

THINK ING AHEAD

Together

AUSTRIAN POST

Sustainability Report 2020



#alwayssdeliverasolution



THE MANAGEMENT BOARD – from left to right:

Walter Oblin (Deputy CEO, Mail & Finance),
Georg Pölzl (CEO and Chairman of the Board),
Peter Umundum (Member of the Board, Parcel & Logistics)

**#
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**Integrated
Corporate and
Sustainability
Strategy**

In this report from p. 14

**BY YOUR
SIDE – AUSTRIAN POST
IS HERE FOR YOU**

**DEAR
READERS,**

GRI 102-14

2020 certainly was an unusual year. Events during the year were a challenge for all of us, and had a huge impact on all of our lives.

AT AUSTRIAN POST, we are at the heart of everyday life. That was our position before the pandemic. And that's still how we see ourselves today. Austrian Post will continue to be there for its customers, even in these unusual times. We are making changes to our strategy, focusing even more on sustainability and setting the stage for continued growth. In line with our guiding principle "We always deliver a solution", we make sure that providing services and working for people is at the heart of everything we do. This will continue to be our motivation going forward.

OUR NEW STRATEGY demonstrates the close links between our economic objectives and our responsibility to society and the environment. We want to focus the company on the markets where we expect to see the greatest success, while also putting sustainability, diversity and a focus on the customer at the heart of everything we do.

OUR 2030 SUSTAINABILITY master plan defines which sustainability issues are our top priority and lays out ambitious targets in different areas – Economy & Customers, Environment & Climate and People & Social. We signed up to the UN Global Compact back in 2007 and are fully committed to abiding by the UN Sustainable Development Goals (SDGs). This gives us a solid framework for operating on a world stage. Our latest sustainability report sets out what we have achieved recently in terms of sustainability and where we want to go.

We hope you take inspiration from what you read.

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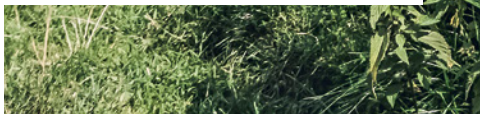
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The Effects of COVID-19

THE COVID-19 PANDEMIC

hit people and economies hard across the globe in 2020. Austrian Post has also been impacted. In line with our overarching corporate purpose "We always deliver a solution", we remain focused on our role as a service provider and continue to adopt a solution-oriented approach in these unusual times. As a company that is fully engaged in people's lives, we have a special responsibility to live up to.



The COVID-19 pandemic brings with it a set of brand new challenges. Parcel volumes went up by 30% in 2020. We remain committed to serving Austria and will continue to make deliveries to quarantined and high-risk areas. More information about the economic effects of the pandemic is available in the —> **ECONOMY & CUSTOMERS** section. More parcels mean longer routes and more emissions. Continuing to make deliveries in line with our sustainability strategy is another challenge brought about by the pandemic. To find out more, please refer to the —> **ENVIRONMENT & CLIMATE** section. We are also committed to keeping our employees safe. We have stringent hygiene measures in place to protect employees working to maintain our operations. We work closely with the health authorities to make sure that our measures are as effective as possible. For more information about how we are keeping our employees safe, please refer to the —> **PEOPLE & SOCIAL** section.

READING GUIDE Our pictograms show the different sections of the report as well as additional information.

Thinking Ahead Together

PEOPLE COMMITTED TO finding solutions don't wonder **WHETHER** something will work; instead, they figure out **HOW** to make it work. That means drawing on others for inspiration. We broaden our horizons by working closely with experts on economic, environmental and social issues. This helps us to focus on the future and guarantee our long-term success. You will be hearing from these experts in this report.

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**Georg Pözl,
CEO and Chairman of the Board**

Georg Pözl has been Chairman of the Management Board and Chief Executive Officer of Austrian Post since 1 October 2009. He is taking a consistent, efficient and service-oriented approach to keep Austrian Post successfully on track and to prepare it for the future.

EXCEPTIONAL PERFORMANCE IN EXCEPTIONAL CIRCUMSTANCES

GRI 102-14

2020 WAS DOMINATED BY THE COVID-19 PANDEMIC. WHAT DID THAT MEAN FOR AUSTRIAN POST?

Georg Pözl_ **Serious challenges and a serious responsibility.** As a key part of the country's critical infrastructure, we had to keep postal services throughout the country up and running, while also making absolutely sure that our staff were as safe as possible. **All of our employees pulled together and performed incredibly under really challenging conditions. That was how we managed to process enormous volumes of parcels and keep daily deliveries going in areas under quarantine, all while keeping our branches open.**

Walter Oblin_ **As a company, we have spared no effort** or expense in ensuring our services remain available and keeping our workforce and customers safe throughout the pandemic. I mean that literally: High additional costs relating to health and safety measures had a negative impact on our result. We are proud of the fact that our share price has remained stable in this context – we see it as a sign of people's confidence in the company.

PARCEL VOLUMES HAVE GONE THROUGH THE ROOF DUE TO THE PANDEMIC. HASN'T THAT IMPROVED THE COMPANY'S REVENUE AND PROFITS?

Peter Umundum_ **That's certainly been true for the parcel side** of our business. The pandemic really boosted e-commerce. We handled more than 700,000 parcels per day for weeks on end – record levels normally associated with the Christmas period. **We reached a peak of 1.3 million parcels on 7 December. However, the Mail Division still accounts for more than half of Austrian Post's revenue.** Our revenue from letter mail business is down by around 7% after being hit hard by the pandemic. After all, public authorities and companies don't send out letters when they're closed. Our advertising revenue also fell by more than 11%, as flyers and addressed Direct Mail were not being sent out when shops were closed. The increase in parcel volumes has not compensated for these downturns and the costs we incurred to put safety measures in place.

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

Walter Oblin has been the Management Board member responsible for Finance since 1 July 2012. He was appointed Deputy Chief Executive Officer in January 2019 and in addition to his role as Management Board member responsible for Finance took on responsibility for earnings in the Mail Division.

“We have spared no effort or expense.”

Walter Oblin



Pözl_ The 30% year-on-year increase in parcel volumes and high levels of volatility show that we are on the right track with the extensive capacity expansion plans that we launched in 2017. By 2030, our logistics centres will have more than doubled the volumes they can process. This will strengthen our leading position in the Austrian parcel market. The fact that our teams are already processing up to 1.3 million items per day during peak periods even though our capacity is still being expanded is a phenomenal achievement.

AUSTRIAN POST PUBLISHED ITS NEW STRATEGY IN NOVEMBER, WITH A PARTICULAR FOCUS ON SUSTAINABILITY ...

Pözl_ The topic has actually been important to us for some time now. You only need to look at our pioneering commitment to carbon-neutral deliveries or our involvement in the Women's Career Index for proof. We integrated sustainability, diversity and customer centricity into our updated strategy as key areas that we want to focus on. Going forward, all of our strategic measures and projects will be assessed to make sure that they contribute to these areas.

We have also drawn up a comprehensive sustainability master plan, which will guide our activities through to 2030. We have set ourselves some overarching targets in three areas of sustainability. In the Economy & Customers area, our aim is to improve customer satisfaction levels and make sure that our products and services are more sustainable and eco-efficient. Our goal in the Environment & Climate area is the decarbonisation of logistics. We want to achieve 100% carbon-neutral delivery in Austria by 2030. In the People & Social category, we will be placing a strong emphasis on diversity and appreciation.

THE STRATEGY ALSO INCLUDES GROWTH IN NEW MARKETS AND EXPANDING AUSTRIAN POST'S RANGE OF DIGITAL AND IN-BRANCH SERVICES. CAN YOU GIVE US ANY EXAMPLES OF HOW YOU ARE ACHIEVING THESE OBJECTIVES?

Umundum_ We increased our stake in the Turkish parcel service provider Aras Kargo to 80% in the year under review. They are the biggest company in B2C shipping in Turkey. This investment gives us access to a market that is attractive, dynamic and booming.

“In the People & Social category, we will be placing a strong emphasis on diversity and appreciation.”

Georg Pözl

100

percent carbon-neutral delivery in Austria by 2030.

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**SUSTAINABILITY, DIVERSITY AND
CUSTOMER ORIENTATION AS GUIDE-
LINE FOR ALL ACTIVITIES**

1



**Defending Market Leadership and
Profitability in the Core Business**

2



**Profitable Growth in
Near Markets**

3



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

For more information about our integrated corporate and sustainability strategy, turn to page 14.

“We increased our stake in the Turkish parcel service provider Aras Kargo to 80% in the year under review.”

Peter Umundum

Oblin_ The launch of bank99 in 2020 was a courageous and successful step forward in enhancing our range of in-branch and digital services for private customers. Our efforts have most definitely paid off: **more than 60,000 customers are now using our constantly growing range of banking services and benefiting from our network of 1,800 service points.**

LET'S TAKE A LOOK TO THE FUTURE. WHAT ARE YOUR SUSTAINABILITY TARGETS FOR 2021?

Oblin_ We will be performing life cycle assessments in the Economy & Customers area. We will be systematically assessing the “letter”, “parcel” and “direct mail item” products, selected services and our self-service solutions to determine their impact on society and the environment. We will use these assessments to make sustainable improvements to our products.

Umundum_ Our plans in the Environment & Climate area include expanding our electric fleet and buying 600 more electric vehicles in 2021. We have a long-term target of delivering all letters and parcels with emission-free vehicles by 2030.

Pözl_ Our plans in the People & Social area revolve around the most important asset a logistics provider can have: its staff. Their health and satisfaction are our top priority. **In 2021, we will do everything in our power to ensure they have a safe and appreciative working environment.** We would like to take this opportunity to once again express our heartfelt gratitude to all of our colleagues for their outstanding work in 2020, our most challenging year to date.

Peter Umundum, Member of the Board, Parcel & Logistics

Peter Umundum has been the Management Board member responsible for Parcel & Logistics at Austrian Post since 1 April 2011. He is responsible for Austrian Post's parcel business in Austria and subsidiaries in eight other countries, with a focus on CEE/SEE and Turkey. He is also responsible for the company's letter and parcel logistics in Austria, an area with around 13,000 employees.



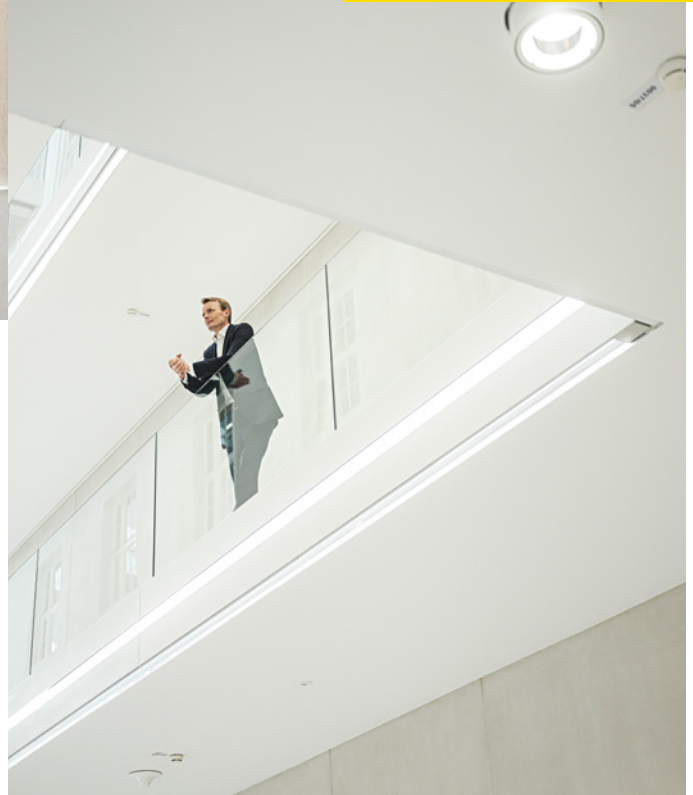
**IN DIALOGUE
WITH**

**EXPERTS
ON
FUTURE
TRENDS**





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STEFAN HEIGLAUER, HEAD OF PARCEL AUSTRIA BUSINESS UNIT

AND CARSTEN WALLMANN, HEAD OF CEE PARCEL & TURKEY BUSINESS UNIT

NEXT STEPS IN ISTANBUL: NO LIMIT TO PARCEL TREND

Our largest subsidiary, Aras Kargo, operates in Turkey's dynamic market and is seeing just as big of an upwards trend in parcel volumes as we are. We spoke with our experts to find out why it can pay off to look beyond your domestic market, and the role that sustainability has to play.

Read the interview on page 48

If you consider a lot of different areas in your decision-making process, there will be fewer unforeseen issues to address down the line.

SIGRID STAGL, MEMBER OF AUSTRIAN POST'S SUPERVISORY BOARD
and Professor at the Vienna University of Economics and Business



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DO YOU SEE ANY CONFLICT BETWEEN PROTECTING THE ENVIRONMENT AND ECONOMIC GROWTH?

The youngest sub-discipline of economics is ecological economics, which provides some important answers about how we can make sustainability work for everybody. Sigrid Stagl explains how green packaging and uniforms make economic sense.

Read the interview on page 72

AUSTRIAN POST & COVID-19: HOW DO YOU MAKE EVERY SINGLE INTERACTION SAFE?

Taking our responsibilities seriously:

We know all about disinfectant, gloves, and Plexiglas screens – find out what provides the best protection against COVID-19, and the important role that notice boards can play.

Read the interview on page 94

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**URSULA BACHMAIR, HEAD OF HEALTH MANAGEMENT
AND FRANZ NIGL, HEAD OF HUMAN RESOURCES**

AUSTRIAN POST AT A GLANCE

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

The Austrian Post Group, hereinafter also referred to as Austrian Post or the Group, is the leading logistics and postal services provider in the country, with around 23,000 employees and annual revenue in excess of more than EUR 2bn. As part of Austria’s critical infrastructure, Austrian Post is responsible for ensuring security of supply within the country. Its core business is the delivery of letters, direct mail items, print media and parcels as well as various logistics services and value-added services. In addition to postal and telecommunications services, the most extensive branch network in Austria also offers financial services.

Corporate Structure and Business Areas

GRI 102-2, 102-5, 102-7, 102-10

The Group’s majority shareholder is Österreichische Beteiligungs AG (ÖBAG). Detailed information about the company and the Austrian Post share and shareholder structure can be found in the 2020 Annual Report.

Our core business includes the delivery of letters, direct mail items, print media and parcels. Our activities are grouped into three divisions: Mail, Parcel & Logistics and Retail & Bank.

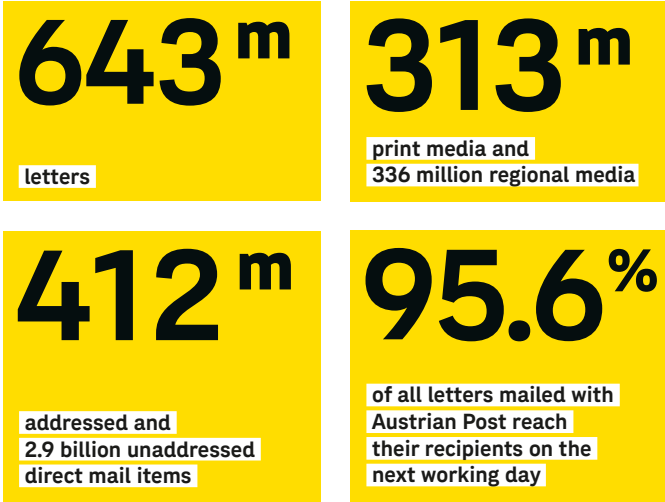
The Mail Division collects, sorts and delivers letters, postcards, addressed and unaddressed direct mail items and newspapers. The offering is complemented by new services for business and direct mail, including address, data and mailroom management, intelligent-scanning and response management.

The Retail & Bank Division provides postal and telecommunications products and financial services. Austrian Post’s new banking service, bank99, was launched on 1 April 2020, and has seen great success so far. We also provide energy services.

The transport and delivery of parcels and express mail items (formerly EMS) for private and business customers make up the core business of the Parcel & Logistics Division. This division is represented in nine countries as it includes our foreign subsidiaries. Austrian Post increased its stake in Turkish parcel service provider

Aras Kargo to 80% during the reporting period. In addition to express delivery services, the division also provides a wide range of value-added services. These include fulfilment solutions such as warehousing, order picking, returns management, the transport of valuable goods and cash, web shop logistics and web shop infrastructures.

Mail Division



The Corporate Division supports the operating divisions and focuses on providing services in the area of Group administration, innovation management and the development of new business models.

— refer to the Annual Report 2020, p. 10f, 99ff, 103ff



Austrian Post's Presence

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

Austrian Post and its Group companies operate in ten countries, but 86% 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 1,765 service points, including 403 company-operated branch offices and 1,362 postal partners. Its network of postal service points ranks among the country's largest private customer networks.

— see Annual Report 2020 p. 10f, 99ff, 103ff

Parcel & Logistics Division

166^m

parcels and Express parcels

92.8%

of all parcels are delivered within two working days



International Markets

Our focus on growth in the Parcel & Logistics Division can be seen in the high volumes recorded.

93.4%

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

Nationwide Infrastructure



1,765 postal service points



6 mail and parcel logistics centres

10 parcel logistics centres



14,633 letterboxes



8,976 delivery staff (FTE)

Germany

Austria

Slovakia

Hungary

Croatia

Bosnia and Herzegovina

Serbia

Montenegro

Bulgaria

Turkey

INTEGRATED CORPORATE & SUSTAINABILITY STRATEGY

Austrian Post attaches great importance to the sustainable focus of its operating activities. Our sustainability measures will only make the company viable for the future and ensure its long-term success if they are implemented in harmony with one another. Austrian Post's revised strategy makes it clear that ecological and social factors also play a decisive role in the company's core business and governance in addition to the economic aspects.

GRI 102-16, 102-18

As a leading logistics services provider, Austrian Post has continuously expanded and improved its strong position over recent years. Our proven strategy allowed us to respond quickly and appropriately to changes in market requirements.

C Digitalisation has been transforming the postal and logistics market for years. COVID-19 accelerated this trend in a number of areas. The e-commerce boom is reducing letter mail business but provides us with new opportunities in our parcel business. Growing our parcel business is important, but we need to strengthen other areas at the same time to remain profitable going forward.

We also want to put sustainability at the heart of everything we do as a company. That's not just down to what we expect from ourselves as a modern postal company – our employees, customers and stakeholders expect us to be sustainable too. We have revised our strategy with this in mind.

A Strong History – Moving Forward Into the future

The first analyses for our strategy update began at the end of 2019. They were followed by a round of intensive dialogue with external experts, our customers and our Supervisory Board. We held a number of strategy meetings to define new areas of action, develop substrategies and work out details in discussion with our stakeholders. Our new strategy was approved in November 2020.

We are going **forwards into the future** with our new integrated corporate and sustainability strategy. Below, we look at what that means for us in detail.

Our Mission Statement: What Drives Us and Where We Want to Go

The projects we have completed are an impressive demonstration of Austrian Post's diversity. We made wide-ranging changes to our strategy for meeting these challenges and the standards which we will hold ourselves to in order to reflect the current market environment, with the aim of improving on the good work we have done so far. That's why we made our **purpose: "We always deliver a solution"**.

We want to focus the company on the markets where we expect to see the greatest success, while also putting sustainability, diversity and a focus on the customer at the heart of everything we do.

We Have a Vision: More Than a Postal Service

Our pioneering approach is bringing people and markets into the world of the future. We have carefully considered which markets we should enter into outside of our traditional core business and what our customers expect from us. Our new strategy puts us in a good position to meet these expectations and remain successful going forward.

Our Mission Statement Is Clear Too: Nobody Focuses More on the Customer Than We Do

Our nationwide branch network, bank99, our established postal partner system and our delivery staff give us a presence throughout Austria and frequent opportunities to meet our customers in person. Focusing on our customers enables us to build relationships every day and make continuous improvements. Austrian Post stands for reliability and trust. We are committed to providing practical and sustainable services, both online and in person.

What Drives Us? Our Values

Strong values play an important role in providing a company with financial success and a cohesive corporate structure. They also make a company attractive to potential employees. Our values also provide a solid foundation for management decisions. "We are yellow. We are green. We are colourful." By living out these values and implementing guidelines that reflect them, we bridge the gap between the values of a traditional postal company and principles which are modern, visionary and fit for the future.

We also want to involve sustainability, diversity and a focus on the customer in everything we do. They drive us as a company.

We have three main aims going forward: _____

1. — Defending market leadership and profitability in the core business


We want to maintain our position in the letter mail, direct mail and parcel business. We also want to stay efficient so that we can defend our market-leading position while remaining profitable.

2. — Profitable growth in near markets

We want to grow in markets which are close both geographically and in relation to our business model.

3. — Development of retail and digital offerings for private customers and SMEs


We want to use our nationwide branches and the services we offer for private customers and SMEs to develop new (digital) business models.

_____  see Annual Report 2020 p. 12ff

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Integrated Strategy

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

 To find out more about our strategy, see p. 14ff

1



Defending Market Leadership and Profitability in the Core Business



Sustainability, diversity and customer orientation as guideline for all activities

2



Profitable Growth in Near Markets

3



Development of Retail and Digital Offerings for Private Customers and SMEs

 **ECONOMY & CUSTOMERS**

Commercial success driven by sustainable and customer-focused services

 **ENVIRONMENT & CLIMATE**

Decarbonisation of logistics thanks to environmental efficiency at all stages of the value chain

 **PEOPLE & SOCIAL**

Top employer with a safe and respectful working environment and a commitment to social responsibility

Purpose

WE ALWAYS DELIVER A SOLUTION.

Vision

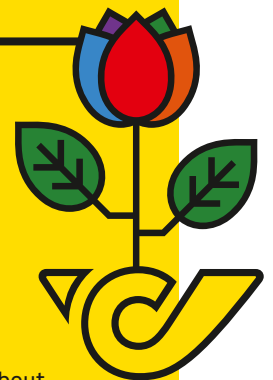
- We are more than just a postal service.
We are a pioneer successfully connecting people and markets with the world of tomorrow.


Mission

- Closer than anyone else.
We make connections every day and are always improving.
Always practical and sustainable – digital and in person.

Values

- We are yellow.
- We are green.
- We are colourful.



 To find out more about Austrian Post's mission statement, see p. 28

2030 Sustainability Master Plan



Sustainability,
diversity and customer
orientation as
guideline for all
activities

ECONOMY & CUSTOMERS

Sustainable and
customer-focused products
and services

ENVIRONMENT & CLIMATE

Environmentally friendly
and energy-efficient
logistics and operations

PEOPLE & SOCIAL

Top employer with diverse
staff and a commitment to
social responsibility

Material Topics

1 Sustainable appearance & services for private customers

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

2 Sustainable mail & parcel products

Developing products and services in line with social and environmental requirements

3 Sustainable procurement

Best practices for sustainable procurement among ATX companies

4 Sustainable governance & compliance

Best practices for sustainable governance & compliance among ATX companies

5 Stakeholder value

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

6 Green & efficient mobility

Mobility based on renewable low-carbon energy

7 Green & efficient buildings

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

8 Resource-efficient processes

Make sure our processes are efficient in terms of resources

9 Circular economy

Contribute to circular economy

10 Corporate & leadership culture

Enhance corporate and leadership culture

11 Integrated diversity management

Prioritise diversity and equal opportunity

12 Occupational health & safety

Focus on health and safety

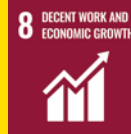
13 Digital responsibility

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

14 Social dialogue & cooperation

Make a positive impact on society through dialogue and cooperation

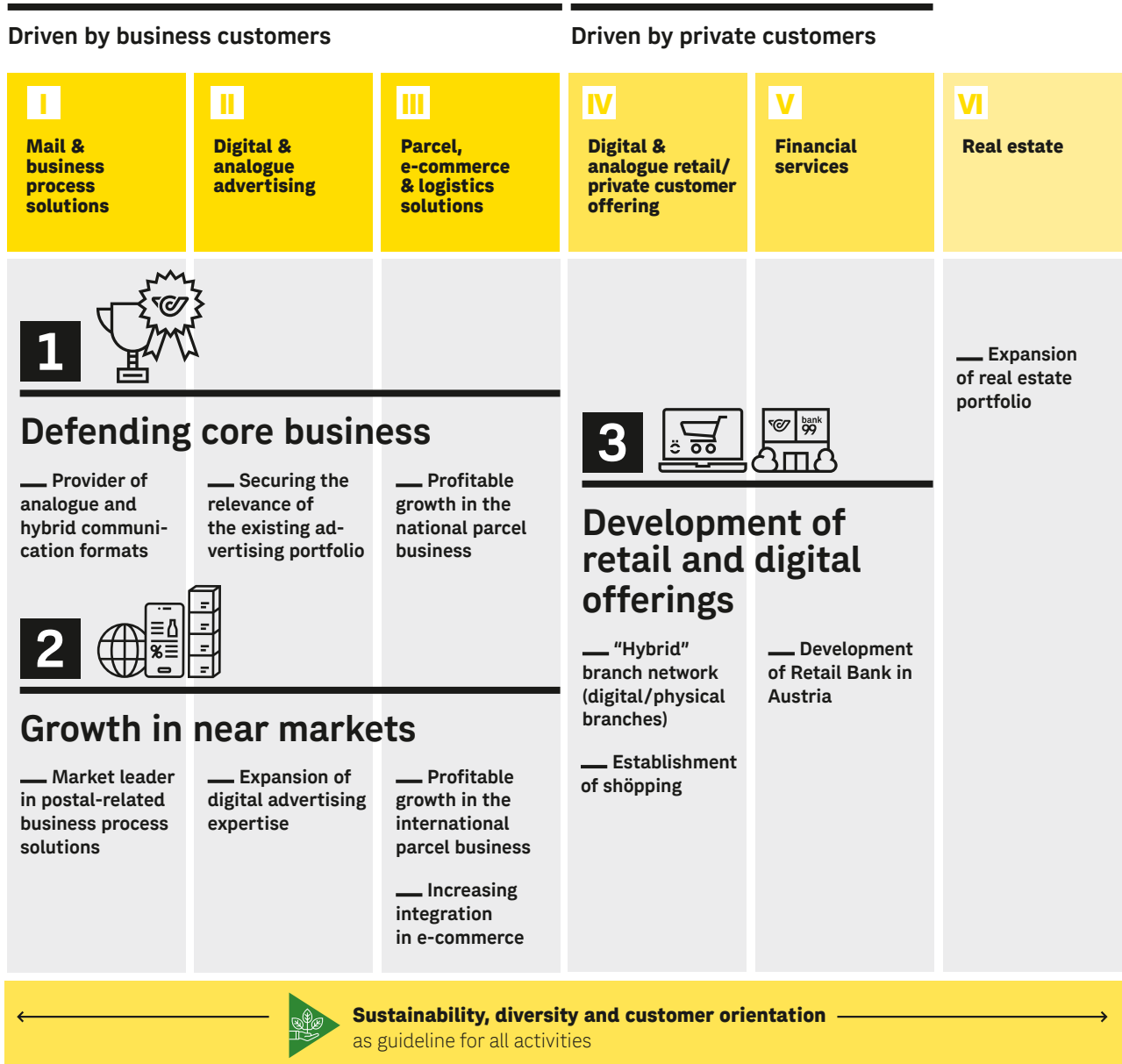
SDGs



Our Target Markets

As a broad-based, risk-diversified Group, Austrian Post focuses on six markets. Acting as a platform, the Group offers synergies between the activities in the various markets. The strategic objectives, which serve as a guideline for initiatives and measures, are split into the following markets:

- Mail and business process solutions
- Digital and analogue advertising
- Parcel, e-commerce and logistics solutions
- Digital and analogue retail/private customer offering
- Financial services
- Real estate



Sustainability at Austrian Post

Sustainability has been extremely important to us for some time. We became the very first postal company to guarantee carbon neutral delivery for its customers in 2011. We are one of the few companies in Austria that uses the Women's Career Index – an independent benchmarking tool that examines how women's careers progress – to promote women in management. It was time for us to raise all of these initiatives and efforts to a strategic level. All of our future strategic measures and projects will be assessed in terms of how they contribute towards sustainability, diversity and customer orientation. Our ambitious targets and measures for the next ten years in the areas of Economy & Customers, Environment & Climate and People & Social are defined in our comprehensive 2030 sustainability master plan.

2030 Sustainability Master Plan

The 2030 sustainability master plan was developed on the basis of 14 material topics as part of the strategic update. As with the strategy-setting process, the entirety of the Management Board and all division heads were involved in drawing up the master plan. The 2030 sustainability master plan covers three main areas and is based on the company's strategic pillars and target markets. The company takes an integrated approach to these different areas so that all sustainability topics are approached from a holistic standpoint rather than as stand-alone issues. Austrian Post uses strategic projects to address the 14 material topics which come under the three areas covered by the master plan.

