austria and aims to profitably grow in the markets it has defined. To ensure its future success, Austrian Post continually invests in the expansion and modernisation of its infrastructure and working processes. In addition, it pursues an attractive dividend policy for the benefit of its shareholders.

Austrian Post seeks to fulfil the growing demands of all its customers. Innovations therefore play an especially important role. The focus is always on one question: How can added value for senders be increased and comfort improved for recipients? In answering this question, Austrian Post benefits from operating in close proximity to its customers and being aware of their wishes and expectations. This knowledge enables Austrian Post to develop suitable offerings and services. It ensures the company's competitiveness and increases customer satisfaction.

This strategic direction is in line with material topics identified by stakeholders within the context of the materiality analysis in the focus area of the economy:

- Growth and value creation
- Innovation and future technologies
- Service and customer orientation

Austrian Post relies on new, innovative business ideas and the implementation of efficiency enhancement programmes as a means of generating growth and value creation and being able to offer attractive dividends to its shareholders.

For additional information on the material issues in the focus area of the economy and their connection to the SDGs, please see page 18.

## Achievements in 2019 and Targets for 2020

### GRI 103-3

The economic objectives of Austrian Post were defined for the entire Group. For this reason, the target achievement assessment incorporates Group data.

## Overview of Economic Objectives

### T 09 Main Target → Further Develop the Sustainable Business Model of Austrian Post

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 8</b> Continued stable Group revenue in 2019 (revenue of EUR 2bn in 2018)</p>	<p>The target of achieving Group revenue of EUR 2bn was achieved in spite of a challenging business environment</p>	<p>Continued stable Group revenue in 2020 (revenue of EUR 2bn in 2019)</p>
<p><b>SDG 8</b> Ongoing optimisation of structures and processes to further reduce costs and enhance efficiency</p>	<p>Measures were continuously implemented again in 2019 to optimise structures, increase efficiency and reduce costs. As a result, the Austrian Post Group generated an EBITDA margin of 15.8% in the year under review</p>	<p>Ongoing optimisation of structures and processes to further reduce costs and increase efficiency</p>
<p><b>SDG 8</b> Target of generating stable operating earnings (EBIT) at the level of 2018 (2018 EBIT of EUR 210.9m)</p>	<p>At EUR 200.6m the Austrian Post EBIT in 2019 was 4.9% below that of the previous year</p>	<p>Target of generating stable operating earnings (EBIT) at the level of 2019 (2019 EBIT of EUR 200.6m)</p>
<p><b>SDG 7, 8, 9, 10, 11, 12, 13</b></p>		<p>Increased focus on sustainable character of product innovations, in particular with regard to social and environmental dimensions</p>

**T 10 Main Target → Focus on Customers and Innovations**

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 8, 11</b> Promotion of online services such as the Post app and e-letter</p>	Promotion of online services such as the Post app, Postcard App and online parcel stamp	Ongoing promotion of online services such as the Post app and e-letter
<p><b>SDG 8, 11</b></p>		Implementation of various IT projects to increase user-friendliness of different online service offers (homepage, Post app, AllesPost etc.)
<p><b>SDG 8, 11</b> Medium-term doubling of self-service solutions</p>	45,633 Post pick-up boxes are at the disposal of customers	Expansion of Post pick-up boxes to a total of 50,000 by 2020
	66,464 post office boxes at pick-up stations	Expansion to 78,000 post office boxes at pick-up stations by 2020
	413 self-service zones are at the disposal of customers	Further expansion of self-service zones

## Growth and Value Creation

**GRI 201-1, SDG 5, 7, 8, 9**

Those who want to generate sustainable value have to operate in an economically sound and profitable manner. Austrian Post sees significant opportunities for the entire company in the sustainable orientation of its business activities. In 2019 Austrian Post received the best possible mark – an A rating – from the Carbon

Disclosure Project (CDP) and was added to the CDP Climate Change A List. This and other ESG ratings show that Austrian Post is already operating in a sustainable manner from a capital market perspective.

Since full-scale market liberalisation took effect in Austria, Österreichische Post AG has been a universal services provider, guaranteeing the supply of high-quality postal services throughout the country. Österreichische Post AG generates about 88% of Group revenue. Together with its Group companies, Austrian Post is also active in Germany and Southeastern and Eastern Europe in the fields of Mail and Branch Network as well as Parcel and Logistics.

Solid revenue development, sustainably high profitability and the continuation of the attractive dividend policy are the declared goals of Austrian Post. The targets relating to the environment, society and employees have a positive impact on the influencing factors of sustainable profitability, such as employee satisfaction and energy efficiency. What's more, only an economically successful company can fulfil its social responsibility. Fundamentally, Austrian Post believes that sustainably successful business management must take account of both financial and non-financial aspects and contribute to value creation.

More information on the business model and the strategy of Austrian Post can be found in the Annual Report 2019.

■ **S** refer to the ratings on p. 19, and Austrian Post at a Glance, p. 14

■ **A** refer to the Annual Report 2019, p. 06f, 08ff, 10ff



Martina Supper, International Business Development

**Austrian Post relies on sustainable growth and new areas of business in order to remain successful in the future.**

## Analysis of Value Creation

**GRI 201-1, SDG 5, 7, 8, 9**

Austrian Post pursues the goal of generating sustainable added value on behalf of its stakeholders and society as a whole. The value generated by the company in 2019 consisted of the following:

### T 11 Analysis of Value Creation

EUR m	Österreichische Post AG <sup>1</sup>			Austrian Post Group <sup>2</sup>		
	2017	2018	2019	2017	2018	2019
<b>ORIGIN</b>						
Revenue and other operating income	1,881.6	1,862.4	1,945.8	2,051.60	2,054.6	2,153.0
less advances	-691.1	-705.3	-830.3	-798.8	-822.9	-965.7
thereof materials and purchased services	-346.8	-361.9	-392.5	-409.9	-441.2	-473.3
thereof other operating expenses	-286.8	-274.2	-370.4	-316.1	-287.1	-374.4
thereof depreciation and amortisation	-57.6	-69.1	-67.5	-86.8	-94.5	-118.1
<b>ADDED VALUE</b>	<b>1,190.4</b>	<b>1,157.1</b>	<b>1,115.5</b>	<b>1,252.80</b>	<b>1,231.8</b>	<b>1,187.3</b>
<b>DISTRIBUTION</b>						
to employees (salaries, social contributions)	983.7	935.7	912.2	1,023.40	1,011.9	980.1
to shareholders (dividends)	138.5	140.5	140.5 <sup>3</sup>	138.5	140.5	140.5 <sup>3</sup>
to the Republic of Austria (taxes)	53.8	62.9	57.5	59.4	65.1	61.6
to creditors (interest)	0.4	2.4	0.2	0.3	1.0	4.7
Balance	14.0	15.6	5.1	31.3	13.2	0.3
<b>ADDED VALUE</b>	<b>1,190.4</b>	<b>1,157.1</b>	<b>1,115.5</b>	<b>1,252.80</b>	<b>1,231.8</b>	<b>1,187.3</b>

<sup>1</sup> Pursuant to Austrian Commercial Code (UGB)

<sup>2</sup> Pursuant to IFRS

<sup>3</sup> Proposal to the Annual General Meeting on 16 April 2020

The revenue of EUR 2,153.0m generated by Austrian Post in 2019 (incl. other operating income) was offset by advances in the amount of EUR 965.7m. The resulting added value of Austrian Post totalling EUR 1,187.3m was mainly distributed to employees directly in the form of wages and salaries and indirectly via social contributions. The total amount assigned to employees was EUR 980.1m.

 refer to the Annual Report 2019 p. 111ff for more information about the earnings situation

### Payments of Österreichische Post AG to the Republic of Austria

**GRI 201-1, SDG 5, 7, 8, 9**

For the 2019 financial year, the majority owner (52.85%) of Österreichische Post AG, namely Österreichische Beteiligungs AG – ÖBAG, will receive EUR 74.3m in dividends from the total dividend payout

of Österreichische Post AG amounting to EUR 140.5m (subject to approval by the Annual General Meeting on 16 April 2020). Moreover, EUR 61.6m was paid to the Republic of Austria as taxes and duties.

### Payments of the Republic of Austria to Österreichische Post AG

**GRI 201-1, SDG 5, 7, 8, 9**

Österreichische Post AG benefits from public sector funding for individual projects, and also actively participates in projects funded by the European Commission, such as “Smarter Together”. The support and know-how of the Climate and Energy Fund, the Austrian Research Promotion Agency, the Vienna Business Agency and other government funding bodies enables Österreichische Post AG to implement projects featuring a high level of research and innovation and/or relevance to environmental protection.

The objective of several mobility projects is to further expand climate-friendly mobility solutions in the form of e-vehicle fleets. These projects are financed largely by the European Agricultural Fund for Rural Development (EAFRD) of the European Union and the Federal Ministry for Sustainability and Tourism.

Austrian Post has created a central funding management unit to optimally support project managers. As a competent internal and external contact partner, the company provides assistance on everything from application submission to the invoicing of project costs.

—  [smartertogether.at](https://www.smartertogether.at)

## Dividend Policy

 201-1,  5, 7, 8, 9

An attractive dividend policy is not only a key cornerstone of the company's investment story, but also the foundation of its entire corporate philosophy. At least 75% of the Group's net profit should be distributed to shareholders each year. For the 2019 financial year, the Management Board will propose to the Annual General Meeting scheduled for 16 April 2020, the distribution of a dividend totalling EUR 140.5m (EUR 2.08 per share) to shareholders for approval.

The dividend policy of Austrian Post is based on a solid business model and strong cash flow from operating activities. Austrian Post generated earnings of EUR 201m in 2019. Despite comprehensive maintenance investments the operating free cash flow remained on a high level and thus forms a solid base on which the company will be able to make investments and pay dividends in the future. At the end of 2019, the dividend yield was 6.1%. Accordingly, Austrian Post has ranked among the most attractive dividend stocks both in Austria and internationally in recent years.

## Innovation and Future Technologies

 103-1, 103-2, 103-3, 201-2, 203-1,  5, 7, 9, 11, 13

The market in which Austrian Post operates is continually changing. In this dynamic environment, the development and launch of innovative products and the expansion of the portfolio to include new business areas are essential keys to sustainable success. Austrian Post therefore continuously works on complementing and improving its products and services, optimising its existing processes and work flows and opening up completely new business areas.

# 6.1%

dividend yield

In order to meet the expectations of it as a service company, Austrian Post is continually expanding or improving its services on the basis of internal R&D measures. Moreover, Austrian Post consistently works on optimising its processes and procedures. New innovative solutions are explored and developed either in-house or together with cooperation partners. In many cases, this leads to new market standards for the entire logistics sector.

Innovation at Austrian Post is driven by an interplay of central management and decentralised innovation teams in the business areas responsible for the products and services. The newly created central innovation management underscores the relevance of research and development for corporate management. It serves as a partner to the business areas for digital transformation and bases its activities on identifying market needs and future trends in a timely manner and ensuring Austrian Post's long-term competitiveness through appropriate initiatives.

In addition to its own development activities, Austrian Post has also been cooperating with reputable Austrian universities, universities of applied sciences and other research facilities for a long time. Key partners include the Austrian Research Promotion Agency (FFG), the Climate and Energy Fund and the Vienna Economic Chamber. The objective of this collaboration is to further intensify its focus on innovation and to be able to rely on sound scientific research findings in the development of products and services. When it comes to innovation,

413

self-service zones  
throughout Austria.

Customers can pack, stamp and send their post 24/7 in the Austrian Post self-service zones.

key factors include investment in state-of-the-art technologies and continual improvement and expansion of the Austrian Post infrastructure. The investments and innovations are not limited to property, plant and equipment but are also designed to improve everyday working life. Austrian Post is establishing modern and up-to-date working models to ensure that it can operate efficiently and economically both now and in future.

The company is always looking for funding opportunities, both for innovations and investments. The CSR & Environmental Management department advises and supports all the relevant business areas here as well as coordinating R&D tax credits.

Additional information is available in the Non-financial Report.

— A refer to the Annual Report 2019, p. 53

## Service and Customer Orientation

GRI 103-1, 103-2

Austrian Post is well acquainted with the wishes and expectations of its customers, which has proven to be a key cornerstone of its success. Only when a company knows what its customers want it can offer innovative and customer-oriented services and thus achieve entrepreneurial success in the long term.

In line with its guiding principle "Everything we do revolves around our customers", Austrian Post focuses on the needs of its customers and steadily works on new products and services which respond to current customer requirements for greater flexibility in a pinpointed manner. The emphasis is placed on customer convenience and service quality on the basis of flexible delivery concepts and online solutions as the answer to changing customer demands and the general shift in the market. These services include the Post app, which can be used to redirect parcels for pick-up in branch offices for example or to deliver e-letters. In 2019 and 2020 Austrian Post

has set itself the goal of integrating current online solutions into a modern IT environment in order to make them even easier for customers to use. The company is using a "release train" for this purpose, a modern project planning technique that increases transparency regarding interdependent process steps and positively impacts the success of the project as a whole, thus facilitating agile project planning. The priorities for the various project sub-sections, known as "sprints", are determined in a democratic grassroots approach involving all project participants. This is made possible through visualisation of project interdependencies, which clearly show how sub-projects can positively or negatively impact one another.

## Customer Satisfaction

GRU 102-43, 102-44, 103-3

Austrian Post always strives to offer its customers all services, be it new ideas and innovative services or standard offerings, in the best quality possible. This approach pays off, as illustrated by constantly good customer satisfaction levels. Customer satisfaction was measured on a quarterly basis during the reporting period by the renowned Institute for Empirical Social Studies (IFES). The "Customer Satisfaction Index" (CSI) encompassing customer satisfaction and customer loyalty is determined by means of a representative survey with a sample size of  $n = 2,000$  per wave.

Measuring customer satisfaction in accordance with the CSI scale considers 50 index points or less to represent a critical level and 51 to 60 points as moderately content, whereas a score of more than 61 points is considered to be good and higher than 70 means very good. An outstanding level of customer satisfaction is from 81 points up to the highest possible score of 100.

The average CSI value for Austrian Post this year was 70 points. That is the company's best result since it began measuring customer satisfaction. Austrian Post is very proud of this score. Its initial result was 64 points in 2011.

Customer service plays a key role in customer satisfaction. Austrian Post offers all customers the opportunity to get in contact via e-mail, contact form or Facebook. Several thousand inquiries related to data privacy information were sent to Austrian Post Customer Service in 2019. All of these inquiries were answered in a timely manner.

## Customer Satisfaction 2019



Quiet and environmentally friendly: cargo bicycles are good for the environment and take the pressure off of cities.



Therese Kränkl, Investor Relations

## Sustainability on the Last Mile

In the public discussion on city logistics in Vienna, providers of courier, express and parcel services (CEP) are regularly blamed for the general traffic overload. A study by the Institute for Transport and Logistics Management at the Vienna University of Economics and Business has shown, however, “that CEP service providers contribute far less to overall traffic than is repeatedly claimed. What is more: In comparison to other sectors, parcel logistics are efficient, sustainable and environmentally friendly”, said Stefan Heiglauer, Head of business unit Parcel & Logistics for Austria. **CEP service providers** in Vienna make up just 0.8% of overall traffic. At 6%, the share of delivery vehicles from skilled trades and technical firms is approximately seven times as high. The majority (86.5%) is composed of passenger cars, which also take up most of the parking spaces.

# With Purposeful Environmental Awareness



POST@INSIGHT

Austrian Post places great emphasis on resource conservation and environmental protection.

AS A LEADING LOGISTICS AND POSTAL SERVICES PROVIDER, Austrian Post bears special responsibility for the environment. It is therefore reducing greenhouse gas emissions, energy consumption and residual waste as well as raising awareness among employees for environmental issues.





Just for me.  
Austrian Post —  
ENVIRONMENT

# QUALITY OF LIFE

Our Goal: Rapid Delivery that Protects  
the Climate and Conserves Resources.

“The great advantage of our city hub concept is that thanks to the intelligent bike alternative, our employees can deliver almost the same number of parcels as with classic delivery.

Stefan Heiglauer, Head of business unit Parcel & Logistics for Austria

“These findings will have no impact on our efforts to consistently improve sustainability on the last mile as well. We see enormous potential in conversion to e-powered vehicles”, said Robert Modliba, Head of business unit Operations. These vehicles also play a key role in the “City Hub Vienna” project. Over a three-month period in 2019, Austrian Post tested parcel delivery from centrally located “city hubs” via e-cargo bikes in Vienna’s third district. The delivery staff started out from these hubs on e-cargo bikes and brought the pre-sorted parcels to their recipients in an environmentally friendly manner. This **alternative transport method** reduces both carbon emissions and noise pollution. As a result of the well-designed concept, it proved possible to deliver the same volume of parcels via cargo bike as with a parcel delivery vehicle during the test phase. The project was funded by the Austrian Federal Ministry of Transport, Innovation and Technology and implemented by Schieneninfrastruktur-Dienstleistungsgesellschaft mbH as part of the “logistics advancement” programme.

Magdalena Dannerer,  
Branch Office Employee



Our branch office staff are happy to assist with your questions



#### POST@INSIGHT

The “last mile” is the final leg of delivery to the customer.



Adrian But, Parcel Carrier

# 3

Austrian Post tested the city hub concept in Vienna for three months.

Fast delivery has utmost priority.



# 1,750

is the number of e-vehicles in the Österreichische Post AG fleet in 2019.

All parcels in Austria  
are delivered  
carbon neutral



## Carbon-Neutral Delivery

Approximately a decade ago, Austrian Post launched the CO<sub>2</sub> NEUTRAL DELIVERY initiative to deliver all letters, parcels, magazines and direct mail items in Austria in a carbon-neutral manner. In addition to increased efficiency and compensation, the main focus of company measures is the use of alternative technologies. Continual expansion of e-mobility on the last mile to the destination plays a key role here.

Austrian Post purchased **249 Renault KANGOOs** in 2018 and 2019 for this purpose. This makes Europe's top-selling electric utility vehicle the heart and soul of the Austrian Post e-fleet, which comprises a total of 1,750 vehicles. "Our four photovoltaic plants are already generating clean energy that can be used to supply our entire e-fleet", said Franz Leitner, Head of Transport & Services. "With the largest e-fleet in the country, we are the industry trailblazer and demonstrating that we are serious about pursuing our strategic goal of emission-free delivery on the last mile by 2030", says Leitner with pride.

## HIGH LIGHT

The "Green Graz" project is also contributing to this aim.

Austrian Post is seeking to make the capital of the Austrian state of Styria the first city in the country to enjoy 100% emission-free delivery of parcels by August 2021.

By the end of 2021, Austrian Post plans to implement:

- complete usage of small electric trucks in all city districts of Graz
- first-time usage of electric vans in delivery
- expansion of integrated and short-distance logistics in city areas followed by parcel and letter delivery for Graz from Kalsdorf



Our customers are fully dedicated too.

## The Future: Green Events

**Even the invitations** for the Austrian Post 2019 Christmas party made it clear that the Christmas tree decorations wouldn't be the only thing green at the event for more than 1,300 attendees. From climate-friendly arrival by public transport or shuttle service all the way to regional catering and the central location of the venue, Austrian Post put a great deal of effort into ensuring that the party would be a "green event". Two Austrian Post events were awarded with this **certificate** during the reporting period.

Starting immediately, the company has voluntarily committed itself to the goal of organising all events in an environmentally friendly manner and having its largest events – such as the annual kick-off, the Christmas party, the "Prospekt Award" and the Annual General Meeting – certified as "**green events**" with the Austrian Ecolabel. The Ecolabel for green meetings and green events has been a seal of quality for environmentally conscious management and social responsibility since 2012.

The following criteria are crucial for the planning and execution of **green events** and are to be implemented for all Austrian Post events:

- **CLIMATE PROTECTION AND MOBILITY** guaranteeing arrival by public transport, as clearly stated in the invitation
- **PROCUREMENT, MATERIAL MANAGEMENT AND WASTE MANAGEMENT** waste separation, reusable dishware, returnable bottles, ground coffee, unwrapped give-aways
- **EVENT VENUE** energy efficiency, waste management concept
- **MEALS** environmentally certified catering, regional goods, vegetarian options
- **ENERGY AND WATER** green electricity, energy-efficient equipment, water-saving sanitary facilities
- **SOCIAL RESPONSIBILITY** accessibility, balanced participant management, inclusion of NGOs
- **COMMUNICATION** email invitations, reusable productions, reusable table displays, communication regarding green measures, resource-friendly printing on environmental paper

“The Austrian Ecolabel for green events has been the quality seal for environmentally conscious events since 2012.



Ingeborg Gratzner, Head of Press Relations & Internal Communication



Waltraud Kugler and Claudia Weichselbaum, Event Management



# FOR GREATER QUALITY OF LIFE

POST@INSIGHT

Environmental management systems are validated annually.

## Certified Environmental Management System

**Austrian Post accords** great importance to environmental protection and sustainability and has integrated them into the organisation as part of a regulated management process. The environmental management system introduced in 2016 and certified in accordance with ISO 14001 is an important tool here. The international standard ISO 14001 lays out requirements for an environmental management system with which every organisation can reduce its environmental impact, fulfil legal and other obligations and reach its environmental goals.

The focus of the management process is on increasing environmental awareness among employees and reducing energy consumption and residual waste. One example of activities designed to increase awareness is the environmental contest that the Austrian Post Group company Medien.Zustell GmbH organised with operations-related quiz questions about the environment and awards for the most innovative ideas for operational environmental protection. Following certification of the logistics centres in Vienna Inzersdorf, Wernberg and the Group company Medien.Zustell GmbH, the company also had the new distribution centre in Hagenbrunn certified in accordance with ISO 14001 in 2019. In the interest of continual improvement of its environmental management systems, Austrian Post has them validated annually by a certified auditor from TÜV Austria. During the current year of 2020, it plans to have the corporate headquarters "Post am Rochus" certified as well.