The company has a dedicated organisational structure for the strategic management and implementation of the 2030 master plan. This structure makes it possible to allocate clear responsibilities and monitor the success of strategic projects. The programme is managed by the CSR and Environmental Management department. Individual departments are responsible for the operational implementation of the measures.

More information about our sustainability governance structure is available on p. 29



The CO₂ 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 CO₂ neutral manner in Austria by Österreichische Post AG. This is confirmed each year by TÜV Austria. And more than 200 customers use the logo in their communication activities.

Environmental and climate strategy

We have an impact on the environment due to the nature of our business. We aim to keep this impact to an absolute minimum. Our CARBON NEUTRAL DELIVERY initiative has been running since 2011, making us a pioneering company in Austria when it comes to our track record on environmental and climate action. Other important parts of our strategy are our current science-based carbon reduction target for Österreichische Post AG (-14% by 2025 compared to base year of 2013), switching our delivery fleet over to electric vehicles or other alternative drives by 2030 and the consistent expansion of our ISO 14001-certified environmental management systems.

Protecting the environment and preventing climate change also play a key role in our integrated corporate

and sustainability strategy and our 2030 sustainability master plan. This ensures that our environment and climate targets and measures are factored into everything we do as a company. We use targets and measures to improve and monitor our performance in four key areas (green & efficient mobility, green & efficient buildings, resource-efficient processes and the circular economy).

TCFD Scenario Analysis



TCFD scenario analyses play an important role in our integrated corporate and sustainability strategy, as well as our environmental and climate strategy. Our first analysis of this kind is available in the Sustainability & Climate Risk Management section.


■ see Sustainability & Climate Risk Management p. 34ff

T 01 Environmental and Climate Strategy: Carbon Targets

Our aim

→ Decarbonisation of logistics thanks to environmental efficiency at all stages of the value chain

Objectives	Measures	Status
<p> 13.1, 13.2, 13.3 Ambitious carbon reduction targets</p>	<p>Calculate a new science-based target to reduce emissions by -40% between 2020 and 2030</p> <p>Define a relative carbon emission target of -70% by 2030 compared to 2010</p>	<p>Austrian Post has begun the process of calculating a new science-based target for a 1.5°C economy as part of a company-wide project headed up by the WWF and supported by the Climate and Energy Fund. The new target will be submitted to the Science Based Targets initiative in 2021 (SBTi)</p>
<p> 7.2, 7.3, 13.1, 13.2, 13.3, 13.3b Science-based carbon reduction target: reduce carbon emissions by 14% by 2025 (base year: 2013)</p>	<p>Continuation of the CO₂ NEUTRAL DELIVERY initiative – measures to support the material topics of green and efficient mobility, green and efficient buildings and resource-efficient processes</p>	<p>Österreichische Post AG's carbon emissions have increased by 23.5% (compared to base year 2013) due to rising parcel volumes up 138% between 2013 and 2020</p>

■  Information about other measures and targets in the Environment & Climate area is available on p. 80

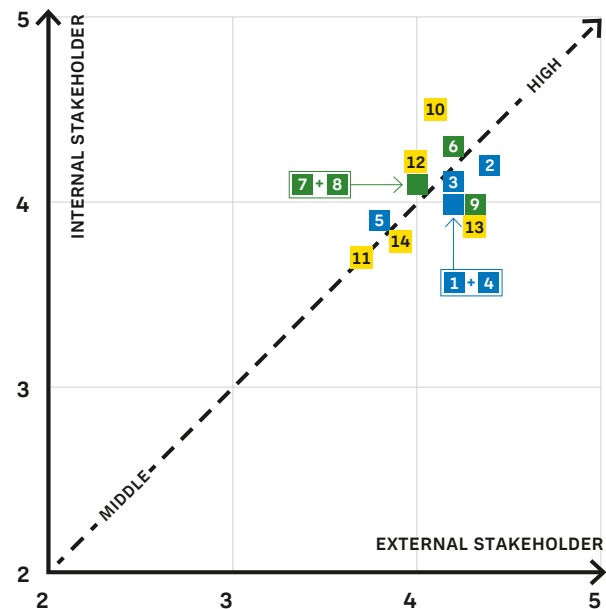
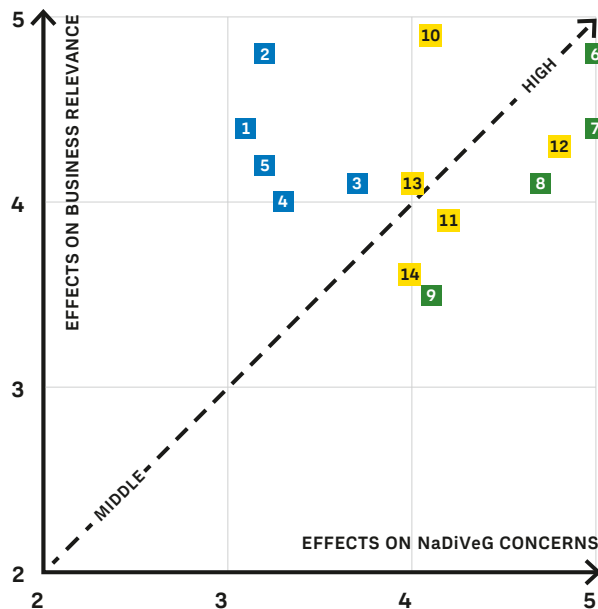
MATERIAL TOPICS

Materiality analyses are an important tool for identifying key sustainability action areas for Austrian Post and its stakeholders. We updated our materiality matrix as part of the update to our strategy.

GRI 102-46, 102-47

G 01 Effects on Business Relevance and Concerns Laid Out in the Sustainability and Diversity Improvement Act (NADiVeG)

G 02 Effect on Stakeholder Opinion and Decision-making



Economy & Customers

- 1 Sustainable appearance & services for private customers
- 2 Sustainable mail & parcel products
- 3 Sustainable procurement
- 4 Sustainable governance & compliance
- 5 Stakeholder value

Environment & Climate

- 6 Green & efficient mobility
- 7 Green & efficient buildings
- 8 Resource-efficient processes
- 9 Circular economy

People & Social

- 10 Corporate & work culture
- 11 Integrated diversity management
- 12 Occupational health & safety
- 13 Digital responsibility
- 14 Social dialogue & partnerships

The fundamental prerequisite for systematic and targeted sustainability management is the identification of material topics. Austrian Post reviewed its materiality survey as part of a Group-wide strategic process relating to its integrated corporate and sustainability strategy. This review involved identifying material topics, holding discussions with internal and external experts and deciding on measures to be taken.

The materiality analysis was then performed in three stages.

- In the first stage, top management assessed the relevance of the 14 main topics to the operations of the company.
- In the second stage, internal and external stakeholders were asked about how the main topics influence their opinions and decisions relating to Austrian Post.
- In the final stage, selected internal and external experts were asked for their assessment of how the main topics affect environmental, labour and social issues, corruption & bribery and human rights in accordance with the Sustainability and Diversity Improvement Act (NADiVeG). This was done using an online survey.

Interpretation of Business Relevance and Impact of Material Topics

Sustainable mail & parcel products were the dominant issue in terms of Austrian Post's economic performance in the Economy & Customers area, along with sustainable appearance & services for private customers. Sustainable procurement and Sustainable governance & compliance have the biggest impact. The issue of stakeholder value has somewhat less impact on economic success and matters relating to the Sustainability and Diversity Improvement Act (NADiVeG).

In the Environment & Climate area, green & efficient mobility, green & efficient buildings and resource-efficient processes have the biggest impact in terms of the economic success of the company and environmental concerns, with the circular economy playing a subordinate role.

The top issues in the People & Social area are the corporate & work culture and occupational health & safety. Integrated diversity management, digital responsibility and social dialogue & partnerships are other relevant topics with a comparable level of impact on economic success and environmental concerns.

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 three sections of this report that cover the company's main areas of focus.

Interpretation of How the Material Topics Affect Stakeholder Opinion and Decision-Making

External and internal stakeholders have the same priorities in the area of Economy & Customers. For both groups, sustainable mail & parcel products are top of the list, followed by sustainable procurement and Sustainable governance & compliance. Stakeholder value was somewhat less important to those surveyed.

In terms of Environment & Climate, external stakeholders thought that the circular economy was the most important issue, followed by green & efficient mobility. The latter is the most important issue for employees in this area.

In the People & Social category, the corporate & work culture were far and away the top priority for the employees of Austrian Post, followed by occupational health & safety. Both of these issues are also important for external stakeholders, although they prioritise digital responsibility, including data protection and data security. Integrated diversity management has a lower priority for both groups.

Sustainable mail & parcel products were the most important issue for external stakeholders across all of the different areas, followed by the circular economy and digital responsibility. The top three for employees were corporate & work culture, green & efficient mobility and occupational health & safety.

Material Topics of Austrian Post

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

T 02 Economy & Customers

Material Topic	Description	NaDiVeG concerns
1 Sustainable appearance & services for private customers	All activities focus on developing sustainable and customer-focused products and services. This area covers our activities with a direct connection to end customers.	<ul style="list-style-type: none"> — Social and employee concerns — Environmental concerns
2 Sustainable mail & parcel products	This area focuses on the range of products related to letters, direct mail items and parcels used by business customers. All products should be designed to not only benefit the customer but also to have a positive impact on the environment, society and the economy.	<ul style="list-style-type: none"> — Social and employee concerns — Environmental concerns
3 Sustainable procurement	This area focuses on the application of sustainability criteria and principles to our procurement practices. This includes evaluating suppliers and defining a policy. Austrian Post is particularly committed to following a regional strategy in this area in order to improve the company's regional focus and minimise the negative impact on Austrian Post, people and the environment.	<ul style="list-style-type: none"> — Respect for human rights — Combating corruption and bribery
4 Sustainable governance & compliance	Austrian Post wants to create structures and processes that will anchor and manage sustainability in every area of the company. This area includes transparent reporting to stakeholders in addition to "traditional" compliance and governance responsibilities.	<ul style="list-style-type: none"> — Respect for human rights — Combating corruption and bribery
5 Stakeholder value	Efforts to create value for all stakeholders are focused on contributing to society (e.g. maintaining the regional infrastructure and reliable supply of postal services), contributing to the economy (e.g. taxes and social security contributions) and creating value for its owners (e.g. dividends).	<ul style="list-style-type: none"> — Social and employee concerns

T 03 Environment & Climate

Material Topic	Description	NaDiVeG concerns
6 Green & efficient mobility	Our efforts in this area focus on making our fleet modern and sustainable by using vehicles with alternative drives in all areas. We are significantly reducing our fuel consumption in order to lower carbon emissions.	<ul style="list-style-type: none"> — Environmental concerns
7 Green & efficient buildings	This area includes all of the measures that we take to reach a high level of sustainability in all of our buildings. These include using renewable energy for power and energy efficiency measures. Our overall objective with these measures is to reduce energy consumption and carbon emissions.	<ul style="list-style-type: none"> — Environmental concerns
8 Resource-efficient processes	This area covers all of Austrian Post's measures for making its processes more efficient. These measures include expanding our certified environmental management systems, raising awareness among our employees and promoting joint delivery services.	<ul style="list-style-type: none"> — Environmental concerns
9 Circular economy	As a logistics service provider, we foster partnerships with a wide variety of players (customers, suppliers, local authorities, research institutions) to promote circular economy and the efficient use of resources. Our main focus here is on reducing waste and recycling materials.	<ul style="list-style-type: none"> — Environmental concerns

T 04 People & Social


Material Topic	Description	NaDiVeG concerns
10 Corporate & work culture	This area involves fostering a positive work environment. Relevant measures include coming up with new ways of working and laying the ground-work for a respectful management culture. We also focus on providing opportunities for staff to prosper and retaining expertise with targeted succession planning.	— Social and employee concerns
11 Integrated diversity management	We take steps to promote diversity both within our own company and among all of our stakeholders. We do this by establishing appropriate central logistics and service processes (e.g. barrier-free branches), making services available online and using inclusive language.	— Social and employee concerns — Respect for human rights
12 Occupational health & safety	Our success as a company is driven by our employees. This area focuses on keeping them safe from risks and hazards at work. It also includes measures aimed at improving the health of all our employees and their ability to work.	— Social and employee concerns
13 Digital responsibility	This area deals with how we protect personal data and make sure that it is handled in line with all relevant legal requirements. This includes keeping it confidential. It also focuses on the data security of our IT systems in terms of their integrity, availability and safety.	— Social and employee concerns — Combating corruption and bribery
14 Social dialogue & partnerships	Austrian Post wants to engage with stakeholders on an equal footing and make a positive contribution to society. This is covered in this area, along with our focus on partnerships to ensure sustainable development. This includes our work with charitable organisations, partnerships with educational institutions and cooperating with partners to protect the environment.	— Social and employee concerns

Sustainable Development Goals (SDGs)

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 responsible corporate management in regard to human and labour rights, environmental protection and anticorruption. Austrian Post is also committed to the 17 global objectives of the United Nations, the Sustainable Development Goals (SDGs). 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. Our measures and programmes are actively contributing towards achieving eight of the 17 sustainability goals.

To see how the individual Sustainable Development Goals and their subtargets are allocated to the material topics of Austrian Post, please refer to p. 27. The sections of this report marked with the SDG symbol  outline how Austrian Post is putting the Sustainable Development Goals into practice.



T 05 Austrian Post's Contribution to the Sustainable Development Goals

SDG	Section
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>SDG 3: Good health and well-being</p> <p>Target 3.6: By 2020, halve the number of global deaths and injuries from road traffic accidents</p> <p>→ People & Social, p. 102</p>
 <p>5 GENDER EQUALITY</p>	<p>SDG 5: Gender equality</p> <p>Target 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p> <p>→ People & Social, p. 102</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>SDG 7: Affordable and clean energy</p> <p>Target 7.2: By 2030, increase substantially the share of renewable energy in the global energy mix</p> <p>→ Environment & Climate , p. 80</p> <p>Target 7.3: By 2030, double the global rate of improvement in energy efficiency</p> <p>→ Environment & Climate , p. 80</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>SDG 8: Decent work and economic growth</p> <p>Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>→ People & Social, p. 102</p> <p>Target 8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all</p> <p>→ Economy & Customers, p. 56</p>
 <p>10 REDUCED INEQUALITIES</p>	<p>SDG 10: Reduced inequalities</p> <p>Target 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p> <p>→ People & Social, p. 102</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>SDG 12: Responsible consumption and production</p> <p>Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources</p> <p>→ Economy & Customers, p. 56</p> <p>Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</p> <p>→ Economy & Customers, p. 56</p> <p>Target 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle</p> <p>→ Economy & Customers, p. 56</p>
 <p>13 CLIMATE ACTION</p>	<p>SDG 13: Climate action</p> <p>Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries</p> <p>→ Environment & Climate , p. 80</p> <p>Target 13.2: Integrate climate change measures into national policies, strategies and planning</p> <p>→ Environment & Climate , p. 80</p> <p>Target 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning</p> <p>→ Environment & Climate , p. 80</p> <p>Target 13.b: Promote mechanisms for raising capacity for effective climate change-related planning and management in least developed countries and small island developing States, including focusing on women, youth and local and marginalized communities</p> <p>→ Environment & Climate , p. 80</p>
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<p>SDG 17: Partnerships for the goals</p> <p>Target 17.17: Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships</p> <p>→ People & Social, p. 102</p>

SUSTAINABLE GOVERNANCE & COMPLIANCE

Integrity and compliance are the foundation for responsible business. For this reason, responsible and transparent governance plays an important role in Austrian Post's sustainability strategy.

The Joint Mission Statement

GRI 102-16, 103-1, 103-2

Austrian Post wants to be perceived as a responsible company that acts with integrity. What actors on the capital market expect from us is transparency and honesty. Austrian Post also requires ethically impeccable and exemplary behaviour from all employees at all times, regardless of their position. Proper and responsible governance plays a major role in this regard.

Our mission statement points us in the right direction, creates a mutually shared value system and provides a clear benchmark for all employees and executives. On the one hand, it provides guidance about how to act and interact with business partners and colleagues during day-to-day business. It also provides clear objectives and shows that our sustainable corporate success cannot be defined and achieved on economic aspects alone, but must also encompass the social sphere, the environment and employees.

Strategic Action Requires Proactive Management

GRI 102-18

This challenging period of constant change means that respectful management is more important than ever. It is especially crucial now for senior executives to be present, provide guidance, be a model of responsibility and establish an open culture where employees can make mistakes and learn from them.

Transparent communication and the ability to lead people in their day-to-day work are the key to success.



Teamwork has never been more important. Senior executives at Austrian Post take an interdisciplinary approach and break down departmental silos. They help Austrian Post to be successful and innovative by working collaboratively and sharing their expertise.

We reviewed our management guidelines last year and made some slight amendments.

Responsibility for Sustainability

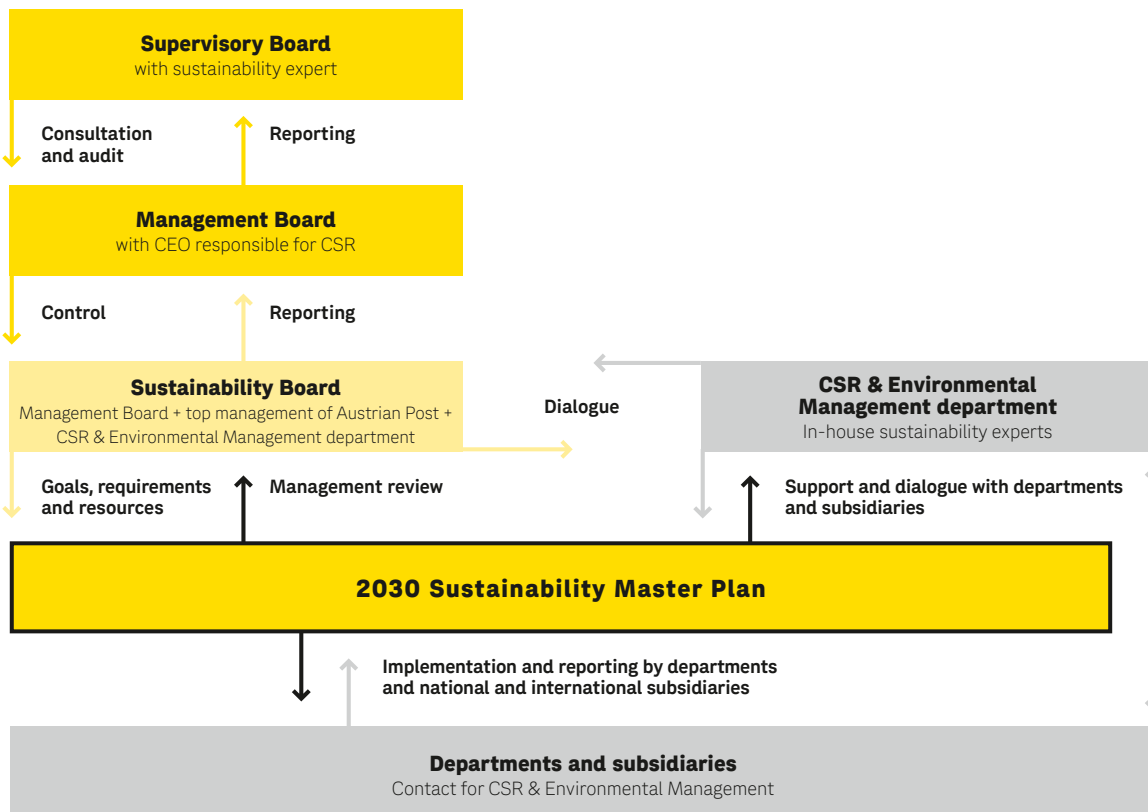
GRI 102-18, 102-19, 102-20

We have established clear structures within the company to live out our commitment to sustainability at Austrian Post. On an organisational level, responsibility for sustainability is directly in the hands of Chief Executive Officer Georg Pölzl in the CSR & Environmental Management department. Because sustainability plays a role in a number of different areas within the company, the CSR & Environmental Management department remains in constant contact with Austrian Post's divisions for the purpose of implementing the new 2030 sustainability master plan. Great importance is attached to an interdisciplinary approach and cooperation among the individual units. Inter-departmental and inter-divisional working groups deal with current sustainability issues, formulate objectives and implement appropriate measures – always on the basis of our integrated corporate and sustainability strategy.

A new organisational structure was established in 2020 to manage sustainability issues within the company and make sure that sustainability is at the heart of its future development. This involved setting up a new committee, the Sustainability Board. From 2021 onwards, the Sustainability Board will provide the Management Board with updates about progress and targets in the three main sustainability areas (Economy & Customers, Environment & Climate, People & Social) three times a year. A sounding board will also be set up so that the latest developments within the company can be discussed with the relevant divisions of the company and managed in a targeted manner.

The Supervisory Board, which is the company's highest decision-making and governance body, is also actively involved in sustainability management, enabling Austrian Post to discharge its economic, social and ecological responsibilities. Professor and founder of the Institute for Ecological Economics Sigrig Stagl joined the Supervisory Board in 2020 as an expert in sustainability. Austrian Post benefits from her expert analyses of its sustainability measures.

G 04 Well-structured and Integrated ESG Governance



Sustainability at Group Companies

Sustainability has played an increasingly important role at our Group companies since the Sustainability and Diversity Improvement Act (NADiVeG) came into effect in 2017. These companies report environmental and personnel-related indicators on an annual basis, which are then published in this report. Group companies also discuss their sustainability indicators with the CSR & Environmental Management department on a regular basis. Some companies have shown a particularly high level of commitment to sustainability, as evidenced by their certified

environmental management and compliance management systems.

Our subsidiaries reorganised their approach to sustainability management in 2021. Each company now allocates a person who acts as a sustainability officer and a point of contact for the CSR & Environmental Management department. This person is responsible for advancing sustainability targets and measures at their company with the support of the CSR & Environmental Management department.

GRI 103-3

T 06 Targets for the Material Topic: Sustainable Governance & Compliance

Our aim

→ Best practices for sustainable governance & compliance among ATX companies

Objectives	Measures	Status
<p>SDG 12.6 Incorporate sustainability targets into the variable remuneration system in 2021</p>	<p>From 2021 onwards, each member of management level 1 must have one sustainability target as part of their variable remuneration</p> <p>From 2022 onwards, each member of management level 2 must have one sustainability target as part of their variable remuneration</p>	<p>Sustainability targets will be taken into account in the variable remuneration system for everybody at management level 1 in 2021</p>
<p>SDG 12.6 Maintain and improve reputation for implementing compliance best practices in the Austrian capital market</p>	<p>Conduct discussions and surveys on risk to enhance compliance risk analysis</p> <p>Monitor implementation and effectiveness of measures</p> <p>Information, communication and training on these rules and continued operation of the help desk (contact point for compliance issues)</p>	<p>Follow-up audit confirmed ISO certification in 2020</p> <p>124 enquiries and reports from employees through the business and capital market compliance help desk</p> <p>Employees of Österreichische Post AG and its national subsidiaries completed 3,109 e-learning courses on business compliance, anti-corruption and capital market compliance in 2020</p> <p>A new communication campaign was drawn up in 2020</p>
<p>SDG 12.6 Update internal sustainability indicator reporting process for management purposes by 2022</p>	<p>Implementation of a standard process for reporting sustainability indicators at a Group level during the year</p>	<p>Establish an interdisciplinary working group to define targets, perform a gap analysis looking at the data collection and evaluate implementation from a technical perspective</p>
<p>SDG 12.6 Make improvements to stakeholder-oriented reporting, including EU Taxonomy from 2021 onwards</p>	<p>Establish a reporting process that meets TCFD requirements</p> <p>Establish a reporting process that meets the requirements of the EU Taxonomy</p>	<p>Comprehensive TCFD-compliant reporting process established in 2020</p> <p>Interdisciplinary working group will be established to evaluate the requirements of the EU Taxonomy</p>
<p>SDG 12.6 Make sustainability a key focus area across the Group from 2021 onwards</p> <p>Define sustainability targets for all national and international subsidiaries</p>	<p>Nominate points of contact for CSR & Environmental Management issues at all subsidiaries</p> <p>Draw up measures and targets for every subsidiary based on 2030 sustainability master plan</p>	<p>Sustainability officers were appointed at our subsidiaries in Southeast and Eastern Europe in 2021</p> <p>The Global Sustainability Team held its kick-off meeting at the beginning of 2021</p>

Governance & Compliance

GRI 103-1, 103-2, 102-18

Good corporate governance is the means by which organisations create long-term value in a responsible and sustainable manner, while also ensuring that all of the Group's employees act in line with legal requirements, internal policies and moral and ethical principles (compliance). As a listed company, Austrian Post considers itself obliged to observe the principles of good corporate governance in line with the expectations of national and international investors. 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.

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.

—  see Annual Report 2020 p. 29ff

Implementing the EU Green Deal on the Basis of the EU Taxonomy Regulation¹

Austrian Post held a workshop on the EU Taxonomy in partnership with an external consultancy in 2020. An internal working group on the EU Taxonomy consisting of the Investor Relations, CSR & Environmental Management, Group Controlling and Group Accounting departments will be established in 2021. Representatives from individual departments can also take part as necessary. Austrian Post will work through the requirements of the EU Taxonomy in a structured manner so that reports can be published for stakeholders in 2021.

¹ The → **EU Taxonomy** is a key component of the action plan on financing sustainable growth and sets criteria for environmentally sustainable investments.

Capital Market and Business Compliance

GRI 205-1

Austrian Post is one of the country's flagship companies. The company is aware of its obligation to act as a role model and the responsibility which goes along with this. We aim to fulfil this responsibility in every respect. We therefore attach great importance to responsible and transparent corporate management.

The mission statement was used as a basis for developing the Group-wide Code of Conduct and Ethics. The contents reflect our commitment to the principles of the UN Global Compact. The Code of Conduct provides the foundation for an open, respectful and legally compliant corporate culture. It serves as a reference framework for employees in their daily dealings with one another and for responsible behaviour towards business partners and the public.

The Management Board is ultimately responsible for ensuring that the Code of Conduct and Ethics is applied in a uniform manner within the Group. The process of confirming that our own employees comply with the Code of Conduct and Ethics was completed to a large extent in 2020. We require our business partners to meet the standards of our Code of Conduct for Suppliers. Vendor integrity checks are used to monitor compliance (see p. 66 for more information).

In order to live up to this responsibility in the areas of business compliance (which also incorporates anti-corruption) and capital market compliance, we established a Group-wide compliance management system (CMS), which is managed by the central Compliance Office. The CMS for business compliance meets the requirements of ISO 37001 (anti-bribery management systems), while the CMS for capital market compliance meets the requirements of ISO 19600 (compliance management systems). This was reviewed and certified for the first time by TÜV Süd in 2018. The certifications were upheld for Österreichische Post AG in surveillance audits in 2019 and 2020.

As part of the CMS, we have named compliance officers in the individual departments and in all subsidiaries in which we hold a majority stake. The compliance officers help the central Compliance Office to embed the CMS throughout the entire Group. At the time of compiling this report, there are 27 compliance officers in Austria and nine compliance officers in foreign subsidiaries.

The activities of the central and regional compliance organisation contribute towards ensuring the sustainable and practical professionalisation and further development of the compliance management system in all units of the company. In addition to certification and surveillance audits, the company uses additional internal and external audits throughout the year to ensure that its compliance standards and the CMS are appropriate and effective.

■  Compliance targets are available on p. 30.

RISK ANALYSIS AS THE BASIS FOR THE COMPLIANCE MANAGEMENT SYSTEM

Austrian Post's CMS makes compliance issues transparent with the help of a prevention strategy that focuses on risk. Rules designed to reduce risks are established on the basis of the compliance risk analysis results, and appropriate measures are integrated into business processes.

The primary tool for identifying corruption risks is the annual compliance risk analysis carried out by the Compliance team. The risk analysis incorporates information from Group risk management, personal discussions with the compliance officers and compliance observations. Personal risk discussions incorporate compliance monitoring and now cover around 72% of Group sites. Capital market compliance risks are analysed on a central basis by the Compliance Office due to their nature and the groups of people most affected. No material compliance risks were identified in 2020. The results are reported to the Management Board, which then approves the resulting compliance programme.

COMPLIANCE AND ANTI-CORRUPTION GUIDELINES FOR RESPONSIBLE CONDUCT

102-16

Company guidelines are another instrument for promoting responsible conduct and integrity. These guidelines are derived from the Code of Conduct and Ethics and set out a clear framework for each topic. The objective of the capital market compliance policy is to ensure that Austrian Post acts with integrity on the capital market and to promote understanding of capital market compliance. Its rules focus primarily on the prevention of the improper use of insider information. The policy reflects current European and Austrian capital market regulations and is binding for all employees of the Group.


The purpose of the business compliance policy is to ensure that Austrian Post employees act with integrity in all of their interactions with each other and with business partners and to promote understanding of business compliance. It provides guidance about combating corruption and how to handle gifts, invitations and other benefits, sponsorship and donations, conflicts of interest and company resources. The policy reflects all relevant Austrian legislation and international standards and is binding for all employees of the Group.

RAISING AWARENESS THROUGH TRAINING ACTIVITIES

205-2

A responsible corporate culture plays a central role in the compliance management system. The basis for this is the mission statement, the Code of Conduct and Ethics, clear rules specifying roles and responsibilities as well as compliance guidelines. All steps are accompanied by comprehensive information and training measures as well as practical advice.

A variety of training and awareness-raising measures are held every year. All of our full-time and part-time employees are provided with capital market compliance and business compliance training at least once a year. Training and awareness-raising measures are also provided for selected business partners and contractors. Austrian Post uses a variety of communication and training methods – such as posters, info screens, articles in the employee magazine, and in-person and online training – to provide its stakeholders with targeted information and training and to address a wide range of compliance issues. In 2020, a new video on business compliance was produced and we continued to roll out our capital market compliance and business compliance e-learning courses. The communication campaign was updated and expanded to increase awareness further. This campaign will be rolled out in 2021.

 In-person training sessions continued, albeit with restrictions due to the pandemic. We frequently used virtual options instead of in-person training throughout 2020, in addition to articles in the employee magazine "Meine Post" covering important business and capital market compliance topics.

In addition to training for employees, the further education of compliance officers is also a part of training

activities. The Compliance Academy delayed its second intake until the beginning of 2021 due to COVID-19. The anti-corruption and compliance measures mentioned above enabled us to provide all Austrian Post employees with training and information on these issues, including top management, the entire Management Board and the Supervisory Board.

The Compliance team and a compliance help desk accessible to employees throughout the Austrian Post Group are available in person, by telephone, on the intranet or by email to deal with questions, comments, concerns and suspected misconduct. Austrian Post provides a telephone hotline, intranet site and email address which whistle-blowers can use to report their concerns anonymously. All correspondence is kept in the strictest confidence. In 2020, a total of 124 employee inquiries and documents regarding the acceptance and granting of gifts, donations and sponsorship, capital market compliance as well as Austrian Post's principles of conduct were processed by the compliance help desk.

Measures Taken in Response to Cases of Corruption

No cases of corruption occurred at Austrian Post in 2020. If such a case occurs, steps in line with applicable labour laws as well as disciplinary measures are taken. Measures to prevent corruption were successfully carried out throughout the Group as part of our compliance management system in 2020.

SUSTAINABILITY & CLIMATE RISK MANAGEMENT

Austrian Post's risk management system incorporates more environmental, social and governance (ESG) aspects than ever before. Austrian Post also supports the Task Force on Climate-related Disclosures (TCFD).

GRN 102-11, 201-1

Comprehensive risk and opportunity management is a key cornerstone of good corporate governance. As a result of the increasing importance of sustainability and the new integrated corporate and sustainability strategy, environmental, social and governance issues (ESG issues) are featuring more heavily in Austrian Post's risk management than before. Sustainability and Diversity Improvement Act (NADiVeG) concerns and the requirements of the Task Force on Climate-related Financial Disclosures (TCFD) are also taken into consideration. Our aim is to recognise sustainability-related opportunities and risks at an early stage and implement measures which will help the company achieve its strategic objectives and targets. Austrian Post is an official TCFD supporter, underlining the importance of this issue for us.

This section focuses on how the Group manages opportunities and risks relating to sustainability and climate change as part of its overall risk management strategy. For more information about the Group's general approach to risk management, as well as its risk strategy, risk policy and internal control system, please refer to the 2020 Annual Report.

 see Annual Report 2020 p. 121ff

Identifying Risks

Due to the increasing significance of sustainability risks to the company's business activities, we focused on improving our management of sustainability-related risks and opportunities in the 2020 financial year. We used both the traditional outside-in¹ approach for general sustainability-related risks and the Task Force on Climate-related Financial Disclosures (TCFD) risk categories and the inside-out² approach in accordance with the Sustainability and Diversity Improvement Act (NADiVeG).

The Risk Management, CSR & Environmental Management and Investor Relations departments worked closely together on this issue in 2020. An internal working group was established at the beginning of the year to give representatives from these departments the opportunity to identify, analyse and evaluate opportunities and risks as part of a structured, interactive and iterative process.

The company also held two workshops to discuss ideas with external experts – one focusing on ESG and NaDiVeG, the other on TCFD. The internal working group then held a number of workshops to identify the primary ESG-related and climate-related opportunities and risks for the company. Risks were identified on the basis of Austrian Post's key topics, the concerns laid out in NaDiVeG and a wide range of international standards which are relevant for Austrian Post (SASB, TCFD, IFC General EHS Guidelines and MVO Risk Check).

¹ **Outside-in:** risks arising from societal or environmental concerns (for example) with the potential to impact the company's business

² **Inside-out:** Inside-out: risks arising from the company's business with the potential to impact society or the environment (for example). The size and importance of Austrian Post was taken into consideration when assessing impact

All risks reported by other departments in the Group-wide risk management system were also screened to determine if they had any connection to ESG or TCFD.

Risk Assessment

Any identified sustainability-related risks were then assessed from the following perspectives:

- Two time scales (medium term = four years, longer term = ten years) which affect the probability of opportunities and risks occurring
- Gross (status quo in 2020) and net (status quo in 2020 factoring in the effect of any risk mitigation measures)
- Qualitative (outside-in approach based on the Group-wide risk assessment matrix; inside-out approach based on a newly defined assessment matrix adapted to the Group-wide matrix)
- Quantitative, based on financial impact

Risk Management

This approach significantly increased the extent to which ESG and climate-related risks are integrated into the Group-wide risk management system. Detailed ESG opportunity and risk reports (which also took NaDiVeG concerns into consideration) and the company's first climate-related risk report in accordance with the TCFD requirements also played a significant role in these efforts.

All opportunities and risks within the Group are updated every six months. Any risks or opportunities which exceed internally defined qualitative and quantitative thresholds are reported to the Management Board. As short-term and long-term climate-related and ESG opportunities and risks are now covered by the Group-wide risk management system, they are also included in the biannual risk analysis and reported to the Management Board if the defined threshold is exceeded. Two ESG risks exceeded the reporting threshold in 2020.



The biannual Group risk management report will include a TCFD and ESG opportunity and risk report from 2021 onwards to improve internal TCFD and ESG reporting.  see Annual Report on p. 121ff

Table of ESG Risks According to TCFD and NaDiVeG

102-15

This section lists all of the ESG and TCFD risks which meet the threshold for inclusion in the Group-wide risk management system.

 see Annual Report on p. 121ff

All risks are presented in gross form. The process of identifying, analysing and assessing ESG and climate-related risks also identified three opportunities related to the key topic of "Sustainable appearance & services for private customers". However, none of these opportunities met the threshold for external reporting. We have therefore included ten ESG risks based on the outside-in approach (of which five are climate-related) and five ESG risks based on the inside-out approach in accordance with NaDiVeG.

Economy & Customers

One significant outside-in risk and one significant inside-out risk were identified in the Economy & Customers area.

The most significant risk to the company relates to its position as a sustainable company and the risk to investment due to a lack of governance processes. In the area of business ethics, corruption was the most significant inside-out risk due to the size and importance of the company within Austria and the capital market.

T 07 Economy & Customers: Gross Risks

Outside-In

Key topic	Risk	Measures
Sustainable governance & compliance	Risk to the company's position as a sustainable company and investment due to sustainability reporting not being up-to-date and an inadequate organisational focus on sustainability	Focus on sustainability in corporate structures and processes Up-to-date reporting (e.g. TCFD report) See p. 28
Sustainable procurement	Possible loss of reputation due to a failure to meet minimum social standards or uphold human rights across the supply chain	Certification of compliance management system, Code of Conduct for Suppliers, supplier screening See p. 66

Inside-Out

NaDiVeG concern	Risk	Impact	Measures
Corruption, human rights	Business ethics & procurement: negative impact on society (state, social security system, competition, capital market) due to lack of integrity	Possible misconduct can have negative impact on rule of law and society	Already meets very high legal standards (antitrust law, capital market requirements, Federal Procurement Act) due to state ownership and legal form as stock company Additional implemented and certified management systems See p. 31ff See p. 67f

Environment & Climate

Austrian Post has identified outside-in and inside-out risks in the Environment & Climate area.

TRANSITORY CLIMATE RISKS¹

The company is exposed to a material risk arising from new legislation or the amendment/tightening of existing legislation, in addition to loss of reputation and negative effects related to the digitalisation trend. These have the potential to result in significant direct costs (e.g. carbon tax, emissions trading) or changes to the business model (e.g. opt-in requirements for direct mail items).

■ see risk report on p. 122f of Group Management Report

We have consistently set ourselves ambitious climate targets for over a decade in order to improve our energy efficiency and minimise transitory climate risks. Since 2017, we have been one of just two companies in Austria to submit a science-based climate target to the

Science Based Targets initiative. This target will be revised in 2021 so that we can make an increased contribution to combating climate change. We are committed to the objectives of the Paris Agreement and will take action to ensure that global warming is limited to 1.5°C.

■ see Environment & Climate, p. 86f

PHYSICAL CLIMATE RISKS

Long-term climate change has the potential to pose a risk for Austrian Post, and may increase the cost of guaranteeing nationwide access to postal services as climate change progresses (hot summers, heavy precipitation in winter). Additional personnel, protective equipment and cooling measures may be required over the longer term in order to minimise these risks.

The most relevant inside-out environmental risks are the company's contribution to climate change and its role in increasing airborne pollutants due to the large amount of energy required by Austrian Post as a logistics company.

¹ Risks which can occur when moving towards a greener economy

T 08 Environment & Climate: Gross Risks

Outside-In

Key topic or TCFD	Risk	Measures
TCFD: Policy and Legal Risks Green & efficient mobility Green & efficient buildings	Introduction of a carbon price (national carbon tax or inclusion of transport sector in national carbon emissions trading system)	All vehicles in the delivery fleet will be 100% electric by 2030. The company will focus more heavily on its partnerships in the area of delivery services, encouraging the increased use of electric vehicles. The company is looking for alternatives for its heavy-goods vehicles (biogas, hydrogen). Austrian Post is converting and modernising the heating systems it uses at its buildings. It is also implementing energy efficiency measures. See p. 83f, 87ff, 90ff
TCFD: Policy and Legal Risks Sustainable mail & parcel products	Change to the legal requirements for addressed and unaddressed direct mail items due to more sensitive societal attitudes towards the potential environmental impact of advertising (e.g. opt-in requirement for advertising)	Life cycle assessment for advertising in 2020, resulting in improvements, partnerships with customers, development of alternative sustainable digital offerings See p. 63f
TCFD: Chronic Risks Green & efficient mobility Green & efficient buildings	Possible negative impact on procedures and processes due to high temperatures in summer	Increased use of air conditioning systems and alternative cooling methods, procurement of uniforms which provide protection against the sun, changes to schedules (beginning and end of day), more personnel to compensate for decreased productivity
TCFD: Reputation Risks Circular economy	Loss of reputation with customers due to potential negative opinion of how resources are consumed by the logistics industry and packaging waste from parcels	Life cycle assessments for letters, direct mail items and parcels from 2020 onwards. Improvements, partnerships with customers, competence centre for sustainable packaging/circular economy within Austrian Post See p. 63f
TCFD: Market Risks Sustainable mail & parcel products	Risk of general population and business partners accelerating the already considerable negative trend in mail and direct mail volumes due to digitalisation in an effort to combat climate change	Life cycle assessment for letters, direct mail items and parcels. Improvements, partnerships with customers, development of alternative sustainable digital offerings See p. 63f

Inside-Out

NaDiVeG concern	Risk	Impact	Measures
Environmental concerns	Increase in the company's carbon emissions	This increase has a negative impact on the nation's carbon footprint and the effort to combat climate change in general	Promotion of e-mobility, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems See p. 83f, 87ff, 90ff
Environmental concerns	Increase in the company's local emissions (NO _x , fine particulate matter, noise)	The increase has a negative impact on local emissions	Promotion of e-mobility, use of vehicles with EEV exhaust standard or better, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems See p. 83f, 87ff, 90ff

People & Social

Two outside-in risks and two inside-out risks were identified in the People & Social area.

Due to the company's extensive business relationships, Austrian Post is exposed to the outside-in risk of a loss of reputation due to a failure to observe human rights or minimum social standards along the value chain. Measures such as the vendor integrity check and the supplier assessment have been implemented throughout the Group in order to minimise this risk.

■ see Sustainable procurement p. 66

Another risk is personnel being absent due to inadequate employee health and safety measures.

Austrian Post provides a comprehensive range of health and safety measures for its employees to reduce this risk. ■ see Occupational health & safety p. 113

Despite the company's health and safety measures, there is still an inside-out risk of accidents or health issues for the company's employees due to heavy seasonal workloads.

■ see Occupational health & safety p. 113

A further inside-out risk arises from the possibility of damages for customers and employees due to their sensitive data being misused or illegally disclosed.

■ see Digital responsibility p. 117

T 09 People & Social: Gross Risks

Outside-In

Key topic or TCFD	Risk	Measures
Occupational health and safety	Potential absences and costs due to inadequate implementation of efficient health and safety measures for employees	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 106, 113ff
Digital responsibility	Potential for damage due to inadequate awareness of data protection, IT security, cybersecurity and data security issues	IT security measures, enhancements to data protection organisational structure, awareness-raising measures for employees See p. 106, 117ff
Corporate & work culture	High turnover rate due to low level of employee satisfaction	Measures to improve the corporate and work culture See p. 105, 107ff, 111ff

Inside-Out

NaDiVeG concern	Risk	Impact	Measures
Social concerns	Possibility of loss of customer/employee data due to theft and/or data protection violations, and related negative impact on society	The misuse or illegal disclosure of sensitive data could have a negative impact on society in terms of data protection	IT security measures, enhancements to data protection organisational structure, awareness-raising measures for employees See p. 106, 117ff
Employee concerns Social concerns, human rights	Potentially high (seasonal) workload for the company's employees, drivers and temporary workers, both in terms of hours and the nature of the activity (parcel weight/size/volumes)	Health issues for staff and third parties due to an increase in the accident rate resulting from the higher workload	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 106, 113ff

Climate-related Risks Pursuant to the TCFD (TCFD Index)

T 10 Governance

TCFD recommendations	Implementation at Austrian Post
a) Describe the board's oversight of climate-related risks and opportunities	<ul style="list-style-type: none"> — From the 2021 financial year onwards, the Sustainability Board will provide the Management Board of Austrian Post with quarterly updates about the status of measures and the extent to which targets have been reached for all of the main areas related to Environment & Climate. This will allow the Management Board to monitor and supervise the company's progress in terms of its targets and requirements for climate-related issues. In addition to being covered at Sustainability Board meetings, climate-related topics can also be discussed and monitored at the monthly meetings of the Management Board. More information is available on p. 21f, 29f. — Climate-related issues are factored into management decisions and covered in the Environment & Climate area of the integrated corporate and sustainability strategy. As a result, climate-related issues also feed into the financial planning process. More information is available on p. 14–21. — The remuneration policy for members of the Management Board includes climate-related sustainability targets. Targets are related to the expansion of photovoltaic systems, the expansion of e-mobility and the implementation of environmental management systems to improve the company's energy efficiency. From 2021 onwards, sustainability targets will also be incorporated into variable remuneration components for the entirety of top management (first reporting level) in line with the new integrated corporate and sustainability strategy. More information is available on p. 30. — From a risk management perspective, Austrian Post defines the climate as an objective fact rather than an opportunity or risk per se. As a result, its risk management system covers climate-related opportunities and risks, such as risk/opportunities related to climate change. — Relevant climate-related opportunities and risks are integrated into the central risk management system. This system is used to provide the Management Board with a biannual report covering TCFD-related opportunities and risks. Risk Management also reports to the Audit Committee of the Supervisory Board on a half-yearly basis, and to the entire Supervisory Board on an annual basis. Reports can be provided on an ad hoc basis if required.
b) Describe management's role in assessing and managing climate-related risks and opportunities	<ul style="list-style-type: none"> — Top management is responsible for climate-related risks and opportunities, as it is for all other Group risks and opportunities. Opportunities and risks which can be allocated to a particular department are the responsibility of the management of that department. Opportunities and risks which involve multiple departments are the responsibility of the Management Board. For additional information about identification, analysis and assessment, see T12 "Risk Management" on p. 40. — Top management is prompted every six months to update the company's climate-related opportunities and risks so that the Management Board can be informed of the most significant opportunities and risks in the biannual opportunity and risk report. — Individual members of the Management Board have an opportunity to share their views when opportunities and risks are discussed. These views are incorporated into the opportunity and risk report.

T 11 Strategy

TCFD recommendations	Implementation at Austrian Post
a) Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term	<ul style="list-style-type: none"> — The short term has been defined as the next four years; this is in line with the definition used for medium-term planning and Group-wide opportunity and risk analysis. The company also defined a long-term timescale of ten years (identical to the duration of the 2030 sustainability master plan) in order to analyse climate-related opportunities and risks over a longer period. — A table of the ESG risks and opportunities identified by Austrian Post is available on p. 37. All risks from the ESG risk management system are covered, including outside-in risks based on TCFD categories and inside-out risks in accordance with NaDiVeG. — The most significant climate-related risk identified by Austrian Post is the physical risk arising from the long-term consequences of climate change (chronic risk). We assumed that an increase in daytime temperatures will have an impact our procedures, as well as the efficiency and health of our employees. — Based on the TCFD categories, the risk will be higher over the long term than in the short term as climate change has an increasing effect. →

b) Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning

- Austrian Post has developed an integrated corporate and sustainability strategy which puts it in a position to be more effective at managing climate-related risks and seizing climate-related opportunities. See p. 14ff, 28ff.
- TCFD risks primarily affect delivery processes and building standards, and could result in increased costs. Austrian Post does not believe there is currently any risk to the company's ability to continue as a going concern.
- As the company implements measures to minimise climate-related risks, climate-related issues and risks are also included in the financial planning process (medium-term plan = four years) to varying degrees depending on the extent to which they are prioritised. Investment expenditure is the area of Austrian Post's financial planning that is most affected by climate-related measures as these measures include the procurement of electric vehicles and photovoltaic systems.
Austrian Post also identified two climate-related risks with the potential to reduce revenue. Life cycle assessments also have an impact on financial planning and strategic decisions. See T08 Environment & Climate: Gross Risks on p. 37.
- Three ESG and climate-related opportunities were identified in 2020 but did not meet the threshold for external reporting.

c) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario

- All of Austrian Post's deliveries within Austria have been carbon neutral since 2011. The company has also been committed to a science-based target (SBT) since 2017 with the aim of limiting global warming to 2°C. Austrian Post began the process of revising the existing SBT with a 1.5°C scenario (for Scope 1 and 2 emissions) in 2020. Austrian Post also submitted an EV100 target to the Climate Group in 2018; the company aims to use electric vehicles for all deliveries by 2030. For more information, please refer to p. 83f, 87ff, 90ff.
- Austrian Post approved a new integrated corporate and sustainability strategy in 2020 to avoid climate-related risks and take advantage of climate-related opportunities. Combating climate change is the most significant issue in the Environment & Climate area. See p. 14–21.
- Market risk is the main source of potential factors which could prevent Austrian Post from implementing this new strategy and achieving its SBT. The most significant risk is the possibility of stagnation in the development of alternative drives for transport logistics purposes. See T08 Environment & Climate: Gross Risks on p. 37.
- The company analysed different scenarios which assumed a 2°C and 4°C increase in the global temperature. These scenarios had a long-term timescale of ten years. See p. 42f.

T12 Risk Management

TCFD recommendations

Implementation at Austrian Post

a) Describe the organisation's processes for identifying and assessing climate-related risks

- All climate-related risks are included in the risk management system and managed with the same level of diligence as other (business) risks.
- Our general Group risk management process is used to identify and assess climate-related opportunities and risks see ^[A] Annual Report 2020 p. 122). This general approach was implemented for climate-related and ESG opportunities and risks as follows: the Risk Management, CSR & Environmental Management and Investor Relations departments worked closely on the issue in 2020. A structured and interactive process was used to identify, analyse and assess climate-related opportunities and risks on the basis of the main areas identified by Austrian Post and international reporting standards (e.g. SASB). This identification process included all TCFD risk categories, which allowed us to analyse both transitional and physical climate-related risks. For more information about this process, please refer to p. 34f, 42f.
- In the past, climate-related and ESG opportunities and risks were primarily assessed from a qualitative perspective. Austrian Post made a significant step forwards in terms of quantifying these opportunities and risks in 2020. Existing and newly identified TCFD opportunities and risks were assessed from the following perspectives:
 - Two timescales (short term = four years, longer term = ten years)
 - Gross (status quo in 2020) and net (status quo in 2020 factoring in the effect of any risk mitigation measures)
 - Qualitative (outside-in approach based on the Group-wide risk assessment matrix; inside-out approach based on a newly defined assessment matrix adapted to the Group-wide matrix)
 - Quantitative, based on financial impact.

b) Describe the organisation's processes for managing climate-related risks

- Climate-related and ESG opportunities and risks are managed, disclosed and prioritised in line with general Group risk management processes. Climate-related opportunities and risks are also prioritised in terms of their impact.
- Risks are managed by defining appropriate measures aimed at avoiding or reducing risks or otherwise transferring them to third parties, alongside measures which put the company in a position to seize opportunities. The business areas examine the potential measures on the basis of a cost-benefit analysis, and subsequently implement them. These measures are monitored and adjusted within the context of a biannual analysis undertaken by the risk managers. →

<p>c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management</p>	<ul style="list-style-type: none"> — The materiality of relevant climate-related opportunities and risks is analysed in line with Group risk management processes. All opportunities and risks within the Group are updated every six months. Any risks or opportunities which exceed internally defined qualitative and quantitative thresholds are reported to the Management Board. Short-term and long-term climate-related and ESG opportunities and risks are now included in the biannual risk analysis and reported to the Management Board in the form of an opportunity and risk report if the defined threshold is exceeded. One TCFD risk exceeded the reporting threshold in 2020. A Annual Report 2020 p. 123. — The Group risk management report will include a TCFD and ESG opportunity and risk report from 2021 onwards to improve internal TCFD and ESG reporting. This will ensure that climate-related opportunities and risks with a timescale of ten years are reported to the Management Board. — The approach described under point a) significantly increased the extent to which climate-related risks are integrated into the Group-wide risk management system. Austrian Post also prepares detailed external ESG opportunity and risk reports and is in the early stages of preparing climate-related sustainability reports in accordance with TCFD standards. <p>As previously stated in point a) of the section on our processes for identifying, assessing and managing climate-related and ESG opportunities and risks, the processes for climate-related and ESG opportunities and risks are identical to the Group's general risk management processes. The processes for climate-related and ESG opportunities and risks are therefore integrated into the organisation's overall risk management.</p>
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T 13 Metrics and Targets

TCFD recommendations	Implementation at Austrian Post
<p>a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process</p>	<ul style="list-style-type: none"> — The main indicators which Austrian Post uses to measure and manage climate-related opportunities and risks are: <ul style="list-style-type: none"> — Scope 1 to Scope 3 GHG emissions — Proportion of energy from renewables — Proportion of delivery fleet that is electric — Energy consumption — Additional indicators related to water, land use and waste management are currently being investigated internally to determine if they are relevant. <p>An internal working group will be set up in 2021 with the task of implementing the requirements of the EU Taxonomy. Austrian Post intends to disclose the proportion of its revenue linked to sustainable business activities from the 2021 financial year onwards. See p. 31.</p> <ul style="list-style-type: none"> — The remuneration policy for members of the Management Board includes climate-related sustainability targets. Targets are related to the expansion of photovoltaic systems, the expansion of e-mobility and the implementation of environmental management systems to improve the company's energy efficiency. From 2021 onwards, sustainability targets will also be incorporated into variable remuneration components for the entirety of top management (first reporting level) in line with the new integrated corporate and sustainability strategy. See p. 30. — Indicators for Austrian Post are published in its Sustainability and Non-financial Reports. See p. 131ff.
<p>b) Disclose Scope 1, Scope 2, and if appropriate Scope 3 greenhouse gas (GHG) emissions, and the related risks</p>	<ul style="list-style-type: none"> — Austrian Post discloses all of its Scope 1, Scope 2 and Scope 3 GHG emissions in its annual Sustainability Report and Non-financial Report. See p. 86, 134. — Carbon indicators are calculated on the basis of ISO 14064, which specifies requirements for the quantification and reporting of greenhouse gas emissions, and are therefore compliant with the requirements of the Greenhouse Gas Protocol. The indicators are validated every year by two external parties: the auditor of Austrian Post's annual financial statements and TÜV Austria. — There are currently no significant risks related to Scope 3 emissions. Additional possible sources of Scope 3 emissions will be analysed in 2021 to determine if they are relevant. If carbon emissions cannot be calculated on the basis of primary data, Austrian Post uses data from its own consumption units (fleet and property) instead.
<p>c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets</p>	<ul style="list-style-type: none"> — Austrian Post's main climate-related targets have been submitted to and certified by international institutions. <ul style="list-style-type: none"> — Science-based target: Reduce carbon emissions (Scope 1 to Scope 3) by 14% by 2025 (base year 2013) — EV100 target: All deliveries made using electric vehicles by 2030 — Austrian Post's environmental targets and the extent to which these targets have been reached are published annually in its Sustainability and Non-financial Reports. More information is available on p. 72ff.

TCFD Scenario Analysis

GRI 201-2

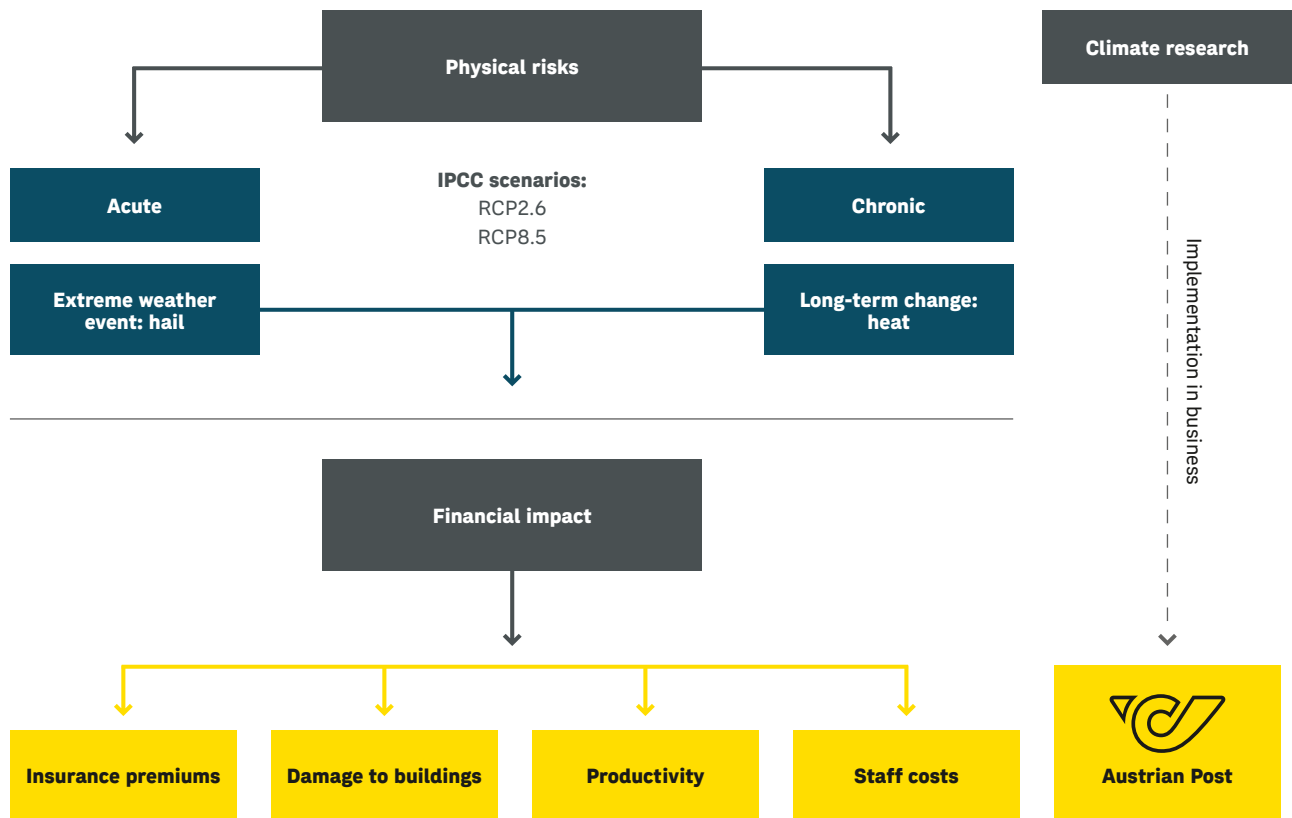
Austrian Post has performed a scenario analysis on the basis of the TCFD recommendations. We assessed how climate change would impact Austrian Post in the future based on TCFD guidance ("outside-in risks"). We chose to focus on the physical risks we face from climate change and their potential financial ramifications for Austrian Post in our first scenario analysis.