Post Prospekt  
Award Show 2019



## "Green" Poldis

The Post Prospekt Award Show 2019 in October was one of the "green events" certified by the Austrian Ecolabel. During the event, Austrian Post awarded the most popular flyers with "Golden Poldis". The total of **24 awardees** in various categories had been previously selected from a short list of 68 flyers by 44,100 consumers. Among other things, the consumers also chose the most popular flyers in the category of "sustainability". The focus in this category was on the contents of the flyers such as energy-saving measures or renewable energies. Advertisers will also be able to submit sustainably produced flyers for the next awards show.



"Post am Rochus"  
in Vienna

# 380

the number of events  
Austrian Post holds per year.

# The Environment

## in Focus



**649** electric bikes\*



**428** electric mopeds\*



**673** electric vehicles up to 3.5t\*

**1,750**

electric vehicles  
in total\*



\* Österreichische Post AG

# Environment

As a logistics company, Austrian Post has a special responsibility to the environment. To fulfil this responsibility, Austrian Post constantly analyses current developments and challenges and adapts its measures and targets accordingly.

# 10%

more electric vehicles  
at Österreichische Post AG  
than last year.

## Trends and Challenges

**GRI 102-15, 103-2**

The logistics sector is an important growth market: increasing globalisation is leading to a rise in international trade. E-commerce is booming as well, and with it, the volume of parcels. As a consequence, demand for logistics services and innovative solutions is growing. Austrian Post is closely monitoring this development, since it affects more than just its business success: the logistics solutions offered by Austrian Post connect people, regions and countries, create jobs and generate added value. The business activities also have effects on the environment and climate, especially due to emissions of climate-changing greenhouse gases such as carbon dioxide.

Given these conditions, the task for Austrian Post is twofold: as one of the country's flagship companies, Austrian Post believes it bears a special responsibility to actively help in efforts to achieve national climate protection targets. The central challenge and task for Austrian Post, as one of the largest logistics companies in the country, is not only to reduce climate-changing greenhouse gases like carbon dioxide but to also avoid them to the greatest possible extent. This in turn should minimise environmental impacts as far as possible – despite the growing transport volume due to the e-commerce boom.

There are also environmental megatrends which impact Austrian Post and its business operations and pose challenges:

### GLOBAL CLIMATE CHANGE – TAKING RESPONSIBILITY

Climate change affects us all and imposes obligations on us all. Austrian Post has therefore set itself a scientifically based carbon reduction target. The aim is to contribute to the Paris climate protection goal of holding global warming to no more than 2°C and to limit global warming to less than 2°C.



With 1,750 single and multi-track electric vehicles, Austrian Post currently has the largest fleet of e-vehicles in the country.

### LOCAL EMISSIONS – E-MOBILITY AND A MODERN VEHICLE FLEET

Logistics services have to be provided in a pinpointed and timely manner – with as little environmental burden (dust, noise, NOx) as possible.

### ENERGY TRANSITION AND CONSEQUENCES – ECOLOGICALISATION OF ENERGY SOURCING

The necessary energy transition motivates large logistics companies such as Austrian Post to save energy and purchase green electricity.

### SHORTAGE OF RESOURCES – INCREASE IN ENERGY EFFICIENCY

Long-term price increases for resources require the company to continually assess whether these resources are being used efficiently enough. This issue is extremely important for Austrian Post, especially in the vehicle fleet.

### URBANISATION – SMART CITY LOGISTICS SOLUTIONS

In steadily growing cities with increasingly dense structures, postal service companies need new approaches for transporting goods or mail items from one place to another.

## Environmental Risks for Austrian Post

**GRI 102-15, 201-2**

The environment is shaped by a wide variety of events that cannot be predicted precisely. Environmental risks impacting Austrian Post primarily arise from natural influences. These include the physical consequences of climate change, such as weather effects. Transitory risks such as normative changes, economic influences and slowly advancing technological developments also affect the activities of Austrian Post. For this reason, the Group-wide risk management system deals with potential environmental risks which could arise for the company. The precise environmental risks arising from Austrian Post's business operations are explained in greater detail in the Annual Report.

— refer to the Annual Report 2019, p. 59

### Physical Climate Risks

Climate change and the related acute effects on the weather impact the infrastructure in Austria. This can in turn lead to detours, interruptions and delays in freight transport and delivery services. If weather extremes cause the company to be unable to guarantee nationwide postal services over a given period of time, additional financial obligations could result. Austrian Post's properties could also be impacted more frequently in the future as a result of severe weather effects such as flooding, mudslides and damage caused by hail.

### Transitory Climate Risks

A further risk lies in the amendment, tightening or new enactment of environmental legislation. These can sometimes lead to substantial investments. Higher taxes or increasing energy costs triggered by a shortfall of natural resources could also result in higher costs.

Risks relating to carbon emissions arise from technology and emissions trading. A financial risk arises in emissions trading should prices of emission certificates increase. Unreliable or immature technologies could slow down the modernisation of the vehicle fleet, preventing Austrian Post from achieving its climate targets. This in turn affects the reputation of Austrian Post, which has defined ambitious targets in its climate policies.

## Management Approach of Austrian Post

**GRI 103-1, 103-2**

As a large logistics company, Austrian Post has a responsibility to minimise the environmental impact of its activities and to reduce its environmental footprint. Austrian Post has been consistently integrating climate and environmental protection measures into its core business for many years and has also established a series of Groupwide environmental protection measures. These are tailored to reflect the material topics defined within the context of its dialogue with stakeholders. They are designed to minimise environmental risks and optimally exploit opportunities:

- Climate protection and energy
- Resource efficiency
- Responsible procurement

For more information on the key environmental issues and their relation to the Sustainable Development Goals (SDGs), see page 31.

## Achievements in 2019 and Targets for 2020

**GRI 103-3**

Austrian Post considers efforts in the area of environmental protection to be an ongoing process. It has defined the goal of protecting the climate and conserving resources. It also intends to further strengthen environmental awareness within the company. Austrian Post manages and evaluates its performance and progress on the basis of its specified main targets and the derived measures: all indicators relating to the environment can be found starting on page 105.

## Overview of Environmental Targets

### T 12 Main Target → Protect the Climate and Conserve Resources

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 13</b> Continuation of the CO<sub>2</sub> NEUTRAL DELIVERY initiative and evaluation of expanding it to Group companies</p>	<p>The carbon emissions of Österreichische Post AG and their compensation were confirmed by TÜV Austria again in 2019. No expansion will be undertaken until further notice due to strategic decisions</p>	<p>Continuation of the CO<sub>2</sub> NEUTRAL DELIVERY initiative</p> <p>Evaluation of an Austrian Post forest protection or reforestation project</p>
<p><b>SDG 13</b> Science-based carbon reduction target: reduction of carbon emissions by 14% by 2025 (base year: 2013) and evaluation of carbon reduction targets for Group companies</p>	<p>Carbon emissions of Österreichische Post AG increased by 9.3% due to rising parcel volumes (in particular also due to assumption of volumes from DHL) (base year: 2013). No expansion to Group companies will be undertaken until further notice due to strategic decisions</p>	<p>Calculation of a new science-based target for maximum global warming of 1.5 °C</p>
<p><b>SDG 9, 13</b> Deployment of 100% electric vehicles for all delivery operations (last mile) by 2030</p>	<p>1,750 electric vehicles were in use at Österreichische Post AG at the end of 2019, or 19.5% of all delivery vehicles</p> <p>100% "green mail delivery" takes place in Eisenstadt. "Green" delivery services apply to more than 90% of letter and direct mail items in Vienna, Wiener Neustadt and St. Pölten. In the other provincial capitals, 60 – 80% of all mail items are delivered using "green" methods. The "Green" mail delivery" will be extended successively to rural areas</p>	<p>Deployment of 100% electric vehicles for all delivery operations (last mile) by 2030</p> <p>By 2022 all mail and parcel deliveries in Graz will shift from diesel-powered vehicles to 100% electric vehicles</p>
<p><b>SDG 7</b> Further implementation of energy efficiency measures at Österreichische Post AG and its Group companies and performance of a Group-wide energy audit</p>	<p>Implementation of 25 energy efficiency measures in the categories of lighting, room heating, electricity measurement and water heating at Österreichische Post AG and its Group companies</p> <p>Performance of a Groupwide energy audit with a focus on buildings, vehicle fleet and transport logistics</p>	<p>Additional energy efficiency measures at Österreichische Post AG and its Group companies based on the energy audit</p>
<p><b>SDG 9</b> Continued optimisation and quality assurance projects at Österreichische Post AG in the field of waste and recycling management</p>	<p>Recycling management was reorganised at the Österreichische Post AG Wernberg Logistics Centre. Efficient disposal of recyclables was included during planning for the construction of the Hagenbrunn Logistics Centre</p>	<p>Implementation of optimisation and quality assurance projects in additional logistics centres and delivery bases of Österreichische Post AG</p>
<p><b>SDG 7</b> Construction of a photovoltaic power plant on the roof of the new Hagenbrunn Parcel Centre and exploration of other potential sites</p>	<p>The photovoltaic system on the roof of the new Hagenbrunn Parcel Centre with 499 kWp was erected and commissioned at the end of 2019</p>	<p>Construction of a new photovoltaic plant with 499 kWp on the roof of the new parcel centre in Kalsdorf and planning of four further photovoltaic plants with a capacity of 1,521 kWp</p> <p>Preparation of a life-cycle assessment (LCA) in accordance with ISO 14040 for the Austrian Post advertising medium "Kuvert" to identify environmentally intensive process steps. The value chain is to successively be made more environmentally friendly</p>

## T 13 Main Target → Strengthen Environmental Awareness

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 7, 9, 13</b> Preparation for ISO 14001 certification of two other sites (the Hagenbrunn Logistics Centre and the corporate headquarters "Post am Rochus")</p>	<p>The Hagenbrunn Parcel Centre was successfully certified in accordance with ISO 14001</p> <p>A concept was developed for the certification of the corporate headquarters "Post am Rochus"</p>	<p>ISO 14001 certification of the corporate headquarters "Post am Rochus"</p>
<p><b>SDG 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 16</b> Roll-out of the internal quality seal "CSR INSIDE" to certify projects and employees on the issue of sustainability</p>	<p>The CSR INSIDE concept will be incorporated in 2020 into an integrative and Groupwide process to revise the sustainability strategy</p> <p>Conduct of an employee survey on the topic of sustainability</p>	<p>Integrative and Groupwide process to revise the sustainability strategy</p>
<p><b>SDG 3, 13</b> Internal promotion and nationwide participation in the "Austria Goes Biking" initiative to enhance environmental awareness and promote health</p>	<p>With more than 240 participants in the "Austria Goes Biking" initiative, Austrian Post took second place in the "Absolute number of participants" category</p>	<p>Continuation of the participation in the "Austria Goes Biking" initiative to enhance environmental awareness and promote health</p>
<p><b>SDG 9, 11</b> Project to recycle working clothes which are no longer in use</p>	<p>A project concept to recycle working clothes which are no longer in use was developed</p>	<p>The project to recycle working clothes which are no longer in use will take place in February or March 2020</p>
<p><b>SDG 10, 11, 13</b> Application of the manual for sustainable events at Austrian Post events</p>	<p>In 2019, one customer and one employee event each were carried out and certified as Green Events. The manual was applied for smaller events</p>	<p>All major events (annual kick-off, Christmas party, Post Prospekt Award Show, Annual General Meeting) are carried out and certified as Green Events and the manual is applied for smaller events</p>
<p><b>SDG 9</b> Pilot project for settling bee colonies in the logistics centre at Vienna Inzersdorf</p>	<p>During the course of the project, eight bee colonies were settled on the green areas of the mail centre at Vienna and the first Austrian Post organic bee honey was harvested</p>	<p>Evaluation of expansion of the project to other sites</p>

## Climate Protection and Energy

### GRI 103-2

The CO<sub>2</sub> NEUTRAL DELIVERY initiative is at the centre of activities in the area of climate protection and energy. Within the context of the initiative launched in 2011, Austrian Post delivery of all mail items within Austria is carbon-neutral. The primary focus of the environmental efforts is to continually and extensively reduce greenhouse gas emissions (refer to the illustration p. 57).

In this context, the first step is taking measures to ensure greater efficiency in core processes. This includes optimising energy efficiency of buildings and lighting and continually modernising the vehicle fleet. However, the energy efficiency of technical infrastructure such as conveyor systems in the logistics centres is also being analysed intensively and improved.

The second step involves the use of alternative forms of energy. Österreichische Post AG has been using only electricity from renewable energy sources since 2012. Since the beginning of 2017, Austrian Post has been exclusively procuring renewable electricity from Austria, and since 2018, this has also been the case for all Group

companies in Austria. In addition, the company operates four photovoltaic plants with output of around 2,000 kilowatt peak (kWp), another one with output of 499 kWp is currently under construction, and four further systems with output of around 1,500 kWp are in the planning phase.

All the remaining unavoidable carbon emissions at this time are offset in a third step by support provided to national and international climate protection projects. These three steps have enabled the delivery of all mail items by Österreichische Post AG within Austria to be carbon-neutral since the initial year 2011. This is confirmed each year by TÜV Austria. This has made Austrian Post a pioneer in this field both nationally and internationally.

The CO<sub>2</sub> NEUTRAL DELIVERY initiative is significantly helping to heighten environmental awareness among employees, customers and other stakeholder groups. In the employee survey conducted every two years, employees rate the carbon initiative as positive. It also contributes to identification with the company.

The initiative CO<sub>2</sub> NEUTRAL DELIVERY is well received not only by employees but also by the public. This is demonstrated by the high level of awareness in the customer satisfaction surveys conducted on this

## Emissions



### The CO<sub>2</sub> NEUTRAL DELIVERY initiative consists of three steps

1. **Efficiency increases in core processes**  
e. g. a modern vehicle fleet and energetic optimisation of buildings
2. **Increased use of alternative technologies**  
e. g. electricity from renewable sources and expansion of the e-vehicle fleet
3. **Compensation for unavoidable carbon emissions**

#### Results

All items are delivered in a CO<sub>2</sub> neutral manner in Austria by Österreichische Post AG. This is confirmed each year by TÜV Austria. And more than 150 customers use the logo in their communication activities.

topic every six months. The carbon-neutral delivery of their mail items does not burden their carbon footprint either. Interested business customers can request a certificate to confirm the carbon-neutral delivery of all their mail items in the previous year. Österreichische Post AG issued about 500 such certificates in 2019. They can also use the CO<sub>2</sub> NEUTRAL DELIVERY logo for their communication.

Austrian Post has been able to reduce emissions by 2% compared to the year in which the CO<sub>2</sub> NEUTRAL DELIVERY initiative was launched. Up to 2017, there were also yearly successes: emissions always fell in comparison with the previous year. The consistent and ongoing energy-saving measures implemented by Austrian Post and the increased use of alternative energies have resulted in a considerable reduction in emission levels.

Despite numerous energy efficiency measures, Austrian Post was not able to significantly reduce the emissions it causes in the past two years. In 2018, there was a slight increase in emissions again for the first time. This was primarily due to the strong growth in the parcel business. Emissions also climbed by 9.3% in 2019 in comparison to the base year. The strong growth in the parcel segment (+82.5% in the period 2013 to 2019) and the larger parcel volumes resulting from the acquisition of DHL increased the kilometres driven by Austrian Post. This led to higher energy consumption in the vehicle fleet and thus to more carbon emissions.

Key indicators as well as further information on reporting boundaries, calculation methods and conversion factors can be found in the Facts & Figures section.

refer to Facts & Figures, p. 108f

### Science Based Targets

Österreichische Post AG has intensified its commitment to climate protection through its participation in the Science Based Targets initiative, an international organisation supported by, among others, the World Wide Fund for Nature. It pursues the goal of actively involving companies in climate protection. Austrian Post joined the initiative back in 2016 and has thus been a trailblazer when it comes to the scientifically substantiated approach to developing a carbon-reduction target. Austrian Post is only the second Austrian company to submit a science-based target. This is in line with the results of the Paris Agreement on climate change, and thus contributes to ensuring that global warming is limited to under 2 °C. More specifically, Österreichische Post AG aims to cut its own carbon emissions by 14% by 2025 (base year 2013). Since the calculation of the first science-based target in 2016, the assumptions for calculating growth in the parcel business and the framework conditions have changed significantly. A new science-based target is therefore being calculated in 2020, which should also contribute to a maximum global warming of 1.5 °C.

The commitment to these holistic and scientific targets requires a decrease in carbon emissions along the entire value chain. These not only encompass emissions

in Österreichische Post AG's sphere of influence (Scope 1 and Scope 2) but also carbon emissions from suppliers (Scope 3 Targets). Accordingly, this makes collaboration with suppliers that likewise pay attention to the environmental compatibility of their business operations even more important for Österreichische Post AG.

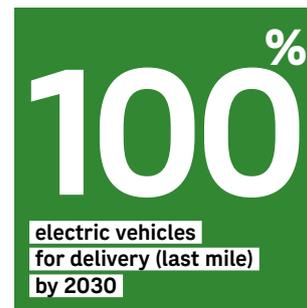
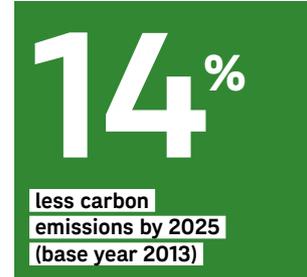
### Climate Protection on a National and International Level

Austrian Post is not only committed to climate protection with internal measures, but also proactively supports climate and environmental protection projects outside the company. As part of the CO<sub>2</sub> NEUTRAL DELIVERY initiative, Austrian Post is currently supporting a variety of climate protection projects in Austria and abroad to offset unavoidable emissions. In Austria itself, support is provided to projects such as replacing outdated heating systems that run on fossil fuels with modern pellet heating or purchasing electric vehicles for charitable organisations. Through these efforts, Austrian Post avoids carbon emissions and supports the regional economy through high environmental profitability.

Österreichische Post AG also supports numerous certified climate protection projects on an international level, including the generation of renewable energy by solar power facilities in India. Other projects support development of an inexpensive and efficient stove for people in Kenya and Honduras. This is meant to reduce fuel consumption and minimise health risks. In Virunga National Park in Ruanda, Austrian Post contributes to protecting the mountain gorillas that live there.

Climate protection and regional development are of great importance to Austrian Post as one of the leading companies in Austria. For this reason, the company plans to offset unavoidable emissions with its own projects in the future. Austrian Post is currently studying ways to implement a forest protection or reforestation project of its own.

## Climate Protection Targets for Austrian Post



[sciencebasedtargets.org](https://sciencebasedtargets.org)

## Ecological Transport

If Austrian Post wants to avoid or reduce carbon emissions as a logistics company, transport operations offer the most promising leverage. Each year mail and parcel carriers deliver 4.6 billion mail items to more than four million households and companies in Austria. In doing so, they circle the globe several times – on foot, by bike, but also on mopeds, in cars and in trucks. Austrian Post is working intensively on structuring its transport operations to be as environmentally compatible as possible.

The delivery staff can reach about 25% of the delivery areas in an environmentally friendly way on foot or by bicycle. The other delivery areas can only be reached using motorised vehicles. The aim in this area is to find solutions which are equally or almost as environmentally compatible. Two key aspects are optimising route planning and modernising the vehicle fleet with the objective of increasing efficiency in both areas.

■ refer to Facts & Figures, p. 107

## Fleet Optimisation on the Last Mile and in Freight Transport

Austrian Post deploys 8,897 transport vehicles each day. The condition of the vehicles plays a key role in the efficiency of the vehicle fleet. For this reason, Austrian Post focuses on deploying modern vehicles with low emission classes and carries out regular maintenance work as a means of optimising efficiency in the vehicle fleet. Environmental compatibility is a priority when it comes to new acquisitions for the vehicle fleet: if no electric vehicles are procured, Österreichische Post AG will purchase the least polluting emission class available for vehicles: Euro 6 for two-track vehicles and Euro 4 for single-track vehicles. This reduces emissions and increases environmental friendliness.

Austrian Post has also undertaken major efforts in its freight transport in recent years to protect the environment and the climate. The primary focus is on rejuvenating its vehicle fleet and thus applying modern technologies. The entire transport logistics fleet is equipped with EEV or better exhaust gas technology – more than half of the fleet currently has advanced EURO 6 exhaust gas technology. In 2019, for example, another 15 environmentally friendly EURO 6 trucks were purchased. The EURO 6 engines are extremely efficient with respect to carbon emissions. The combination of highly effective catalytic converters, the additive Ad-Blue and closed particulate filters reduces soot particles and fine dust from being emitted from the engine, so that these trucks now discharge hardly any fine dust.

The spatial utilisation of trucks was increased to reduce fuel consumption and emissions. In addition, routes were optimised to minimise unnecessary trips and the types of vehicles deployed were adjusted to routes with lower utilisation levels.

Österreichische Post AG also focuses on driver training: in 2019, all drivers were trained in fuel-efficient driving as part of the C95 training course. One measure derived from this is the regular mandatory check of the tyre pressure, which resulted in a more efficient use of fuel and a reduction in noise emissions.

## Reaching the Target with Alternative Drives

Alternative drives are playing an increasingly important role in delivery. Austrian Post once again increased the number of electric vehicles in its fleet in 2019. It is supported by the funding programme “klima:aktiv mobil” of the Austrian Federal Ministry Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK) and the federal government's Climate and Energy Fund. Österreichische Post AG now operates 1,750 electric vehicles today, including 1,077 single-track electric vehicles and special vehicles (quads and trikes) as well as 673 electric cars. This makes Austrian Post the largest e-fleet operator in Austria. The Austrian Post Group deployed 1,762 e-vehicles in the year 2019.

The further expansion of the e-vehicle fleet has been implemented since 2018 within the context of several general projects in rural areas of Austria. Support comes from the European Agricultural Fund for Rural Development (EAFRD) and the Austrian Federal Ministry of Sustainability and Tourism.

Austrian Post is going one step further for more ecological transport operations: the entire delivery of mail and parcels to customers will be carried out by electric vehicles by 2030. At present, the share of electric vehicles used for delivery at Österreichische Post AG is 19.5%.

Electric vehicles are currently used primarily in congested urban areas, especially in Vienna and the provincial and district capitals. In its “Green Provincial Capitals” project, Austrian Post defined the goal in past years of delivering all mail and direct mail items to private customers in the provincial capitals in a “green” or carbon-neutral manner and to completely forego fossil energy. Conventional mopeds or automobiles should no longer be used. Instead, delivery is carried out completely on the basis of the staff's own muscle power or electrical energy.

■ For more information on City Logistics, see p. 46, 54

Austrian Post is making an important contribution to climate protection with its ecological transport operations – and this has been recognised. Austrian Post's e-mobility projects have already received a number of prizes, including the internationally recognised “Energy Globe World Award” presented in 2018 for the electric mobility concept. In 2019, the ARBÖ Environmental Prize was awarded to Austrian Post for its CO<sub>2</sub> NEUTRAL DELIVERY initiative.



The central location provides close proximity to the local public transport system.

The new corporate headquarters “Post am Rochus” located on Rochusplatz in Vienna’s third municipal district was also designed with ecological and energy-efficient construction in mind and the building was constructed using low-energy construction methods.

## “Post am Rochus”

In addition to innovative building technology with the use of thermal groundwater, this includes concrete core activation for room cooling. The building is also equipped with energy-saving LED technology and sensor-controlled automatic sun protection.

The building’s design and additional support from the building technology enable the net energy demand for heating and cooling to be kept low. “Post am Rochus” was certified GOLD by the Austrian Sustainable Building Council (ÖGNI) as a symbol for an energy-efficient building.

The building was also planned to be sustainable and environmentally friendly with respect to mobility.

The connection to public transport is almost perfect: there is a subway connection in the immediate vicinity and the nearest train station is within walking distance. Support for e-mobility at “Post am Rochus” is also exemplary: the building contains one of the first fast charging stations in all of Austria, with 150 kW.

## Ecological Building Structure

**GRI 302-4, SDG 7, 8, 12, 13**

With more than one million square meters of usable building space, Austrian Post also requires a large amount of energy for its sites. For this reason, Austrian Post has implemented various measures to minimise the footprint of its activities and to become more ecological from year to year – but without compromising on the quality of its services or its mandate to provide postal services.

refer to Facts & Figures, p. 106

## Building Management

Austrian Post is continually striving to decrease energy consumption in buildings and thus reduce emissions. It consistently monitors energy consumption and is successively converting the lighting systems in its logistics centres to LED lighting solutions. Austrian Post ensures that new buildings are constructed in a sustainable and efficient manner. To ensure this in the long term, development of a guideline with criteria for sustainable buildings began in 2019. This is to be applied in 2020.

Another energy audit was carried out for the entire Group in 2019. The identified savings potential will be implemented over the next few years. This includes, for example,

converting to district heat and installing efficient heating and warm water systems.

## Climate-friendly and Viable for the Future: Renewable Energies

Österreichische Post AG exclusively procures electricity from renewable energy sources in Austria. This applies for both company-owned buildings and leased buildings for which it can impact the supply of electricity. Energy consumption includes a small proportion of electricity from unknown sources. This occurs at postal partner locations and at rented properties where the power supply is unknown.

However, Österreichische Post AG not only procures electricity from renewable energy sources but also produces such electricity itself. Since autumn 2013, Austrian Post has been operating one of the largest rooftop photovoltaic plants in Austria on the Vienna-Inzersdorf Letter Mail Centre, boasting an output of 882 kilowatt peak (kWp). Another photovoltaic plant with an output of 496 kWp has been generating solar power on the roof of the Allhaming Logistics Centre in Upper Austria since 2014. A third photovoltaic plant with 24 kWp on an office building in Vienna was put into operation at the beginning of 2018. The new logistics centre in Hagenbrunn is also equipped with a photovoltaic plant with 499 kWp. The new location in Kalsdorf will also be equipped with a photovoltaic plant with 499 kWp. Additional photovoltaic plants with an output of around 1,500 kWp are being planned and will be built in the coming years. And this is paying off: the energy currently being produced, amounting to about 1.3 MWh, can almost provide the entire e-vehicle fleet of Österreichische Post AG with electricity from its own clean solar energy every year.

In addition, the roofs of Austrian Post buildings provide a natural habitat for various animal species: for example, the green roof of the Vienna Letter Mail Centre has become a breeding place for the rare crested lark, and swarms of wild bees have settled there.

Furthermore, eight bee colonies were settled on the green areas of the logistics centre at Vienna Inzersdorf in the spring of 2019. A pilot project led to a cooperation between the urban beekeepers association and Austrian Post. The urban beekeepers provide expertise by having trained beekeepers take care of the bee colonies, and Austrian Post provides the location where they can settle. The first Austrian Post organic bee honey was harvested in the autumn of 2019.

## Resource Efficiency

### GRI 103-2

As transport service increases, so does the challenge of making optimum use of the resources required in order to save energy and reduce environmental pollution. However, the materials required to provide postal services are also an important issue. In order to enhance resource efficiency, Austrian Post strongly focuses on the prudent use of materials and the environmental awareness of external and internal stakeholders for the conscious use of these resources in addition to comprehensive analyses and measures in this area.

## Conscious Use of Materials

### GRI 306-2, SDG 12

Austrian Post invests considerable effort in deciding which materials and resources are used in the company. These include above all energy (thermal and electrical) but also input materials for routine office tasks (such as paper), resources required for logistics services (diesel, electricity for electric vehicles) and waste or recyclable materials generated by operations.

To manage the conscious use and handling of these materials, Austrian Post has established environmental management systems in accordance with ISO 14001 at six logistics sites. With respect to resource efficiency, particular attention is paid to recycling management and the use of energy. Since the behaviour of employees has a significant influence here, employees at these locations are trained in how to use resources responsibly and separate recyclable materials.

Responsible management of waste and recyclables plays an important role in the efficient use of resources throughout the Group. As is typical for logistics companies, waste at Austrian Post mainly takes the form of used paper, plastic, waste wood (pallets) and residual waste. This waste is disposed of in an environmentally friendly manner.

The fact that Austrian Post takes care to reduce its own waste as much as possible is demonstrated by the example of working clothes. While revising the new corporate design, employees in the branch network and delivery staff were equipped with working clothes. This meant the old uniforms were no longer needed. Instead of disposing of the clothes, Austrian Post launched the "RE:Post" working clothes recycling project: new items are created from the discarded garments. In February and March 2020 an idea generator is taking place where students, accompanied by professors, will work out ideas for the use of the garments. This will be followed by a presentation before a




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**Österreichische Post AG  
procures renewable  
electricity exclusively  
from Austria.**

jury. The aim is to turn the best ideas into reality – ideally with social institutions.

However, Austrian Post's influence on the waste volumes generated is very limited outside its own sphere of activity, i.e. along the value chain, as this is largely determined by customers or their subcontractors. Austrian Post strives to keep waste to a minimum wherever possible and takes appropriate measures in the interest of sustainable business management.

In 2020, for example, a life-cycle assessment in accordance with ISO 14040 will be compiled for KUVERT in order to identify environmentally harmful process steps and to then be able to manage these in a systematic manner. Since this project covers the entire production chain in a further step, measures along this value-adding area are also being considered.

In addition, Austrian Post is also addressing the issue of ecological packaging in parcel delivery in cooperation with interested customers and logistics partners. In addition to analysing the current situation and existing innovation trends, new solutions will be generated in 2020. Among other things, sustainable packaging solutions should focus on aspects like the type of material, packaging size and quantity, and reusability or returnable and reusable packaging.

## **Environmental Awareness as the Basis for Enhanced Resource Efficiency**

With their motivation and commitment, the employees contribute significantly to the implementation of the environmental protection and efficiency measures. Austrian Post therefore works continuously to raise awareness of environmental issues and internal activities among its employees: media such as internal info screens, the intranet and the employee magazine provide regular information about the CO<sub>2</sub> NEUTRAL DELIVERY initiative and other CSR-related measures. The more sustainable use of resources requires awareness among employees to handle materials prudently. A survey on the topic of sustainability was also conducted in 2019 for all employees with e-mail access. This demonstrated that the topic is very important for the employees.

Environmental protection and sustainability continue to gain in importance at the sites with an environmental management system certified in accordance with ISO 14001, as these are embedded within the organisation via a regulated management process. The main focus is on increasing employee awareness of environmental protection, decreasing energy consumption and reducing the volume of residual waste. The environmental management system in accordance with ISO 14001 has been in use at

Austrian Post since 2016. Since then, the Vienna Inzersdorf Logistics Centre, the Wernberg Logistics Centre, the Hagenbrunn Logistics Centre and the entire subsidiary Medien.Zustell GmbH have been certified in accordance with ISO 14001. Improvement of the environmental management system is achieved through annual validation by a certified auditor of TÜV Austria. Certification of the corporate headquarters "Post am Rochus" is planned for 2020.

In addition, an energy audit is carried out every four years. The combination of the expansion of environmental management systems at the major corporate sites with a recurring energy audit at Group level leads to increased resource efficiency in building management with regard to energy consumption and recycling management.

Since the autumn of 2019, all major events – including the kick-off of the new year, the Christmas party, the Brochure Award and the Annual General Meeting – have been carried out at Austrian Post in accordance with Green Events criteria and are also certified with the eco-label accordingly. In addition, all smaller events at the corporate headquarters "Post am Rochus" and "Donaustadt" are to be conducted as sustainable events, based on Green Events criteria. An internal company event manual has been developed for this purpose.

On a general level, Austrian Post's sustainability strategy will be revised in 2020 in the form of an integrative change process based on the structure of the Gender Balance project of the past two years to emphasise the importance of the topic to employees.

## Responsible Procurement

### 103-2, 204-1

Austrian Post strives first of all to minimise the environmental impacts of its business operations within the context of its high sustainability standards. In addition, a shared understanding with respect to environmental protection and responsibility is also important in the selection of business partners. Group Procurement is responsible for an annual order volume of about EUR 0.6bn. Accordingly, Österreichische Post AG thus ranks among the leading contracting entities in the Republic of Austria. The company relies on regional structures in its procurement policy: 97% of the approx. 5,000 suppliers are located in Austria. This means that Austrian suppliers account for more than 92% of the total purchasing volume.

Austrian Post is aware of its role in the supply chain and the associated consequences of its purchasing decisions. It therefore demands consistent compliance

with environmental and social standards from all suppliers. These requirements are set out in the Code of Conduct for Suppliers.

The vendor integrity check (VIC) is an instrument for monitoring compliance with the Code of Conduct for Suppliers. Starting with an annual net purchasing volume of at least EUR 1m, or EUR 50,000 for high-risk categories. Suppliers are subject to a vendor integrity check. In addition to compliance-related aspects, this evaluation also encompasses sustainability criteria such as human rights and labour laws, health and safety, sustainability and environmental protection as well as ethics and corporate responsibility.

The corporate and local procurement policies further stipulate that all business relationships must be oriented to ethical principles and correspond to the requirements of fairness. All purchases which exceed a value of EUR 100,000 are subject to the Corporate Procurement Policy. The Local Procurement Policy adds guidelines to the Corporate Procurement Policy for purchases under EUR 100,000 in value.

The policies also take sustainability into account: a further principle stipulates environmentally and socially responsible organisation of procurement and relationships with suppliers in alignment with the sustainability strategy. The rules in the procurement policy relating to procurement excellence (quality standards, reporting and supplier evaluation) and compliance apply to the entire Group Procurement. Added to this are the portion of procurements which are handled decentrally by the operating division. The compliance rules also apply for cases on the exceptions list which are subject to special rules in line with the procurement policy of Austrian Post.

For more information on Responsible Procurement, refer to the Non-financial Report.

 refer to the Annual Report 2019, p. 47, 58

 [post.at/Code-of-Conduct](https://post.at/Code-of-Conduct)



Just for me.  
Austrian Post \_\_\_\_\_  
EMPLOYEES

# STRONG COOPERATION

All Employees Work Together  
on the Austrian Post Experience.

# 3 Questions

for Head of Human Resources Franz Nigl \_\_\_\_\_

What is behind the "Say it with pride!" campaign we have seen a lot on TV, in print media as well as online advertising and social media?

**Franz Nigl (FN):** We are the leading logistics and postal services company in terms of both volume and quality, and we employ a workforce of about 20,300 people in Austria and eight other countries. The diversity of their careers in the core business of transporting letters, direct mail, print media and parcels, as well as in a range of logistics solutions, innovative online and banking services, is best demonstrated by our employees themselves. That's why we let almost 20 employees speak for themselves in the commercials and portrait videos included in our latest employer campaign. We wanted to illustrate the diversity and attractiveness of jobs at Austrian Post and to show what else we have to offer as an employer: a job you can rely upon.



Franz Nigl, Head of Human Resources

**IN ITS POSITIONING** as an employer, Austrian Post sees its primary tasks as providing a good working environment, attractive career opportunities, occupational safety and health promotion.

## Based on Appreciation

Around

# 20,300

employees work for Austrian Post.



POST@INSIGHT

The "Say it with pride!" campaign motivates employees.



Elena Rosa, Digital Product Management



Robert Coric, Digital Advertising Services

**Austrian Post offers  
a wide range of  
career opportunities  
in many areas**



## Working at Austrian Post means: flexible forms of work and comprehensive additional programmes

### What does that include?

**FN:** A lot! Just to mention the highlights: a wealth of additional employee benefits and amenities, tailored social benefits that go far beyond the legal requirements, comprehensive further education and professional development programmes for employees, flexible forms of working to help employees balance their work and family lives, a safe working environment with a wide range of health-promoting measures, a corporate culture and values that ensure good teamwork, and diversity practiced in mixed teams.

**These teams have a lot to cope with in terms of changing customer requirements – how is Austrian Post implementing its many innovative services and how does this affect the work of the employees?**

**FN:** Seizing new topics and remaining flexible is also a top priority in teamwork. That is also to be taken quite literally: For example, we emphasise the principle of agile working, in which employees cooperate flexibly across departments. With this modern form of project management, we increase transparency regarding the interdependencies between individual process steps and encourage agile project planning. The priorities in the individual project phases are selected on a democratic basis by the best experts: the staff members involved in the project.

Lisa-Maria Kepplinger, Content Management & Social Media



**Customer needs  
have top priority at  
Austrian Post.**



**POST@INSIGHT**

**Austrian Post emphasises  
diversity and good  
cooperation.**

## GO FOR

## ELLY

## “Expedition Elly” Gender Balance Programme

**Austrian Post is working** to achieve a balanced gender ratio in all areas and in executive positions. Currently, two thirds of Austrian Post employees are men. With “Expedition Elly”, Austrian Post is using targeted measures to facilitate the needed cultural and structural change within the company. Since 2018, for example, Austrian Post has been reaching out to women in the labour market even more intensively and further encouraging the development of women in executive positions. In 2018, Austrian Post was the first company in Austria to begin using the **Women’s Career Index** as an important management and benchmarking tool. Using this independent measuring instrument which has already been established in Germany, the company is studying how women at various levels of management can advance in their careers. Women and men should have equal opportunities for entry and advancement in all areas of work and at all levels of the hierarchy at Austrian Post. In the current Women’s Career Index, Austrian Post was able to achieve an increase last year from 62 to 75 out of a possible 100 points thanks to the initiatives of “Expedition Elly” and the clear positioning of gender balance targets in all specialist areas.

“Our commitment to genuine cultural change is also reflected in the Women’s Career Index. A central success factor is the agreement on objectives. In dialogue with executives, we agree each year on ambitious but realistic targets for the gender ratio. These measurable targets make our achievements transparent. We have actually exceeded the target values for Austrian Post for 2019”, said Verena Knott-Birkbauer, Head of Group Accounting, Treasury and the “Expedition Elly” gender balance initiative.



## More Women at Austrian Post

Currently, women make up about one third of Austrian Post’s workforce. In the higher management levels, the proportion of women is significantly lower than that of men. Austrian Post is therefore working systematically to successfully achieve a balanced gender ratio at all hierarchical levels over the next few years.



Parent-child rooms in the company headquarters

“Mixed teams are more creative – and more resilient – when dealing with challenges.

Verena Knott-Birkbauer, Head of Group Accounting, Treasury and the “Expedition Elly” gender balance initiative

These positive developments are not least due to the involvement of what are now more than 160 employees from all hierarchical levels in further developing the measures. In the year under review, a number of culture- and structure-changing measures were already embedded. These include the design of gender-equitable employer branding campaigns and recruiting processes, the establishment of **parent-child rooms** in the company headquarters with child care on school-free days, the development of a parental leave manual as part of active parental leave management, and the design of staff development measures aimed at achieving gender balance.

Key factors for the sustainable success of the gender balance programme are the gradual incorporation of the measures developed into the standard processes of Austrian Post and the associated change to the organisational culture, in which women and men have equal access and opportunities to advance.



**Our apprentices for the Austrian Post of the future**

From left to right: Ilayda Güven, Deniz Alkin, Sebastian Balogh, Victoria Rabel, Melih Demirov. Apprentices at Austrian Post



# BASED ON STRONG APPRECIATION

POST@INSIGHT

Austrian Post is "fit for the future".

## Successful Apprenticeship Campaign

With 134 apprentices in six promising apprenticeship professions, Austrian Post doubled the number of apprenticeships in the year under review. In addition to retail sales staff with a focus on telecommunications, administrative staff and e-commerce apprentices, the company has also been training young people since 2019 in IT systems technology and application development coding as well as local and distribution logistics. "With this commitment, we are meeting the **increasing demand** for skilled workers in all areas while also offering motivated young people solid training as a basis for their career at Austrian Post", explained Verena Abu-Dayeh, Head of Human Resources Development.

Young Austrian Post employees once again successfully demonstrated their skills this year between July and September at three apprentice branches: Bruck an der Mur, Lienz and Vienna. For one week, 40 apprentices at each site took over management tasks and gained experience as well as confidence in their own abilities.



## post.sozial

The non-profit association post.sozial, founded in 2005, reflects the social responsibility of Austrian Post towards its employees by providing additional social benefits which significantly exceed legal requirements. These include financial support in the event of extraordinary expenses as well as discounted entrance tickets and holiday programmes, food vouchers, child care during school vacations and health programmes and leisure activities.

# 20

running events are supported by Austrian Post each year.



**post.sozial – for all employees**

# 850

health consultations  
were carried out.

## Healthy and Safe

**Sitting, repetitive arm** and hand movements, lifting and moving loads – according to a recent Europe-wide study by the European Agency for Safety and Health at Work, the list of risk factors at work is as long as it is wide-ranging. Austrian Post continued to focus primarily on prevention during 2019 with numerous measures.

“We believe modern employee protection means identifying and eliminating risks in advance. Our employees should be protected from risks and hazards as they carry out their duties. In this context, executives are pivotal as role models and supervisory authorities”, explains Ursula Bachmair, Head of Health Management. “We continued during 2019 to work intensively on raising employee awareness of potential risks as well as working with our executives to identify new findings and hazards and to determine appropriate measures.”

Austrian Post has also developed and implemented specific steps to improve employee health. During the year under review, these included:

- 850 health consultations and seven Health Days
- Participating in the Fit2Work initiative and projects supporting occupational health promotion contribute to keeping employees healthy and able to work
- Supporting the sporting activities of employees by paying the registration fee for 20 running events nationwide and by giving them Austrian Post-branded running apparel

“We believe modern employee protection means identifying and eliminating risks in advance.

Ursula Bachmair,  
Head of Health Management

Austrian Post is the first company in Austria to become involved as the organiser of “Austria Goes Biking” – a campaign not least meant to encourage its own employees to do more exercise.



Georg Pözl, Georg Pözl, CEO of Austrian Post, and Elisabeth Köstinger, Federal Minister for Agriculture, Regions and Tourism.

# AUSTRIA GOES BIKING

# With a Strong Identity

6,713\*

employees  
took part in seminars

of employees  
are women

17,205\*

staff

3.833\*

worth of food  
coupons thanks to  
post.sozial

EUR m

\* Österreichische Post AG

# Employees

**As a service company, the workforce is a decisive factor at Austrian Post. Its success as a company is fundamentally linked to the skills, motivation and commitment of its employees.**

Désirée Steiger, Portal Management



**As one of the largest employers in the country, Austrian Post has a special responsibility to its employees.**

## Trends and Challenges

**GRI 102-15, 103-2**

Austrian Post and thus also its employees are operating in an environment of continuous change. Digitalisation, demographic change and increasing mobility and flexibility are changing the needs of customers. These developments place new demands on the employees of Austrian Post. To meet the changing service and quality requirements, Austrian Post needs qualified employees who can actively shape the company and new, innovative services.

Digitalisation is also changing processes and work flows. This requires continuous development of employees as well as new mindsets and competencies. Austrian Post must adapt to new requirements with respect to

executive development and in further education and professional development.

At the same time, the needs of employees are also changing. The attractiveness of the employer is becoming increasingly important. In particular, additional benefits such as further education and professional development opportunities that enable employees to enhance their professional and personal skill sets and working time models enabling them to harmonise their work and private lives are playing an increasingly important role.

The main trends and challenges facing Austrian Post in the focus area of employees can be summarised as follows:

### **DEMOGRAPHIC CHANGE – MAINTAINING EMPLOYABILITY**

Working into old age requires training and health-care programmes tailored to the target group.

### **INCREASING COMPLEXITY AT WORK – RANGE OF PROFESSIONAL DEVELOPMENT MEASURES**

Employees can only manage increasingly complex tasks if they are continuously trained.

### **PRESSURE TO BE EFFICIENT – SOCIAL COMPATIBILITY OF ADJUSTMENTS**

Economic pressure has to be counteracted by adequate measures to increase efficiency and flexibility.