An internal workshop identified the following physical risks as being material and appropriate for inclusion in a scenario analysis:

- Acute physical risks: extreme weather events, particularly hail. This risk was identified as an emerging risk worthy of continued monitoring in the internal ESG and TCFD risk process
- Chronic physical risks: periods of intense heat due to increasing temperatures in summer

— see T08 Environment & Climate: Gross Risks on p. 37

G 05 TCFD Scenario Analysis Approach



Our scenario analysis covered the period 2020 to 2040, in line with the climate change adaptation requirements which we expect to be included in the EU Taxonomy. We used representative concentration pathways (RCPs) adopted by the Intergovernmental Panel on Climate Change (IPCC) as a framework for our analysis. The following scenarios were selected to cover the entire range of possible impacts:

- RCP2.6 (Decarbonisation scenario – Paris Agreement targets are met, with global warming limited to <2°C above preindustrial level by the end of the century)
- RCP8.5 (Business as usual scenario, global warming limited to >4°C by the end of the century)

We also used Austrian climate data and sources in our analysis to reflect a regional focus. European or global data from the IPCC and other sources was used whenever regional data was unavailable.

We selected the following cost-inducing climate change parameters to model the negative impacts of climate change on Austrian Post:

- Chronic physical risks: impact of changes in average temperature on productivity and air conditioning
- Acute physical risks (hail): impact of increased damage to buildings and vehicles due to hail

We selected the following climate indicators:

- Changes in summer weather and periods of warm temperatures in Austria were considered, but the quality of the data was considered too low to merit inclusion in the analysis
- Heat: change in monthly maximum temperature (°C) for June to September as a reference for decrease in productivity (2% per 1°C increase in temperature) and increased electricity costs for air conditioning (linear based on increase in temperature)
- Hail: this weather event is difficult to model and has been volatile in the past. As a result, we were not able to provide any meaningful forecast for how hail events will impact Austrian Post financially in the future. We do, however, expect hail damage to increase in future.

Based on a thorough review of the literature and our assessment of the climate indicators, we reached the following conclusions:

- Heat stress may result in lower productivity in future, particular in the warmest months of the year between June and September
- Increased power consumption and operating expenses (OPEX) for air conditioning due to an increase in cooling degree days and additional investment (CAPEX) required to install the necessary infrastructure.
- As it stands, hail events are not a suitable indicator for an acute climate risk due to a lack of data
- Austrian Post will continue to perform scenario analyses in future

STAKEHOLDER MANAGEMENT

Austrian Post is one of Austria's largest employers and an integral part of Austrian society. Stakeholders come from every facet of society and are involved in a number of different ways. We remain in constant dialogue with all stakeholder groups to get a clear view of their expectations and areas in which we could improve. This helps us put concrete measures in place.

Focusing on All Interests

Our stakeholders have demanding standards when it comes to Austrian Post's transparency and sustainability. We pool our stakeholders into different groups so that we can address their wide-ranging requirements. Austrian Post uses broadbased dialogue to identify their needs and further cement and expand its already good and open relationship with stakeholders.

We use a range of dialogue formats to develop and discuss strategic goals, measures and their implementation with our stakeholders. The aim of stakeholder management is to get to know and understand the concerns of our interest groups better and take them into account. Furthermore, ongoing communication will play an important role as we make updates to the 2030 sustainability master plan. This approach ensures that our new sustainability targets and measures are also strongly focused on the demands and expectations of our stakeholders.

Engaged in 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 format for dialogue. This annual event began in 2010 and provides various stakeholders such as customers, suppliers, employees, NGOs and investors with the opportunity to share their needs and concerns

C directly with Austrian Post and get to know each other. The Stakeholder Roundtable was not held in 2020 due to the COVID-19 pandemic. The event was replaced by an online survey of stakeholder priorities.

In organising the Stakeholder Roundtable and survey, 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.

Each year, it is highly beneficial for Austrian Post to discuss opinions and needs with representatives of all relevant interest groups. Input from stakeholders is assessed internally and used to adapt existing projects or set up new ones. The next and tenth Stakeholder Roundtable is scheduled to be held in the autumn of 2021, subject to COVID-19 restrictions.

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

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

Transparency in Safeguarding Political and Economic Interests

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

As a leading logistics company, Austrian Post brings concerns about postal market regulations, transport and logistics, digitalisation, energy and sustainability, safeguarding the country's critical infrastructure, etc. to representatives in the federal government, parliament, states, local authorities and social partners.

We are therefore in constant communication with political interest groups and decision makers. We are also committed to ensuring that the political framework is in line with the company's strategic objectives as well as the needs of its customers. The underlying objective is to promote a broad, mutual understanding, attract support and optimally exert influence.

According to the Austrian Transparency Act for Lobbying and Interest Representation (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.

G 06 Stakeholder Groups

GRI 102-40, 102-42

We evaluated our relevant stakeholder groups in conformity with **ONR 192500**, the certifiable guideline to **ISO 26000**. This analysis revealed that the **Austrian Post interest groups** come from different business areas of the company. We use a variety of dialogue formats to identify the interests of each individual group. In addition to the annual Stakeholder

Roundtable (which was cancelled due to COVID-19), we give all of our stakeholders an opportunity to be heard through a number of analogue and digital communication channels. We also remain in contact with political representatives and other centrally organised interest groups.

Shareholders	Customers	Employees	NGOs	Communities/ Mayors	Public Authorities
Associations	Social Partners			Friends & Family	Competitors
Government	Media	Suppliers	Transport Service Providers	ESG Rating Agencies	Sustainability Community

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 LIVR00196), but has also been listed in the voluntary EU Transparency Register since November 2014.

Programme to Ensure Compliance with Legislation, Standards and Voluntary Codes of Conduct in Relation to Marketing

Our marketing focuses on our core competency – Austrian Post’s safe, sustainable and trustworthy range of postal services. Sustainability also plays a role in our marketing.

We want our marketing to promote us as a company while still remaining ethical. Austrian Post does not engage in any marketing which it considers immoral or which violates generally accepted ethical and cultural standards.

Investing in Innovation and Future Technologies

GRI 201-2, 203-1, SDG 5, 7, 11, 13

The market in which Austrian Post operates is continually changing. To remain successful in this dynamic environment, we need to develop and launch innovative and sustainable products and add new business areas to our portfolio. We are therefore always working at adding and improving products and services, optimising our existing processes and work flows and opening up completely new business areas. Our investments and innovations are not limited to property, plant and equipment but also focus on everyday working life. We are establishing modern and up-to-date working models to make sure we can operate efficiently and economically both now and in the future.

C COVID-19 changed the focus of innovation in 2020. In addition to health and safety, demand for connectivity also went up. The factor that had the most direct impact on Austrian Post was the boom in e-commerce.

As a service provider, it is our duty to “always deliver a solution” for our customers. We use a constant stream of internal innovation and research and development projects to improve our services and performance. In many cases, the innovative solutions that we research and develop – often in collaboration with partners – set new standards for the entire logistics sector.

We drive innovation with a successful combination of central management and decentralised innovation

teams in our different business areas. Austrian Post established a new central innovation management team in 2019, underlining its commitment to research and development. This team supports the business areas in their digital transformation, while also harnessing digitalisation to recognise market requirements and future trends early on. This strengthens our long-term competitive position and drives innovation forward in the industry.

In addition to our internal development activities, we also have a long history of partnerships with reputable Austrian universities, technical colleges and other research facilities. Key partners include the Austrian Research Promotion Agency (FFG), the Climate and Energy Fund and the Vienna Business Agency. The objective of these partnerships is to further intensify our focus on innovation and develop products and services that are based on sound scientific research findings. When it comes to innovation, key factors include investment in state-of-the-art technologies and continual improvement and expansion of the Austrian Post infrastructure.

Austrian Post consistently seeks out funding opportunities for innovation and investment. The CSR & Environmental Management department advises and supports all the areas concerned and also coordinates the research tax credits.

C This was another area impacted by the COVID-19 pandemic, as shown by the Ministry of Finance reacting quickly with significant stimulus measures to combat the economic impact of state-ordered lockdowns. The COVID-19 investment subsidy scheme played a particularly important role for us. This enabled Austrian Post to obtain funding approval and make a number of investments across the Group. The scheme offered to subsidise 14% of the cost of investments with a digitalisation or ecological focus; the majority of applications were for investment projects of this nature. Applicants are allowed to submit investment products which have already been subsidised under another scheme. This represents a unique opportunity to boost the amount of subsidies available in this area and support measures to reduce carbon emissions, particularly when combined with the environmental subsidies available for electric vehicles and photovoltaic systems.

Schieneinfrastrukturdienstleistungsgesellschaft mbH subsidised our initiative to fit our fleet of trucks with turning assistance as part of a scheme which aims to improve traffic safety in our cities.

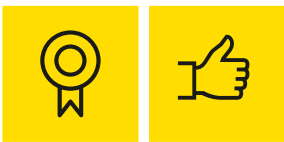
Austrian Post’s innovative prowess was demonstrated in a project which used a complex statistical calculation to forecast parcel volumes in order to make it easier

for managers at distribution centres to schedule shifts and equipment. The project was submitted to the Vienna Business Agency two years ago. Following a review, it provided a 25% subsidy as well as a bonus for having women leading the project.

The above-mentioned projects provide a selection, but not an exhaustive list, of research projects.

— refer to the Annual Report 2020, p. 118ff

Ratings and Awards



GRI 102-12

Austrian Post operates in a sustainable manner, an approach that has been confirmed by the capital markets and various national and international ratings.



MSCI ESG RESEARCH

The MSCI Environmental, Social and Governance Rating rates companies in line with the best-in-class approach within the industry. In 2020, Austrian Post was repeatedly awarded the top rating, AAA. The expansion of the electric vehicle fleet, the company's attractive remuneration systems, continuing education and professional development offerings for employees and good, solid business management structures were highlighted by MSCI.



ISS ESG

ISS ESG is one of the world's leading rating agencies in the field of sustainable investments. We were awarded the prime status rating in the ESG corporate rating 2020 for our sustainability activities. With this prime rating, we rank among the leading transport and logistics companies in terms of sustainability.



CARBON DISCLOSURE PROJECT

The Carbon Disclosure Project (CDP) is the world's largest database of corporate environmental and climate information, and is used extensively by capital market participants to evaluate potential investments. We were awarded a very good rating of A- in 2020. This recognition not only underscores our transparent environmental reporting but also serves as evidence of the quality of the climate protection measures we have put in place.

In addition, our close cooperation with suppliers on the topic of climate protection was recognised and Austrian Post was included in the Supplier Engagement Leaderboard.



AUSTRIA'S LEADING COMPANIES (ALC) Award

Austrian Post received an ALC award in the "climate transparency" category from "Die Presse", KSV1870 and PwC at the 21st ALC Award Show in January 2020. Around 50 nominated listed companies were assessed based on documented figures and information.

PARCEL VOLUMES UP FROM VIENNA TO



ISTANBUL

Austrian Post increases its stake in Aras Kargo – an investment in the future.



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In 2021, Austrian Post wants to invest more than EUR 170m in its future.

STEFAN HEIGLAUER, HEAD OF PARCEL AUSTRIA BUSINESS UNIT

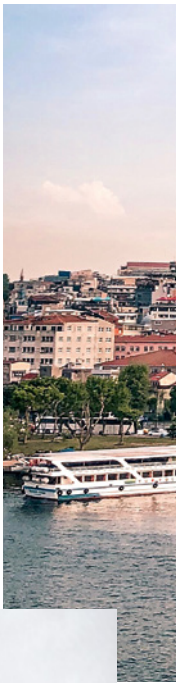
AND CARSTEN WALLMANN, HEAD OF CEE PARCEL & TURKEY BUSINESS UNIT

Stefan Heiglauer joined Austrian Post in 2006 and Carsten Wallmann joined in 2011. Both took on their current positions in 2014.

Growing Together

80

percent stake in Aras Kargo held by Austrian Post.



AUSTRIAN POST HAS MADE GROWTH A TOP PRIORITY. PARCEL VOLUMES WERE UP SIGNIFICANTLY IN 2020.

Stefan Heiglauer_ **Parcel volumes went up 30%** year-on-year due to lockdowns and the general upwards trend in e-commerce. We handled over one million parcels per day in peak periods. Compare that to the 765,000 parcels we delivered at the peak of the 2019 Christmas season. We are very proud that we managed to handle such an enormous amount of mail. It shows that, even if volumes don't remain at such an exceptionally high level, we are definitely on the right track with our capacity expansion programme.

IS THE ABILITY TO HANDLE INCREASED VOLUMES THE KEY TO AUSTRIAN POST'S SUCCESS?

Heiglauer_ **Not on its own.** We pride ourselves on our commitment to quality. Behind every parcel, there's a customer with specific requirements – and every customer is our most important customer. That's why we are increasing our capacity in a way that meets the needs of our customers and reflects the enormous growth in online shopping.

We want to be a reliable long-term partner for our business customers. That means being able to handle the volumes that they want to send, both now and in the future. We have been increasing our capacity since 2017 as part of the most comprehensive investment project in our company's history. We are aiming to improve our capacity by more than 140% by 2030. We opened our newest logistics centre in Kalsdorf during the year under review. We also have a new logistics centre with an integrated delivery base in Vomp, part of which is set to open for business in October.

IS BUSINESS BOOMING FOR AUSTRIAN POST OUTSIDE AUSTRIA AS WELL?

Carsten Wallmann_ **Absolutely. Companies as big as ours** need to look beyond just their local markets to make full use of their opportunities and expertise. That's why our strategy includes pursuing growth in promising overseas markets. Most of what we're doing in these markets is related to parcel deliveries, an area which is benefiting from the boom in e-commerce.



"Companies as big as ours need to look beyond just their local markets to make full use of their opportunities and expertise."

Carsten Wallmann,
Head of CEE Parcel & Turkey business unit





In conversation

Stefan Heiglauer, Head of Parcel Austria business unit
and Carsten Wallmann, Head of CEE Parcel & Turkey business unit



Look at the Turkish market for example. We took an important step forward in the year under review by increasing our stake in parcel service provider Aras Kargo to 80%. We want to expand in the Turkish market as it is extremely attractive, dynamic and seeing a lot of growth. We want to shore up Aras Kargo's position as the biggest company in B2C shipping and invest in the firm's customer-focused solutions.

Parcel volumes didn't just go through the roof in Austria in 2020; Turkey and CEE saw strong growth as well. The volumes transported by our subsidiaries in those markets went up by 37% and 27% respectively.

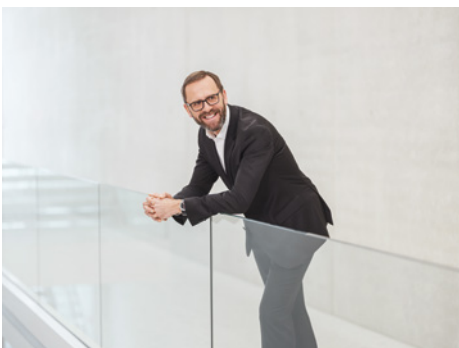
STRONG GROWTH CAN SOMETIMES LOWER A COMPANY'S INTEREST IN SUSTAINABILITY ...

Heiglauer_ **Not for us. Sustainability is a key focus area** of our latest corporate strategy. We're walking the walk as well as talking the talk. **We implemented a wide range of traffic decarbonisation measures during the year under review, and also took a close look at the importance of sustainable packaging in a circular economy.** We have partnered with the logistikum.RETAIL logistics excellence network – run from the Steyr Campus at the University of Applied Sciences Upper Austria – on a number of research projects looking at green packaging, food shipping solutions and ways we can make our services more convenient for customers.

Wallmann_ **We are as committed to sustainability** at our overseas subsidiaries as we are in Austria. We set up a network of sustainability officers for the CEE/SEE region in 2020. Our largest subsidiary Aras Kargo is also committed to sustainable development. They have had the largest fleet of electric vehicles in the Turkish parcel sector since 2011.

“We want to be a reliable long-term partner for our business customers. That means being able to handle the volumes that they want to send, both now and in the future.”

Stefan Heiglauer,
Head of Parcel Austria business unit



AUSTRIAN POST'S GROWTH INITIATIVES



Making Democracy Work

AUSTRIAN POST SENDS OUT BALLOT PAPERS, MASS TESTING INFORMATION AND FACE MASKS

Nearly 44% of people eligible to vote in the Vienna City Council election requested a postal vote – a new record. This figure demonstrates the key role that Austrian Post plays in keeping the state functioning during the pandemic. Austrian Post was able to maintain its core postal services in 2020, despite the impact of the coronavirus pandemic. We always deliver a solution.

We have assisted the community in various ways during the pandemic. For example, to minimise the number of people voting at polling stations, Austrian Post helped the Vienna City Council to maximise postal voting. In addition to setting up a website for web-savvy Viennese voters, Austrian Post put up 150,000 voter registration lists in apartment buildings around the city and delivered 1.35 million personally addressed postal voting application forms, along with official voting information. Austrian Post played a major role in the mass testing drive in the Tyrol region by sending information to around 780,000 residents in December. A large number of public authorities used Austrian Post this year to keep the population up to date with developments on the coronavirus pandemic. Austrian Post has also been delivering free FFP2 face masks since December. These masks are available to all Austrian residents over the age of 65.



Postal ballots keep voters safe during the pandemic.

ALWAYS DELIVER A SOLUTION

New Channels for "Das Kuvert"

"Das Kuvert" launches
a comparison
shopping website

"Das Kuvert" is one of Austria's largest and most eco-efficient advertisers. In 2020, Austrian Post launched daskuvert.at, a smart comparison shopping website. Shoppers can use the website to find the best price for over 50 million products, snap up daily deals and read inspiring stories.

Austrian Post provides secure access to local amenities.



Creating Infrastructure

AUSTRIAN POST LAUNCHES A NEW INITIATIVE TO BOOST RURAL AREAS

Recent decades have seen a series of cuts to the country's economic and social infrastructure – a growing challenge for local communities and the general population. Austrian Post launched the Land Partner Initiative with 17 partners in 2020. These partners have put together a package of measures to improve the country's rural infrastructure. **Approximately 100 communities without local suppliers and postal partners gained access to food supplies and postal and financial services through bank99 as part of the initiative.** Other partners will also use the new sites to offer their own services. Having secure access to local amenities will significantly improve the quality of life of the local population.

The plan is proving extremely popular in the 100 local communities currently being evaluated by the partnership, and some Land Partner sites have already been established. The residents of Hannersdorf have had proper local amenities since December. Land partner sites will be opening soon in Gersdorf, Katsdorf and Oberloisdorf.



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postal organisations were compared by the Universal Postal Union – Austrian Post was named the second best in the world.



bank99 –
available nationwide



Giving Back

BANK99 GIVES AUSTRIA'S KEY WORKERS A THANK YOU

From hospital workers through to our nation's police officers, food retailers and refuse collectors – Austria owes a debt of gratitude to so many people for the work they have done during the pandemic. They have kept the country going and kept people supplied with the things they need. Austrian Post established a bank in April, and chose to thank the country's key workers with a special offer: **employees of key organisations can open a helferkonto99 account from bank99 with no account fees to pay in the first year.** After that, key workers will get 50% off their account fees while benefiting from the bank's extensive network. bank99 services are available at every one of Austrian Post's approximately 1,800 branches and postal partners across Austria.

In this reporting period alone, more than 60,000 customers have opened an account with bank99 – the bank for 99% of Austrians. bank99 prides itself on offering products that are easy to understand with no hidden costs, with services available both online and in-branch. This outstanding performance demonstrates the appeal of an account which does not discriminate by gender, skin colour or age.



Supporting customers with the helferkonto99 account

shöpping Boosts Domestic Retail During the Crisis

AUSTRIAN POST'S ONLINE MARKETPLACE GREW SIGNIFICANTLY IN 2020

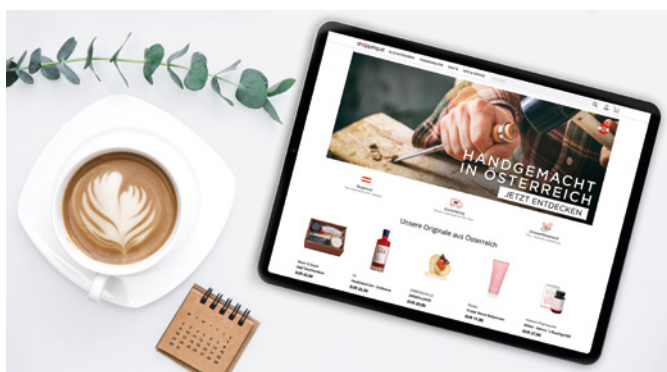
shöpping's built-in advantages came to the fore last year. COVID-19 caused constant disruption in international supply chains, but Austrians were able to keep buying from domestic retailers. Hundreds of sellers joined the platform, and the number of visitors to the site was ten times higher than average in peak periods. Around 500,000 packages were sent via the online marketplace as trade volumes tripled in comparison with the previous year. There are currently 1,600 sellers and retailers offering in excess of 2.5 million products on shöpping.

The significant year-on-year increase in the number of orders made through the site demonstrates the confidence that Austrians have in domestic retail, and the shöpping online marketplace in particular. This was also backed up by a survey conducted by Marketagent.com during the 2020 Christmas shopping period, which found that shöpping was Austria's favourite domestic online platform.

Last year, Romann Shop from Harmannsdorf-Rückersdorf in Lower Austria was the thousandth retailer to join the site. The family-owned company has been in business for around 20 years selling outdoor toys and equipment like children's go-karts and trampolines. "We are a family business, so regional commerce and being close to our customers is really important to us. And that's exactly what shöpping is all about. It's particularly important to support our economy and keep local jobs secure during the pandemic. That's the reason why we wanted to sell our products on the Austrian online marketplace," said Eva Romann, junior manager and head of the toys division at Romann Shop.

"It's particularly important to support our economy and keep local jobs secure during the pandemic."

Eva Romann,
Junior manager and head of the toys division at Romann Shop



Austrian Post is growing in Austria and beyond with products and services that are sustainable, customer-focused and fit for the future. We always deliver a

**SO
LUTTI
ON**

ECONOMY & CUSTOMERS

The current situation has triggered profound changes in the business environment in which Austrian Post operates. Austrian Post continuously analyses the needs of the market and its customers so that it can optimise its response to these challenges and adapt its targets.

Trends and Challenges

GRI 102-15, 103-2

Advancing digitalisation, growing competitive pressure and the internationalisation of markets are transforming the postal sector. Our target group is becoming increasingly complex and changing its habits. The changing societal environment requires continuous customer-focused adjustments on the part of Austrian Post in order to be able to ensure the long-term supply of postal services to the Austrian population at a high level. COVID-19 accelerated all of these changes last year. We saw a particularly steep decline in letter mail business and direct mail items, along with a significant increase in the number of parcels due to the boom in online shopping. We also needed to answer the question of how we were going to continue to serve the population despite the restrictions without making any compromises. These changes were a challenge for us and the rest of the logistics sector. The company is actively adapting to these changes in order to safeguard its long-term economic success.

We are opening up new business areas to compensate for the general loss of revenue from the letter mail business. The boom in online shopping and the increasing volume of parcels provide new opportunities for growth. At the same time, we are creating innovative digital solutions so that we can continue to meet the needs of our customers as effectively as possible in future under these new conditions. In addition to factor cost increases as well as economic and market developments, the development of staff costs is one of the influencing and success factors Austrian Post has to deal with both in the short term and long term.

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

E-SUBSTITUTION – PRESSURE ON THE CORE BUSINESS

Communication is becoming increasingly digital, resulting in a decline in the letter mail business. 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. Competition is also intensifying in this area.

DEMOGRAPHIC CHANGE

Austrian Post has to fulfil all customer requirements in a manner suited to the target group – for customers old and young.

MODERN LIFESTYLES

Our innovative services have to be available around the clock and on time, both online and in-person.

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.

Management Approach of Austrian Post

GRI 103-1, 103-2

C Austrian Post has been able to defend its leading position in Austria despite the COVID-19 pandemic, and is aiming for profitable growth in the markets that it has defined. We are investing in additional capacity and modernising our infrastructure and processes so that we can remain successful in future as circumstances change.

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. Our primary objective is to meet the needs of all our customers with an exceptional level of service. Our focus is always on one question: How can added value for senders be increased and comfort improved for recipients? We know that nobody focuses more on the customer than we do. We know what they want and what they expect – even in these unusual times. We use this knowledge to develop suitable offerings and services, even at short notice. This ensures our competitiveness and increases customer satisfaction. That is why innovations and tailored solutions are more important than ever in these times.

As a listed company, Austrian Post also has obligations to its owners and shareholders. We want to be seen as a solid investment which provides stable dividends. Stakeholder value is extremely important to Austrian Post. We want to provide added value for society and the regional economy by acting fairly in the market. This involves using regional suppliers, paying taxes and dividends to the state, providing employees with a fair wage and supporting charitable campaigns.

This focus is demonstrated by our new integrated corporate and sustainability strategy. The targets in our 2030 sustainability master plan will ensure our long-term success and allow us to expand our offerings sustainably while focusing on the needs of our customers. We have defined five key areas to this end:

- Sustainable appearance & services for private customers
- Sustainable mail & parcel products
- Sustainable procurement
- Sustainable governance & compliance (this key area is covered in the Company & Responsibility section)
- Stakeholder value

For additional information on these key areas in connection with Economy & Customers and how they relate to the SDGs, please see p. 27.

+30%

Parcel volumes went up due to a boom in online shopping.



Our pick-up stations are available around the clock.

Objectives

GRI 103-3

Austrian Post has defined the following targets and measures in order to monitor its success and progress in the area of Economy & Customers.

Overview of Economic Objectives

T 14 Targets for the Material Topic: Sustainable Appearance & Services for Private Customers

Our aim

→ Increase in customer satisfaction

Strengthening Austrian Post in public perception and seamless customer experience

Objectives	Measures	Status
Improve customer satisfaction score to 73 by 2030	Numerous measures discussed in connection with material topics: sustainable appearance & services for private customers, sustainable mail & parcel products, stakeholder value	The average CSI score for Austrian Post in 2020 was 70 points
(Digital) services available 24/7 for everyone in Austria Double the use of self-service solutions by 2030	Expand various 24/7 services Expand range of online solutions	24/7 services in 2020: more than 51,000 pick-up boxes, 454 pick-up stations with 86,109 post office boxes, 463 drop-off boxes, 363 stamp vending machines A total of 13.3 million mail items sent using self-service machines Relaunch of post.at in 2020
SDG 12.2 shopping carbon neutral in 2021	Same plan as Österreichische Post AG's CO ₂ NEUTRAL DELIVERY initiative: 1. Avoid, 2. Alternative technologies, 3. Compensation	Austrian Post began drawing up the plan in 2020
SDG 8.10, 12.2 bank99 carbon neutral in 2022	Same plan as Österreichische Post AG's CO ₂ NEUTRAL DELIVERY initiative: 1. Avoid, 2. Alternative technologies, 3. Compensation	Austrian Post began drawing up the plan in 2020

T 15 Targets for the Material Topic: Sustainable Mail & Parcel Products

Our aim

→ Develop products and services in line with social and environmental requirements

Objectives	Measures	Status
SDG 17.17 In 2021, Austrian Post intends to set up a roundtable with representatives from across the company to address issues related to direct mail items and parcels	Cooperation with other companies on joint measures to improve products	Work began on drawing up the plan in 2020
SDG 12.2 Life cycle assessments to be performed for "letter", "parcel", "direct mail" and "digital services" products by 2022	Implement improvements for own products based on life cycle assessment of "Das Kuvert" Conduct life cycle assessments for other products specified above	Complete life cycle assessment for "Das Kuvert" in 2020 Implement improvements for own products based on life cycle assessment of "Das Kuvert" in 2021 Assess possibility of conducting additional life cycle assessments

T 16 Targets for the Material Topic: Sustainable Procurement

Our aim

→ Best practices for sustainable procurement among ATX companies

Objectives	Measures	Status
<p>SDG 12.2, 12.5</p> <p>80% of main suppliers to have recognised sustainability certification by 2025</p>	<p>Perform supplier assessments as part of the vendor integrity check process</p> <p>Draw up an internal sustainable procurement policy</p>	<p>Vendor integrity checks were performed for 176 suppliers in 2020</p> <p>Procurement figures were analysed in 2020 to identify the proportion linked to sustainable business activities</p> <p>Austrian Post plans to define sustainability criteria and recognised certificates in 2021</p>

T 17 Targets for the Material Topic: Stakeholder Value

Our aim

→ Create short-term, medium-term and long-term (i.e. sustainable) value for our stakeholders

Objectives	Measures	Status
<p>SDG 8.5, 8.10</p> <p>Steady increase in revenue (revenue of EUR 3bn by 2030)</p> <p>Sustainably high profitability and continuation of the attractive dividend policy (>75% net profit)</p>	<p>Measures related to strategic focus areas and six markets to increase revenue while maintaining our commitment to sustainability, diversity and customer orientation</p> <p>Ongoing optimisation of structures and processes to enhance efficiency</p>	<p>In 2020, Austrian Post generated revenue of EUR 2.2bn</p> <p>Dividend of EUR 1.60 per share subject to the approval of the Annual General Meeting scheduled for 15 April 2021</p>
<p>Number of sites in excess of the 1,650 required by law</p> <p>Ensuring reliable delivery at all times and exceeding legal requirements by Österreichische Post AG</p>	<p>Ensuring a nationwide network of postal service points that exceeds legal requirements</p> <p>High-quality nationwide delivery</p>	<p>Austrian Post had 1,765 postal service points in 2020, exceeding the legal minimum requirement once again</p> <p>Both delivery indicators outperformed legal universal service obligations in 2020: 95.6% of letters delivered on the next working day, and 92.8% of parcels addressed to private individuals delivered with two working days</p>

Sustainable Appearance & Services for Private Customers

GRI 103-1, 103-2

Austrian Post knows what its customers want and expect – a key cornerstone of our success. This is the only way for us to be successful over the long term and develop tailored solutions and innovations for private customers. We focus on the needs of our customers and constantly work on new products and services which perfectly respond to the current demand for greater flexibility. We always develop new solutions with sustainability in mind so that our products and services are fit for the future and meet the needs of our customers.