**AUTOMATION – MINIMISATION OF ACCIDENT RISKS AND PROTECTION OF EMPLOYEES**

The advance of technology in the postal business imposes high demands on occupational safety and health protection.

**WORK LIFE BALANCE – ENHANCING MOTIVATION AND EMPLOYEE RETENTION**

Employees are more motivated and productive if there is a proper balance between work and free time.

The services rendered by Austrian Post for employees are aligned to the material topics identified in the dialogues with stakeholders. They are as follows:

- Corporate culture and working environments
- Occupational safety and health protection
- Further education and professional development
- Customer proximity (refer to Service and Customer Orientation on p. 44f)

For more information on the material topics for employees and their relation to the Sustainable Development Goals (SDGs), see pages 27–31.

## Management Approach of Austrian Post

**GRI 103-1, 103-2**

Satisfied and healthy employees who feel comfortable at their workplaces are more motivated and are able to give their best for the benefit of the company. With its measures, Austrian Post’s human resources management contributes to the company’s success and future viability. In this regard, a good working environment, attractive career opportunities, workplace safety and occupational healthcare also play a significant role.

Visions and values that are shared by both employees and executives are important in an environment so strongly influenced by change and transition. They form a set of values according to which everyone acts in a target-oriented and sustainable manner. The mission statement of Austrian Post is the foundation for its collective business operations and the basis for its corporate culture characterised by respect, openness, trust and appreciation. The human resources work of Austrian Post promotes the corporate and leadership culture and actively supports it with numerous measures.

## Achievements in 2019 and Targets for 2020

**GRI 103-3**

Austrian Post fulfils its responsibility towards its employees in a targeted manner. It is therefore committed to actively fostering the corporate and leadership culture in order to facilitate goal-oriented and sustainable action. In addition, priority is given to the health and development of the workforce and their safety in the workplace. Austrian Post manages and monitors its services and improvements with respect to employees on the basis of the defined main targets and the measures derived from them.

The figures in the infoboxes marked in yellow refer to Österreichische Post AG. All indicators relating to employees can be found starting on page 99.

### Overview of Employee Targets

**T 14 Main Target → Promote a Corporate and Leadership Culture**

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 4, 5, 8, 10</b> Development, communication and introduction of a new competency model for executives</p>	<p>Development, communication and introduction of a new competency model for executives as part of the process to relaunch 360-degree feedback</p>	<p>Expansion of development programmes with regard to leadership guidelines and leadership competencies; additional comprehensive communication and roll-out of e-learning as a competency model</p>

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 5, 10</b> Relaunch of the 360-degree feedback process</p>	Relaunch of the 360-degree feedback process for Österreichische Post AG with the involvement of executives; implementation of 360-degree feedback for executives; strong focus on individual support and development through targeted Executive Academy programmes, individual coaching dialogues and team debriefings	Implementation of 360-degree Feedback 2020
<p><b>SDG 4, 5, 8, 10</b> Executive Academy</p>	New concept for the Executive Academy with strategic link between the professional development programmes and the leadership guidelines; individual development based on executive feedback (360-degree); compulsory and optional modules for different target groups	Roll-out of the NEW Executive Academy including new formats such as the keynote lecture series, Leadership COMPACT as a two-day course for all executives new to the role
<p><b>SDG 4, 5, 8, 10</b> Training for executives: implementation of at least 1,000 person-days of training and seminars for executives</p>	Training and seminars for executives amounting to 1,750 person-days were carried out	Carrying out training and seminars for executives amounting to at least 1,000 person-days
<p><b>SDG 8, 11</b> "A Day Visiting Customers": participation of at least 250 executives in the programme</p>	264 executives took part in the "A Day Visiting Customers" programme	Participation of at least 250 executives in the programme "A Day Visiting Customers"
<p><b>SDG 5, 8, 10</b> "Career and family" audit: continuation of the re-audit and ongoing implementation of the planned measures</p>	Measures planned as part of the re-audit were continued or implemented on an ongoing basis and included in the Annual Report as the targeted goals	Continue the planned measures or implement them on an ongoing basis
<p><b>SDG 5, 8, 10</b> Onboarding process for corporate headquarters</p>	Concept for an onboarding process for new employees at corporate headquarters including an accompanying e-learning module	

## T 15 Main Target → Attention to Health and Safety

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 3</b> 1,000 health consultations and 15 Health Days</p>	About 850 health consultations and 7 Health Days have been held	Carrying out 950 health consultations and 12 Health Days
<p><b>SDG 3</b> Production of a brochure and posters on proper exercise including a training initiative</p>	The training initiative was implemented by the occupational physicians and the posters were created for the Delivery and Distribution departments. The videos were uploaded to a separate channel online to make them more usable. The corresponding brochure is to be produced in 2020	Measures focusing on lifting and carrying, such as a brochure
<p><b>SDG 3</b> Implementation of the "Fit2Work" project at the Vienna Letter Mail Centre</p>	The "Fit2Work" project was launched. Following an employee survey, measures were defined which are to be implemented starting in 2020	Implementation of measures as part of the "Fit2Work" project at the Vienna Letter Mail Centre
<p><b>SDG 3, 5, 8, 10</b> Evaluation of psychological stress at corporate headquarters</p>	The evaluation at corporate headquarters was prepared and planned, and launched in Q4 2019	Completion of the evaluation of psychological stress at corporate headquarters and in Austrian Post customer service
<p><b>SDG 3</b> Development of measures to deal with the most frequent causes of accidents in 2018, creation of posters on the issue of falling and measures focusing on traffic safety</p>	Implementation of traffic safety training for moped drivers in selected delivery bases	Visibility of employee protection at all major sites; development of measures to deal with the most frequent causes of accidents in 2019, creation of posters on the subject of falling
<p><b>SDG 3</b> Development of checklists for individual areas for easy use and implementation of employee protection measures. Training and instruction campaign for executives</p>	Development of checklists for individual areas for easy use and implementation of employee protection measures. Training and instruction initiative for executives	Continuation of the training initiative for executives
<p><b>SDG 3</b> Heart rate variability analyses: evaluation of implemented measures</p>	The measures implemented so far have been evaluated and will be continued in 2020	Implementation of heart rate variability analyses and health workshops at five sites or more

## Corporate Culture and Working Environments

More than anything else, economic success means one thing: companies and employees have to constantly evolve and adjust to new circumstances. To achieve this, it is important to design the corporate culture and working environment in a way that motivates employees to be creative and innovative and supports implementation of new ideas. Austrian Post is therefore working on an open and modern corporate and leadership culture.

The mission statement published in 2010 laid the foundation for a cultural transformation in order to be well positioned for the future. The three value categories of customer orientation, profitability and sustainability as well as communication and appreciation and one central principle for each provide clarity and guidance as to which values should characterise the way every employee acts each day and which values serve as the basis for the corporate strategy.

Executives perform a special role as navigators in this process. Their task is to create performance-enhancing working conditions and a good working atmosphere in which employees can optimally unfold their skills. It is also their job to recognise potential and to foster it individually.

Since 2012, executives have been regularly trained at Austrian Post's own Executive Academy. The long-term professional development programme supports executives and key employees in implementing the leadership guidelines in their daily work routines.

### Further Development of the Leadership Culture – Leadership Guidelines and Competency Model

The Austrian Post leadership guidelines form the framework for the new leadership competency model. In a participatory process, the role model concept for executives was redefined and adapted to future challenges. In addition to topics like innovation and diversity, clear communication of targets, entrepreneurial mindset and the recognition and fostering of employee potential also play an important role.

Measuring Leadership Quality with 360-degree Feedback – the new competency model forms the basis for measuring the leadership qualities of Österreichische Post AG. In a joint process with invited executives, the 360-degree feedback identified process optimisation and

improved the quality of feedback and additional development programmes for executives.

Reverse Mentoring Programme – Österreichische Post AG launched a reverse mentoring programme in 2019 on the topic of digital transformation. In this programme, experienced executives have the opportunity to exchange ideas with young digital natives. In this role reversal, older employees learn from younger ones. The result is new impetus and opportunities for both sides – and ultimately, for Austrian Post.

Fostering the Welcome Culture through the Onboarding Process – the new onboarding process at corporate headquarters helps with the professional, organisational and cultural integration of new employees. A strong welcome culture promotes rapid attachment to the company and supports satisfaction and the corporate culture in a positive way.

### A Strong Corporate Culture Based on Appreciation and an Exchange of Views

#### **GRI 102-43**

A Day Visiting Customers – in 2019, more than 260 executives once again had the opportunity to gain insight into the work of colleagues with direct customer contact during the annual "A Day Visiting Customers". They took part in the daily work routine and learned how to better assess the challenges they each face. "A Day Visiting Customers" also facilitates the exchange of views between employees and executives as well as mutual understanding, and thus supports the Austrian Post mission statement.

Dialogue with the Workforce – Austrian Post maintains an open dialogue with its employees. This is based on respect, appreciation, honesty and trust. This also entails Österreichische Post AG informing employees in a timely and regular manner about major developments and changes in the company, for example by means of department and team meetings as well as one-on-one discussions.

### Additional Employee Benefits

#### **GRI 401-2**

Austrian Post places great importance not only on consistent leadership guidelines and an open communication culture, it believes that motivating and performance-enhancing working conditions also include offering a variety of additional services to employees, regardless of their age, gender and occupation type.

# 20

is the number of running events supported by Austrian Post in 2019.

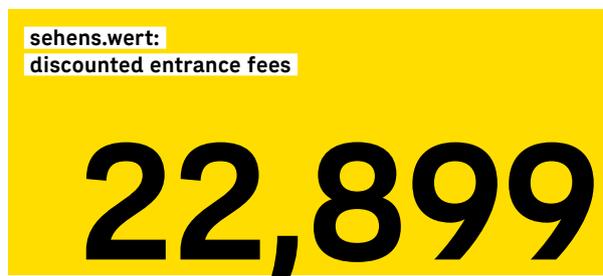


Markus Herzl, bank99

Employee Profit Sharing – Austrian Post is one of the few companies in Austria that has enabled its employees to participate in the success of the company for more than ten years. Österreichische Post AG voluntarily pays full-time employees an annual EBIT bonus. Part-time employees receive a pro rata share.

post.sozial – through the post.sozial association, Austrian Post offers all full- and part-time employees tailor-made social services that go beyond the legal requirements. The non-profit association was established in 2005 with the objective of providing social support to active employees of Austrian Post and its Group companies as well as to retired employees, family members and surviving relatives of employees.

## post.sozial 2019



## Diversity and Equal Opportunity

**GRI 103-1, 103-2**

Austrian Post believes in the potential of diversity in the workforce, as it is a success factor and promotes innovation and creativity in companies. Within the context of its diversity management, Austrian Post promotes social diversity and constructively seeks to benefit from it. Diversity helps to open up international markets and strengthens the company's attractiveness as an employer. Respect and equal opportunities are the basis for living diversity within the company.

Equal treatment at work and equal treatment of employees regardless of their gender and age are a matter of course for Österreichische Post AG and its Group companies. The recruiting process strictly adheres to the principle of equal treatment of women and men.

Austrian Post wants to highlight the individual differences among employees to create a productive overall atmosphere in the company. In order to ensure equal opportunity at work, it resolutely opposes any kind of

discrimination, bullying or sexual harassment.

—  refer to Facts & Figures, p. 102

### Charter of Diversity

Österreichische Post AG attaches great importance to diversity, fairness and tolerance, which is why it signed the Charter of Diversity in 2013. The company has clearly committed to creating and fostering a working environment which is free of prejudice and discrimination.

### Gender Balance: Expedition Elly

Austrian Post seeks to foster and make intelligent use of diversity – especially gender diversity. For this reason, Austrian Post developed a strategy to ensure gender balance in the company in 2018 with its flagship project "Expedition Elly," named after aviation pioneer Elly Beinhorn. Motivated teams from different areas and hierarchies formulated the strategy as well as targets and measures. In this way, Austrian Post wants to achieve gender balance and make Austrian Post even more attractive as an employer for women. In 2019, the Women's Career Index (FKI) was also



Julia Seidler, Campaignmanagement and Hans Adrian Dorfmeister-Pölzer, Content Management Werbepost Cover

**Equal opportunity in the workplace and the equal treatment of employees are a matter of course for Austrian Post.**

## Diversity 2019

24.6%

of executives  
are women

31.1%

of employees  
are women

conducted again. An increase of 13 points was achieved thanks to the initiatives of "Expedition Elly" and a clearer positioning of targets.

### Compatibility of Family and Career

Austrian Post takes its role as a family-friendly company seriously, and facilitates the compatibility of work and family life through a variety of measures and programmes. In 2019, Österreichische Post AG was once again given the "Career and Family" ("berufundfamilie") quality seal by the Federal Ministry of Families and Youth. The existing measures will be continued and implemented for a further three years and further targets will be set on the basis of agreements. This includes, for example, the integration of employees on parental leave into the internal information network or a comprehensive information platform on topics such as parental leave and parental protection.

In addition, the Austrian Post programme to promote the career advancement of women was overhauled in 2017. The underlying objective of the plan is to ensure equal opportunities for women and men in the company on the basis of the Federal Equal Treatment Act (B-GIBG) and to increase the proportion of women in areas in which they are underrepresented. To achieve this goal, the annual Equality Check 2019 was also carried out again, among other things. This instrument is used to evaluate implementation of the programme to promote the career advancement of women at Österreichische Post AG and its Group companies.

### Equal Treatment

The principle of equal treatment implies that no person should be discriminated or put at a disadvantage because of their gender, age, ethnic origin, religion or ideology, sexual orientation or disability. It is important for

Austrian Post to ensure that people with disabilities can take part in professional life on equal terms. Austrian Post has therefore fulfilled its obligations above and beyond the legally stipulated conditions in the past years. In 2019, 1,161 employees with disabilities were employed by Österreichische Post AG.

Contact Points for Employees – Austrian Post offers a variety of programmes and initiatives designed to foster and support employees and to contribute to a positive working atmosphere. Nevertheless, personal issues and concerns can impact the motivation of employees and their ability to perform well on behalf of the company. Since 2014, all employees have been able to confidentially contact an internal ombudsperson when they require assistance in dealing with personal problems in their working environment or concerning compliance with the values of Austrian Post as defined in the mission statement.

## Occupational Safety and Health Protection

**GRI 103-1, 103-2**

Healthy and motivated employees are able to perform at their best, actively contribute to the further development of the company and are more satisfied with their workplace. For this reason, Austrian Post attaches great importance to offering employees a working environment in which they are protected from risks and hazards when carrying out their tasks. Moreover, Austrian Post aims to preserve and promote the health and well-being of its employees.

All underlying conditions for occupational safety are regulated in the directive "Safety and Health at Work – Employee Protection". In particular, the

## Health Management 2019



responsibility for and monitoring of employee protection and a step-by-step system of mandatory inspections relating to the individual workplaces are defined here. The inspection and control obligations of every single executive are precisely defined. Checklists have been drawn up in conjunction with the relevant specialist department to provide the best possible support to executives in ensuring regular compliance checks. The training initiative for executives was continued in 2019 with the aim of raising awareness of their responsibilities and role model function.

— refer to Facts & Figures, p. 103

## Health Management

GRI 403-6

To maintain and promote the health and working capacity of all employees, Austrian Post offers preventive measures at various sites in Austria as part of its health-care management programme. These include vaccinations, anti-smoking initiatives and eye examinations. In addition, health consultations and Health Days are regularly held.

“A Healthy Heart and You” Campaign – the focus in 2019 was again on further development of the project “A Healthy Heart and You” to prevent heart disease. Occupational physicians at Austrian Post offered health counselling sessions to employees to discuss their individual risk profile for cardiovascular diseases and explain preventive measures. On request, the employees also received an additional flu vaccination.

Health Days – Austrian Post’s Health Days were also offered at various locations in 2019. Employees had the opportunity to test their lung capacity as well as to determine their fat and muscle mass and body’s water content by means of the “Body Composition Analyser”. Information was also provided on healthy diets and relaxation.

Evaluation of Psychological Stress – Österreichische Post AG also continued its evaluation of psychological stress at the workplace in 2019. In addition to further monitoring of the implementation of the measures, evaluations were initiated at corporate headquarters and at Austrian Post customer service. Representative employee groups were formed for various areas of activity in order to survey the specific stress levels for each group through job evaluation scale (ABS) workshops and interviews.

Promotion of Sporting Activities – running keeps you fit and is a good way to balance out your desk work, especially for office staff. This is why Austrian Post actively supports runners: Austrian Post and post.sozial pay the registration fee for various running events and provide special Post running apparel. In 2019, 6,158 employees took part in the 20 running events throughout Austria. Cycling campaigns were also initiated in 2019 for the first time. 200 employees diligently clocked up kilometres during the “Austrian Post Goes Biking” initiative (“Die Post radelt”).

## Occupational Safety

### **GRI 403-1, 403-2, 403-3, 403-4, 403-5**

Due to its crucial importance, occupational safety is firmly embedded in the organisation at Austrian Post. Safety is addressed in formal occupational safety committees in which safety experts, occupational physicians, safety officers, employee representatives and the employer are represented.

In 2019, 23 regional occupational safety committee meetings were held at Österreichische Post AG for sites with more than 100 employees or sites exposed to certain dangers.

Guidelines are contained in Sections 88 and 88a of the Worker Protection Act (ASchG). Improvement suggestions are developed on individual safety and health issues and the implementation of appropriate measures is discussed.

Moreover, counselling on occupational safety is carried out by the appropriate employee protection bodies at all company sites in line with legal requirements. In this way, the entire workforce of Austrian Post is supported by employee protection – both safety experts and occupational physicians.

In addition to legal requirements for occupational safety and accident prevention, there are also internal organisational rules and instructions as well as leaflets. In order to minimise work-related stress, posters for various work processes that involve lifting and carrying were produced alongside training courses and ongoing instruction. The trade union and the Works Council of Austrian Post are involved in all important matters relating to safety at work and accident prevention and are also represented in the above-mentioned occupational safety committees.

### **RISK MINIMISATION AND OCCUPATIONAL SAFETY TRAINING**

Austrian Post focuses on raising awareness of employees for potential hazards at work. Instruction and training are provided before the start of work as well as annually to inform and raise awareness among employees of safety risks and potential hazards. They should be able to prevent accidents by acting correctly and independently, thus protecting themselves and their colleagues. Instruction is provided by executives or compliance and implementation officers. They have verifiably been trained on the content of Directive 06/2018 "Safety and Health at Work" and received a simplified summary in the form of a brochure. In addition, standardised training criteria are currently being developed. The pilot project "Postdeutsch" together with supporting posters, video films, information signs and pictograms reduce obstacles such as language barriers and clearly communicate the content. Experts in

prevention provide support in implementation and carry out random checks.

All employees have the option to report hazards to the head of healthcare management or to an ombuds-person. These reports are generalised and treated confidentially, so that it is not possible to identify individual persons.

Regular inspections and evaluations are carried out to gather new findings and identify new hazards. If necessary, specialists in prevention and executives jointly draw up an action sheet and a risk assessment with the hazards relevant to employee protection. Next, persons responsible for the implementation of the measures and deadlines are defined. If the measures are not implemented, a control system takes effect and the manager on the next level of the hierarchy as well as the head of healthcare management are informed. In addition, a quarterly report is submitted to the Austrian Post employee protection officer.

## Sick Leave and Accident Statistics

### **GRI 403-2, 403-4, 403-7, SDG 3, 8**

A total of 784 occupational accidents were reported in 2019 for Österreichische Post AG. Falls, traffic accidents and operating work equipment are the main causes of accidents and are meanwhile also largely the risks of serious accidents. Weather-related road conditions, kerbstones and steps frequently lead to falls and traffic accidents. Handling roller containers plays a major role in the "operating work equipment" cause of accidents. After an accident, the causes are identified, hazards are re-evaluated and appropriate countermeasures are defined. The person involved in the accident receives instruction and, in the case of more serious accidents, all potentially affected employees also receive instruction. Executives receive information on the number and the most frequent causes of accidents on a quarterly basis. Departments where certain causes of accidents frequently occur or increase are given targeted preventive measures. In 2019, for example, due to accident analyses and the seasonal weather conditions on site, traffic safety training courses for moped drivers were conducted at selected delivery bases. The employees were instructed in the vehicles and routing used. They also trained braking sequences and cornering behaviour on slippery surfaces and with various loads. Responsibilities and reporting processes for accidents are regulated in detail by the Directive 06/2018 "Safety and Health at Work". 39 accidents occurred at work in 2019 involving temporary workers.

■  refer to Facts & Figures, p. 103

## Further Education and Professional Development

GR1 103-1, 103-2, 404-2, SDG 8

The social and industry-specific changes present new challenges to the company and the workforce every day. This requires flexibility and a willingness to learn. Well-trained employees contribute decisively to ensuring that the company remains successful. Austrian Post therefore offers its employees options for both personal and professional development. In addition to the Executive Academy, the target group- and competency-oriented further education and professional development of employees was continued in 2019. These measures comprise an important focal point of Austrian Post's human resources management. They include specialised instruction, further education courses, coaching and training. Austrian Post also offers a wide range of training opportunities and thus the opportunity for a variety of career paths within the company.

refer to Facts & Figures, p. 104

### Individual Development Planning

Austrian Post attaches particular importance to the individual development of its employees and their specific skills and potential. In regular performance reviews between employees and their superiors, personal work priorities and targets can be defined and measures in the form of further education and professional development can be agreed. The performance reviews are held at least once a year.

### Work@Post Project, Trainee Programme and Apprenticeship Training

The Work@Post project identifies and continuously implements improvement potential in the fields of employer branding, recruiting, onboarding, junior staff/talents, executives, compensation, IT success factors and feedback within the context of working groups. Due to the many measures implemented, the objective of reducing drop-out rates was achieved. The existing measures are being continued and subjected to ongoing monitoring in order to identify and exploit further potential for improvement.

Twelve new trainees commenced their programme at Austrian Post in September 2019. They spent time familiarising themselves in detail with the work of different departments at Austrian Post for the purpose of comprehensive training.

In addition, Österreichische Post AG has been offering young people an "Apprenticeship with a Secondary School Diploma" for nine years. An apprenticeship campaign was launched in 2019. In addition to the three



apprenticeships offered so far, Austrian Post has expanded its apprenticeship programme to include three further apprenticeships. Since September 2019, 23 apprentices have been trained in the area as local and distribution logistics specialists. Training in IT has been expanded at corporate headquarters. Three apprentices will be trained as IT systems technicians and one apprentice as an application developer.

In addition, there were 107 apprentices throughout Austria in 2019, training as retail salespeople with a focus on telecommunications and at corporate headquarters as office assistants and e-commerce assistants. The aim of this initiative is to train our own junior staff and to retain young, dynamic trainees in the company.

That pays off. In 2019 Österreichische Post AG was awarded the Hermes Transport Logistics prize in the "Education" category for the development and introduction of the apprenticeship for "local and distribution logistics expert". This award shows that the innovative and proactive way of working in the education field practiced by Österreichische Post AG not only affects the company but the entire sector.

### Cooperation with Universities, Experienced Hires & Internship Programme

Österreichische Post AG offers college graduates from various disciplines exciting areas of activity and diverse professional development opportunities. In partnership with the Centre of Excellence of the Vienna University of Economics and Business, Österreichische Post AG offers a two-year support programme to prospective graduates

8.2

hours on average were spent by female employees on further education programmes and 6.7 hours by male employees respectively

135,340

hours of employee training were provided by Österreichische Post AG

with an outstanding academic record. Furthermore, Österreichische Post AG supports a high-quality supplementary training programme from the Delta Academy of Montan University Leoben, which is offered to selected students.

Since 2018, Österreichische Post AG has been offering experienced specialists "Experienced Hires" training with internationally recognised lecturers and network events in order to create attractive job entry opportunities. This is complemented by meetings with the highest management level as well as coaching sessions.

The internship programme gives ten university and college students the opportunity to complete an internship at Austrian Post. The interaction with the younger generation not only helps in recruiting potential employees but also generates valuable innovation contributions for the company.

## Austrian Post Labour Market

GRI 404-2, SDG 8

Due to increasing competition and constant changes in the market, the personnel structure must be continuously adapted too. Österreichische Post AG considers its responsibility and attaches great importance to ensuring the resulting changes are implemented in a socially responsible manner and are actively supported.

If employees are affected by restructuring measures, Austrian Post offers them opportunities to reposition themselves on the job market. The "Austrian Post Labour Market" platform, for example, offers career guidance and counselling designed to help people find a

new job within or outside the company by means of personal counselling interviews. The post-qualified training initiative offers employees who have lost their jobs the opportunity to upgrade their IT skills to a certified level or to attend English courses, for example. The platform also sees itself as an internal human resources consultancy and temporary employment for short- and medium-term temporary assignments. Austrian Post has developed its own rules for this purpose. These are intended to ensure that the pay for temporary Austrian Post employees is in line with the market, i.e. in accordance with the applicable industry collective agreement.

One successful model for a responsible and socially compatible way to deal with excess staffing capacities is the initiative "Austrian Post employees to the federal public service": as of the end of 2019, 700 former civil servants of Austrian Post were employed by federal agencies. This figure shows that the competencies of Austrian Post employees are very much in demand at the ministries.

## The Neighbourhood Bank

The new bank of Austrian Post will be launched in April 2020. In cooperation with the GRAWE Banking Group, which is responsible for significant parts of the processing of the banking business, the company will then offer basic financial services for checking accounts and payment transactions in all of its approximately 1,800 postal service points. CEO of bank99 Martin Thomas answers the most important questions:

**There are already quite a few banks in Austria – how do you plan to win over customers?**

**Martin Thomas (MT):** First and foremost: Austria certainly doesn't need another full-service bank. There are already enough of those. We are concentrating on our strengths. In a country like Austria, where almost half of the population lives in rural areas, our nationwide branch network is our big plus. We can offer our customers top service right in their neighbourhood and benefit in terms of costs from major synergies with Austrian Post, which allow us to offer our customers simple and practical, basic financial services at attractive prices. So our bank will not be a full-service bank in the traditional sense. We are focusing on the range of products and services relating to checking accounts and payment transactions, offering customers a good and consistent experience at all times through all access channels – either in person at the branch or digitally.



**Martin Thomas,**  
CEO bank99

**AUSTRIAN POST TAKES its social responsibility seriously and fulfils it through its ongoing commitment to nationwide postal services and security as well as through its efforts for the environment and social projects.**

# Assuming Responsibility and Ensuring Supply





Just for me.  
Austrian Post —  
SOCIETY

Austrian Post  
is Rooted in Austria.

CONNECTED  
TO

HOME

1918  
1938  
1968  
2018

JOSEFSTADT

2Dornbirn



### Are there special products from your portfolio that stand out?

**MT:** We have designed our bank according to the principle “as small as possible, as large as necessary”. Everything that goes beyond the basic services in the product portfolio, we offer through partner companies. The initial focus is on selecting suitable partners for consumer and housing finance and insurance. In these areas, we will make life insurance and property insurance products available to our customers step by step.

But I also want to emphasise that we are successively building up and expanding our range of partner products. For the market launch, we are initially concentrating on basic financial services and on ensuring that the customer has a positive experience when initiating the business relationship – because “first impressions count”. Of course, it is also part of our strategy to combine financial services with other infrastructure services. Take e-commerce, for example, where the product, payment and delivery or collection of returns would be a practical package for customers.

### Do you already have a team in place to run the bank?

**MT:** The core banking team in Vienna currently consists of about 50 employees. In sales, around 150 specialists provide support for customers and the sales staff responsible for banking matters in the branch offices and at the postal partners. A total of about 5,000 employees will offer banking services at our postal service points. We have largely outsourced back office services to the experienced team from the GRAWE Banking Group.

I would also like to emphasise here that the added value remains in Austria. As always, this remains our home market as well as our only market. We are concentrating on those areas where we deliver significant added value for our customers and where we have a clear differentiation from full-service banks. And our focus is wholly on Austria.

### What do employees and customers think of the new idea?

**MT:** We have involved both groups very closely in the development of our bank: in defining the core values, the brand promise of bank99 and the concept of the new bank. Everything has been developed in a very comprehensive dialogue with employees, customers and partner companies. We have also communicated very intensively with postal banks in other European countries. There are some very interesting models here that have given us practical ideas and also confidence. The feedback we received from employees was very positive at the kick-off of the new year of Austrian Post in January 2020, where we also prepared all post branch office managers and all bank employees for the go-live on 1 April 2020, and we look forward to convincing Austrians of our market promise.

“The Austrian Post brand is a perfect match for financial services because it is trustworthy and has a long tradition.

Martin Thomas

**PRACTICAL HONEST  
LONGSTANDING COMPREHENSIBLE  
INCLUSIVE**

# Round about 1,800

postal service points ensure supply throughout Austria.

Convenient and uncomplicated – customers can collect their own post 24/7



## Always Close By

Operating a cost-efficient, nationwide postal service is a constant challenge in a country with the topography of Austria, with comparatively few large cities and long distances for sometimes small orders. As a leading logistics and postal service provider with one of the largest private customer networks in the country, Austrian Post believes it has a public responsibility to provide its services reliably to all citizens and businesses. "We make an important contribution to the infrastructure of this country. This responsibility has continued to shape our decisions in 2019 – from the establishment of our new nationwide range of financial services and the expansion of our Hofer cooperation to the comprehensive package for the future that we have put together along with the postal partners advisory board", said Harald Kunczler, Head of the Branch Offices business area at Austrian Post. The core of the package includes a new commission model, improvements in IT equipment and process optimisation in daily operations aimed at reducing the total time required to process acceptance and posting of mail items.

By the end of 2019, Austrian Post had already completed 33 of the approximately 150 new postal stations at Hofer locations that are planned for by the end of 2022.

The postal partner concept is, as an addition to the over 400 company-operated branches, a central component of Austrian Post's nationwide network. The majority of the 1,355 postal partners are grocery stores, petrol stations or pharmacies, which ensure the availability of postal services to customers even if there is no branch office in the immediate vicinity. The tight network is complemented by 24/7 self-service zones in which over 13 million transactions have already been carried out.

# CONNECTED TO HOME

POST@INSIGHT

We deliver parcels to any address.

Voluntarily equipping the entire fleet of trucks with turning assistants



Robert Katzer, Managing Director of MAN GmbH, Toni Faber, Priest and Peter Umundum, Member of the Management Board Parcels & Logistics of Österreichische Post AG

## Greater Road Safety

In October 2019, Austrian Post took an important step towards improving safety on Austrian roads by deciding to equip its entire fleet of trucks with turning assistants during the current 2020 financial year. Retrofitting the current 140-vehicle fleet is especially aimed at protecting vulnerable road users such as cyclists and pedestrians. Austrian Post is currently testing both sensor-based and optical-sensor systems on trucks.

## Outstanding Commitment

As Europe's first non-profit IT company, AfB, which employs people with disabilities, has been collecting discarded IT hardware from corporations and public institutions since 2004. AfB refurbishes the hardware and then resells it. The company reclaims spare parts from defective equipment. People with and without disabilities work at AfB, and profitable and environmentally friendly activity is at the core of the corporate philosophy.

In the year under review, Austrian Post launched a pilot project with AfB as part of its sustainability activities, and provided the company with more than 200 discarded surfaces for professional processing and remarketing. Thanks to the number and quality of the devices, Austrian Post was not only able to sponsor the employment of people with disabilities but also contributed importantly to conserving resources: according to the measuring methods of TU Berlin (University of Technology in Berlin), the donation saved 11,820 kg of iron equivalent, 43,505 kWh of energy and 16,611 kg of carbon dioxide.



During the Austrian Post CSR Stakeholder Roundtable 2019 in October, Birgit Sikora, Head of Sales at AfB Austria, presented the Group IT team with the AfB CSR certificate for its commitment to ecological and social issues.

# 200

discarded surfaces for professional processing and remarketing.



# 11,820

SAVED:  
kilograms of iron equivalent

# 43,505

SAVED:  
kilowatt hours of energy

# 16,611

SAVED:  
kilograms of carbon dioxide

© Hitradio Ö3 Roman Pfeiffer



Robert Kratky, Radio Presenter, Georg Pözl, CEO of Austrian Post, Michael Landau, President of Caritas Austria and Sandra König, Radio Presenter

## Help for Children

**Austrians sent more** than 9,500 parcels directly to #Team-Christkind prior to Christmas 2019: in the seventh year of the campaign, initiated by Austrian Post and the Workers' Samaritan Federation (Samariterbund), the public was once again able to hand in gifts for needy children at a branch office using the address **#TeamChristkind**. Austrian Post then delivered the gift parcels throughout Austria to the collection points of the Workers' Samaritan Federation, from which they were distributed to the families.

Austrian Post is involved in various social projects for the welfare of children that go far beyond the boundaries of the company. To make meaningful use of its capabilities, Austrian Post attaches great importance to ensuring that its social activities relate to its core business. In addition to the "Die Post macht Schule" ("Austrian Post at School") programme, in which the company sends around 3,000 school boxes with **teaching materials to primary schools** every year, the "Ö3 Wundertüte" bags also demonstrate this mission. Austrian Post delivered these bags to all Austrian households for the 15th time between November 2019 and January 2020. Consumers can return their used mobile phones in the bags free of charge. The net proceeds of EUR 600,000 from recycling the equipment was donated to families facing difficult life situations through the "Licht ins Dunkel" ("Light in the Darkness") emergency aid fund and Caritas.

Between November 2019 and January 2020, Austrian Post set up containers at the corporate headquarters to collect second-hand clothing in good condition for **SOS Children's Villages**. The SOS Children's Village organisation sells the clothes collected through its second-hand online shop [babaem.at](http://babaem.at), and mails them with Austrian Post.

With the "Ö3-Wundertüte", unused mobile phones become donations for a good cause.



**Austrian Post is a reliable partner – for deliveries as well as for the people in Austria – and is integrated into society: fully engaged in life.**



# Austrian Post for Austria

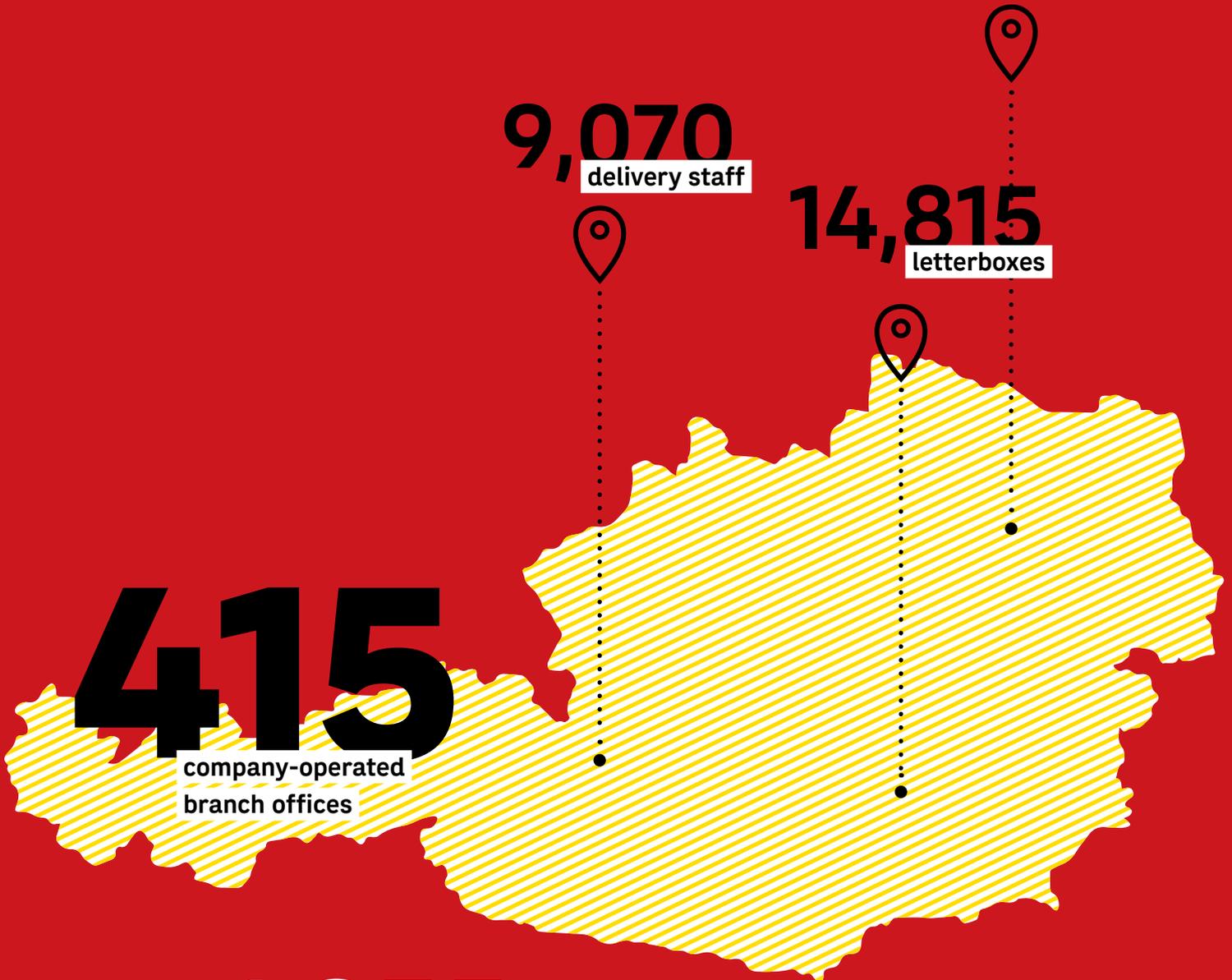
1,770  
postal service  
points in total

9,070  
delivery staff

14,815  
letterboxes

415  
company-operated  
branch offices

1,355  
postal partners  
throughout Austria



# Society

**Austrian Post delivers 4.6bn mail items each year to households throughout Austria. It thus reliably ensures the nationwide provision of basic postal services – and at the highest level of quality – to the people of Austria.**

## Trends and Challenges

**GRI 102-15, 103-2**

The postal business is subject to major changes. The perception and design of the public service obligation of Österreichische Post AG are impacted by various social developments. The target group is becoming increasingly complex and the customers are demanding more services. Meeting this responsibility is a daily challenge. The changing societal environment requires continuous customer-focused adjustments on the part of Austrian Post in order



Austrian Post provides its services throughout Austria.

to be able to ensure the long-term supply of postal services to the Austrian population at a high level.

The universal service obligation is directly linked to the core business. For this reason, challenges relating to society are closely related to economic factors. The challenges mainly result from social trends which influence consumer behaviour. Austrian Post is monitoring these developments closely in order to address them with a suitable management concept and is aligning its services accordingly.

In the social sphere, Austrian Post is influenced by the following trends:

### DEMOGRAPHIC CHANGE

Whether people are old or young, Austrian Post has to fulfil all customer requirements in a manner suited to the target group.

### DIFFERENTIATED LIFESTYLES

Austrian Post has to constantly offer innovative services, online and personal, around the clock and on time.

### SUSTAINABILITY AND ENVIRONMENTAL AWARENESS

Society is changing and Austrian Post has to live up to its role as a pioneer with its commitment to society.

# 95.2%

**of all parcels are delivered to the recipient on the next working day.**

# Management Approach of Austrian Post

**GRI 103-1, 103-2**

The top priority for Österreichische Post AG is to ensure the nationwide provision of first-class postal services throughout Austria. In this way, Austrian Post is making a decisive contribution to the nation's communications infrastructure. To best meet the societal trends and challenges described above, the company has tailored its services to the material topics arising from the ongoing dialogue with stakeholders, which include:

- Regional infrastructure and reliability of supply
- Social commitment
- Data protection and data security

For more information on the material topics regarding society and how they relate to the Sustainable Development Goals (SDGs), see page 28.

As a universal services provider in Austria, Österreichische Post AG is subject to legal requirements with respect to the reliability of supply and delivery speed which do not apply to the company's Group companies. Accordingly, the topic "Regional infrastructure and reliability of supply" is only relevant for Österreichische Post AG. Most of this section therefore refers to Österreichische Post AG.

The issue of data protection and data security is dealt with in the Sustainable Corporate Governance section as well as in the Non-financial Report.

Österreichische Post AG is meeting the current trend towards greater sustainability and environmental awareness with its CO<sub>2</sub> NEUTRAL DELIVERY initiative described in detail in the Environment section.

Furthermore, it is committed to society beyond the company's boundaries, supporting a range of business-related social projects and activities. In this regard, Austrian Post attaches great importance to ensuring that its social commitment is linked to its core business and that it can meaningfully contribute its core expertise to support socially disadvantaged people.

## Achievements in 2019 and Targets for 2020

**GRI 103-3**

Austrian Post has defined the goal of ensuring the security of supply and safeguarding the corresponding framework conditions. In addition, it intends to continue fostering social commitment. Austrian Post has defined targets and measures which are revised on an annual basis in order to measure its success and progress in its focus area of society. This enables its efforts on important issues to be documented and managed.

### Overview of Societal Targets

**T 16 Main Target → Ensure a Reliable Supply and Shape Framework Conditions**

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 11, 16</b> Ensuring reliable delivery at all times and exceeding legal requirements by Österreichische Post AG</p>	<p>95.4% of letters were successfully delivered by Österreichische Post AG on the first working day after letters were posted</p>	<p>Ensuring reliable delivery at all times and exceeding legal requirements by Österreichische Post AG</p>
<p><b>SDG 11, 16</b> Ensuring a nationwide network of postal service points that exceeds legal requirements by Österreichische Post AG</p>	<p>Österreichische Post AG exceeds the targets: the network of postal service points comprised a total of 1,770 locations at the end of 2019</p>	<p>Ensuring a nationwide network of postal service points that exceeds legal requirements</p>

**T17 Main Target → Promote Social Commitment**

Targets in 2019	Achieved in 2019	Planned for 2020 and beyond
<p><b>SDG 11, 16</b> Continuation of support for social projects on the basis of Austrian Post's logistics competence</p>	<p>412,000 mobile phones collected for the "Ö3-Wundertüte" campaign. 9,500 children received gift parcels from #TeamChristkind and 3,200 school boxes were sent all over the country by Österreichische Post AG</p>	<p>Continuation of support for social projects on the basis of Austrian Post's logistics competence</p>

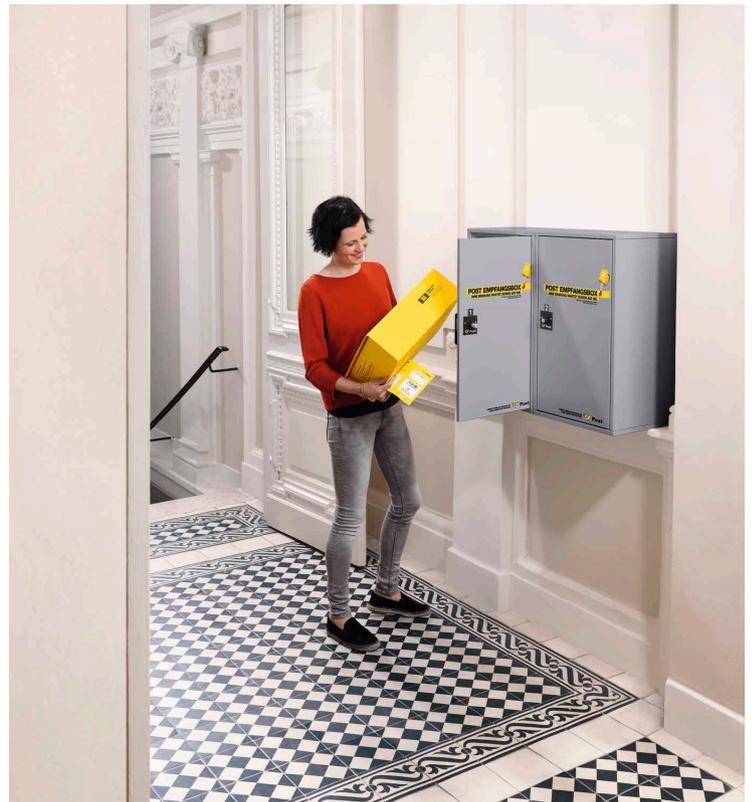
## Regional Infrastructure and Reliability of Supply

**GRI 103-1, 103-2, 203-1, 102-7**

As a supplier of universal postal services, Österreichische Post AG is responsible for the reliable, nationwide supply of postal services as well as maintaining and safeguarding the country's communications infrastructure. To ensure that these benefits continue, the company continually upgrades its nationwide network of postal service points. Österreichische Post AG offers its services throughout the country based on a delivery staff of 9,070 people along with 415 company-operated branch offices and 1,355 postal partners and is thus a reliable partner to its customers. Thanks to an extensive offering of online and offline services the company meets customer needs and offers practical, everyday solutions.