Innovative and Sustainable Services

We promise to always deliver a solution. That is why we are doing all we can to meet the needs of our customers and develop suitable solutions, even in these challenging times. COVID-19 massively accelerated general market trends and the boom in e-commerce. As a result, customers are demanding more flexible delivery methods, expanded online solutions and more convenience. These services include our online marketplace shopping and the Post app, which customers can use to divert parcels for pick-up in branch offices and to send e-letters. In 2019 and 2020, Austrian Post set itself the goal of integrating its existing online solutions into a modern IT environment in order to make them even easier for customers to use. Austrian Post uses agile project management practices to develop digital innovations in a flexible and

efficient manner. This efficient process made it possible for Austrian Post to launch its new website despite heavy restrictions being in place. The site went online during the first lockdown, while all of the employees involved were working from home.

RESPONDING TO DEMOGRAPHIC CHANGE AND MODERN LIFESTYLES

Demographic change is associated with changing customer needs. 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 anywhere at any time and take care of their postal business as comfortably as possible but in a secure manner.

That's why we offer 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. To accommodate our customers' new lifestyles, we work continually on innovative products and services that bring physical and digital communication together. Today's customers want to take care of their postal business in a flexible manner from anywhere at any time. This is precisely what we facilitate with our 24/7 services, both online and offline. Self-service solutions are also becoming increasingly popular. In addition to more than 51,000 pick-up boxes, our self-service solutions included 454 pick-up stations with 86,109 post office boxes, 463 drop-off boxes and 363 stamp vending machines in the year under review. A total of 13.3 million mail items were sent using self-service machines.

In response to this trend, we are hard at work making the process of sending parcels and letters even

more easy and convenient. We unveiled two prototypes of version 2.0 of our drop-off box at the beginning of the year. This new device combines a stamp vending machine with a drop-off box. The box uses a scale and 3D scanner to automatically calculate a price for sending any parcel or letter inserted by a customer. All customers then have to do is pay and stick a label on their mail item.

We also expanded the services we provide in cooperation with our partners in the year under review. The 34 postal stations we had in partnership with Hofer have now increased by 40. We also installed more in-branch pick-up stations.

The "feelgood" branches also help meet customer needs and are designed to encourage human interaction. In addition to the convenience and efficiency of services offered, the actual experience, the feeling of wellbeing 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 "feelgood" branch office concept. We use all of these measures to provide a modern, customer-oriented regional infrastructure for postal services.

Doing Good Sustainably: Directly in Our Branches

We consider everyone in Austria to be a customer. As one of Austria's leading companies, we want to use our reach to do some good.

All of our customers, for example, can get information about energy costs at our branches. Customers can use the energy bill calculator, an impartial comparison platform, to quickly find an electricity or gas tariff that suits them. Many of them switch to a cheaper green tariff to cut costs while also doing their bit to protect the environment. This service is also available online.

Customer Satisfaction 2020



We also offer green telecommunications services through our in-branch partnership with A1 Telekom Austria. Just like Austrian Post, the communications provider A1 is committed to sustainability and making sure that its infrastructure, digital products and solutions are as environmentally friendly as possible. A1 became the first communications provider in Austria to have a completely carbon neutral network in 2014, allowing its customers to chat, browse and watch TV with a good conscience.

Plastic waste is one of the biggest challenges facing our environment. Our exchange programme for CO₂ cartridges from Sodapop helps our customers to transform tap water into sparkling water, and saves up to 40 large (1.5 litre) PET bottles per cartridge. The water carbonator manufacturer supports the global "4Ocean" movement. One of the movement's initiatives is to finance measures for cleaning up the world's oceans using proceeds from the sale of recycled plastic. Sodapop is also a member of the leading global business association for open and sustainable trade.

A number of our packaging and shipping products also carry ecolabels or sustainability labels, the most significant of which are the Austrian Ecolabel, Blue Angel and EU Ecolabel.

There are many practical reasons why working from home and home-schooling are a real challenge for many households – like your printer running out of ink. That's why we have self-service printers at 324 branches, ready to print, scan and copy at any time, day or night. Documents can be printed from a USB stick or using the Post online print service if you are at home or out and about. This reduces the amount of toner and material that is used as large industrial printers are much more efficient and have larger cartridges than the smaller devices intended for home use.

The Postal Partner Scheme

The postal partner scheme plays a decisive role in ensuring that people have access to our services. 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. The postal partner scheme strengthens the sustainable supply of postal services to the population and to the existing economic structures in rural areas. The majority of partners are local businesses such as grocery stores, petrol stations and pharmacies, which offer Austrian Post's products and services in addition to their own products and services. The company also cooperates with postal partners from the social sector, such as charitable organisations. These partnerships are particularly successful because they have a



Upload documents from home or on the move and print them out at the branch.

twofold social effect. In addition to ensuring the availability of postal services, they also help the employees of these organisations to be reintegrated into the job market. We also provide future partners with information folders so that they are well aware of the need for barrier-free access before they get any building work done.

- c** The fact that all of our branches are open, along with over 95% of our postal partners, shows that we remain a reliable partner for postal and banking services during the pandemic.

A Bank Wherever You Are: Our bank99

Austrian Post launched bank99 on 1 April. The bank is based on our tried-and-tested foundation of reliability, trust and personal relationships. Customers can access bank99 directly – digitally and in branch. It is the bank for 99% of people in Austria. It is particularly important to us that people are not discriminated against on the basis of their gender, skin colour or age when they apply for a credit card or a bank account. The bank is available throughout the country due to our nationwide branch network.

Many banks are shutting branches, particularly in rural regions. With nearly 1,800 locations, we make it easy for people to access their money, regardless of whether they are in urban or rural areas. This local focus will remain important to us in the future.

Customers can also do all of their online banking at bank99.at or with the “meine99” app.

A Good and Fair Place to Buy and Sell: shopping

- c** We launched shopping in 2017. It is now Austria's largest online marketplace. While COVID-19 disrupted international supply chains, Austrian retailers made full use of the platform's strengths. The marketplace now has more than 1,600 sellers and retailers throughout Austria selling over 2.5 million products. Many of them used the crisis to pivot to e-commerce, and hundreds have joined the platform since the pandemic began. They are all benefiting from the numerous services shopping has to offer, from software solutions through to fulfilment. The number of visitors to the site was ten times higher than average in peak periods.

All products ordered through the site are delivered by Austrian Post. This not only gives online shoppers access to a range of convenient options like choosing where the parcel should be left, diverting parcels, Austrian Post pick-up boxes, favourite branches and pick-up stations, but also gives them peace of mind that all deliveries will be local and carbon neutral. Every purchase made on shopping supports domestic retailers and the Austrian economy.

Customer Satisfaction and Complaint Management

GRI 102-43, 102-44, 103-3

Customer satisfaction is the number one priority for Austrian Post. We make every effort to ensure that customers always receive a high-quality of service whenever they use one of our well-established products or an

innovative solution. That is why our customer satisfaction levels are so consistently good. Customer satisfaction was measured on a quarterly basis during the reporting period by the 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. On the CSI scale, a score below 50 is considered critical, with scores between 51 and 60 points considered moderate. Scores above 61 are good. Scores above 70 are very good. Scores of 81 up to the maximum of 100 points are outstanding. The average CSI score for Austrian Post this year was 70 points. We started at 64 points in 2011. We are therefore extremely satisfied that we have stayed at 70 points.

Reliable customer service plays a significant role in ensuring that our customers are satisfied. Customers can get in touch with us by email, contact form or Facebook if they have any questions, comments or concerns.

- c** This service was particularly popular during the year under review due to all of the changes and uncertainty caused by the COVID-19 pandemic. Austrian Post's website was accessed 146 million times.

Sustainable Mail & Parcel Products

GRI 103-1, 103-2

Austrian Post is always looking for ways to improve how it delivers letters and parcels. This involves improving our processes and focusing on sustainability. We bring digital and analogue offerings together to provide business customers with services which go beyond traditional logistics. These include innovative solutions that they can use to optimise their own internal processes. These range from input management through to modular mail processing services, cutting-edge document management services and output management.

We work in partnership with a wide range of companies to offer high-quality services across a large geographical area. That is how we have kept our network efficient for so many years. Subsidiaries in Austria and nine other European countries and Turkey provide services that complement our core business and constantly provide new opportunities for growth. Our subsidiaries help us to succeed by bringing their expertise to the Austrian Post family. This versatility makes Austrian Post more varied, more innovative, more creative and stronger.

Letter Mail Business and Digital Services

Letter Mail business accounted for over 50% of Austrian Post's revenue in 2020. Our range of digital services is also on the rise. We aim to provide a reliable service at an internationally competitive price. Our tariffs for letters in Austria, for example, are cheaper than the equivalent tariffs in two thirds of European countries.

In addition to defending its leading position in letter mail business in Austria, Austrian Post wants to grow in other markets that it has defined. We will focus on opening up new markets outside of Austria and expanding our market share in areas with a different business model, such as digital services.

The subsidiary AUSTRIAN POST International is one such international player, providing traditional letter mail services in Germany. The company is one of the largest providers of postal services in Germany. AUSTRIAN POST International specialises in direct mail items and catalogues, in addition to sending books and goods by post. It sends business mail, direct mail, books and lightweight goods to over 200 countries worldwide using the logistics networks of international partners and the Austrian Post Group.

In addition to its leading position in the Austrian letter mail business market, Austrian Post is entering new markets, primarily through its national subsidiaries. These include the market for digital services, such as scanning, digital data processing, e-commerce platforms and digital mail.

Scanpoint has been a wholly owned subsidiary of Austrian Post since 2008. The company provides data processing technology and solutions which use artificial and human intelligence to optimise document-based business processes. Physical and electronic mailboxes are digitalised using artificial intelligence (AI) before passing through a human quality assurance stage. The AI flags emails from customer service centres as a priority, automatically reads invoices so that they can be paid immediately and digitalises HR files, hospital records and customer information using Austria's largest scanning system. This service is used by a number of large and well-known companies.

EMD is a full-service provider which offers a comprehensive range of scanning services. It transforms analogue content into digital documents. Between them, EMD and Scanpoint cover the entire range of scanning services.

Another company owned by Austrian Post is ACL. This leading digital competence centre helps major retailers and brands to establish and enhance their digital commerce system landscapes. ACL enabled us to expand

Certified Sustainable

Austrian Post is committed to improving the sustainability credentials of the popular advertising circular "Das Kuvert". Medien.Zustell GmbH, the subsidiary which manufactures "Das Kuvert", uses an ISO 14001 certified environmental management system. An ISO 14040-compliant environmental management life cycle assessment was performed for "Das Kuvert" in 2020. This analysis identified environmental and social impacts along the life cycle of "Das Kuvert" in addition to positive aspects that can now be managed in a targeted manner. Life cycle assessments will be performed for additional products in 2021. Since this project covers the entire production chain, measures in this value-adding area are also being considered in a further step.

our range of e-commerce services. We can now provide customers with tailored solutions that combine software expertise in online retail and service expertise in operational business processes from a single source. These solutions complement the range of services offered by the subsidiary Systemlogistik.

sendhybrid is part of the Austrian Post Group, and a leading specialist technology company in the field of digital mail. It provides software solutions related to the dual mail delivery system. The company will play an important role in Austrian Post cementing the market-leading position of the e-letter system.

Our Bulgarian subsidiary M&BM is a market leader in the area of hybrid mail delivery and delivers 28 million addressed letters each year.

Analogue and Digital Advertising

Analogue advertising makes up a significant proportion of our traditional letter mail business. This is another area where Austrian Post can draw on the Group's extensive expertise.

In terms of unaddressed direct mail, "Das Kuvert" is extremely important for Austrian Post and its subsidiary Medien.Zustell GmbH. The wholly-owned subsidiary produces the advertising circular "Das Kuvert", which is published twice per week. The flyers in the circular provide articles and practical tips for households throughout Austria, in addition to information about the latest news, offers and deals. The company's main task is to combine unaddressed flyers with a collator. Austrian Post wants "Das Kuvert" to both meet the needs of its customers and be sustainable (See box p. 64).

"Das Kuvert" is also available online. The smart comparison portal daskuvert.at was launched in November 2020. Visitors can use the portal to save money and to compare the prices of more than 50 million items.

feibra is another subsidiary involved in unaddressed direct mail. In addition to sending out traditional unaddressed mail items like flyers and brochures, it also distributes more specialised items like door hangers. The Austrian Post subsidiary also provides shipping solutions for addressed mail like letters, direct mail, newspapers and magazines where speed isn't such an important factor.

Austrian Post is also involved in foreign letter mail business markets. The Croatian company Weber Escal joined the Austrian Post family in 2007. Weber Escal also specialises in the distribution of unaddressed mail, free newspapers and product samples. The company is one of the leaders in the Croatian market. Weber Escal is the largest distributor of unaddressed mail items in the country.

Austrian Post is also involved in the digital advertising market. We launched our own digital out-of-home network in 2020. Advertisers can use this network to place digital advertising on high-resolution 75-inch-screens in the storefronts of our Vienna branches, where footfall is particularly high. This network will be rolled out to more sites over the coming years.

adverserve is the leading provider of advertising technology and digital advertising in the German-speaking region (Germany, Austria and Switzerland) and the rest of Europe. Through this subsidiary, Austrian Post provides its business customers with ad management services. These services help customers to manage their digital campaigns, analyse the results and improve their processes. Austrian Post also has a number of digital channels which it can use to address customers, such as marketing automation and direct mail.

Domestic Parcel Services

C The COVID-19 pandemic and repeated lockdowns unleashed a boom in e-commerce and a massive spike in parcel volumes in Austria and elsewhere. Stay-at-home orders and closed shops caused more people than ever to take their shopping online. Brand new target groups have turned to online shopping due to the coronavirus pandemic. Austrian Post handled 600,000 to 700,000 parcels per day for weeks on end – record levels normally associated with the Christmas period. Parcel volumes increased by 30% year-on-year overall.

We are increasing our capacities and deploying new innovations across Austrian Post to maintain our record of fast and reliable deliveries. The rapid unloader, developed in partnership with a Graz-based start-up, is one such innovation. The system greatly speeds up the process of unloading parcels. It provides an improvement of up to 100% when using swap bodies and up to 75% for trucks.

Our network of subsidiaries also helps us with parcel logistics.

In addition to providing professional receiving, storage, picking, packaging and shipping solutions, Post Systemlogistik also manages returns for its customers. Thousands of items leave Post Systemlogistik's two depots every day. It ships online orders on behalf of major customers – using Austrian Post, of course.

Post Express is the perfect solution for urgent deliveries within Austria and overseas. Items sent by Post Express are delivered by 1 p.m. the next day within Austria.

Austrian Post has a range of customer solutions in its portfolio of services for the secure transport and storage of cash and high-value items of all kinds through its subsidiary Post Wertlogistik.

International Parcel Services

Austrian Post established its first overseas subsidiary in 2002. Our international network of subsidiaries stretches across Europe, from Germany to Turkey. We have subsidiaries in nine countries: EU member states Bulgaria, Germany, Croatia, Slovakia and Hungary, as well as Bosnia and Herzegovina, Serbia, Montenegro and Turkey outside the Union.

While some of our subsidiaries provide letter mail and direct mail services, the majority focus on parcel solutions. These companies have also benefited from the e-commerce boom, allowing us to compensate for the decline in letter mail business. Austrian Post has benefited in turn from its extensive network in Southeast and Eastern Europe and Turkey, while our customers can rely on reliable parcel delivery services.

Austrian Post acquired an 80% stake in Aras Kargo in the year under review. The company is the second largest in the Turkish logistics market, and roughly the same size as Austrian Post. It has 47 logistics sites, 830 parcel shops and 5,171 vehicles, and ships around 186 million parcels per year. The Turkish market is attractive, dynamic and booming, and we want to capitalise on this growth.

Austrian Post's subsidiaries in Southeast and Eastern Europe specialise in express parcel delivery services and are some of the largest 24-hour couriers in their local markets. They have been expanding from their B2B base in recent years to provide deliveries to private customers. B2C now accounts for over 30% of their deliveries.

The Code of Conduct for Suppliers of Austrian Post

GRI 102-16

Implementation by the contractor, influence on business and contractual relations:

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**

As a result, Austrian Post's subsidiaries in Eastern Europe have become major international e-commerce players in addition to being key e-commerce partners in their local markets. With 4,200 employees, 181 logistics sites and 2,250 vehicles, they deliver 44 million parcels per year.

Sustainable Procurement

GRI 103-2, 204-1

Responsible conduct and integrity are very important – not just in the company's own processes, but in all business relationships. Austrian Post is aware of its role in the supply chain and assumes responsibility along the entire value chain. We make sure that the Group's suppliers share our values when it comes to the environment, taking responsibility and human rights.

As a service provider, Austrian Post's core activities involve receiving, sorting and delivering mail items. In order to fulfil these tasks, Austrian Post requires technical equipment, machinery, supplies, vehicles, IT and other services, such as shipping companies, which help Austrian Post with its logistics. Austrian Post therefore distinguishes between procurement for its core business (particularly infrastructure and logistics) and purchasing on behalf of its administration (IT as well as indirect materials and services).

Focus on Sustainable Regional Procurement

GRI 102-9

Within the context of its responsible procurement policy, Austrian Post considers environmental and social factors in addition to price, quality and delivery time. Austrian Post's 2030 sustainability master plan defines targets and an action plan for sustainable procurement as part of its overall corporate and sustainability strategy. As part of this strategy, Austrian Post began the process of determining how much of its procurement spend was allocated to sustainable products in 2020. This analysis showed that 17% of the procurement spend is already linked to defined sustainability strategies. Individual sustainability measures are in the process of being implemented for a further 40% of expenses. Austrian Post will draw up an internal sustainable procurement policy in 2021. We will use the processes and criteria defined in this policy to ensure that our procurement processes have a focus on sustainability. We plan to roll this policy out to Österreichische Post AG and our subsidiaries so that it comes into effect in 2021.

CDP Supplier Engagement Leader



Our close cooperation with suppliers on climate protection was recognised by the Carbon Disclosure Project (CDP). Austrian Post was included as one of the top companies on the Supplier Engagement Leaderboard.

Group Procurement is responsible for an annual order volume of around EUR 700m. Accordingly, Österreichische Post AG ranks among the leading contracting entities in the Republic of Austria. We already rely on regional structures in our procurement policy – around 92% of the approximately 6,000 suppliers we use are located in Austria. This means that Austrian suppliers account for more than 87% of the total purchasing volume.

CODE OF CONDUCT FOR SUPPLIERS

GRI 102-16, 102-17

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 Code of Conduct for Suppliers of Austrian Post has been part of the standard documents included in tendering procedures since 2012. Austrian Post suppliers are subject to the Group's own Corporate Procurement Policy and are required to adhere to the minimum social standards stipulated in the Code of Conduct for Suppliers.

With respect to all external suppliers with which Austrian Post wants to establish strategically important, financially material or long-term business relationships, a risk assessment is regularly carried out on a medium-term basis.

VENDOR INTEGRITY CHECK

GRI 102-17, 308-2, 414-2

One tool we use to monitor compliance with the Code of Conduct and ensure that human rights are upheld in Group Procurement is the vendor integrity check (VIC), which is a compliance verification procedure.

Suppliers are subject to a vendor integrity check starting at an annual net purchasing volume of at least EUR 1m, or for high-risk categories starting at a volume of EUR 50,000. This enables us to verify compliance with the Code of Conduct for Suppliers. In addition to compliance-related aspects, this evaluation also encompasses sustainability criteria such as human rights and labour laws, health and safety, environmental protection as well as ethics and corporate responsibility. Austrian Post has used a system-supported process for the VIC since 2018. A social monitoring solution was added in 2019. This automated approach considerably increases the data

security and quality of the compiled information. Subsequently, the data is reviewed by the Compliance department and Group Procurement.

If critical issues arise, suppliers are requested to provide an explanation. If a supplier does not meet the criteria of the VIC, appropriate measures are agreed in conjunction with the Compliance department and their implementation is verified. There were six such cases in 2020. Austrian Post is continuously working on improving its upstream review process to enhance its supplier management procedures.

Group companies, i.e. subsidiaries, also perform services for Austrian Post and are therefore also considered suppliers. However, they do not undergo the VIC because they are integrated into Austrian Post's compliance management system. Postal companies in other countries with which cooperation agreements have been signed are also exempt from VICs. International partnerships and the conditions underlying cross-border postal traffic are regulated by the Universal Postal Union.

POLICIES

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 over EUR 100,000 are subject to the Corporate Procurement Policy. The Local Procurement Policy supplements the Corporate Procurement Policy for purchases under EUR 100,000 in value.

The policies also take sustainability into account. Another principle calls for environmentally and socially responsible procurement and supplier relationships in line with the sustainability strategy. The rules in the procurement policy relating to procurement excellence (quality standards, reporting and supplier evaluation) and compliance apply to all Group Procurement activities. Added to this is the portion of procurement activities that 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.

166^m



parcels were sent
with Austrian Post
in 2020.

We transported around 450,000 parcels per day throughout Austria on average.

Stakeholder Value

GRI 103-2, SDG 5, 7, 8

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 and its stakeholders in the sustainable orientation of its business activities.

We have been a universal services provider since full-scale market liberalisation took effect in Austria, guaranteeing the supply of high-quality postal services throughout the country. With our Group companies, we also have Mail and Parcel & Logistics operations in Germany, Southeast and Eastern Europe and Turkey.

Solid revenue development, sustainably high profitability and the continuation of the attractive dividend policy are our declared goals. After all, only a financially successful company can live up to its responsibility to society and share that success with its employees and shareholders, in addition to providing the state with taxes. Fundamentally, we believe that sustainably successful business management must take account of both financial and nonfinancial aspects and contribute to value creation. All of our objectives in the key areas of Economy & Customers, Environment & Climate and People & Society have a positive impact on the factors which affect sustainable profitability, such as employee satisfaction and energy efficiency.

One of Austrian Post's top priorities is to ensure the nationwide provision of first-class postal services throughout Austria. In this way, we are making a decisive contribution to the nation's communications

C infrastructure. The COVID-19 crisis has demonstrated how important it is to keep postal services going. That's why Austrian Post is considered part of Austria's critical infrastructure. As a universal services provider in Austria, we are subject to legal requirements with respect to the reliability of supply and delivery speed.

■ **S** refer to the ratings on p. 47, and Austrian Post at a Glance, p. 12

■ **A** refer to the Annual Report 2020, p. 10f, 12ff, 18ff, 22ff

Reliability of Supply

GRI 103-1, 103-2, 203-1, 102-7, SDG 2, 5, 7

As a supplier of universal postal services, Österreichische Post AG is responsible for the reliable, nationwide supply of postal services across Austria, 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. With 8,976 delivery staff (full-time equivalents), 403 company-operated branch offices and 1,362 postal partners, we provide services for customers throughout Austria. Thanks to our extensive range of online and offline services, we meet customer needs and offer practical, everyday solutions.

C We have remained steady and reliable throughout the coronavirus pandemic, and are playing our part in maintaining the country's critical infrastructure. We deliver mail to four million households every day and never let deliveries drop, even in areas under quarantine. We set up 40 additional post boxes in areas of high footfall for the Vienna elections to handle a significant increase in postal voting this year due to the pandemic. We introduced a number of measures in our branches and for deliveries this year to keep our customers and staff healthy and safe, including Plexiglas dividers at our branches and postal partners' sites, and contact-free deliveries.

■ **S** see p. 113, interview p. 94 for information about the extensive range of health and hygiene measures we have implemented since the beginning of the pandemic

As parcel volumes in particular continue to climb, we need more capacity to avoid compromising on quality. That is why we are continuing all of our expansion programmes at our logistics centres and delivery bases, even though this could lead to some minor delays due to the COVID-19 pandemic. We are making significant investments to guarantee we remain the best logistics network in Austria.

EXCEEDING THE REQUIREMENTS OF THE UNIVERSAL SERVICE OBLIGATION

We are committed to ensuring that customers can access services quickly, safely and reliably. We fulfil this mandate in outstanding quality with six letter mail distribution centres and ten parcel distribution centres, as well as 244 letter and 27 parcel delivery bases. In 2020, 95.6% of all letters were delivered on the next working day, and 92.8% of parcels addressed to private individuals 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 2020, 94% of parcels were successfully delivered on the first attempt.

GRI 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. We exceed these requirements by a significant amount. We are represented throughout the country with 1,765 postal service points, of which 403 are company-operated branch offices and 1,362 are postal partners. Our postal service point network is one of the largest private customer networks in Austria and thus offers customers excellent accessibility.

Added Value for Stakeholders

GRI 201-1, SDG 5, 7, 8

Austrian Post pursues the goal of generating sustainable added value on behalf of its stakeholders and society as a whole. The revenue of EUR 2,253.3 m generated by Austrian Post in 2020 (incl. other operating income) was offset by advances in the amount of EUR 1,039.1m. The resulting added value of Austrian Post totalling EUR 1,214.2m 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 1,044.0m.

refer to the Annual Report 2020 p. 133ff for more information about the earnings situation

The value generated by the company in 2020 consisted of the following:

T 18 Analysis of Value Creation

EUR m	Österreichische Post AG ¹			Austrian Post Group ²		
	2018	2019	2020	2018	2019	2020
ORIGIN						
Revenue and other operating income	1,862.4	1,945.8	1,927.1	2,054.6	2,153.0	2,253.3
less advances	-705.3	-830.3	-825.8	-809.0	-965.7	-1,039.1
thereof materials and purchased services	-361.9	-392.5	-464.7	-441.2	-473.3	-596.2
thereof other operating expenses	-274.2	-370.4	-286.1	-287.1	-374.4	-300.7
thereof depreciation and amortisation	-69.1	-67.5	-75.0	-80.6	-118.1	-142.2
ADDED VALUE	1,157.1	1,115.5	1,101.3	1,245.7	1,187.3	1,214.2
DISTRIBUTION						
to employees (salaries, social contributions)	935.7	912.2	940.8	1,011.9	980.1	1,044.0
to shareholders (dividends)	140.5	140.5	108.1 ³	140.5	140.5	108.1 ³
to the Republic of Austria (taxes)	62.9	57.5	41.5	65.1	61.6	44.4
to creditors (interest)	2.4	0.2	0.2	1.0	4.7	5.1
Balance	15.6	5.1	10.8	26.6	0.3	12.7
ADDED VALUE	1,157.1	1,115.5	1,101.3	1,245.7	1,187.3	1,214.2

¹ Pursuant to Austrian Commercial Code (UGB)

² Pursuant to IFRS

³ Proposal to the Annual General Meeting on 15 April 2021

Payments of Österreichische Post AG to the Republic of Austria

GRI 201-1, SDG 5, 7, 8

For the 2020 financial year, the majority owner (52.85%) of Österreichische Post AG, namely

Österreichische Beteiligungs AG (ÖBAG), will receive EUR 57.1m in dividends from the total dividend payout of EUR 108.1m (subject to approval by the Annual General Meeting on 15 April 2021). Moreover, EUR 44.4m was paid to the Republic of Austria as taxes and duties.

5.6%

dividend yield at the end of the year makes Austrian Post a sought-after name on the capital market.



Our attractive dividend policy is a key cornerstone in the company's investment story.


Payments of the Republic of Austria to Österreichische Post AG

GRI 201-1, 203-1 **SDG 2, 5, 7, 8**

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 us 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.

We have 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

Capital Market – Stable Dividends

GRI 201-1, SDG 5, 7, 8

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 2020 financial year, the Management Board will propose the distribution of a dividend totalling EUR 108.1m (EUR 1.60 per share) to shareholders at the Annual General Meeting scheduled for 15 April 2021.

Our dividend policy is based on a solid business model and strong cash flow from operating activities. We generated earnings before financial result and income tax (EBIT) of EUR 161m in 2020. The operating free cash flow came to EUR 125.7m following EUR 67.8m in maintenance investments and can therefore cover the planned dividend payout. The operating free cash flow thus forms a solid base on which the company will be able to make investments and pay dividends in the future. With a dividend yield of 5.6% at the end of 2020, we rank among the most attractive dividend stocks both in Austria and internationally of the last few years.

HOW TO MAKE SUSTAINABILITY WORK

FOR EVERY BODY

Austrian Post's approach combines
economic growth with environmental
protection



3

ESG: three terms –
one strategy



SIGRID STAGL, MEMBER OF AUSTRIAN POST'S SUPERVISORY BOARD

Sigrid Stagl is a professor at the Institute for Ecological Economics, which she also founded. She joined Austrian Post's Supervisory Board as a sustainability expert in June 2020.



In conversation

Sigrid Stagl, Member of Austrian Post's Supervisory Board

- 1 ESG stands for Environmental, Social and Governance.**
- 2 The EU Taxonomy is a key component of the "action plan on financing sustainable growth" and sets criteria for environmentally sustainable investments.**

Towards a Greener Economy

YOU ESTABLISHED THE INSTITUTE FOR ECOLOGICAL ECONOMICS AT THE VIENNA UNIVERSITY OF ECONOMICS AND BUSINESS. CAN YOU EXPLAIN WHAT THIS YOUNG SUB-DISCIPLINE OF ECONOMICS IS ALL ABOUT?

Sigrid Stagl_ **Ecological economics is all about** the interdependence of economies and ecosystems. It explores what it means to be a regenerative business, and what it would look like if a company only used renewable resources. It also looks at how we can give the climate and the environment a higher priority in macroeconomic models so that we can make economic policy decisions which are environmentally friendly, instead of having to balance out the negative effects of these decisions with environmental policy. Another area it looks at is how we can maintain sustainable manufacturing processes without increasing unemployment or social inequality.

CAN YOU POINT TO ANY IMPROVEMENTS WHICH HAVE COME FROM THIS INTERDISCIPLINARY APPROACH TO ECONOMIC, SOCIAL AND ENVIRONMENTAL ISSUES? WHAT IMPACT DO YOU EXPECT THIS APPROACH TO HAVE IN THE FUTURE, PARTICULARLY WHEN IT COMES TO CAPITAL MARKETS?

Stagl_ **Our ability to implement environmental** policies has been hindered in the past because we were not really aware of how these policies would affect different population groups. **As ecological economists, we are used to taking an interdisciplinary approach, and we take all three areas into consideration in our analyses. This is the only way that we can make sustainability work for everybody.** More and more people are gradually coming around to this way of thinking. If you can factor a lot of different areas into your decision-making process, there will be fewer unforeseen issues to address down the line. Sustainability can pay off in the right political conditions. We are seeing a lot of change in this area at the moment. ESG¹ criteria are getting more important and the EU Taxonomy² will come into effect next year.



AUSTRIAN POST IS GETTING GREENER AND GREENER, AND HAS LAUNCHED A NUMBER OF INITIATIVES IN AREAS SUCH AS E-MOBILITY, PHOTOVOLTAICS AND CARBON REDUCTION. WHAT DIFFERENCE DO YOU THINK INDIVIDUAL COMPANIES CAN MAKE IN TERMS OF CLIMATE CHANGE?

Stagl_ **Companies play a vital role.** They make a lot of decisions which have a significant impact. To reduce greenhouse gas emissions as much as we need to, everyone in the economy is going to need to play their part. That means individual households, the state and companies. Because Austrian Post is an infrastructure company and so well known, it can play a significant role in raising awareness and setting trends in this area.

THE CIRCULAR ECONOMY IS BECOMING AN INCREASINGLY IMPORTANT ISSUE FOR AUSTRIAN POST. WE KNOW IT'S LOOKING AT HOW TO RECYCLE UNIFORMS AND PROVIDE ENVIRONMENTALLY FRIENDLY PACKAGING FOR THE BOOM IN ONLINE RETAIL. WHAT DO YOU THINK THE ROLE OF THE CIRCULAR ECONOMY WILL BE OVER THE COMING YEARS AND DECADES?

Stagl_ **The circular economy is based on a natural cycle – production without waste.** By installing photovoltaic systems on the roofs of its distribution centres, reducing its heating requirements and switching its fleet of small and medium-sized vehicles over to electric versions as soon as possible, Austrian Post has made a solid commitment to reducing the amount of material that it consumes. If that process is planned well and applied consistently, it can also have economic advantages.

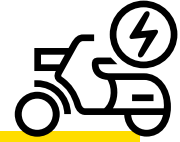
“Because Austrian Post is an infrastructure company and so well known, it can play a significant role in raising awareness and setting trends in this area.”

Sigrid Stagl,
Member of Austrian Post's Supervisory Board



Vienna University of
Economics and Business

GREEN AND EFFICIENT SOLUTIONS



2030

Austrian Post wants to deliver completely carbon-free by 2030.

Zero Emissions from 2021

SUSTAINABLE URBAN LOGISTICS FOR CARBON-FREE DELIVERIES IN GRAZ AND BEYOND

Austrian Post changed the cityscape of the Styrian capital and provided emission-free deliveries as part of the "City Hub Graz" pilot project. Between August and October, Austrian Post's delivery staff transitioned to using alternative electric vehicles to deliver parcels in the city centre. Using sustainable delivery methods will reduce traffic levels in the city, and is all part of the smart "Green Graz" plan. **"This joint pilot project in the historic city centre is the beginning of our move towards carbon-free logistics throughout the city. We're hoping to complete that process in 2021, before any other city in Austria," explained Siegfried Nagl, the mayor of Graz.** "As the city's mayor, I'm very thankful to Austrian Post for joining Graz on this journey and investing so heavily in emission-free vehicles and soft mobility."

Moving to an electric fleet is a key part of Austrian Post's sustainability strategy. The company's fleet of 2,047 electric vehicles is already the largest in the country, and has allowed Austrian Post to run a fully carbon-neutral delivery service in Austria since 2011. Austrian Post is investing in electric mobility and alternative drives in order to meet its own target of being completely carbon-free by 2030 and using vehicles with alternative drive systems only for the last mile to the customer.

Sustainable delivery methods are part of the smart "Green Graz" plan.



“Commitment to Corporate Social Responsibility”

STATEMENT BY LEONORE GEWESSLER, FEDERAL MINISTER FOR CLIMATE ACTION, ENVIRONMENT, ENERGY, MOBILITY, INNOVATION AND TECHNOLOGY

We will need action from many different parts of society to reach our target of being climate neutral by 2040. Austrian Post is leading the way in many areas, including committing to carbon-neutral deliveries and investing heavily in expanding its fleet of electric vehicles. They are a striking example of what is possible in the area of transport decarbonisation, which is one of our main objectives, and something we support with a wide range of subsidies. We are particularly focused on expanding public transport, the 1-2-3 Klimaticket and electric mobility. This also shows that companies can make an important and necessary contribution to combating climate change.

Austrian Post has also demonstrated its commitment to corporate social responsibility in areas outside of its core business. Under the Renewable Energy Expansion Act, all of our electricity has to come from renewables by 2030. Photovoltaic systems will play an important role in this transformation. Austrian Post has already installed PV systems on the roofs of six of its logistics centres and I am sure they have some ideas about how to add more. Austrian Post is also embracing transport safety innovations, and has already voluntarily fitted its trucks with turning assistants.

Austrian Post is the country's largest logistics provider and part of Austria's critical infrastructure. That has become even clearer during the pandemic. I want to commend the company for its commitment to social responsibility, sustainability and diversity.

ALWAYS
DELIVER A
SOLUTION

Trucks with Solar Panels

Austrian Post trials solar panels for the fleet

Three of Austrian Post's trucks have been charging their batteries with solar modules installed on their roofs since March.



Leonore Gewessler, Federal Minister for Climate Action, Environment, Energy, Mobility, Innovation and Georg Pözl, CEO

Around
500

electric vehicles took part in the longest ever e-mobility parade in Vienna last September – Austrian Post was there too.



Green Infrastructure

AUSTRIAN POST ADDING CAPACITY WITH A FOCUS ON SUSTAINABILITY

Austrian Post handled 166 million parcels in Austria in 2020, 30% more than in 2019. The company has increased its capacity across the country and invested significantly in its infrastructure (most notably its new logistics centre in Kalsdorf and Thalgau) to strengthen its leading position in the market.

Austrian Post makes sure that its investments always make sustainability a priority. The company looks after the green area at its site in Kalsdorf using environmentally friendly and ecologically sound methods. Most of the raw materials used in the construction of the logistics centre were sourced regionally, and a green area plan was put in place to promote biodiversity. A photovoltaic system on the roof of the facility produces approximately 500,000 kWh per year. 179 fully electric industrial trucks are used for intralogistics, reducing carbon emissions by 67,000 kg per year.

Austrian Post's logistics centre Salzburg in Thalgau is also making strides in terms of sustainability as it gradually transitions to a fully electric fleet and an extendable photovoltaic system. The site is ISO 14001 certified, which means that its environmental management system meets a demanding set of criteria in terms of climate and environmental protection. Biodiversity is also a priority at this site, with green areas and trees providing habitats for insects and other animals.



ALWAYS
DELIVER A
SOLUTION

“The easiest thing to do would be just to throw the decommissioned uniforms out. But we want to support the circular economy.”

Daniel-Sebastian Mühlbach,
Head of CSR & Environmental
Management



Re:Post upcycling project

Promoting the Circular Economy

AUSTRIAN POST PLAYING ITS PART IN THE CIRCULAR ECONOMY

Logistics has an important role to play when it comes to ensuring that products and materials retain their value for as long as possible. As a leading Austrian service provider, Austrian Post is acting responsibly on behalf of future generations and contributing to the circular economy in a number of different ways.

In addition to reducing the amount of waste it produces, the company is also prioritising packaging due to the boom in e-commerce. An enormous range of goods are now being sent in the post – from clothes to food, office supplies and technical equipment – all of which have different shipping requirements. Austrian Post is partnering with renowned research institutions to develop green packaging solutions that meet the needs of its customers. The reusable food box is just one of the products of this endeavour.

Austrian Post’s reusable box has been a real success story. This stackable box keeps items safe during transport. **“These reusable boxes are perfect for making environmentally friendly shipments to our B2B customers,”** said **Thomas Althammer, Managing Director of SSI Schäfer Shop.** **“Using them massively reduces the amount of waste packaging we produce every year, and we make sure deliveries are carbon neutral.”** SSI Schäfer Shop has been using the reusable boxes to make deliveries to customers and reduce waste since 2008.

Austrian Post’s upcycling project “Re:Post” made a major contribution to the circular economy in 2020. This project involved students working in partnership with industrial and textile designer Lisa Klingersberger to develop ideas for new items of clothing and everyday objects which could be made from 12,000 decommissioned Austrian Post uniforms. Austrian Post will be partnering with workshops who employ people with disabilities to get these ideas ready for mass production.



The Austrian Post reusable box

**Austrian Post has long
been considered a green**

TRAIL BLAZER

**in the logistics sector. Nothing
changed in this regard in 2020.
Our new integrated strategy
and ambitious targets are fresh
proof of our pioneering spirit.**

ENVIRONMENT & CLIMATE

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.

Trends and Challenges

GRI 102-15, 103-2

Increasing globalisation and the boom in e-commerce is driving demand for logistics services and innovative solutions across the world. These trends and the increasing volume of cross-border trade and parcels are making the logistics sector an important growth market. Austrian Post is closely monitoring this development, since it affects more than just its business success. We offer logistics solutions that connect people, regions and countries, create jobs and generate added value. Our business activities also have an effect 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 Austria's largest logistics companies, we have a special responsibility to actively contribute to efforts to achieve national climate protection targets. The central challenge 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 us and our business operations and pose challenges:

Austrian Post wants to minimise its impact on the environment and reduce its ecological footprint.



GLOBAL CLIMATE CHANGE – TAKING RESPONSIBILITY

Climate change affects us all and imposes obligations on all of us. We based our carbon reduction target on what scientists believe will be required to limit global warming to less than 2°C. We will be committing ourselves to an even more ambitious target in 2021 which aims to limit global warming to 1.5°C, in line with the Paris Agreement.

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, NO_x) as possible.

ENERGY TRANSITION AND CONSEQUENCES – GREEN ENERGY SOURCING

The need to transition to renewable energy is motivating large logistics companies such as Austrian Post to save energy, purchase green electricity and generate their own 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 an extremely important one for Austrian Post's fleet and buildings.

URBANISATION – SMART CITY LOGISTICS SOLUTIONS

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

Management Approach of Austrian Post

GRI 103-1, 103-2

As a large logistics company, Austrian Post is taking action to minimise its environmental impact and ecological footprint. We have consistently integrated climate and environmental protection measures into our core business for many years, in addition to establishing Group-wide 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 take advantage of opportunities:

- Green & efficient mobility
- Green & efficient buildings
- Efficient processes
- Circular economy

For more information on the key environmental issues and their relation to the Sustainable Development Goals (SDGs), see p. 27. For more information about Austrian Post's environmental and climate strategy, turn to p. 21.

Targets, Measures and What We Achieved in 2020

GRI 103-3

Austrian Post is committed to protecting the climate, conserving resources and increasing people's awareness of environmental issues within our organisation. We manage and monitor our performance and progress on the basis of our overarching goals and the measures in place to achieve them. All indicators relating to the environment can be found starting on p. 131.

Overview of Environmental Targets

T 19 Targets for the Material Topic: Green & Efficient Mobility

Our aim

→ Mobility based on renewable low-carbon energy

Objectives	Measures	Status
<p>SDG 13.1, 13.2, 13.3, 13.3b</p> <p>Add exclusively electric vehicles to our delivery fleet from 2024 onwards</p> <p>100% electric vehicles for the last mile of delivery by 2030</p>	<p>Steady addition of electric vehicles to delivery fleet</p> <hr/> <p>Expanding green deliveries (on foot, electric bicycles, electric mopeds, electric cars) to new areas</p> <hr/> <p>Shifting all mail and parcel deliveries in Graz from diesel-powered vehicles to 100% electric vehicles by 2022</p>	<p>2,047 electric vehicles were in use at Österreichische Post AG at the end of 2020, or 22.4% of all delivery vehicles</p> <hr/> <p>Green deliveries of letters and direct mail (on foot, electric bicycles, electric mopeds, electric cars) in state capitals:</p> <p>Bregenz: 87% Eisenstadt: 95% Graz: 66% Innsbruck: 71% Klagenfurt: 72% Linz: 57% Salzburg: 48% St. Pölten: 65% Vienna: 97%</p> <hr/> <p>Austrian Post began the process of ensuring emission-free deliveries for all letters and parcels in Graz in 2020. By 2021, all deliveries will be made on foot or using electric vehicles or bicycles</p>
<p>SDG 13.1, 13.2, 13.3, 13.3b</p> <p>100% electric management and sales fleet by 2030</p>	<p>Increase proportion of electric vehicles in management fleet</p> <hr/> <p>Draw up a modern and environmentally friendly mobility scheme for employees</p>	<p>19 electric management vehicles were in use in 2020. This number is going up continuously</p> <hr/> <p>Company bicycle-sharing stations were installed at two sites in 2020. Employees can use the bicycles for short business trips</p> <hr/> <p>A new mobility scheme for employees will be drawn up in 2021</p>
<p>SDG 7.3, 12.2</p> <p>Increase vehicle utilisation from 77% to 80% in transport logistics between 2020 and 2025</p> <p>Test, procure and use alternative engines in company truck fleet depending on availability</p> <p>More procurement of trucks with exclusively alternative drives from 2030 onwards</p>	<p>Technical solutions to increase efficiency and safety</p>	<p>All 145 Austrian Post trucks were fitted with turning assistants in 2020 to keep the population safe</p> <hr/> <p>Three trucks were fitted with photovoltaic systems in 2020 to reduce fuel consumption</p> <hr/> <p>Liquid natural gas (LNG) truck ordered and set to go into service in 2021</p>

T 20 Targets for the Material Topic: Green & Efficient Buildings

Our aim

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

Objectives	Measures	Status
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.3b Stabilise carbon emissions produced by Austrian Post real estate</p>	Use electricity from renewable energy sources	<p>Österreichische Post AG has been using electricity from renewable energy sources since 2012</p> <p>Since 2017, all of Österreichische Post AG's electricity has come from renewable energy sources in Austria.</p> <p>Companies in the Austrian Post Group have procured all of their electricity from renewable energy sources in Austria since 2018</p>
<p>SDG 7.2 Double proportion of internally generated electricity from renewable energy sources by 2030</p>	Expand photovoltaic systems	<p>Austrian Post currently uses six photovoltaic systems with a combined rating of around 2,400 kWp. New systems with a rating of 1,300 kWp are in the planning stage; Austrian Post intends to add a further 2,500 kWp.</p> <p>Approval of a pilot project for a new energy plan for the planned base in Bruck an der Leitha: combined photovoltaic system & energy storage & e-mobility</p> <p>Installation of photovoltaic systems at all new logistics centres and post bases</p>
<p>SDG 7.3 Improve efficiency of thermal energy per m² by 10% by 2030</p>	Carry out energy audits in accordance with the Energy Efficiency Act (EEffG) and implement energy efficiency measures	<p>Implementation of ten energy efficiency measures in the categories of lighting, room heating, electricity measurement and water heating at Österreichische Post AG and its national Group companies</p> <p>Gradual phasing out of oil as a heating fuel</p>
<p>SDG 12.2, 12.5 Use a variety of projects to implement sustainable infrastructure standards by 2026</p>	<p>Promoting sustainable new buildings</p> <p>Biodiversity measures</p>	<p>Use regional wood from Austria to build the hall at the new Styria logistics centre in Kalsdorf and the Thalgau logistics centre in the state of Salzburg</p> <p>Use regional wood from Austria to build the hall at the new Styria logistics centre in Kalsdorf and the Thalgau logistics centre in the state of Salzburg</p> <p>Draw up a green space plan for the new Tyrol logistics centre</p> <p>Continue funding for eight bee colonies at the Vienna Letter Mail Centre</p> <p>Installation and maintenance of the green roof of the Vienna Letter Mail Centre which provides a habitat for endangered crested lark (red list) and wild bee swarms</p>

T 21 Targets for the Material Topic: Resource-efficient Processes

Our aim


→ Make sure our processes are efficient in terms of resources

Objectives	Measures	Status
<p> 7.3, 12.5, 13.3</p> <p>Company headquarters, all logistics centres and delivery bases with more than 70 employees ISO 14001 certified by 2025</p>	<p>Ensure more sites are ISO 14001 certified</p> <hr/> <p>Waste optimisation and quality assurance projects at some sites</p>	<p>An additional Austrian Post site was ISO 14001 certified in 2020. Four of Austrian Post's logistics centres and the entirety of Group company Medien.Zustell GmbH are ISO 14001 certified</p> <hr/> <p>Waste disposal processes have been redesigned and optimised from a logistics perspective at multiple sites in Styria</p>
<p> 7.3, 12.5, 13.3</p> <p>Implement Environment and Energy Coach programme to raise awareness of all employees at these sites by 2030</p>	<p>Make employees more aware of waste issues</p> <hr/> <p>Focus on sustainability for meetings and events</p>	<p>Employees at the two largest ISO 14001 certified sites were given practical training on waste management. Practical training on the same topic was also provided for all staff at the Group company Medien.Zustell GmbH</p> <hr/> <p>New catering for "Post am Rochus" corporate headquarters using regional and seasonal products; deliveries made using electric vehicles</p> <hr/> <p>All major events (annual kick-off, Christmas party, Brochure Award, Annual General Meeting) have been held and certified as Green Events since 2019. The internal policy for sustainable events is used for smaller events</p>

T 22 Targets for the Material Topic: Circular Economy

Our aim

→ Contribute to the circular economy

Objectives	Measures	Status
<p> 12.5</p> <p>Develop a range of reusable packaging solutions by 2021</p> <p>Start selling reusable packaging solutions from Austrian Post by 2022</p>	<p>Partnerships with customers, research institutions, etc. to promote circular economy</p>	<p>Project launched with an Austrian research institution (FH Steyr) evaluating reusable shipping solutions for parcels</p>

Climate Protection and Energy

GRI 103-2

The CO₂ NEUTRAL DELIVERY initiative was launched in 2011, and is at the heart of our climate protection and energy policy. Austrian Post's top priority is to continually reduce its greenhouse gas emissions to the greatest extent possible (see figure on p. 21).

The first step is taking measures to ensure greater efficiency in core processes. This includes optimising the 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 and improved.

The second step involves the use of alternative forms of energy. Österreichische Post AG has been using electricity from renewable energy sources only since 2012. Since the beginning of 2017, all of our renewable electricity has come from Austria. This has also been the case for all Group companies in Austria since 2018. We also operate six photovoltaic systems with a rating of around 2,400 kilowatt-peak (kWp). Additional systems with a rating of 1,300 kWp are in the planning stage, with a further 2,500 kWp due to come online in the medium term.

All of the remaining carbon emissions which are unavoidable at this time are offset in a third step by support provided to national and international climate protection projects.

These measures have made it possible for Austrian Post to provide 100% carbon-neutral deliveries within Austria since 2011, as confirmed each year by TÜV Austria. This has made us a pioneer in this field both nationally and internationally.

The CO₂ NEUTRAL DELIVERY initiative is significantly helping to heighten environmental awareness among employees, customers and other stakeholder groups. The initiative has increased the extent to which people within our organisation identify with Austrian Post. Our employees expressed that they were positive about the carbon initiative in the employee survey.

The CO₂ NEUTRAL DELIVERY initiative has also been well received by the public. This is demonstrated by the high level of awareness indicated in the customer satisfaction surveys conducted on this topic every six months. By providing carbon-neutral mail deliveries, we reduce our customers' carbon footprint as well. Interested

business customers can request a certificate to confirm the carbon-neutral delivery of all their mail items from the previous year. Österreichische Post AG issued about 600 such certificates in 2020. They can also use the CO₂ NEUTRAL DELIVERY logo in their communication.

Emissions

GRI 103-2

We reduced our emissions every year up to 2017 by consistently implementing energy efficiency measures and making greater use of alternative energies.

Despite implementing a wide range of energy efficiency measures, our emissions have gone up slightly since 2018, however. Emissions also climbed by 23.5% in 2020 in comparison to the base year. The strong growth in the parcel segment (+138% in the period from 2013 to 2020) and the larger parcel volumes resulting from the partnership with Deutsche Post DHL were the main factors which increased the number of kilometres being driven by Austrian Post. However, relative emissions per transported tonne are going down.

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

—  see Facts & Figures, p. 131ff

Science-Based Targets

Since 2017, Austrian Post has been part of the Science Based Targets initiative, an international organisation supported by the WWF and other partners. This demonstrates our clear commitment to protecting the climate. The aim of the initiative is to actively involve companies in climate protection. Austrian Post was only the second Austrian company to set itself a science-based target, making it a trailblazer when it comes to taking a scientifically substantiated approach to reducing emissions. This target is in line with 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 2017, the assumptions for calculating growth in the parcel business and the prevailing conditions have changed significantly. We therefore began the process of identifying a new science-based target in 2020 as part of a project run by the Climate and Energy Fund. The new target

is in line with limiting global warming to 1.5°C, and will be submitted to the Science Based Targets initiative in 2021.

Our commitment to these holistic and scientific targets requires a decrease in carbon emissions along the entire value chain. These not only encompass emissions within Österreichische Post AG's direct sphere of influence (Scope 1 and Scope 2) but also the carbon emissions of shipping companies (Scope 3 Targets). Accordingly, Austrian Post will focus even more closely on ensuring

Österreichische Post AG's commitment to climate action



Austrian Post is an official TCFD supporter



Austrian Post is an EV100 member and has set itself an e-mobility target



Austrian Post set itself a science-based target in 2017

sciencebasedtargets.org

that the business operations of these companies are environmentally friendly.

Climate Protection on a National and International Level

Austrian Post is not only committed to climate protection internally, but also proactively supports climate and environmental protection projects outside the company. As part of the CARBON NEUTRAL DELIVERY initiative, we support a variety of climate protection projects in Austria and abroad to compensate for our unavoidable carbon emissions. Austrian projects include replacing outdated heating systems that run on fossil fuels with modern pellet heating or purchasing electric vehicles for charitable organisations. These efforts help to reduce carbon emissions and provide a significant amount of indirect support to the regional economy.

Internationally, we support a wide range of certified climate protection projects, like setting up solar power plants in India to produce renewable energy or the development of an inexpensive and efficient stove for people in Kenya and Honduras. This stove will reduce fuel consumption and minimise health risks. Austrian Post also contributes to protecting the mountain gorillas that live in Virunga National Park in Rwanda.

As one of the leading companies in Austria, climate protection and regional development are of great importance to Austrian Post. That is why we plan to offset unavoidable emissions with our own projects in the future. We are currently looking at ways in which we could set up a forest conservation or reforestation project to be run by Austrian Post. We already provide support for the Dürrenstein Wilderness Area, which is Austria's last remaining area of primeval forest and a UNESCO World Heritage Site.

Green & Efficient Mobility

GRI 103-1, 103-2, 302-4 **SDG 7, 8, 12, 13**

If Austrian Post wants to avoid or reduce its carbon emissions as a logistics company, transport operations offer the most promising leverage. Each year, our mail and parcel carriers deliver 4.2 billion mail items to over 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. We are therefore focusing on structuring our transport operations to be as environmentally friendly as possible.

4.2^{bn}

mail items delivered
by our mail and parcel
carriers to over four
million households and
companies in Austria.



Austrian Post deploys 9,669 vehicles each day. The efficiency of the fleet is largely dependent on the condition of these vehicles. For this reason, we focus on deploying modern vehicles with low emission classes and carry out regular maintenance work as a means of continuously optimising the efficiency of the vehicle fleet. We make sure that new additions to the fleet are as environmentally friendly as possible. From 2024, all new delivery vehicles will be electric. Suitable electric vehicles are sometimes unavailable – this is particularly true for 4-wheel drive vehicles. Until they are, our policy is that if no electric vehicles are procured, we will purchase vehicles in the least polluting emission class available – Euro 6 for two-track vehicles and Euro 4 for single-track vehicles. This reduces emissions and increases environmental friendliness.

refer to Facts & Figures, p. 135f

Alternative Drive Systems for Delivery Operations and Company Cars

Our delivery staff can reach about 25% of delivery areas in an environmentally friendly way on foot, by bicycle or electric vehicle. The other delivery areas can only be reached using motorised vehicles. The aim here is to find sustainable solutions which come as close as possible to the low environmental impact of non-motorised options. Two key aspects involve optimising route planning and modernising the vehicle fleet with the objective of increasing efficiency in both areas and thus reducing emissions.

In order to improve the environmental footprint of our transport operations, we have set ourselves the clear target of delivering all mail and parcels to customers exclusively with electric vehicles by 2030. Alternative drives are playing an increasingly important role in delivery. At present, the share of electric vehicles used for delivery at Österreichische Post AG is 22.4%.

In 2020, Austrian Post increased the number of electric vehicles in its fleet again by 17% compared to the previous year. We receive support from the funding programme “klima:aktiv mobil” of the Austrian Federal Ministry Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK), the European Agricultural Fund for Rural Development and the federal government’s Climate and Energy Fund. Österreichische Post AG now operates 2,047 electric vehicles, including 1,080 single-track vehicles and special vehicles (quads and trikes) as well as 967 electric cars. This makes us the largest e-fleet operator in Austria. The Austrian Post Group deployed 2,053 e-vehicles in the year 2020.