### Responding to Demographic Change and Different Lifestyles

Within the context of ensuring a reliable supply of postal services, the two societal trends of "demographic change" and "differentiated lifestyles" play an important role for Austrian Post. Demographic change is accompanied by changing customer needs. Österreichische Post AG intends to continue serving these target groups in the future. Increasing digitalisation leads to changing lifestyles, requiring Österreichische Post AG to meet these changing requirements. Customers want to be able to have access to postal services everywhere and at any time and take care of their postal business as comfortably as possible but in a secure manner.



Customer needs are changing – tailored, flexible delivery is becoming increasingly important.

For this reason, Österreichische Post AG offers up-to-date products and services that are tailored precisely to the needs of various customer groups and that link the physical and digital worlds of communication. The company works continually on innovative products and services to fulfil current customer requirements as effectively as possible in response to changing lifestyles. Today's customers want to take care of their postal business in a flexible manner from anywhere and at different times. This is precisely what Österreichische Post AG facilitates with its 24/7 concepts, online as well as offline. The "feel-good" branches also help meet customer needs. The aim is to make time spent in the branches as pleasant as possible for the customers and also to foster human interaction. In addition to the convenience and efficiency of services offered, the actual experience, the feeling of well-being and the overall atmosphere of a place also play a major role. A total of 39 branch offices have already been adapted in line with the "feel-good" branch office concept. These measures help combine a modern, customer-oriented regional infrastructure for postal services and the fundamental need for supply reliability.

# 412,000

mobile phones were collected for the "Ö3-Wundertüte" campaign.

## Exceeding the Requirements of the Universal Service Obligation

Österreichische Post AG is responsible for providing fast, secure and reliable service to its customers. It fulfils its mandate in outstanding quality with six letter mail distribution centres and nine parcel distribution centres as well as 247 letter and 30 parcel delivery bases. In 2019, 95.4% of all letters were delivered on the next working day, and 96.1% of parcels within two working days. Both levels are higher than what is legally stipulated within the context of the universal service obligation.

As in the previous year, Österreichische Post AG achieved good ratings with respect to the first-time delivery success rate for parcels, a very important factor in determining customer satisfaction. In 2019, 91.3% of parcels were successfully delivered on the first attempt.

### SDG 102-7

To ensure the optimal supply of postal services to customers, the universal service obligation also requires Austrian Post to operate a nationwide network with at least 1,650 postal service points. Österreichische Post AG clearly exceeds the statutory requirements in this respect as well. The company is represented throughout the country with 1,770 postal service points, of which 415 are company-operated branch offices and 1,355 are postal partners. The postal service point network is one of the largest private customer networks in Austria and thus offers customers excellent accessibility.

## Triple-win Situation: the Postal Partner Concept

Austrian Post reliably supplies the entire country. The postal partner concept plays a decisive role in this: Austrian Post's postal partners complement the network of postal service points and ensure the availability of postal services for customers when no branch office is nearby. They ensure more service, shorter distances and customer-friendly opening hours.

At the same time, the postal partner concept strengthens the sustainable supply of postal services to the population as well as existing economic structures in rural areas. This is because a majority of partners are local businesses such as grocery stores, petrol stations or pharmacies, which offer Austrian Post's products and services in addition to their own products and services. The postal partner concept therefore offers advantages for all three parties: for customers, for the partners and for Österreichische Post AG itself.

## Social Commitment 2019



The company also cooperates with postal partners from the social sector, such as charitable organisations. These partnerships are particularly successful because they have a two-fold social effect. While they make a contribution towards ensuring the supply of postal services, they also help employees of these organisations to be reintegrated into the job market.

To contribute to inclusion in Austria, Austrian Post encourages future partners to consider the need for barrier-free design early in the process when making structural changes to their businesses. For example, Austrian Post's postal partner management unit in the eastern region made an information leaflet on barrier-free construction available to companies interested in becoming postal partners.

## Social Commitment

**GRI 103-1, 103-2**

Austrian Post is one of the leading companies in Austria and has deep roots in society. It believes it has the social responsibility to support people who are disadvantaged and require special support. Austrian Post takes this responsibility very seriously and links this commitment intelligently to its core business by utilising its nationwide delivery of mail items and Austrian distribution network for social purposes.

### Committed to Helping the Socially Disadvantaged

Österreichische Post AG has been committed to helping socially disadvantaged people for many years. One example of this is the "Ö3-Wundertüte", a paper bag delivered directly to every household in the country to collect discarded mobile phones. Consumers could thus donate their old devices and send them back free of charge. The net proceeds from recycling these devices were donated in equal parts to the emergency aid funds of "Licht ins Dunkel" ("Light in the Darkness") and also to Caritas. The campaign generated total donations of EUR 600,000, thus providing support to people in the most difficult life situations.

Together with the Workers Samaritan Federation (Samariterbund), Austrian Post's 2019 "#TeamChristkind" campaign once again ensured that no needy child in Austria had to go without a gift for Christmas. Parcels marked as #TeamChristkind could be sent for free in advance filled with gifts to collection points of the Workers Samaritan Federation. Full-time and voluntary Samaritans personally gave the parcels to children in social welfare institutions and families in need. About 9,500 such parcels were sent all over Austria in 2019.

## Commitment to the Next Generation

Österreichische Post AG is also involved in fostering the well-being of children within the context of its social activities. For this purpose, it has launched various projects and supports existing initiatives with its core competence.

On Vienna Daughters' Day, for example, girls aged eleven to sixteen can get an initial impression of various professions. The aim is to motivate girls to select training pathways which are either new or in some cases unusual for them before making their career choice. 15 participants spent the 12th Vienna Daughters' Day at the end of April 2019 in the letter mail centre, the parcel centre and the freight transport department in Inzersdorf, thus gaining an insight into the daily work routine at Austrian Post.

Under the title "Austrian Post at School", Austrian Post sends about 3,000 school boxes to primary schools throughout Austria each year. The boxes contain attractively designed teaching materials that encourage reading and writing while also introducing students to the postal system.

## Commitment to Culture

Austrian Post also sponsors seven post bands and two post choirs with about 400 members, known as the "Post Cultural Associations". Many of the members are employees of Austrian Post but other music enthusiasts can also join in. Playing music together makes a great atmosphere and strengthens the sense of community – and not only among colleagues. In collaboration with the "post.sozial" association, Austrian Post supports the Post cultural associations financially, for example in purchasing instruments and uniforms.

# Austrian Post Cultural Associations

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Austrian Post creates a strong sense of community for everyone in Austria.

# Further Information

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- 97** About this Report
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- 122** Independent Assurance Report
- 124** Contact and Legal Notice



**Please refer to page 99**  
for information on  
the development  
of the indicators over  
a three-year period



**Please refer to page 111**  
for all reported  
GRI Standard information  
and SDG references

# About this Report

GRI 102-46

**The Sustainability Report showcases how Austrian Post takes responsibility for the environment, employees and society and integrates these efforts into its core business without losing sight of economic factors.**

**GRI 102-50, 102-52, 102-54**

Austrian Post's Sustainability Report is published annually. This Report covers the 2019 financial year, and thus is a seamless continuation of the 2018 Sustainability Report, which was published in 2019. This Report was prepared according to the "Core" option of the GRI Standards.

Upon entry into force of the Sustainability and Diversity Improvement Act (NaDiVeG), Austrian Post expanded its financial reporting in 2017 to include disclosures on key non-financial aspects of its business operations for the first time. These relate to respecting human rights, combatting corruption and bribery as well as addressing environmental, social and labour issues. This reporting now encompasses the entire Austrian Post Group. The 2019 Non-financial Report required by law can be found in the Annual Report 2019.

**GRI 102-45, 102-49**

This Sustainability Report provides information on the entire Austrian Post Group and covers the same scope as the Non-financial Report. However, due to the fact that the parent company Österreichische Post AG generates most of the Austrian Post Group's revenue (88%) and has the largest number of employees (85%), the impact of Group companies is considered to be immaterial in comparison. The pool of data on the Group companies is continuously being expanded and its quality improved.

**GRI 102-48**

The data collection system was expanded to include fully consolidated Group companies when the scope of reporting was broadened. The measurement methods used were selected in a similar fashion to the prior Sustainability Report. Individual deviations are indicated where they occur in the report.

**GRI 102-56**

The published disclosures were reviewed by an independent third party. The corresponding confirmation on the part of KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft can be found in the Independent Assurance Report at the end of this Sustainability Report.

## **Reporting Boundaries, Calculation Methods, Conversion Methods and Conversion Factors Relating to Greenhouse Gas Emissions Generated**

**GRI 302-1, 305-1, 305-2, 305-3**

Reporting encompasses the parent company Österreichische Post AG as well as its consolidated Group companies. A list of all the Group companies included in this Report is provided in the Non-financial Report in the 2019 Annual Report. No regional breakdown is required for reporting in accordance with GRI Standards due to the fact that Austrian Post's main market is Austria.

Austrian Post's reporting with respect to greenhouse gas emissions is limited to CO<sub>2</sub> equivalents since these are relevant in the context of its business

operations as a logistics services provider. Austrian Post reports emissions caused by internal company activities (Scope 1) and from the energy supply (Scope 2) as well as emissions arising as a result of outsourced transport services such as freight transport and delivery services (Scope 3). Accordingly, Austrian Post reports its emissions throughout the entire value chain as CO<sub>2</sub> equivalents.

There are no air mail delivery services within Austria. Emissions from domestic rail traffic are re-evaluated each year. However, these dropped to zero in 2019 due to the discontinuation of rail transport. Calculation of the carbon emissions of Österreichische Post AG and its Group companies feibra, Post Systemlogistik and Post Wertlogistik, ACL, Brüll Kallmus, EMD, E-Commerce, Scanpoint and sendhybrid from road transport is the responsibility of the Group Vehicle Management organisational unit in conjunction with the CSR and Environmental Management department. The base data for calculating emissions is derived from an SAP production system, which includes vehicle data (type of vehicle and engine, etc.) and performance data (kilometres driven and fuel consumption). The base data, or kilometres driven by "external shipping companies for letter mail", comes from databases which distinguish between distribution and transport logistics. The data for "external shipping companies for parcels" is determined by calculating ratios. The parcel delivery volume of the external companies is compared to the parcel delivery volume of Austrian Post to calculate mileage. This results in a figure for total mileage, which is multiplied by the average actual fuel consumption of the Austrian Post vehicles, taking into account the particular vehicle category. The result is the fuel consumption of the shipping companies.

The Group Real Estate organisational unit is responsible for determining the Österreichische Post AG carbon emissions from buildings. The data collected includes all of Österreichische Post AG's properties and usable space in buildings (owned, leased space or space let to others). Generally speaking, a black box view is taken, enabling significant energy flows (electrical energy, room heating) to be identified.

The environmental indicators for international Group companies are based on data directly obtained from the respective Group companies. Environmental indicators for the national Group companies are determined in cooperation with the Group companies and the CSR and Environmental Management department with the assistance of Group Real Estate. Subsequent plausibility testing and consolidation of the indicators supplied by all Group companies is completed by the CSR and Environmental Management department. In the case of implausible or missing indicators, the figures are extrapolated on the basis of average Österreichische Post AG figures.

The carbon emissions factors for natural gas, heating oil, district heating, electricity, diesel and petrol for Österreichische Post AG and the national Group companies are derived from the Environment Agency Austria database. In line with contracts with energy suppliers, the electricity used is green electricity from Austria. The 2019 Austria mix from the Environment Agency Austria database is used to calculate the carbon emissions for the remainder of the electricity from unknown sources. All emission factors are expressed as CO<sub>2</sub> equivalents. Other greenhouse gases are thus taken into account in addition to carbon dioxide. It is important to mention here that the term "CO<sub>2</sub>" (carbon dioxide) is to be equated with CO<sub>2</sub> equivalents throughout the report. Exceptions are the emissions from the district heating in Vienna, Graz and Hall. For Fernwärme Wien, the emission factor from the 2005 Environment Agency Austria report on Fernwärme Wien is used. Information provided by the operators is used in determining the emission factors for district heating in Graz and Hall. CO<sub>2</sub> equivalents are not used in these three exceptional cases.

Emission factors from the Environment Agency Austria database are also used for natural gas, heating oil, diesel and petrol used by the international Group companies. Country-specific emission factors (location-based method) are used only for electricity. These are derived from the ecoinvent database. All carbon emissions factors are reviewed and updated on an annual basis.

# Facts & Figures

Performance indicators create transparency and indicate areas where improvement is possible. This enables Austrian Post to manage measures being taken and monitor target achievement. The performance of the key indicators is depicted over a three-year period.

The situation for Austrian Post in 2019 is characterised by a decrease in mail (-3%) and an increase in the parcels business (+18%). The analyses of the financial and non-financial indicators clearly reflect this. It was possible to keep the impact of these developments on the financial indicators (revenues and earnings) stable as forecasted. However, the changes in service provision (rise in parcel volumes and thus kilometres driven as well as tailored delivery services in terms of time and location in the private customer area) affected the non-financial indicators for employees, society and the environment.

The data compilation in the scope of consolidation of the Group was expanded in 2019. A direct comparison of non-financial indicators at Group level with the previous year is thus not possible. Work is being done to harmonise this in order to facilitate improved comparability of the indicators at Group level in the future. Changes are thus explained for Österreichische Post AG.

## Employee Indicators

### Employees

GRI 102-8, 102-41, SDC 8

Österreichische Post AG employed an average of 17,205 persons in 2019 (annual average; full-time equivalents). Of these 5,410 were civil servants, 11,628 were salaried employees and 168 were temporary workers pursuant to the Austrian Civil Code (ABGB) in the reporting year.

With the exception of the temporary workers pursuant to the Austrian Civil code (1%), all employees (99%) are governed by an Austrian collective agreement. The temporary workers are governed by the provisions of the Austrian Civil Code pursuant to the Postal Services Structure Act (Section 19(5) PTSG).

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>TOTAL EMPLOYEES (FTE<sup>2</sup>)</b>	17,225	17,406	17,205	19,956	20,545	20,338
thereof women	5,027	5,264	5,347	5,996	6,481	6,517
thereof women (FTE in %)	29.2	30.2	31.1	30.0	31.5	32.0
thereof men	12,198	12,142	11,859	13,960	14,064	13,821
thereof men (FTE in %)	70.8	69.8	68.9	70.0	68.5	68.0

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>CIVIL SERVANTS (FTE)<sup>2</sup></b>	<b>7,056</b>	<b>6,315</b>	<b>5,410</b>	n/a	n/a	n/a
thereof women	1,037	921	760	n/a	n/a	n/a
thereof men	6,019	5,394	4,650	n/a	n/a	n/a
<b>SALARIED EMPLOYEES (FTE)<sup>4</sup></b>	<b>9,991</b>	<b>10,914</b>	<b>11,628</b>	n/a	n/a	n/a
thereof women	3,913	4,265	4,517	n/a	n/a	n/a
thereof men	6,078	6,649	7,111	n/a	n/a	n/a
<b>EMPLOYEES PURSUANT TO THE AUSTRIAN CIVIL CODE (ABGB, FTE)<sup>3, 4</sup></b>	<b>179</b>	<b>178</b>	<b>168</b>	n/a	n/a	n/a
thereof women	77	78	70	n/a	n/a	n/a
thereof men	102	99	98	n/a	n/a	n/a
<b>FULL-TIME EMPLOYEES (HEADCOUNT)</b>	<b>15,256</b>	<b>15,324</b>	<b>15,139</b>	n/a	<b>18,228</b>	<b>18,029</b>
thereof women	3,589	3,753	3,861	n/a	n/a	n/a
thereof women (in %)	23.5	24.5	25.5	n/a	n/a	n/a
thereof men	11,668	11,571	11,278	n/a	n/a	n/a
thereof men (in %)	76.5	75.5	74.5	n/a	n/a	n/a
<b>PART-TIME EMPLOYEES (HEADCOUNT)</b>	<b>3,474</b>	<b>3,600</b>	<b>3,615</b>	n/a	<b>3,951</b>	<b>3,934</b>
thereof women	2,585	2,652	2,626	n/a	n/a	n/a
thereof women (in %)	74.4	73.7	72.6	n/a	n/a	n/a
thereof men	889	948	989	n/a	n/a	n/a
thereof men (in %)	25.6	26.3	27.4	n/a	n/a	n/a
<b>AVERAGE TENURE OF CIVIL SERVANTS (YEARS)</b>	<b>33</b>	<b>34</b>	<b>34</b>	n/a	n/a	n/a
<b>AVERAGE TENURE OF SALARIED EMPLOYEES (YEARS)</b>	<b>10</b>	<b>10</b>	<b>9</b>	n/a	n/a	n/a
<b>Temporary staff (FTE)<sup>5</sup></b>	<b>326</b>	<b>389</b>	<b>575</b>	n/a	n/a	n/a

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo. Because of this, the indicator "Total employees (FTE)" does not correspond to the total number of employees (FTE) included in the Annual Report p. 45.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> FTE = Full-time equivalents

<sup>3</sup> All civil servants are employed for an unlimited period of time. Salaried employees are also employed for an unlimited period of time for the most part. 241 of these FTE were employed for fixed periods of time in 2019 (includes employees in their probationary period and thereafter transferring to an unlimited contract of employment). Employees pursuant to the Austrian Civil Code are principally employed for fixed periods of time.

<sup>4</sup> Not governed by the collective agreement due to a provision in the Postal Services Structure Act (Section19(5) PTSG).

<sup>5</sup> The number of temporary staff increased from 389 full-time equivalents (FTE) in 2018 to 575 FTE in 2019 in particular due to the increase in the volume of parcels (also in connection with Austrian Post's cooperation with the Deutsche Post DHL Group.)

## Employee Turnover

GRI 401-1

Employee turnover at Österreichische Post AG was 15.5% in 2019. The rising trend reflects the situation on the labour market on the one hand, but also has to do with the specific employee structure at Austrian Post

on the other. The structural change – steady departure of civil servants and hiring of employees under the new collective agreement – causes increased turnover.

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>EMPLOYEE ATTRITION (TOTAL STAFF DEPARTURES)<sup>2</sup></b>	2,309	2,548	2,910	n/a	3,280	3,652
thereof women	885	918	1,081	n/a	1,211	1,320
thereof men	1,424	1,630	1,829	n/a	2,069	2,332
By age group						
under 30	651	735	855	n/a	969	1,123
30–50 years	764	789	922	n/a	1,130	1,317
over 51	894	1,024	1,133	n/a	1,181	1,212
<b>EMPLOYEE ATTRITION (STAFF DEPARTURES IN %)<sup>2, 3</sup></b>	12.3	13.6	15.5	n/a	14.8	16.6
thereof women	38.3	36.0	37.1	n/a	36.9	36.1
thereof men	61.7	64.0	62.9	n/a	63.1	63.9
By age group						
under 30	28.2	28.8	29.4	n/a	29.5	30.8
30–50 years	33.1	31.0	31.7	n/a	34.5	36.1
over 51	38.7	40.2	38.9	n/a	36.0	33.2
<b>NEW EMPLOYEE HIRES (TOTAL)<sup>2</sup></b>	2,442	2,698	n/a <sup>4</sup>	n/a	n/a	n/a
thereof women	1,050	1,199	n/a <sup>4</sup>	n/a	n/a	n/a
thereof men	1,392	1,499	n/a <sup>4</sup>	n/a	n/a	n/a
By age group						
under 30	1,346	1,468	n/a <sup>4</sup>	n/a	n/a	n/a
30–50 years	1,017	1,140	n/a <sup>4</sup>	n/a	n/a	n/a
over 51	79	90	n/a <sup>4</sup>	n/a	n/a	n/a
<b>NEW EMPLOYEE HIRES (IN %)<sup>2, 3</sup></b>	13.2	14.4	n/a <sup>4</sup>	n/a	n/a	n/a
thereof women	43.0	44.4	n/a <sup>4</sup>	n/a	n/a	n/a
thereof men	57.0	55.6	n/a <sup>4</sup>	n/a	n/a	n/a
By age group						
under 30	55.1	54.4	n/a <sup>4</sup>	n/a	n/a	n/a
30–50 years	41.6	42.3	n/a <sup>4</sup>	n/a	n/a	n/a
over 51	3.2	3.3	n/a <sup>4</sup>	n/a	n/a	n/a

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> Persons leaving or hired for the permanent staff who have been employed by the company for at least six months. All forms of staff departures are taken into account.

<sup>3</sup> Departures/hires in relation to the employee average for the period (persons).

<sup>4</sup> New permanent staff employed for at least six months. New employee hires cannot be reported for the period under review due to this internal Austrian Post definition, as this Sustainability Report was already published in March. New employee hires for this reporting year will be included in the Sustainability Report in the subsequent year.

## Diversity

GRI 405-1

The “Women in executive positions” indicator reports a slight increase in the proportion of women once again in the reporting year. Numerous measures were created to promote harmonising working and family life and suitable career opportunities. The Expedition

Elly initiative helps to focus even more on diversity in the company with the aim of successively achieving a balanced gender ratio on all hierarchical levels in the coming years.

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>Employees with special needs</b> (total as of December 31st)	1,243	1,207	1,161	n/a	n/a	n/a
<b>EMPLOYEES (FTE<sup>2</sup>) BY AGE GROUP</b>	17,225	17,406	17,205	19,956	20,545	20,338
under 30	2,317	2,731	2,956	2,799	3,396	3,667
30–50 years	7,690	7,535	7,437	9,325	9,377	9,247
over 51	7,218	7,139	6,813	7,832	7,772	7,424
<b>EMPLOYEES BY AGE GROUP IN %</b>						
under 30	13.5	15.7	17.2	14.0	16.5	18.0
30–50 years	44.6	43.3	43.2	46.7	45.6	45.5
over 51	41.9	41.0	39.6	39.2	37.8	36.5
<b>EMPLOYEES IN MANAGEMENT POSITIONS (FTE)<sup>3</sup></b>	887	778	725	993	972	916
thereof women	202	186	178	224	245	234
thereof men	685	591	546	769	727	682
By age group						
under 30	14	19	20	n/a	24	33
30–50 years	438	363	341	n/a	513	490
over 51	435	395	364	n/a	435	393
<b>EMPLOYEES IN MANAGEMENT POSITIONS IN %<sup>3</sup></b>	5.1	4.5	4.2	5.0	4.7	4.5
thereof women	22.8	24.0	24.6	22.6	25.2	25.6
thereof men	77.2	76.0	75.4	77.4	74.8	74.4
By age group						
under 30	1.6	2.5	2.7	n/a	2.5	3.5
30–50 years	49.3	46.7	47.1	n/a	52.8	53.5
over 51	49.0	50.9	50.2	n/a	44.8	42.9

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> FTE = Full-time equivalents

<sup>3</sup> Management Board members, management team (directly reporting to the Management Board), expanded management team (directly reporting to the management team or key executives) and leadership conference (employees on reporting level two to five responsible for at least three employees) as well as all other executives responsible for at least three employees.

## Sick Leave and Accidents

GRI 403-9, SDG 3, 8

Despite an increase in the number of parcels handled, sick leave numbers have fallen as has the number of working days lost per occurrence of sick leave. The number of occupational accidents rose from 2018 to

2019. A total of 784 occupational accidents were reported in 2019 for Österreichische Post AG. Falls, traffic accidents and the operation of equipment are the main causes of accidents.

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>EMPLOYEES ON SICK LEAVE (FTE<sup>2</sup> IN %)</b>	<b>10.1</b>	<b>10.6</b>	<b>9.0</b>	n/a	9.7	<b>8.5</b>
thereof women (in %)	26.6	27.3	30.2	n/a	n/a	n/a
thereof men (in %)	73.4	72.7	69.8	n/a	n/a	n/a
<b>DAYS LOST PER SICK LEAVE (WORKING DAYS)</b>	<b>11.3</b>	<b>11.6</b>	<b>9.7</b>	n/a	n/a	<b>n/a</b>
thereof women	8.8	9.0	8.0	n/a	n/a	n/a
thereof men	12.9	13.2	10.7	n/a	n/a	n/a
<b>NUMBER OF OCCUPATIONAL ACCIDENTS<sup>3</sup></b>	<b>617</b>	<b>718</b>	<b>784</b>	<b>676</b>	<b>809</b>	<b>851</b>
thereof women	236	292	310	n/a	n/a	n/a
thereof men	381	426	474	n/a	n/a	n/a
thereof serious accidents <sup>4</sup>	11	8	14	n/a	n/a	n/a
thereof women	1	2	2	n/a	n/a	n/a
thereof men	10	6	12	n/a	n/a	n/a
thereof fatal accidents	0	0	0	0	3	0
thereof women	0	0	0	n/a	n/a	n/a
thereof men	0	0	0	n/a	n/a	n/a
<b>ACCIDENT FREQUENCY<sup>3, 5, 6</sup></b>	<b>22</b>	<b>26</b>	<b>28</b>	n/a	n/a	<b>n/a</b>
<b>ACCIDENT FREQUENCY FOR SERIOUS ACCIDENTS<sup>3, 4, 5</sup></b>	<b>0.4</b>	<b>0.3</b>	<b>0.5</b>	n/a	n/a	<b>n/a</b>

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> FTE = Full-time equivalents

<sup>3</sup> Accidents beginning with one working day lost incl. subsequent sick leave (incl. commuting accidents during work).

<sup>4</sup> Accidents with six months or more working days lost. Only actual absence from work is reported, whereas expected times of absence are not taken into account.

<sup>5</sup> Number of occupational accidents (starting with one working day lost) in relation to the hours worked, referring to one million working hours. The calculation is analogous for the accident rate for serious accidents.

<sup>6</sup> Accident frequency was adapted retroactively for 2018 due to a change in the way it is calculated.

## Further Education and Professional Development

GRI 404-1, SDG 4, 5

Well-trained employees contribute decisively to ensuring that the company remains successful. For this reason, Austrian Post offers its employees the opportunity to develop themselves professionally but also personally,

and relies on target-group and skills-oriented training and further education measures. The number of seminars, seminar participants and the number of person hours increased compared to the previous year.

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>NUMBER OF SEMINARS<sup>2</sup></b>	1,066	1,062	1,142	1,133	1,259	1,296
<b>NUMBER OF PARTICIPANTS</b>	6,092	6,473	6,713	6,326	6,868	7,379
thereof women (in %)	34.3	39.2	39.2	n/a	n/a	n/a
thereof men (in %)	65.7	60.8	60.8	n/a	n/a	n/a
<b>PERSON HOURS</b>	131,894	118,415	135,340	n/a	123,496	142,708
<b>AVERAGE ANNUAL NUMBER OF PERSON HOURS FOR WOMEN</b>	8.6	7.7	8.2	n/a	n/a	n/a
<b>AVERAGE ANNUAL NUMBER OF PERSON HOURS FOR MEN</b>	6.3	5.5	6.7	n/a	n/a	n/a

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> E-learning not included.

## Environmental Indicators

Fundamentally speaking, all indicators are based on both actual data and extrapolations. These extrapolations are necessary due to the fact that the availability of actual data is limited at the time of data collection. The approach used in making extrapolations is continually evaluated and improved.

The strong growth in the parcel business has resulted in increases in most indicators compared to the previous year.

Furthermore, data compilation in the scope of consolidation of the Group was expanded compared to the previous year. The entire Group is now included. A direct comparison at Group level with the previous year is thus not possible.

Moreover, trends in the respective indicators are only explained for Österreichische Post AG.

## Energy Overview

GRI 302-1, SDG 7, 12, 13

Total energy consumption for Österreichische Post AG properties and vehicle fleet increased year-on-year by 6% to some 376m kWh. Energy consumption in the properties area rose by 1% to about 122m kWh. In the vehicle fleet area, energy consumption grew by 9% to approximately 254m kWh. The main driver in both cases is the strong growth in parcel volumes (+18%) brought about by Austrian Post's partnership with Deutsche Post DHL Group. Austrian Post added the delivery of Deutsche

Post DHL Group parcels to private individuals in Austria to its own existing logistics network in August 2019. This integration and increase in volume required extended capacity in the logistics centres as well as in transport and vehicles. On the whole, the discontinuation of DHL's own delivery network effects an increase in efficiency in delivery throughout Austria and thus an improvement in the energy and environmental balance.

	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017 <sup>2</sup>	2018 <sup>2</sup>	2019	2017 <sup>2</sup>	2018 <sup>2</sup>	2019
<b>ENERGY CONSUMPTION BUILDINGS AND VEHICLE FLEET</b>	m kWh	344.1	354.0	375.9	421.8	433.1	486.3
Energy consumption buildings (total) <sup>3</sup>	m kWh	125.5	121.6	122.3	144.4	139.8	145.5
Energy consumption vehicle fleet (total) <sup>4</sup>	m kWh	218.6	232.4	253.6	277.4	293.3	340.8

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> The 2017 and 2018 indicators for the vehicle fleet and property and buildings were revised downwards in the course of the audit, as the original calculation was corrected.

<sup>3</sup> The 2019 energy indicators for property and buildings include all Austrian Post space (offices, delivery bases, logistics centres, branch offices). The Österreichische Post AG indicators are based on actual data available up to the 14 January 2020 deadline. The remaining indicators are based on extrapolations. Indicators for the subsidiaries are based on data provided up to the 24 January 2020 deadline. Extrapolations were made in some cases.

<sup>4</sup> The 2019 energy indicators for the vehicle fleet include all motorised vehicles of Austrian Post. The indicators for Österreichische Post AG are actual data. The indicators for the subsidiaries are based on actual data provided up to the 24 January 2020 deadline. Extrapolations were made in some cases.

## Energy – Property and Buildings

GRI 302-1, 302-4, SDG 7, 8, 12, 13

Österreichische Post AG manages over 1 million m<sup>2</sup> of building space. The total area in square metres rose by 5% compared to 2018. Total energy consumption in the property and buildings area increased by just 1% to about 122m kWh.

Viewing specific carbon emissions in tonnes per square metre, there was a 2.6% reduction compared to the previous year.

	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017	2018	2019	2017 <sup>2</sup>	2018 <sup>2</sup>	2019
<b>BUILDING SPACE (m<sup>2</sup>)</b>	m <sup>2</sup>	1,048,295	1,055,669	1,112,936	1,185,294	1,209,874	1,319,093
<b>TOTAL ENERGY CONSUMPTION BUILDING<sup>3</sup></b>	m kWh	125.5	121.6	122.3	144.4	139.8	145.5
Natural gas	m kWh	32.3	32.7	32.0	38.9	38.9	41.3
Heating oil	m kWh	3.1	2.0	2.4	3.3	2.1	2.5
District heat	m kWh	34.5	30.3	31.1	36.9	33.0	33.0
Electricity (total)	m kWh	55.6	56.6	56.8	65.3	65.8	68.7
thereof electricity from renewable energy sources	m kWh	52.4	55.4	55.4	55.4	59.0	59.2
thereof electricity from own photovoltaic plants	m kWh	1.5	1.4	1.3	1.5	1.6	1.3
thereof grey electricity	m kWh	3.1	1.2	1.4	9.9	6.8	9.4
<b>ENERGY CONSUMPTION BUILDINGS PER m<sup>2</sup></b>	kWh/ m <sup>2</sup>	120	115	110	122	116	110

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> The 2017 and 2018 indicators for the vehicle fleet and property and buildings were revised downwards and one value (building space) revised upwards in the course of the audit, as the original calculation was corrected.

<sup>3</sup> The 2019 energy indicators for property and buildings include all Austrian Post space (offices, delivery bases, logistics centres, branch offices). The Österreichische Post AG indicators are based on actual data available up to the 14 January 2020 deadline. The remaining indicators are based on extrapolations. Indicators for the subsidiaries are based on data provided by them up to the 24 January 2020 deadline. Extrapolations were made in some cases.

## Energy – Vehicle Fleet

GRI 302-1, SDG 7, 12, 13

In 2019 Österreichische Post AG drove a total of 185 million km to render its services. The number of kilometres driven rose by 9% compared to the previous year due to the increase in volumes in the parcel business. The main driver is the strong volume growth in the parcel business (+18%) supported by Austrian Post's partnership with Deutsche Post DHL Group. Fuel consumption thus increased by 9% to 254m kWh. Specifically speaking (per km), fuel consumption fell by 0.4%.

Austrian Post added the delivery of Deutsche Post DHL Group parcels to private individuals in Austria to its own existing logistics network in August 2019.

This integration and the increase in volume required expansion of transport and vehicle capacity. On the whole, the discontinuation of DHL's own delivery network effects an increase in efficiency in delivery throughout Austria and thus an improvement in the energy and environmental balance.

Österreichische Post AG relies on many measures in its own vehicle fleet for continued improvement of its environmental performance (expansion of e-mobility, modern and energy-efficient vehicle fleet). It is not possible to directly influence the energy consumption of the external vehicle fleet.

	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017 <sup>2</sup>	2018 <sup>2</sup>	2019	2017 <sup>2</sup>	2018 <sup>2</sup>	2019
<b>KILOMETRES DRIVEN<sup>3</sup></b>	m km	162.2	170.1	185.8	218.5	229.4	266.8
<b>TOTAL FUEL CONSUMPTION VEHICLE FLEET<sup>3</sup></b>	m kWh	218.6	232.4	253.6	277.4	293.3	340.8
thereof own vehicle fleet	m kWh	141.6	146.5	151.0	169.6	178.6	207.0
thereof electricity consumption e-mobility	m kWh	1.1	1.2	1.5	1.1	1.2	1.5
thereof external vehicle fleet	m kWh	77.0	85.9	102.6	107.8	114.7	133.8
<b>ENERGY CONSUMPTION VEHICLE FLEET PER KM</b>	kWh/100 km	134.8	136.6	136.5	127.0	127.9	127.7

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> The 2017 and 2018 indicators for the vehicle fleet were revised downwards in the course of the audit, as the original calculation was corrected.

<sup>3</sup> The 2017 and 2018 indicators for the vehicle fleet were revised downwards in the course of the audit, as the original calculation was corrected. The 2019 indicators for the vehicle fleet include all motorised vehicles of Austrian Post. The indicators for Österreichische Post AG are actual data. The indicators for the Group companies are based on data provided by them up to the 24 January 2020 deadline. Extrapolations were made in some cases.

## Emissions

GRI 305-1, 305-2, 305-3, SDG 3, 12, 13

Österreichische Post AG's carbon emissions (Scope 1–3) rose by 8% to 76,946 tonnes compared to the previous year. Carbon emissions for the Österreichische Post AG property and buildings area (Scope 1 and Scope 2) increased by 3% to 12,701 tonnes. The rise in carbon emissions (Scope 1 and Scope 3) for the vehicle fleet is 9% (to 64,245 tonnes).

The main driver in both cases is the strong volume growth in the parcel business (+18%) supported by Austrian Post's partnership with Deutsche Post DHL Group.

Austrian Post added the delivery of Deutsche Post DHL Group parcels to private individuals in Austria to its own existing logistics network in August 2019. This integration and the increase in volume required expansion of capacity in the logistics centres as well as in transport and vehicles. On the whole, the discontinuation of DHL's own delivery network effects an increase in efficiency in delivery throughout Austria and thus an improvement in the energy and environmental balance.

	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017	2018	2019	2017	2018	2019
<b>TOTAL CO<sub>2</sub>e EMISSIONS (SCOPE 1–3)<sup>2</sup> ACCORDING TO THE GREENHOUSE GAS PROTOCOL</b>	t CO <sub>2</sub> e	68,982	71,389	76,946	88,886	92,361	105,553
<b>CO<sub>2</sub>e EMISSIONS BUILDINGS</b>	t CO <sub>2</sub> e	13,649	12,365	12,701	18,661	17,575	19,155
CO <sub>2</sub> e Scope 1 – buildings	t CO <sub>2</sub> e	7,312	7,078	7,238	9,063	8,819	9,122
Natural gas	t CO <sub>2</sub> e	6,462	6,541	6,400	8,175	8,251	8,265
Liquid gas	t CO <sub>2</sub> e	0	0	179	0	0	179
Heating oil	t CO <sub>2</sub> e	850	537	659	888	567	678
CO <sub>2</sub> e Scope 2 – buildings <sup>3</sup>	t CO <sub>2</sub> e	6,337	5,287	5,462	9,598	8,756	10,033
District heat	t CO <sub>2</sub> e	5,401	4,991	5,105	5,858	5,543	5,500
Electricity	t CO <sub>2</sub> e	936	296	358	3,740	3,213	4,533
<b>CO<sub>2</sub>e EMISSIONS VEHICLE FLEET</b>	t CO <sub>2</sub> e	55,333	59,024	64,245	70,225	74,786	86,391
CO <sub>2</sub> e Scope 1 – own vehicle fleet	t CO <sub>2</sub> e	35,713	37,065	38,063	42,804	45,213	52,285
CO <sub>2</sub> e Scope 3 – partner companies	t CO <sub>2</sub> e	19,620	21,959	26,182	27,421	29,573	34,106
<b>TOTAL CO<sub>2</sub>e EMISSIONS PER KM</b>	t CO <sub>2</sub> e/ m km	425.3	419.7	414.1	406.8	402.6	395.6

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

<sup>2</sup> All gases named by GRI are taken into account when calculating Scope 1, Scope 2 and Scope 3 emissions. In order to fulfil GRI requirements, Österreichische Post AG's carbon emissions for the base year 2013 are listed as follows: CO<sub>2</sub>e Scope 1 – road transport (own transport): 35,199t; CO<sub>2</sub>e Scope 1 – buildings: 8,887t; CO<sub>2</sub>e Scope 2 – buildings: 6,346t; CO<sub>2</sub>e Scope 3 – partner companies: 19,951t. These figures refer exclusively to Österreichische Post AG. The difference to previously published carbon emissions for the year 2013 arises from not taking account of Post Wertlogistik GmbH.

<sup>3</sup> The calculation of Scope 2 emissions (electricity and district heat) for Österreichische Post AG is carried out in line with the market-based method. This means supplier-specific emission factors are used if possible. When Scope 2 emissions are calculated using the location-based method (no supplier-specific emission factors, no green electricity), carbon emissions for the year 2019 are at 20,625 tonnes. This demonstrates the impact of procuring renewable energy. The calculation of Scope 2 emissions (electricity, district heat) for the national subsidiaries is carried out in line with the market-based method. This means supplier-specific emission factors are used if available. The calculation of Scope 2 emissions (electricity) of the international subsidiaries is carried out in line with the location-based method.

## Relative Emissions

GR1 302-1, SDG 7, 12, 13

Due to the changes in volume in the mail and parcel business, it makes sense to list the relative carbon emissions for different reference values. Total carbon emissions relating to total kilometres driven and to revenue are disclosed for the first time.

The relative carbon emissions for property and buildings fell by 2.6% to 11.4 tonnes per thousand m<sup>2</sup> compared to the previous year. The relative carbon emissions

for the vehicle fleet decreased by 0.4% to 345.7 tonnes per million km compared to the previous year. In relation to revenue, the relative carbon emissions increased by 4.6% to 41.4 tonnes per EUR million compared to the previous year. In relation to the total number of driven kilometres, the relative carbon emissions fell by 1.3% to 414.1 tonnes per million km compared to the previous year.

Relative Indicators	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017	2018	2019	2017	2018	2019
<b>CO<sub>2</sub>e EMISSIONS TO REVENUE</b>	t CO <sub>2</sub> e/m EUR	38.7	39.6	41.4	45.8	47.2	52.2
<b>TOTAL CO<sub>2</sub>e EMISSIONS PER KM</b>	t CO <sub>2</sub> e/m km	425.3	419.7	414.1	406.8	402.6	395.6
<b>CO<sub>2</sub>e EMISSIONS BUILDINGS PER m<sup>2</sup>t</b>	t CO <sub>2</sub> e/1,000 m <sup>2</sup>	13.0	11.7	11.4	15.7	14.5	14.5
<b>CO<sub>2</sub>e EMISSIONS VEHICLE FLEET PER KM</b>	t CO <sub>2</sub> e/m km	341.1	347.0	345.7	321.5	326.0	323.8

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

## Vehicles

The number of e-vehicles in the Österreichische Post AG fleet in 2019 was up by 10% to 1,750. The total number of vehicles increased by 3% to 9,510 compared to the previous year.

	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
	2017	2018	2019	2017	2018	2019
<b>TOTAL VEHICLES</b>	<b>8,680</b>	<b>9,257</b>	<b>9,510</b>	<b>9,952</b>	<b>10,473</b>	<b>11,239</b>
Bicycles	714	719	734	715	758	773
thereof electric bicycles	613	620	649	613	621	650
Mopeds	809	921	977	944	970	1,025
thereof electric mopeds	369	416	428	370	417	428
Vehicles up to 3.5 t	6,996	7,467	7,636	8,066	8,529	9,168
thereof natural gas-driven vehicles up to 3.5 t	0	0	0	0	2	684
thereof e-vehicles up to 3.5 t	441	556	673	443	560	1
Vehicles over 3.5 t	161	150	163	227	216	273

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

**Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group.

**Austrian Post Group 2019:** the indicators apply to the entire Austrian Post Group.

## Paper

**GRI 301-1, SDG 8, 12**

Paper consumption fell by 424 tonnes due to various measures (printer settings, awareness initiatives, etc.). The share of paper from sustainable resources (FSC and PEFC) is around 85%.

	Unit	Österreichische Post AG			Austrian Post Group <sup>1</sup>		
		2017	2018	2019	2017	2018	2019
<b>TOTAL PAPER CONSUMPTION</b>	t	<b>5,539</b>	<b>5,469</b>	<b>5,045</b>	<b>5,755</b>	<b>5,697</b>	<b>5,374</b>
thereof sustainably produced paper (PEFC and FSC paper)	t	5,372	5,195	4,324	5,415	5,243	4,384

<sup>1</sup> **Austrian Post Group 2017:** this includes Österreichische Post AG and the subsidiaries Medien.Zustell GmbH, feibra GmbH, Post Wertlogistik GmbH, Post Systemlogistik GmbH, Slovak Parcel Service s.r.o., IN TIME s.r.o., City Express d.o.o., City Express Montenegro d.o.o., Weber Escal d.o.o., M&BM Express OOD, Overseas Trade Co Ltd d.o.o. and Express One d.o.o. Sarajevo.