Electric vehicles are currently used primarily in congested urban areas, especially in Vienna and the provincial and district capitals. We already provide almost completely noise and carbon emission-free letter deliveries in many state and district capitals. One of our major projects in this area is to provide 100% emission-free deliveries for all mail and parcel items in the city of Graz by summer 2021 without burning any fossil fuels. Conventional mopeds and 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. A central city hub was set up in 2020, which is helping us to take our thinking one step further. Thanks to the city hub, mail carriers no longer have to go back and forth between the city and the Styria logistics centre in Kalsdorf. Instead, they begin and end their working day in the centre of Graz. In addition to reducing our carbon and noise emissions, this reduces the number of empty trips, optimises delivery routes and improves traffic in the city centre. The project builds on what we learned from the City Hub Vienna pilot scheme, while also introducing a few improvements and adapting to the situation in Graz.

To reach this target, smart charging stations were put into operation at Graz railway station in 2020, and new electric vehicles were added to the existing fleet. We have also started using high-capacity parcel transport vehicles for the first time. Electric parcel transport vehicles are being put into commission in 2021 in the final stage of the “Green Graz” project.

Austrian Post is also committed to adding electric vehicles to its fleet of company cars. Employees now have electric company cars at their disposal. Fleet management will be looking at sustainable mobility schemes for employees in 2021 to provide alternatives to company cars. Options being considered include tickets for public

transport and a bicycle sharing scheme. In 2020, we set up bicycle stations at two locations so that employees could easily borrow and return bikes for short routes. Safety is also a priority, of course. Helmets are available at the stations.

We are making an important contribution to climate protection with our 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” which the company received in 2018 for its electric mobility scheme. In 2019, we were awarded the ARBÖ Environmental Prize for our CARBON NEUTRAL DELIVERY initiative.

Optimising the Freight Transport Fleet

Austrian Post has also undertaken major efforts in its freight transport in recent years to protect the environment and the climate. The company’s primary focus is therefore on rejuvenating its vehicle fleet and applying modern technologies. The entire transport logistics fleet is equipped with EEV or better exhaust gas technology, and more than half of the fleet currently has advanced EURO 6 exhaust gas technology. In 2020, we purchased another 23 environmentally friendly EURO 6 trucks with extremely low carbon emissions. The combination of highly effective catalytic converters, the additive AdBlue and closed particulate filters reduces soot particles and fine dust from being emitted from the engine.

We also improved how we use the space available on trucks to reduce fuel consumption and emissions. Routes were optimised to minimise unnecessary trips and we changed the types of vehicles deployed on routes with lower utilisation levels.

c Austrian Post also offers driver training. Unfortunately, the pandemic made it impossible for Austrian Post to provide training for its drivers in 2020. The planned training courses on safe and fuel-efficient driving will be made up for in 2021. Drivers are now required to check their tyre pressure on a regular basis. This measure resulted in more efficient use of fuel and lower noise emissions.

We also want to improve safety on our roads and make sure that more vulnerable drivers are protected. That’s why we voluntarily equipped our entire fleet of 145 trucks with turning assistants.

We also made changes to the compensation we offer to our shipping partners to encourage them to invest in a modern and environmentally friendly fleet and reduce

our Scope 3 emissions. The compensation we provide for road tolls is limited to the amount payable for vehicles in the best possible emissions category. This provides an incentive for our partners to use modern trucks.

TRIALLING NEW TECHNOLOGIES

In March 2020, we installed solar panels on three trucks in our fleet to see if we could improve the efficiency of our fleet. These solar panels charge the vehicles' batteries, reducing the amount of engine power required to provide electricity. This reduces fuel consumption and carbon emissions. We will be looking at other systems from alternative suppliers to find a system which is even more efficient.

We intend to add 36 new EURO 6 trucks to the fleet in 2021, in addition to a truck powered by liquid natural gas (LNG). This will give us and automobile manufacturers an opportunity to see how this new bridging technology performs in real world conditions, in addition to modernising our fleet.

Green & Efficient Buildings

GRI 103-1, 103-2, 302-4, SDC 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, we have implemented various measures to minimise the footprint of our activities and to become greener from year to year – but without compromising on the quality of our services or our mandate to provide postal services.

— see Facts & Figures, p. 132

Building Management

Austrian Post is constantly working on decreasing the amount of energy its buildings consume to reduce emissions. We consistently monitor energy consumption and are gradually converting the lighting systems in our logistics centres to LED lighting solutions. We ensure that new buildings are constructed in a sustainable and efficient manner. We are currently drawing up a policy that defines our criteria for sustainable buildings. This policy is already in use in some areas of the company.

Another energy audit was carried out for the entire Group in 2019. Some of the possible improvements identified by the audit were implemented at various sites in 2020, such as converting to district heat and installing efficient heating and warm water systems.

Climate-friendly and Viable for the Future: Renewable Energies

Since 2017, Österreichische Post AG has been using electricity from renewable energy sources only. This applies for both company-owned buildings and leased buildings for which it can impact the supply of electricity. All subsidiaries in Austria have also procured all of their electricity from renewable energy sources in Austria since 2018. Energy consumption includes a small proportion of electricity from unknown sources. This occurs at Österreichische Post AG's postal partner locations and at rented properties where the power supply is unknown.

Österreichische Post AG also produces electricity from renewable energy sources. Since autumn 2013, we have been operating one of the largest rooftop photovoltaic plants in Austria at the Vienna Inzersdorf Letter Mail Centre, boasting a rating of 882 kilowatt-peak (kWp). Since then, additional photovoltaic systems have been brought into operation, and we now have six sites producing their own solar power with a combined rating of around 2,400 kWp. New systems with a rating of 1,300 kWp are in the planning stage, with a further 2,500 kWp due to come online. Photovoltaic systems will be installed on all new delivery bases in future. Our photovoltaic systems produced 1.6 MWh in 2020 – an impressive figure given that the systems in Kalsdorf and Thalgau only came online part way through the year. The energy currently being produced amounts to an average of 2.5 MWh a year, almost enough to power the entire e-vehicle fleet of Österreichische Post AG from its own clean solar energy supply.

Promoting Biodiversity

The roofs of Austrian Post's buildings also provide a natural habitat for various animal species. The green roof of the Vienna Letter Mail Centre, for example, has become a home for the rare crested lark and wild bees. We also made sure to provide an adequate amount of green space outdoors and on the terrace surfaces of the company headquarters in Vienna's third municipal district. Eight honey bee colonies were established in the green areas of the Vienna Letter Mail Centre in the spring of 2019, leading to a partnership 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 second batch of Austrian Post organic bee honey was harvested in the autumn of 2020.

We also develop and implement green area plans to promote biodiversity in the areas around our buildings. Our first green area plan was implemented at the Styria logistics centre in Kalsdorf in 2020. Another is currently being drawn up for the new Tyrol logistics centre in Vomp. The creation of green areas was also given priority at the Thalgau logistics centre in the state of Salzburg and at our base in Bruck an der Leitha.

Certification for “Post am Rochus”

In addition to innovative building technology with the use of thermal groundwater, the building uses concrete core activation for room cooling. The building is also equipped with energy-saving LED technology and sensor-controlled automatic sun screens. The building’s design and the additional support of 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, with a subway connection in the immediate vicinity and the nearest train station 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.

Resource-efficient Processes

GR1 103-1, 103-2

As transport services increase, so does the challenge of making optimum use of the resources required by different processes in order to save energy and reduce our ecological footprint. The materials required to provide postal services are also an important issue here. In addition to using ISO 14001 certified environmental management systems, we also use a sustainable event management policy and raise awareness among external and internal stakeholders as part of our drive to improve resource efficiency.

Responsible Use of Resources in Logistics Processes

GR1 306-2, SDC 12

Austrian Post invests considerable effort into deciding which materials and resources are used in



Green space plan at the Styria logistics centre in Kalsdorf

logistics processes. These mainly include resources required for logistics services (diesel, electricity for electric vehicles) and energy (thermal and electrical), but also input materials for routine office tasks (such as paper).

To manage the responsible use and handling of these materials, we started introducing environmental management systems in accordance with ISO 14001 in 2016. Seven of our logistics centres now run on these systems. Since then, several sites including the Vienna Letter Mail Centre, the Carinthia Logistics Centre in Wernberg, the Lower Austria Logistics Centre in Hagenbrunn, the Salzburg Logistics Centre in Thalgau and the entire Medien.Zustell GmbH subsidiary and its three logistics centres have been certified in accordance with ISO 14001. Environmental protection and sustainability continue to gain in importance at the sites as these issues are embedded within the organisation via a regulated management process. The company’s main focus is on increasing employee awareness of environmental protection, decreasing energy consumption and reducing the volume of residual waste. Improvements are made to the environmental management system as part of the annual assessment by a certified auditor of TÜV Austria. Certification of the Vienna Parcel Centre in Inzersdorf and the “Post am Rochus” corporate headquarters is planned for 2021.

Increasing Awareness of Environmental Issues Among Employees

Austrian Post knows that its motivated and committed employees contribute significantly to the implementation of its environmental protection and efficiency measures. We are therefore always working to ensure our employees are aware of environmental issues and organise various activities within the company. Media such as internal information screens, the intranet and the employee magazine provide regular information about the CO₂ NEUTRAL DELIVERY initiative and other CSR measures. Employees at locations with an ISO 14001 certified environmental management system are trained in how to use resources responsibly and separate recyclable materials.

Internal surveys conducted in 2019 and 2020 showed that sustainability is a key topic for our employees. Participation levels in both surveys were very high, and our staff reported that sustainability and protecting the environment were important to them.

Responsible Use of Resources at Corporate Headquarters

Austrian Post also prioritises sustainability at its key locations, such as the "Post am Rochus" corporate headquarters, and when it puts on events. In 2020, Austrian Post put out a call for tenders for a new catering service at its "Post am Rochus" site. Bidders were strongly encouraged to focus on using regional and seasonal ingredients and minimising their carbon footprint.

We also make sure that our events use resources efficiently. All major events – including the annual management kick-off, the Christmas party, the "Prospekt Award" event for customers and the Annual General Meeting – meet the criteria for green events and are certified with the Austrian ecolabel. The increasing importance of sustainability in the events industry is demonstrated by the fact that digital events can now be certified as green events. Austrian Post now makes every effort to ensure that all of its events meet sustainability criteria and are certified, even those which are held virtually. The annual management kick-off for 2021, for example, was held virtually as a certified green event. In addition, all smaller events at the corporate headquarters "Post am Rochus" and "Donaustadt" are to be conducted as sustainable events, based on the criteria for green events. An internal company event manual has been developed for this purpose. The criteria take a holistic view of sustainability, and cover everything from using low-emission transport options like public transport or shuttle services through



Energy-saving LED technology at our logistics centres

- to regional catering, accessibility and social participatory management. Many events were cancelled or moved online in 2020 due to COVID-19.

Circular Economy

GRI 103-1, 103-2

As a leading logistics and postal service provider, Austrian Post is affected by global e-commerce trends. It is no wonder then that the circular economy is coming into increasing focus across 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.

We want to minimise the amount of waste we produce. Old uniforms are one area where we are taking action. After the new corporate design was introduced, employees in the branch network and delivery staff were provided with new uniforms. Instead of disposing of

the old uniforms, Austrian Post launched the "Re:Post" uniform recycling project, which creates new items from the discarded garments. Two idea generator events were held in February and September 2020 to give students of art, architecture, fashion and design an opportunity to meet with professors and come up with ideas for how the clothes could be used. Patterns were designed for the prototypes which came out of these events. The aim is to turn some of these ideas into reality in 2021 – ideally in partnership with social institutions. We also intend to showcase all of the ideas at our "Post am Rochus" corporate headquarters in 2021 if coronavirus restrictions allow.

Austrian Post also wants to contribute to the circular economy in areas beyond its immediate sphere of influence. Due to the fact that we are only involved in a transport capacity, we are relatively limited in terms of how much we can limit the amount of waste produced at each stage of the value chain. Customers and their subcontractors decide which materials to use for packaging. Nevertheless, we strive to keep waste to a minimum wherever possible and take appropriate measures in the interest of sustainable business management.

In 2020, for example, a life cycle assessment in accordance with ISO 14040 was performed for "Das Kuvert" so that we could improve any steps involved in its production which had a negative impact on the environment. Since this project covers the entire production chain, we are also considering measures along the entire value chain.

We are 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 trends in innovation, we are working with research partners to develop new solutions. Among other things, sustainable packaging solutions should focus on aspects like the type of material, packaging size and quantity, and returnable and reusable packaging.

URSULA BACHMAIR, HEAD OF HEALTH MANAGEMENT

AND FRANZ NIGL, HEAD OF HUMAN RESOURCES

Franz Nigl has been the Head of Human Resources at Austrian Post since 2010. Ursula Bachmair joined Austrian Post in 1976 and became the Head of Health Management in 2016.



**WE KNOW WHAT'S
IMPORTANT IN
A PANDEMIC:**

**SAFETY
KEEPS US
STRONG**

**To reach peak performance,
the conditions need to be right.
That's how we can give our
customers the level of service
they deserve.**



1



**#
ALWAYS
DELIVER A
SOLUTION**

“The Austrian government has been using a slogan that roughly translates to ‘Keep yourself safe. Keep me safe. Keep us all safe’. We take the same approach at Austrian Post.”

Franz Nigl,
Head of Human Resources

2020 WAS LIKE NO OTHER YEAR IN AUSTRIAN POST’S HISTORY ...

Franz Nigl_ **The pandemic caused a crisis** which was a particular challenge for us as an employer and part of Austria’s critical infrastructure. **We worked closely with the health authorities, government bodies and internal and external experts to develop a wide range of measures which maintained a balance between keeping our employees safe and ensuring access to postal services for everyone in the country. We updated these measures whenever new information became available.** Our internal traffic light system with individual packages of measures for all departments has provided guidance for the company’s management since September.

WHAT SAFETY MEASURES DID AUSTRIAN POST PUT IN PLACE IN RESPONSE TO THE PANDEMIC?

Ursula Bachmair_ **Our employees are part of** the country’s critical infrastructure, and we provided them with PPE at the company’s expense from the very beginning. In the first phase we did our best to provide disinfectant and gloves as quickly as possible. We then organised face masks and distributed them to our sites via our subsidiary Post Systemlogistik.

KEEPING PEOPLE INFORMED IS JUST AS IMPORTANT AS PPE, ISN’T IT?

Nigl_ **That’s why internal communication has played a crucial role** in our crisis management efforts since the beginning. We communicated with staff in multiple languages through a number of different channels – online, via notice boards, info screens, our employee magazine, phone, by email and in person.



“We have used an internal traffic light system and individual packages of measures to keep all of our departments safe and informed throughout the pandemic.”

Ursula Bachmair,
Head of Health Management

In conversation

Ursula Bachmair, Head of Health Management
and Franz Nigl, Head of Human Resources



We informed our managers immediately that our occupational physicians would answer any questions that employees might have. We also set up a mailbox for COVID-related questions, as well as a website and SMS info service. Managers and the members of the Management Board recorded short clips for our employees on a regular basis to keep them motivated and express their gratitude.

WAS AUSTRIAN POST READY FOR THE SECOND WAVE?

Bachmair_ We definitely learned a few things in the first wave. We are constantly making improvements to our safety measures, like our policy for taking people's temperatures at our logistics centres, our testing strategy and our PPE. Our new routines and lessons learned from the first wave put us in a good position for tackling the second wave. We also made some changes in line with the restrictions and to reflect advice from our occupational physicians and external experts.

We have enough PPE to adjust to changes at short notice. **Communication remains important as well. We published a handbook in autumn containing all of the rules and measures in effect throughout Austrian Post and in individual departments for managers to refer to on-site.**

ARE THE SAFETY MEASURES DIFFERENT FOR DELIVERY WORKERS, BRANCHES AND OFFICE STAFF?

Nigl_ The challenge for our delivery workers and branch staff is that they come into contact with customers every day. We keep our branches as safe as possible with PPE and measures such as Plexiglas screens, entry restrictions, disinfectant, more frequent cleaning and small employee bubbles.

The main safety measures for our delivery workers are disinfectant, face masks, partitions and staggered working hours.

Our Health Management team and IT staff have been helping our administrative staff overcome the challenges of working from home since March. We keep all of our employees informed about the latest developments, and they can direct any questions they have to their managers or our occupational physicians and safety officers. The Austrian government has been using a slogan that roughly translates to "Keep yourself safe. Keep me safe. Keep us all safe". We take the same approach at Austrian Post.



Up to
700

EUR given to employees in Austria as a coronavirus bonus in recognition of their outstanding work.

RESPONSIBLE MANAGEMENT

Going the Extra Mile

POST.SOZIAL PROVIDES SOCIAL SERVICES WHICH GO ABOVE AND BEYOND

Austrian Post established post.sozial as a non-profit association 16 years ago, demonstrating the company's high level of social responsibility to all employees. post.sozial provides tailored social services for the Group's workforce and retired employees, in addition to the family members and surviving relatives of employees.

The level of social support provided by Austrian Post goes well beyond the legally required standard, and ranges from emergency financial support through to discounts on tickets and holidays, childcare during holidays, illness prevention measures and leisure activities. **post.sozial sponsors seven bands and two choirs with a total of around 400 members – the Austrian Post Cultural Associations.** Many of the members are employees of Austrian Post but other music enthusiasts can also join in. "Music is so important culturally and for society as a whole. post.sozial really goes above and beyond with its financial support for Post und Telekom Musik Wien, and that's important for us as artists," said Markus Karner, tenor horn player and member of staff in the POS Marketing division.

"2020 was a really challenging year, but our family holiday in Bad Ischl was fantastic," said Dietmar Brandl, Group Controlling, who spent his summer holidays at the Bad Ischl holiday home, one of 15 owned by post.sozial in Austria. "We love going down to Bad Ischl for a few days here and there. The new kids' club at the holiday home was a real adventure for both of my sons this summer. Both of them are already looking forward to our next summer holiday and seeing what the kids' club has to offer."

post.sozial's Managing Director Gerhard Fritz enjoys hearing this kind of feedback about his work: "It's all about giving something back to all of our employees. In 2020, we had 45,691 overnight stays at our holiday homes, and paid out EUR 4.3m in food coupons and direct financial support to our members."



**"2020 was a really
challenging year,
but our family
holiday in Bad Ischl
was fantastic."**

Dietmar Brandl,
Group Controlling

ALWAYS DELIVER A SOLUTION

Post und Telekom Musik Wien

have recorded a piece of music in appreciation of the outstanding work of all of our employees in the challenging conditions of the pandemic.

Click here
<https://youtu.be/zfVtCEW9sRI>
or scan the QR code:



A Sign of Community

AUSTRIAN POST FACE MASKS FOR EMPLOYEES IN THE CEE REGION

4,200 people work for Austrian Post and its associated companies across seven countries in the CEE region. Together, they performed brilliantly last year despite the coronavirus pandemic making their work extremely difficult. **The Management Board sent a reusable face mask with the Austrian Post and relevant company logos to every employee of its associated companies in Slovakia, Hungary, Croatia, Serbia, Bosnia and Herzegovina, Montenegro and Bulgaria.** This was done to provide employees with a visible reminder that they are part of the wider Austrian Post family and to foster a sense of community between companies and across national borders. The Management Board also sent out letters to employees in their native languages, encouraging them to keep observing the safety measures to protect their colleagues and customers.



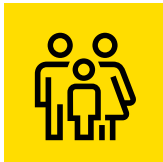
Express One employee
in Bosnia and Herzegovina with
Austrian Post face masks.

Elly on Course

AUSTRIAN POST'S WOMEN IN MANAGEMENT PROGRAMME COMMITTED TO GENDER BALANCE

As part of its gender balance project **Elly**, Austrian Post decided to participate in the Women's Career Index in 2018. It was the first Austrian company to do so. This independent index assesses the course of women's careers at different levels of management. Austrian Post scored 75 out of 100 possible points in 2019, representing the best year-on-year improvement of any of the 42 companies covered by the index. This was not particularly surprising, as Austrian Post is committed to achieving gender balance in all of its divisions and at every level of management. It has established an ambitious programme of targeted measures to achieve the necessary level of cultural and structural transformation within the company.

Measures agreed in 2020 included targets for women in leadership positions, unconscious bias training sessions and two parental leave breakfasts. Many working people worry about losing contact with their company after the birth of a child. Austrian Post invited mothers and fathers on parental leave in Vienna, Lower Austria and Burgenland to the company headquarters in January to swap stories over breakfast. This gave people an opportunity to chat with their managers and catch up about what has been happening in their department and the company. The company held its first Austria-wide digital parental leave breakfast in November.



Austrian Post is working to achieve a balanced gender ratio in all areas and executive positions.



Gold and Silver Awards

AUSTRIAN POST COMMENDED FOR MARKETING TO APPRENTICES

Young people are a hot commodity on the labour market. We use a variety of methods to make Austrian Post an attractive workplace for the best apprentices. Austrian Post was awarded gold and silver Lehlingsmarketing Awards for its "Kampagne Lehrlinge 2020" and "Post-Lehrling 2020" campaigns for attracting young talents.



ALWAYS DELIVER A SOLUTION

Digital E-learning Platform

Austrian Post uses e-learning
to its advantage

Austrian Post is using the SAP SuccessFactors Learning platform as part of its commitment to digital knowledge exchange. Going forward, employees of Austrian Post and bank99 will benefit from the advantages of a modern learning environment that offers flexibility, transparency and digital services tailored to specific target groups.

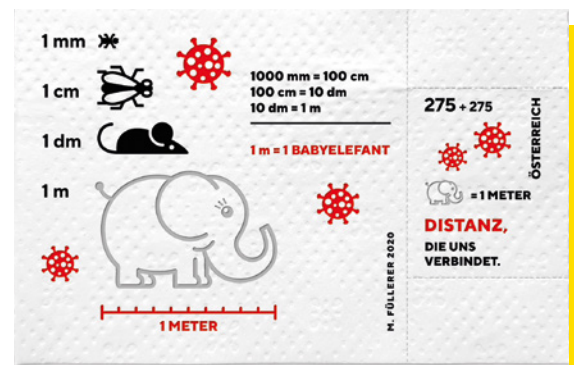
Security and Data Protection are Important to Us –

TÜV AUSTRIA certified the Post Adress Shop as a "TÜV Trusted Application" in October, making Austrian Post a trailblazer in the mailing list provider sector.

Social Com- mitment with Toilet Paper Stamps

AUSTRIAN POST ISSUES STAMPS DEDICATED TO THE SUBJECT THAT DOMI- NATED THE YEAR

The coronavirus stamps are made from toilet paper with a self-adhesive film. If you roll out ten stamp blocks next to each other, they will measure one metre – the length of a baby elephant, which, as everyone in Austria learned in 2020, is the perfect length for social distancing. The perfectly-sized baby animal also appears on the stamps. EUR 2.75 is donated to ORF's "Licht ins Dunkel" ("Light in the Darkness") campaign for each stamp bought. A third each of the proceeds will be split between coronavirus assistance funds run by Caritas and Kronen Zeitung, UNICEF Austria and additional "Licht ins Dunkel" projects.



Austrian Post's employees are the key to its success. We want to be the top employer in the market. We also think outside the box and support good

**CAU
SES**

PEOPLE & SOCIAL

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

Trends and Challenges

GRI 102-15, 103-2

Austrian Post operates in an environment of continuous change. Digitalisation, demographic change and increasing mobility and flexibility are changing the needs of customers and employees. This brings about a constantly evolving set of challenges and requirements. To meet these new challenges, Austrian Post needs a highly qualified workforce that plays an active role in shaping the company and creating new innovative services.

Digitalisation is changing our processes and procedures. To benefit from this trend, we need new ways of thinking and expertise, alongside a commitment to our



Austrian Post is committed to all of its employees.

employees' continuing professional development. Our leadership development and general training programmes now need to cover new ground. Digitalisation is increasing the profile of data security. This issue is a particularly important one for us as our core business is entirely reliant on the exchange of data.

The needs of our employees are also changing in this era of constant transformation. People prioritise how attractive potential employers are when deciding where they want to work. Additional benefits such as occupational healthcare or work-life balance schemes are becoming more and more important.

Society in general is also holding companies to an increasingly high standard. Dialogue with potential target groups is becoming an increasingly vital tool for identifying needs and meeting the challenges faced by both companies and society.

The main trends and challenges Austrian Post is facing in the area of People & Social can be summarised as follows:

DEMOGRAPHIC CHANGE – MAINTAINING EMPLOYABILITY

Working into old age requires training and healthcare 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 IMPACT OF ADJUSTMENTS

Economic pressure has to be met with 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 health and safety.

WORK-LIFE BALANCE – ENHANCING MOTIVATION AND EMPLOYEE RETENTION

Employees are more motivated and perform better when their employer meets their needs.

PROTECTING SENSITIVE INFORMATION – GUARANTEEING THAT DATA IS EXCHANGED SECURELY AS DIGITALISATION INCREASES

The core business of Austrian Post is based around exchanging data – it is therefore vital that we are able to protect this data, particularly in light of the ongoing digitalisation trend.

SOCIAL DIALOGUE – IDENTIFYING THE NEEDS OF EXTERNAL PARTNERS

We need to understand and factor in the needs and requirements of different interest groups in society.

COOPERATION – PARTNERSHIPS WITH EXTERNAL ORGANISATIONS

We work closely with external companies and institutions to enhance our engagement with culture and the arts, as well as welfare and environmental issues.

Management Approach of Austrian Post

GRI 103-1, 103-2

A good working environment, attractive career prospects, occupational safety and established workplace health schemes are all key factors that people take into consideration when deciding who they want to work for. Our approach to human resource management contributes to the company's success and future viability in a number

of different ways. Committed employees who feel content in their workplace stay for longer, are more motivated and are able to give their best for the benefit of the company. We use a variety of HR programmes and measures to foster our corporate and leadership culture.

Clear visions and principles that are shared by both employees and executives are important in an environment so strongly influenced by change and transition. They serve to 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 our culture, which is characterised by respect, openness, trust and appreciation.

We of course also take extensive precautions to keep customer and company data confidential and guarantee the integrity and availability of our IT systems.

Beyond the boundaries of our company, we also work with a range of external partners to support numerous business-related, social and environmental projects and activities. We make sure that our social engagement is linked to our core business and support projects where our core expertise can make a meaningful contribution.

Austrian Post's work in the People & Social area is aligned with the material topics identified in conversations with stakeholders. They are as follows:

- Corporate & Work Culture
- Integrated Diversity Management
- Occupational Health & Safety
- Digital Responsibility
- Social Dialogue & Partnerships

For additional information on these key People & Social topics and how they relate to the SDGs, please see p. 27. The following table provides an overview of these targets and measures:

Overview of People & Social Targets

GRI 103-3

T 23 Targets for the Material Topic: Corporate & Work Culture

Our aim

→ Enhance our corporate and leadership culture

Objectives	Measures	Status
<p>SDG 8.5 Increase employee engagement from 76% to 82% by 2030 (indicator based on most recent employee satisfaction survey in 2017)</p> <p>Reduce turnover rate for all new employees joining the company under the new collective agreement (Kollektivvertrag-Neu) by 2030 from 35.8% to 28%</p>	<p>Respectful corporate and leadership culture: programmes to promote diversity and equality of opportunity</p> <p>Attractive career prospects and training</p> <p>Work-life balance schemes</p> <p>Measures to guarantee safety at work</p> <p>Occupational health care schemes</p> <p>Surveys to measure employee engagement</p>	<p>Measures being implemented</p> <p>Number of seminars: 1,577</p> <p>Number of seminar participants: 33,539</p> <p>Hours of training: 95,397</p>
<p>SDG 8.5 Define a voluntary financial social contribution as a percentage of staff costs and set an ambitious target for 2030</p>	<p>Benefit from the success of the company</p> <p>Comprehensive range of social services offered through post.sozial</p> <p>Occupational health care schemes</p> <p>Comprehensive range of training programmes</p>	<p>post.sozial:</p> <p>Total material resources: 6,352,000 EUR</p> <p>helfens.wert food coupons: 3,830,000 EUR</p> <p>helfens.wert paid support contributions: 510,000 EUR</p> <p>fair.reisen overnight stays 45,691</p> <p>sehens.wert: no services in 2020 due to COVID-19</p>
<p>SDG 5.5, 10.2 40% of all management positions to be held by women by 2030 on the basis of the Gender balance project Elly</p>	<p>Gender balance project Elly</p> <p>Participation in Women's Career Index</p> <p>Agreed targets for women in leadership positions</p> <p>Active parental leave management</p>	<p>Measures being implemented</p> <p>Status Gender balance project Elly¹ Management positions held by women 2019: 33.1% 2020: 34.6%</p>

¹ Only employees of Austrian Post (excluding subsidiaries) are included in the figures for the Gender balance project Elly for management purposes. The figures do not include payroll units which are not involved in the project. The Internal Labour Market, employee representatives, Management Board members and their assistants are the most significant units which are not involved in the project. The figures are calculated based on the total number of employees as at the end of the year. Employees on long-term leave are included in the calculation. For the purpose of the Elly project, a management position is defined as any employee at reporting level 2 to 5, including other management positions, regardless of the number of employees they are responsible for.