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# GRI Index

GRI 102-55

In the following GRI Index, the standard disclosures made by Austrian Post, material topics and at least one related indicator are listed in line with the "Core" option selected by Austrian Post. If a GRI indicator contributes to an SDG, this is specified in the appropriate place.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
<b>UNIVERSAL STANDARDS</b>						
GRI 101: FOUNDATION 2016						
GRI 102: GENERAL DISCLOSURES 2016						
<b>ORGANISATIONAL PROFILE</b>						
GRI 102	General Disclosures	102-1	Name of the organization		Österreichische Post AG (Austrian Post)	
GRI 102	General Disclosures	102-2	Activities, brands, products, and services		p. 14f Annual Report 2019: p. 04f	
GRI 102	General Disclosures	102-3	Location of headquarters		Rochusplatz 1, A-1030 Wien	
GRI 102	General Disclosures	102-4	Location of operations		p. 15 Annual Report 2019: p. 04f	
GRI 102	General Disclosures	102-5	Ownership and legal form		p. 14 Annual Report 2019: p. 79ff	
GRI 102	General Disclosures	102-6	Markets served		p. 15 Annual Report 2019: p. 05	
GRI 102	General Disclosures	102-7	Scale of the organization		p. 14f, 91f Annual Report 2019: p. 04f, 79ff, 210f	
GRI 102	General Disclosures	102-8	Information on employees and other workers	<b>SDG 8: Decent Work and Economic Growth</b>	p. 99	
GRI 102	General Disclosures	102-12	External initiatives		p. 18f	
GRI 102	General Disclosures	102-13	Membership of associations		post.at/memberships	
<b>SUSTAINABLE CORPORATE GOVERNANCE</b>						
GRI 102	General Disclosures	102-11	Precautionary Principle or approach		p. 21f Annual Report 2019: p. 48, 51, 55, 59, 68, 73, 99ff	
GRI 102	General Disclosures	102-14	Statement from senior decision-maker		p. 10ff	
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities		p. 39, 53f, 71f, 89 Annual Report 2019: p. 44, 48, 51, 55, 59, 66, 71	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/Comments
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behavior	SDG 16: Peace, Justice and Strong Institutions	p. 20 Annual Report 2019: p. 49ff	
GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics	SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 49ff	
GRI 102	General Disclosures	102-18	Governance structure		Annual Report 2019: p. 22ff	
GRI 102	General Disclosures	102-19	Delegating authority		Annual Report 2019: p. 22ff	
GRI 102	General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics		p. 20f Annual Report 2019: p. 42	
GRI 102	General Disclosures	102-21	Consulting stakeholders on economic, environmental, and social topics	SDG 16: Peace, Justice and Strong Institutions	p. 24f Annual Report 2019: p. 43	
GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees	SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 23f	
GRI 102	General Disclosures	102-23	Chair of the highest governance body	SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 23f	
GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body	SDG 5: Gender Equality SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 23f	
GRI 102	General Disclosures	102-25	Conflicts of interest	SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 26f	Reporting on this disclosure is voluntary and therefore only certain information is provided.
GRI 102	General Disclosures	102-35	Remuneration policies		Annual Report 2019: p. 29ff	
GRI 102	General Disclosures	102-41	Collective bargaining agreements	SDG 8: Decent Work and Economic Growth	p. 99f	
<b>STAKEHOLDER MANAGEMENT</b>						
GRI 102	General Disclosures	102-40	List of stakeholder groups		p. 25	
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders		p. 24	
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement		p. 24f, 45, 74	
GRI 102	General Disclosures	102-44	Key topics and concerns raised		p. 24, 45	
<b>REPORTING PRACTICE</b>						
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements		p. 14, 97 Annual Report 2019: p. 124, 210f	
GRI 102	General Disclosures	102-46	Defining report content and topic boundaries		p. 14, 28ff, 97f	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/Comments
GRI 102	General Disclosures	102-47	List of material topics		p. 28ff	
GRI 102	General Disclosures	102-48	Restatements of information		p. 97	
GRI 102	General Disclosures	102-49	Changes in reporting		p. 97	
GRI 102	General Disclosures	102-50	Reporting period		p. 97	
GRI 102	General Disclosures	102-51	Date of most recent report		13 March 2019	
GRI 102	General Disclosures	102-52	Reporting cycle		p. 97	
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report		p. 124	
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards		p. 97	
GRI 102	General Disclosures	102-55	GRI content index		p. 111	
GRI 102	General Disclosures	102-56	External assurance		p. 97, 122	

## MATERIAL TOPIC: GROWTH AND VALUE CREATION

### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 40	
GRI 103	Management Approach	103-2	The management approach and its components		p. 40	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 40f	

### GRI 201: ECONOMIC PERFORMANCE 2016

GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	SDG 2: Zero Hunger SDG 5: Gender Equality SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 9: Industry, Innovation and Infrastructure	p. 41ff Annual Report 2019: p. 55	Not applicable: further information on this disclosure is not applicable.
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	SDG 13: Climate Action	p. 43, 54	Limitations due to confidentiality: costs and financial risks or opportunities are not disclosed for reasons of confidentiality.

### GRI 203: INDIRECT ECONOMIC IMPACTS 2016

GRI 203	Indirect Economic Impacts	203-1	Infrastructure investments and services supported	SDG 2: Zero Hunger SDG 5: Gender Equality SDG 7: Affordable and Clean Energy SDG 9: Industry, Innovation and Infrastructure SDG 11: Sustainable Cities and Communities	p. 43f, 91f	These investments are commercial in nature.
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GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
<b>MATERIAL TOPIC: CORPORATE CULTURE AND WORLDS OF WORK</b>						
<b>GRI 103: MANAGEMENT APPROACH 2016</b>						
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 72, 76 Annual Report 2019: p. 46ff, 49ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 71f, 76 Annual Report 2019: p. 46ff, 49ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 72f Annual Report 2019: p. 46ff, 49ff	
<b>GRI 205: ANTI-CORRUPTION 2016</b>						
GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption	<b>SDG 16:</b> Peace, Justice and Strong Institutions	Annual Report 2019: p. 49ff	
GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	<b>SDG 16:</b> Peace, Justice and Strong Institutions	Annual Report 2019: p. 49ff	The precise number of staff trained could not be determined because of internal restructuring in 2019. This figure will be reported again in 2020.
GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	<b>SDG 16:</b> Peace, Justice and Strong Institutions	Annual Report 2019: p. 49ff	There were no cases of corruption during the reporting period.
<b>GRI 206: ANTI-COMPETITIVE BEHAVIOUR 2016</b>						
GRI 206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<b>SDG 16:</b> Peace, Justice and Strong Institutions	In 2019 no lawsuits were filed against Austrian Post and no sanctions or fines were imposed upon the company for anti-competitive behaviour, or for the formation of cartels or monopolies, based on the Federal Act Against Unfair Competition (UMG) and/ or the Austrian Cartel Act (KartG).	A petition was submitted to the Cartel Court in June 2019 requesting that it make a determination of and remedy the alleged abuse of market dominance by Austrian Post. The allegations relate primarily to presumed discrimination against the petitioner by way of unfavourable pricing, impeding the ability to compete, illegality of the contractually agreed non-disclosure clauses and improper application of VAT regulations. The proceedings are still pending in the court of first instance.
<b>GRI 401: EMPLOYMENT 2016</b>						
GRI 401	Employment	401-1	New employee hires and employee turnover		p. 101	Not applicable: in line with Austrian Post's internal definition, the annual average is used to calculate new employee hires and employee turnover.
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		p. 74	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
<b>GRI 402: LABOUR/MANAGEMENT RELATIONS 2016</b>						
GRI 402	Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	SDG 8: Decent Work and Economic Growth	Generally speaking, the rules relating to participation by employee representatives in organisational changes are regulated by the Austrian Labour Relations Act (ArbVG). Moreover, Austrian Post is obliged to comply with the stipulations contained in the Federal Act on the Postal Service Works Constitution (PBVG). According to Section 72(3) no. 7 PBVG, Austrian Post is required to inform employee representatives in a timely manner before organisational changes take place and to extensively negotiate with them. Based on these regulations, organisational changes are coordinated with the employee representatives on average more than two months before they are implemented.	
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</b>						
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth	p. 102 Annual Report 2019: p. 25f	
<b>GRI 419: SOCIOECONOMIC COMPLIANCE 2016</b>						
GRI 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	SDG 16: Peace, Justice and Strong Institutions	In 2019 no lawsuits were filed against Austrian Post and no sanctions or fines were imposed upon the company for anti-competitive behaviour, or for the formation of cartels or monopolies, based on the Federal Act Against Unfair Competition (UMG) and/ or the Austrian Cartel Act (KartG).  Austrian Post was not the subject of any major lawsuits, sanctions or fines imposed for violations of social welfare laws or regulations in 2019.	A petition was submitted to the Cartel Court in June 2019 requesting that it make a determination of and remedy the alleged abuse of market dominance by Austrian Post. The allegations relate primarily to presumed discrimination against the petitioner by way of unfavourable pricing, impeding the ability to compete, illegality of the contractually agreed non-disclosure clauses and improper application of VAT regulations. The proceedings are still pending in the court of first instance.

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
<b>MATERIAL TOPIC: RESOURCE EFFICIENCY</b>						
<b>GRI 103: MANAGEMENT APPROACH 2016</b>						
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 54	
GRI 103	Management Approach	103-2	The management approach and its components		p. 54, 61	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 54ff	
<b>GRI 301: MATERIALS 2016</b>						
GRI 301	Materials	301-1	Materials used by weight or volume	<b>SDG 8:</b> Decent Work and Economic Growth <b>SDG 12:</b> Responsible Consumption and Production	p. 110	
<b>GRI 306: EFFLUENTS AND WASTE 2016</b>						
GRI 306	Effluents and Waste	306-2	Waste by type and disposal method	<b>SDG 3:</b> Good Health and Well-being <b>SDG 12:</b> Responsible Consumption and Production	p. 61	Information not available: waste at Austrian Post is generated from deliveries made to customers and primarily consists of cardboard, plastic film and waste wood. Operational waste management is the responsibility of the respective site. Waste is handed over only to authorised waste management service providers, which subsequently recycle or dispose of these materials. Austrian Post is working intensively on centralising and consolidating its strategic and operational waste management activities. A database is to be created in the coming years to enable reporting.
<b>MATERIAL TOPIC: CLIMATE PROTECTION AND ENERGY</b>						
<b>GRI 103: MANAGEMENT APPROACH 2016</b>						
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 54	
GRI 103	Management Approach	103-2	The management approach and its components		p. 54, 56	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 54ff	
<b>GRI 302: ENERGY 2016</b>						
GRI 302	Energy	302-1	Energy consumption within the organization	<b>SDG 7:</b> Affordable and Clean Energy <b>SDG 12:</b> Responsible Consumption and Production <b>SDG 13:</b> Climate Action	p. 97f, 105ff, 109	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/Comments
				SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production SDG 13: Climate Action		
GRI 302	Energy	302-4	Reduction of energy consumption		p. 60f, 106ff	

#### GRI 305: EMISSIONS 2016

GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	SDG 3: Good Health and Well-being SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 97f, 108	
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	SDG 3: Good Health and Well-being SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 97f, 108	
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	SDG 3: Good Health and Well-being SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 97f, 108	

#### MATERIAL TOPIC: RESPONSIBLE PROCUREMENT

##### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 54 Annual Report 2019: p. 46ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 54, 63 Annual Report 2019: p. 46ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		Annual Report 2019: p. 46ff	

##### GRI 102: GENERAL DISCLOSURES 2016

GRI 102	General Disclosures	102-9	Supply chain	SDG 8: Decent Work and Economic Growth	Annual Report 2019: p. 46ff	
GRI 102	General Disclosures	102-10	Significant changes to the organization and its supply chain		p. 14 Annual Report 2019: p. 46ff	

##### GRI 204: PROCUREMENT PRACTICES 2016

GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	SDG 12: Responsible Consumption and Production	p. 63	The term "local suppliers" refers to suppliers from Austria.
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##### GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016

GRI 308	Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken		Annual Report 2019: p. 46ff	
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GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/Comments
<b>GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016</b>						
GRI 414	Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice and Strong Institutions	Annual Report 2019: p. 46ff	

### **MATERIAL TOPIC: OCCUPATIONAL SAFETY AND HEALTH PROTECTION**

#### **GRI 103: MANAGEMENT APPROACH 2018**

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 77	
GRI 103	Management Approach	103-2	The management approach and its components		p. 77ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 72f	

#### **GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018**

GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system	SDG 8: Decent Work and Economic Growth	p. 28ff, 79f	
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment, and incident investigation	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth	p. 79f	
GRI 403	Occupational Health and Safety	403-3	Occupational health services	SDG 3: Good Health and Well-being	p. 79	
GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation, and communication on occupational health and safety	SDG 8: Decent Work and Economic Growth	p. 79f	
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth	p. 79	
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	SDG 3: Good Health and Well-being	p. 78	
GRI 403	Occupational Health and Safety	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth	p. 79f	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
						Productive hours are not disclosed for reasons of confidentiality.
						In 2019, an evaluation was made to determine whether the accident frequency for temporary staff can be presented. Currently, this cannot be reported, as the number of productive hours of temporary staff is not available.
GRI 403	Occupational Health and Safety	403-9	Work-related injuries	SDG 3: Good Health and Well-being SDG 8: Decent Work and Economic Growth	p. 103	Information not available: presentation of temporary workers by gender

### MATERIAL TOPIC: TRAINING AND EDUCATION

#### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 80f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 80f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 72f	

#### GRI 404: TRAINING AND EDUCATION 2016

GRI 404	Training and Education	404-1	Average hours of training per year per employee	SDG 4: Quality Education SDG 5: Gender Equality	p. 104	Information not available: an analysis by management level or other function based on the personal data stored in the training and professional development database is not possible (no system interfaces).
GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	SDG 8: Decent Work and Economic Growth	p. 80f	

### MATERIAL TOPIC: DATA PROTECTION AND DATA SECURITY

#### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		Annual Report 2019: p. 28ff, 69ff	
GRI 103	Management Approach	103-2	The management approach and its components		Annual Report 2019: p. 69ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		Annual Report 2019: p. 69ff	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/Comments
<b>GRI 418: CUSTOMER PRIVACY 2016</b>						
<b>GRI 418</b>	<b>Customer Privacy</b>	<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<b>SDG 16: Peace, Justice and Strong Institutions</b>		In 2019, there was one ex officio investigation, three individual complaints procedures and an administrative prosecution relating to the extrapolation of "party allegiances" among others, which were decided by the Data Protection Authority, but are not legally binding. There was also an examination with respect to offline retargeting, which was withdrawn by the authorities. Furthermore, the Data Protection Authority decided against Austrian Post in a case in which it had lodged a complaint about a post bag being left behind. Although not directly involved, Austrian Post was fined EUR 600 for failing to provide the authority with information about post, quoting postal secrecy. Austrian Post paid this fine.

#### **OTHER MATERIAL TOPICS WITHOUT AN EQUIVALENT GRI STANDARD**

##### **MATERIAL TOPIC: INNOVATION AND FUTURE TECHNOLOGIES**

###### **GRI 103: MANAGEMENT APPROACH 2016**

<b>GRI 103</b>	<b>Management Approach</b>	<b>103-1</b>	Explanation of the material topic and its Boundary		p. 28ff, 43f	
<b>GRI 103</b>	<b>Management Approach</b>	<b>103-2</b>	The management approach and its components		p. 43f	Internal performance indicator is currently being evaluated.
<b>GRI 103</b>	<b>Management Approach</b>	<b>103-3</b>	Evaluation of the management approach		p. 40f	

##### **MATERIAL TOPIC: SERVICE AND CUSTOMER ORIENTATION**

###### **GRI 103: MANAGEMENT APPROACH 2016**

<b>GRI 103</b>	<b>Management Approach</b>	<b>103-1</b>	Explanation of the material topic and its Boundary		p. 28ff, 44f	
<b>GRI 103</b>	<b>Management Approach</b>	<b>103-2</b>	The management approach and its components		p. 44f	Internal performance indicators are derived from the customer satisfaction analysis (CSI).
<b>GRI 103</b>	<b>Management Approach</b>	<b>103-3</b>	Evaluation of the management approach		p. 40f	

GRI Standard Number	GRI Standard Title	Disclosure Number	Disclosure Title Individual disclosure items ('a', 'b', 'c', etc.) are not listed here	SDGs	Information on Disclosure or Reference	Reasons for the Omission/ Comments
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#### MATERIAL TOPIC: SOCIAL COMMITMENT

##### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 93f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 93f	Internal performance indicator: total expenditure for sponsorships and donations
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 90f	

#### MATERIAL TOPIC: CUSTOMER PROXIMITY

##### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 44f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 44f	Internal performance indicators are derived from the customer satisfaction analysis (CSI).
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 40f	

#### MATERIAL TOPIC: REGIONAL INFRASTRUCTURE AND RELIABILITY OF SUPPLY

##### GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 28ff, 91ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 91ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 90	

Vienna, 21 February 2020

The Management Board



**GEORG PÖLZL**  
CEO  
Chairman of the  
Management Board



**WALTER OBLIN**  
Deputy CEO  
Mail & Finance



**PETER UMUNDUM**  
Member of the  
Management Board  
Parcel & Logistics

# Independent Assurance Report on the Non-financial Reporting

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GRI 102-56

To the Board of Directors of Österreichische Post AG.

We have performed an independent limited assurance engagement on the disclosures and indicators concerning the sustainability performance for the financial year 2019 published in the Sustainability Report 2019 ("the Sustainability Report") Österreichische Post AG, Vienna, ("the Company").

## Management's Responsibility

The Company's management is responsible for the proper preparation of the Sustainability Report in accordance with the reporting criteria. The Company applies the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards, Option "Core") as reporting criteria.

The responsibility of the legal representatives of the company includes the selection and application of reasonable methods for sustainability reporting (especially the selection of material topics) as well as the use of assumptions and estimates for individual non-financial disclosures that are reasonable under the circumstances. Furthermore, the responsibility includes the design, implementation and maintenance of systems, processes and internal controls relevant for the preparation of the sustainability reporting in a way that is free of – intended or unintended – material misstatements.

## Auditors' Responsibility and Scope of the Engagement

Our responsibility is to state whether, based on our procedures performed, anything has come to our attention that causes us to believe that the Sustainability Report of the Company is not in accordance with the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards, Option "Core") in all material respects.

The engagement scope included the Sustainability Report regarding the GRI Standards listed in the GRI Index. References to other formats of reporting stated in the GRI Index were assessed for GRI conformity.

Our engagement was conducted in conformity with the International Standard on Assurance Engagements (ISAE 3000) applicable to such engagements. These standards require us to comply with our professional requirements including independence requirements, and to plan and perform the engagement to enable us to express a conclusion with limited assurance, taking into account materiality.

An independent assurance engagement with the purpose of expressing a conclusion with limited assurance is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance, thus providing reduced assurance. In spite of conscientious planning and execution of the engagement it cannot be ruled out that material mistakes, unlawful acts or irregularities within the non-financial reporting will remain undetected.

The procedures selected depend on the auditor's judgment and included the following procedures in particular:

- Inquiries of personnel on corporate level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting boundaries of the Company;
- A risk assessment, including a media analysis on relevant information concerning the sustainability performance of the Company in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and control of the disclosures and indicators concerning the sustainability performance in scope of this assurance agreement, including the consolidation of the data;
- Inquiries of personnel on corporate level responsible for providing and consolidating and for carrying out internal control procedures concerning the disclosures;
- Inspection of internal and external documents in order to determine whether qualitative and quantitative information is supported by sufficient evidence and presented in an accurate and balanced manner;
- Inquiry of employees as part of a virtual site visit of an international subsidiary (City Express d.o.o.) to assess local data collection and reporting processes and the reliability of the reported data;
- Analytical evaluation of the data and trend explanations of quantitative disclosures, submitted by all sites for consolidation at corporate level;
- Assessment of the overall presentation of the disclosures by critical reading of the so-called magazine text sections;
- Evaluation of the consistency of the for the Company applicable requirements of the GRI Standards (Option “Core”) with disclosures and indicators in the Sustainability Report.

The procedures that we performed do not constitute an audit or a review in accordance with Austrian professional guidelines, International Standards on Auditing (ISA) or International Standards on Review Engagements (ISRE). Our engagement did not focus on revealing and clarifying illegal acts such as fraud, nor did it focus on assessing the efficiency of management. Furthermore, it is not part of our engagement to review future-related disclosures, figures from previous periods, statements from external information sources and expert opinions and references to additional external reporting sources of the Company. Disclosures which were audited within the scope of the Annual Financial Statements were assessed for correct presentation (no substantial testing).

This assurance report is issued based on the assurance agreement concluded with the Company. Our responsibility and liability towards the Company and any third party is subject to paragraph 7 of the General Conditions of Contract for the Public Accounting Professions.

—  The respective latest version of the AAB is accessible at [kpmg.at/aab](http://kpmg.at/aab).

## Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Sustainability Report of the Company is not in accordance with the sustainability reporting guidelines of the Global Reporting Initiative (GRI Standards, Option “Core”) in all material respects.

Vienna, 28 February 2020



**KPMG Austria GmbH**  
Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

**Peter Ertl m. p.**  
Certified Public Accountant

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We have prepared this report and checked the figures with the greatest possible care. Nevertheless, rounding, typographical and printing errors cannot be excluded. The aggregation of rounded amounts and percentages may result in rounding differences due to the use of automated computational aids.

This report also contains forward-looking assumptions and statements based on the information currently available to us. These are usually indicated by expressions such as "expect", "anticipate", "estimate", "plan" or "calculate". We wish to note that a wide variety of factors could cause actual circumstances – and hence actual results – to deviate from the forecasts contained in this report.

Information on data protection can be found at [post.at/data-protection](http://post.at/data-protection).

This Sustainability Report is also available in German. In case of doubt, the German version takes precedence.

Editorial deadline: 11 March 2020

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as for the people  
in Austria – and is  
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