T 24 Targets for the Material Topic: Integrated Diversity Management

Our aim

→ Live out our commitment to diversity and equal opportunity

Objectives	Measures	Status
<p>Combine various diversity measures implemented by Austrian Post</p>	<p>Plan for anchoring and implementing diversity measures</p>	<p>Currently in development</p>
<p>SDG 5.5, 10.2 Take a systematic and standardised approach to putting diversity activities at the centre of core processes and support functions</p>	<p>Unconscious bias training for managers</p> <p>Measures aimed at raising awareness and reducing unconscious bias in recruitment processes</p> <p>Adoption of a gender-inclusive language standard</p>	<p>Measures being implemented</p>

T 25 Targets for the Material Topic: Occupational Health & Safety

Our aim

→ Maintain health and safety

Objectives	Measures	Status
<p>SDG 3.6</p> <p>No fatal accidents during the delivery of letters or parcels</p> <p>Reduce accident frequency (per 1 million productive hours) by 15% by 2030</p>	<p>Occupational safety committees established</p> <p>Input provided by employee protection bodies</p> <p>Organisational rules, operating instructions and leaflets to promote safety at work</p> <p>Regular training on safety risks and potential hazards</p> <p>Regular inspections and evaluations to identify potential hazards</p>	<p>Around 1,000 safety at work training sessions</p> <p>Around 3,500 site visits and evaluations</p>
<p>SDG 3.6</p> <p>Implementation of a management system that meets ISO 45001 standards and Austrian Post certified by 2030</p>		

T 26 Targets for the Material Topic: Digital Responsibility

Our aim

→ Meet the expectations of our customers, minimise risks and ensure compliance with data protection legislation

Objectives	Measures	Status
<p>Data protection:</p> <p>Reduce number of data protection complaints by over 70% by 2025 (compared to year-end 2020)</p> <p>Speed up handling of requests from data subjects</p> <p>Establish dialogue with relevant authorities and arrange certification through external agencies</p>	<p>Enhance data protection activities</p> <p>Improve processes to ensure high-quality and efficient processing</p>	<p>The existing data protection management system was enhanced in 2020. In addition to setting up a data protection legislation team, a data protection centre was established to monitor and drive forward the implementation of legal data protection requirements within Österreichische Post AG</p>
<p>Data security:</p> <p>Expand the use of appropriate security measures to prevent the unauthorised use of data</p> <p>Minimise the risk of damage from cybercrime</p>	<p>Information security management and IT security based on ISO 27001</p> <p>Technical measures to prevent, detect and respond to IT security incidents</p> <p>Organisational monitoring and awareness raising measures</p>	<p>A Group IT Department was established in 2020 dedicated to the technical side of data security</p> <p>Implementation of technical measures to secure end devices and provision of information to employees about cybersecurity measures due to the increase in remote working during the COVID-19 pandemic</p>

T 27 Targets for the Material Topic: Social Dialogue & Partnerships

Our aim

→ Make a positive impact on society through dialogue and cooperation

Objectives	Measures	Status
<p>SDG 17.17</p> <p>Hold at least one central and one regional stakeholder roundtable per year</p>	<p>Central stakeholder roundtable once a year in Vienna</p> <p>At least one regional stakeholder roundtable in a different state every year</p>	<p>The Stakeholder Roundtable was not held in 2020 due to the COVID-19 pandemic</p> <p>A digital stakeholder survey was used instead to ensure that stakeholder opinion was actively factored into the 2030 sustainability master plan</p>

<p>SDG 5.5, 10.2, 17.17 Involvement in one environmental campaign and one social campaign</p>	<p>Active support for social projects through our core business</p> <hr/> <p>Post Generator</p>	<p>As in previous years, Austrian Post provided support for numerous social projects in 2020, such as the "Pakete fürs Christkind" Christmas gift initiative and the "Ö3-Wundertüte" phone donation drive</p> <hr/> <p>The Re:Post upcycling project was launched in 2020. This takes the form of two workshops with young designers looking at ways to reuse old Austrian Post uniforms</p> <p>In 2021, Austrian Post will partner with workshops who employ people with disabilities to get some of these ideas ready for mass production</p>
<p>SDG 13.b Establish an Austrian Post company forest in order to foster climate action and conservation by 2022</p>	<p>Explore other avenues</p>	<p>Initial meetings were held with a variety of providers in 2020</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 1.3 From 2022 onwards, raise awareness of climate and conservation issues among our employees with external partners</p>	<p>Draw up a plan to raise awareness of climate and conservation issues</p>	<p>Austrian Post provided support for the Dürrenstein Wilderness Area in 2020</p> <p>Issue of a special stamp for the Dürrenstein Wilderness Area</p>

Corporate & Work Culture

GRI 103-1, 103-2

The company's success is dependent on the performance of its employees. We need committed and highly qualified employees who give their best day in and day out. This puts Austrian Post in the best possible position to provide its services.

Austrian Post needs to position itself as a modern employer. This is the only way to attract and retain employees. We are committed to being an attractive employer. We take steps such as offering additional social benefits and comprehensive training to create an attractive working environment. It is also important to foster a culture of respect which employees can identify with and which is inclusive at every level. The following sections cover the steps we are taking in this area.

Enhancing Our Corporate Culture

GRI 102-43

To be economically successful in these times, companies and employees have to constantly evolve and adjust to new circumstances. Our corporate culture and working environment should motivate employees to be creative and innovative and support the implementation of new ideas. Austrian Post is therefore constantly enhancing its open and modern corporate and leadership

culture. We are focused on strengthening and improving our feedback culture.

IDENTIFIED CORPORATE CULTURE

Austrian Post worked on making improvements to its strategy and related values in 2020. Our mission statement points us in the right direction, creates a mutually shared value system and provides a clear benchmark for all employees and executives. On the one hand, it provides guidance about how we should act and interact with business partners and colleagues during day-to-day business. It also provides clear objectives and shows that our sustainable corporate success cannot be defined and achieved on economic aspects alone, but must also encompass the social sphere, the environment and employees.

We foster a culture of open dialogue with our employees across the company – one that is based on respect, appreciation, honesty, and trust. As part of this commitment, Austrian Post keeps its staff up to date with all of the key developments and changes within the company.

RESPECTFUL LEADERSHIP CULTURE

This challenging period of constant change means that respectful management is more important than ever. It is especially crucial now for executives to be present, provide guidance, be a model of responsibility and establish an open culture where employees can make mistakes and learn from them.

Transparent communication and the ability to lead people in their day-to-day work are the key to success. Teamwork has never been more important. Executives at Austrian Post take an interdisciplinary approach and break down departmental silos. They help Austrian Post to be successful and innovative by working collaboratively and sharing their expertise.

We reviewed our management guidelines last year and made some slight amendments.

Executive Academy – Training for our executives has been provided through the Austrian Post Executive Academy since 2012. The long-term professional development programme supports executives and key employees in implementing our leadership guidelines in their daily work. The Executive Academy was relaunched in 2020 so that we could focus more on individual development plans.

Austrian Post leadership guidelines – These guidelines form the framework for our 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, the guidelines also concentrate on the clear communication of targets, entrepreneurial thinking and the recognition and fostering of employee potential.

Measuring leadership quality with 360-degree feedback – The new competency model provides a foundation for assessing the leadership qualities of our employees with 360-degree feedback. We worked with executives to identify areas in which processes could be optimised, and improved the quality of feedback and additional development programmes for executives using the 360 degree feedback system.

Fostering a welcoming culture for new employees – The new onboarding process at the corporate headquarters helps with the professional, organisational and cultural integration of new employees. A strong culture of making people feel welcome helps quickly seal their commitment to the company and ensures they are satisfied. Since 2020, Austrian Post has held a monthly virtual session for all new staff at the company headquarters, giving them the opportunity to network with people from other areas of the company.

“A Day Visiting Customers” – This programme gives executives an insight into the work of colleagues with direct customer contact. Experiencing such a working day gives our executives a better picture of the challenges the staff faces. “A Day Visiting Customers” helps employees and

executives to see things from each other’s perspectives and fosters mutual understanding, and thus supports the Austrian Post mission statement. This programme had to be cancelled in 2020 due to the COVID-19 restrictions.

ADDITIONAL EMPLOYEE BENEFITS

GRI 401-2

Benefiting from the success of the company – Austrian Post is one of a small number of companies in Austria that allows its employees to benefit from its success in the form of an EBIT bonus. This scheme has been running since 2002. This bonus allows employees to directly participate in our company’s success and is a recognition of our shared effort to make the company as successful as possible. Employees also received coronavirus bonuses in 2020 in recognition of their outstanding work under the challenging conditions imposed by the pandemic.

post.sozial – The nonprofit association post.sozial was established in 2005. It provides tailored 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.

Services range from financial support for employees faced with exceptional expenses due to illness or natural disaster, to discounted tickets for cultural and sporting events, to affordable holiday deals. They also include child care and day care services during the holidays. post.sozial has holiday homes and rooms at 15 locations around Austria, which current and retired employees can rent for their holidays at discounted rates.

post.sozial also supports health and leisure activities. For example, it pays registration fees for a variety of running events.

Attracting, Retaining and Developing Employees

Current social and industry-specific trends present new challenges to the company and the workforce every day. Austrian Post’s success is heavily dependent on having employees who are motivated and well-trained. We want to attract committed and talented members of staff and retain them over the long term. We also use a range of attractive and targeted training schemes to help our staff grow personally and professionally.

TARGET GROUP RECRUITMENT

As an employer, we are in fierce competition for top applicants due to the ongoing skills shortage. One question that we need to answer is how we can present ourselves on the market as an attractive employer for new talents.

We use an employer branding strategy based around our values and principles. All of our recruitment processes feed into our ultimate goal of finding the best employees for positions at Österreichische Post AG. The company decided to draw a distinction between central and regional recruiting to enhance the process and improve our focus on specific target groups.

OPPORTUNITIES & DEVELOPMENT

GRI 404-2, SDG 8

We provide our employees with professional and personal development opportunities. In addition to the Executive Academy, we continued to provide target group and skill-based training and education for our employees in 2020. Training and education is a key focus area of Austrian Post's approach to human resources management, as evidenced by the specialised training, further education courses, coaching and training that we provide. We also offer a wide range of training opportunities and thus the opportunity for a variety of career paths within the company.

refer to Facts & Figures, p. 130

Austrian Post attaches particular importance to the development of individual employees based on their specific skills and potential. Regular performance reviews allow employees and their executives to define personal development focus areas and targets and identify suitable training and education options. The performance reviews are held at least once a year.

Work@Post Project, Trainee Programme and Apprenticeship Training

The working groups involved in the Work@Post project identify ways in which we could improve our approach to employer branding, recruitment, onboarding, junior staff/talents, executives, compensation, IT success factors and feedback. These improvements are implemented on an ongoing basis. We successfully implemented a number of measures which have led to a reduced drop-out rate. The measures are being continued and subjected to ongoing monitoring in order to identify and harness further potential for improvement.

post.sozial 2020



Twelve new trainees started their careers at Austrian Post in October 2020. They will spend time in various departments to give them a well-rounded training experience.

In addition, Österreichische Post AG has been offering young people an "Apprenticeship with a Secondary School Diploma" for ten years. We continued our apprenticeship campaign in 2020 and sought out applicants for six different apprenticeships. The aim of this initiative is to train our own junior staff and to retain young,

dynamic apprentices in the company. Across the company, we have had 70 apprentices training to be local and distribution logistics specialists since September 2020. We also expanded the IT apprenticeships at the corporate headquarters, and welcomed two further apprentices being trained to be IT systems technicians.

Since September 2020, we have trained 161 apprentices across Austria to be retail salespeople with a focus on telecommunications, office assistants and e-commerce assistants, in addition to a range of different IT roles.

Our efforts are paying off. Österreichische Post AG was awarded gold and silver Lehrlingsmarketing Awards for its "Kampagne Lehrlinge 2020" and "Post-Lehrling 2020" campaigns for attracting young talents.

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, we support future graduates with excellent academic performance over a two-year course of study. Furthermore, Austrian Post supports a high-quality supplementary training programme from the Delta Academy of Montan University Leoben.

The 2021 internship programme will give university and college students the opportunity to complete an internship at Austrian Post. Interacting with the younger generation not only helps us recruit potential employees but also contributes to the company's innovative capacity in a valuable way.

E-Learning

Austrian Post is using the SAP SuccessFactors e-learning platform as part of its commitment to digital knowledge transfer. The platform will be rolled out to all areas in stages. The e-learning platform has already proven its worth in some early projects. When Austrian Post established bank99, the platform was used to prepare around 1,400 employees of the bank and postal service and around 1,855 employees from approximately 1,360 postal partners for the challenges ahead. New web-based content was used to provide employees with efficient and effective training from wherever they wanted to access the platform.

Austrian Post Labour Market

We need to make continuous adjustments to our staff structure in light of increasingly stiff competition and the constantly changing market. Österreichische Post AG is aware of 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 department provides career guidance and counselling, in addition to other services. It provides tailored advice and assistance for Austrian Post employees looking for a new position within the company or elsewhere. The post.qualified training initiative gives employees the opportunity to expand and certify their IT skills or achieve qualifications in other areas. The department also sees itself as an internal human resources consultancy and gets staff involved in short-term and medium-term temporary assignments.

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 at the end of 2020, around 700 former postal workers had switched to working for federal agencies. This figure shows that the skills of Austrian Post employees are very much in demand at the ministries.

AUSTRIAN POST: A MODERN EMPLOYER

Standards for employers are changing. Applicants and employees are looking for a modern corporate culture which they can identify with. We are therefore using innovative recruitment methods to attract employees and, of course, also conduct interviews virtually. Our employees see Austrian Post as a progressive company. We are transparent about the decisions we make, provide opportunities for personal growth and offer flexible working hours. We also increased our focus on enabling our workforce to be mobile this year. Austrian Post is committed to a culture of fairness, teamwork, trust and mutual appreciation that provides employees with the atmosphere they need to do their best work.

Employees from Different Countries

4,299

Austrian Post's employees come from

95

different countries (not including Austria)

62

Austrian Post executives come from

18

different nations (not including Austria)

STRATEGIC KNOWLEDGE TRANSFER

Knowledge is a vital resource and plays a key role in remaining competitive. Austrian Post's long-term success is built around documenting relevant information and passing it on. Passing on knowledge strategically and promptly plays a particularly important role as new generations join the company.

Integrated Diversity Management

GRN 103-1, 103-2

Austrian Post is committed to having a diverse workforce because it knows that diversity boosts innovation and creativity. We promote social diversity in all its facets and leverage it constructively as part of our diversity management approach. We also make sure that all applicants are treated equally in our recruitment process.

Equal opportunity at work and equal treatment of employees are a matter of course at Österreichische Post AG and its subsidiaries. We firmly stand against all forms of discrimination, bullying and sexual harassment.

We take special care to ensure that our employees' individual differences are celebrated throughout the company.

CHARTER OF DIVERSITY

Austrian Post signed up to the Charter of Diversity in 2013. In line with this, the company is firmly committed to creating and fostering a working environment which is free from prejudice and discrimination.

The Executive Academy made diversity one of its focus areas in 2020. We have also begun to provide unconscious bias training as part of our proactive efforts to foster a culture of diversity within the company.

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 for many years. In 2020, 1,136 employees with disabilities were employed by Österreichische Post AG.

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.

Gender Balance – Increasing Female Representation

GENDER BALANCE PROJECT ELLY

Austrian Post is working to achieve a balanced gender ratio in all areas and executive positions. Currently, two thirds of Austrian Post employees are men. The gender balance project Elly is implementing targeted measures which will bring about the cultural and structural change that we need within the company in order to achieve gender balance. Men and women should have equal opportunities for development and employment in every area of the company and at every level of Austrian Post's hierarchy. Since 2018, we have been reaching out to women in the labour market even more intensively and placing greater emphasis on the development of women in executive positions. We are the first Austrian company to use the Women's Career Index (FKI) as a 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. In its second year of participation, Austrian Post achieved the most substantial year-on-year improvement among the 42 companies participating in the 2019 FKI (75 out of a possible 100 points). Austrian Post is currently being indexed as part of the 2020 FKI.

In 2020, measures aimed at achieving cultural and structural change were implemented at all levels of the gender balance project Elly. These include agreements on the achievement of goals for women in leadership positions, as well as the incorporation and implementation of unconscious bias training for managers. As part of our proactive approach to parental leave, we held our first parental leave breakfast at the company headquarters for staff based in Vienna, Lower Austria and Burgenland, as well as our first digital parental leave breakfast for staff throughout Austria.

The project also includes measures aimed at raising awareness and reducing unconscious bias in recruitment processes, and the decision to adopt a gender-inclusive language standard within Austrian Post. This standard recognises more than two genders and gender identities, meaning that it reflects the diversity of gender expressions and bodies and helps to prevent discrimination.

The measures listed will play a key role in the gradual establishment of gender balance in Austrian Post's standard processes and the associated change in organisational culture, in which people of all genders enjoy equal opportunities for access and advancement.

WORK AND FAMILY LIFE BALANCE

Austrian Post takes its role as a family-friendly company seriously. The company helps its employees to balance work and family life through a variety of measures and programmes. In 2019, Österreichische Post AG was once again given the "Career and Family Certificate" by the Austrian Federal Ministry of Families and Youth. The existing measures will be continued for a further three years and new targets will be agreed on. These measures include, for example, integrating employees on parental leave into the internal information network, and the provision of a comprehensive information platform on subjects such as parental and maternity leave. The Austrian Post programme to promote the career advancement of women was also revamped in 2017. The objective is to ensure equal opportunities for women and men in the company on the basis of the Federal Equal Treatment Act (BGIBG) and to increase the proportion of women in areas in which they are underrepresented.

Diversity Management

For Austrian Post, diversity management means carefully considering both the differences and shared ground between all our employees and customers. It also involves taking advantage of opportunities which come about through diversity. The diversity of our teams is just as important for our success as a logistics provider as our wide range of products and services or our international activities. Because of this, our corporate strategy focuses on diversity as a driver of innovation and a guiding principle for all of the company's activities.

As part of our efforts to ensure that we take an integrated approach to diversity management and tie diversity in to all of Austrian Post's business areas and processes, we included the following measures in our sustainability master plan:

- Provide a range of products and services that is sensitive to diversity issues and aware of diversity-related trends
- Use inclusive language and make sure that products and services for business and retail customers reflect the importance of diversity
- Provide a diversity-aware range of services for our stakeholders with accessibility, inclusive language and expertise, and increase awareness of diversity issues in the branch and bank network

- Incorporate diversity issues into social dialogue, partnerships and networking and diversity-oriented service processes from a procurement, governance, compliance and mobility perspective
- Ensure that all production and logistics processes are designed and implemented with diversity in mind
- Increase awareness of diversity issues in central divisions by establishing a diversity-specific organisational structure, promoting sensitivity to diversity issues in different areas, providing guidance for apprentices and older employees and providing language courses for employees.


This broad focus will allow Austrian Post to draw on a wide range of different mindsets, ideas, competencies and backgrounds, in addition to previously untapped potential and resources. This constitutes an effective response to ongoing demographic changes, while also making us more innovative.

Occupational Health & Safety

GRI 103-1, 103-2

When healthy and motivated, employees perform at their best. They are more satisfied at work and play an active role in the company's continued success. That is why Austrian Post puts an emphasis on preserving and promoting the health and safety of employees and preventing accidents and work-related illnesses. All underlying conditions for occupational safety are regulated in the directive "Safety and Health at Work – Employee Protection". This document provides an overview of the core principles and rules applied within the company, alongside information about monitoring and who is responsible for keeping employees safe. The inspection and control system takes the form of a cascade. This makes it possible for Austrian Post to provide a consistent system of controls across all of its divisions and management levels. In order to provide our executives with responsibility for employee protection with the best possible support, we provide them with checklists and training to make them more aware of their responsibilities and the need for them to act as a role model. This training was conducted again in 2020. Austrian Post has also put together a booklet containing a summary of the directive.

Our long-term aim for health and safety in the workplace is to be an integral part of the day-to-day work of our employees and executives.

—  refer to Facts & Figures, p. S. 129

Health Management

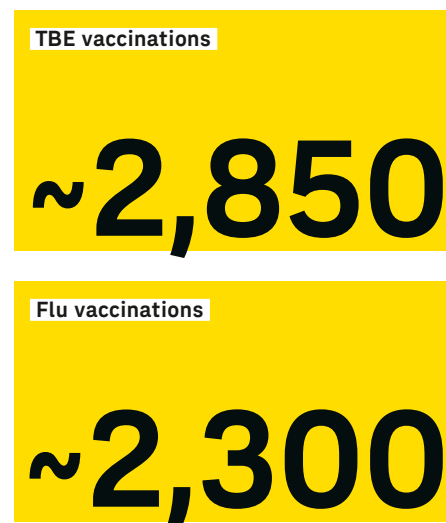
GRI 403-6

As part of its approach to health management, Austrian Post uses preventive measures at various sites in Austria to maintain and improve the health and ability to work of all employees. These include vaccinations, initiatives to help employees quit smoking, eye examinations and regular health consultations and health days.

- C** This range of services had to be curtailed significantly due to the COVID-19 restrictions. The "A Healthy Heart and You" campaign, for example, had to be cancelled. It is due to resume in 2021 if the situation allows.

Employees can of course speak to occupational physicians about their health and any questions, concerns or worries they might have in connection with COVID-19. We also focused on vaccines in 2020. Österreichische Post AG acted early to secure a large quantity of flu vaccines to cover the surge in interest among employees. In addition to flu jabs, TBE vaccinations were offered free of charge across Austria for the first time.

Occupational Health 2020 —



Österreichische Post AG continued its study of stress in the workplace in 2020. The data collection stage is now complete for the company headquarters and the customer service team. 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 workshops and interviews. However, the process of planning the next steps, communicating the results of these surveys and implementing measures has been delayed until 2021 due to the COVID-19 situation.

c Extensive Range of Health and Hygiene Measures Implemented Since Beginning of COVID-19 Pandemic

Thanks to its professional approach to health management, Austrian Post has been monitoring developments, putting precautionary measures in place and evaluating these measures since the beginning of the COVID-19 outbreak. We consider it particularly important to keep our employees well informed about correct hygiene behaviour and measures. This information is provided via our specialists on prevention, executives and internal media. We also put together a comprehensive package of

measures based around the Austrian government's traffic light system to minimise the impact on our operations. In autumn 2020 we published a handbook containing important information on preventive measures for all the company's divisions.

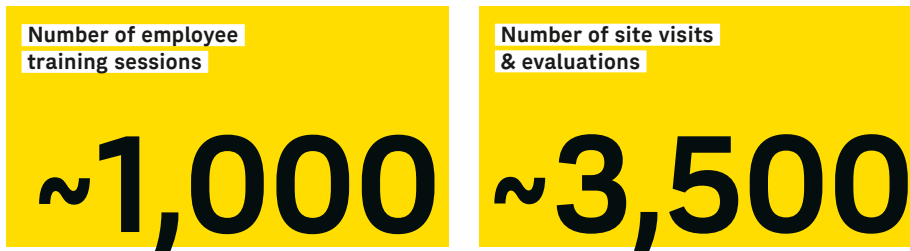
The handbook of general preventive measures provides a summary of the most important action and requirements. Additional handbooks were published for specific areas of the company. These handbooks allow our executives to react quickly to developments, such as a sudden rise in infections.

The four-colour traffic light system is used to assess the COVID-19 epidemic on a regional level. Each colour represents a different level of risk. For example, green means low risk. The traffic light colours indicate the risk for a particular region. Different measures and recommendations apply depending on the level of risk. The purpose of the system is to prevent new coronavirus infections. The rules of conduct and measures which apply within the company are derived from the Austrian government's coronavirus traffic light system. Specific measures are implemented for different departments depending on the risk level.



All Austrian Post branches have been fitted with Plexiglas partitions and floor markings.

Occupational Safety 2020



The measures implemented by our logistics centres, for example, include employees being required to wear face masks, adjusting shift patterns to minimise direct contact between employees, random testing and taking people's temperature when they enter the logistics centres. All important information, such as the typical symptoms of COVID-19, are translated into the languages which are most commonly used by our linguistically diverse workforce.

Our delivery services also have a range of additional measures which are implemented based on the colour category. These include measures such as staggered shifts and employees being required to wear a face mask when in contact with customers. We have set up partition walls in delivery bases to address situations where employees are unable to keep a safe distance from one another.

Contact-free deliveries became mandatory for official mail in March 2020 following an amendment to the Austrian Postal Delivery Act (Zustellgesetz). This amendment allowed delivery staff to inform our customers verbally when they receive official mail and sign on their behalf. Austrian Post also switched to contact-free deliveries for other products (e.g. registered mail and parcels). The temporary amendment was in effect until 30 June 2020. All mail has been delivered as usual since that date while maintaining a safe distance. Delivery staff must wear a face mask in situations where it is not possible to maintain a safe distance.

Wearing a face mask is required at all times in our branches. We also limit the number of customers permitted in a branch at any one time. All of our branches have been fitted with Plexiglas partitions and floor markings. Plexiglas partitions are also in use at all of our postal partners' premises. High-risk surfaces such as touchscreens in self-service areas are cleaned and disinfected on a regular basis.

We made it possible for around 2,000 employees to start working from home in the middle of March 2020. Everybody working from home remained in touch with their colleagues virtually. Safety measures were also put in place at the company headquarters in line with the government's traffic light system. One such measure is that no more than 20% of Austrian Post employees may be present in the building at Vienna's Rochusmarkt at the same time if the traffic light shifts to red. Meetings are held virtually whenever possible. Intervals between cleaning have been reduced throughout the building. Additional soap and disinfectant dispensers have also been installed.

Austrian Post provides handbooks, additional instructions and checklists so that our executives can improve compliance with safety measures as part of their day-to-day work. All of our employees have been provided with protective equipment to reduce the risk of COVID-19 infection, such as face masks and disinfectant.



Occupational safety and accident prevention are a top priority for Austrian Post.

Occupational Safety

GR1 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 2020, 15 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). At these meetings, members put together suggestions for improvements in individual safety and health topics and discuss the implementation of appropriate measures. Examples included providing driver training and switching from mopeds to cars in some areas in order to reduce moped accidents. Counselling on occupational safety is also carried out by the appropriate employee protection bodies at all company sites in line with legal requirements. This serves to ensure that the health and safety of all of Austrian Post's employees is covered by safety experts and occupational physicians.

In addition to the legal provisions on the topic of occupational safety and accident prevention, there are internal organisational rules, operating instructions and leaflets.

The company involves employee representatives in discussions on key occupational safety and accident prevention issues. Employee representatives also sit on the occupational safety committees mentioned above.

RISK MINIMISATION AND OCCUPATIONAL SAFETY TRAINING

Austrian Post focuses on raising employees' awareness of potential hazards at work. All new hires are provided with training on safety risks and potential hazards before they begin their work. This training is provided every year to keep employees informed and aware. Employees should be able to prevent accidents by acting correctly and independently so that they can protect themselves and their colleagues. Instruction is provided by specialists in prevention, executives or compliance and implementation officers. Due to the COVID-19 restrictions, this was limited to small groups or outdoor sessions in 2020. All attendees maintained a safe distance and wore face masks.

Various formats for communicating information, such as the "Post-Deutsch" pilot project, posters, videos, signs and pictograms, were used in order to reduce obstacles such as language barriers, and to clearly communicate the content. Unfortunately, these measures could only be implemented to a limited extent due to COVID-19.

Regular inspections and evaluations are carried out to gather new findings and identify new potential hazards. If necessary, specialists in prevention work with executives to draw up a plan of action and a risk assessment focusing on hazards relating to employee safety. Project leaders are then allocated to implement the corrective measures, and deadlines are set. If the measures are not implemented, the control system takes effect and the manager on the next level of the hierarchy is informed. The head of healthcare management is also notified. In addition, a quarterly report is submitted to the Austrian Post employee protection officer.

All employees can also report subjective hazards to the head of healthcare management or to an ombuds-person. All such reports are treated as confidential.

SICK LEAVE AND ACCIDENT STATISTICS

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

A total of 791 occupational accidents were reported at Österreichische Post AG in 2020. Falls, traffic accidents and operating work equipment are the main causes of accidents and the main risk factors for serious accidents. Weather conditions on the road, kerbs and steps frequently lead to falls and traffic accidents. Handling roller containers plays a major role in accidents relating to operating work equipment. After an accident, the causes are identified, hazards are re-evaluated and appropriate countermeasures are defined. Training is provided for the person involved in the accident. All potentially affected employees also receive training if a serious accident occurs. Executives receive information on the number and the most frequent causes of accidents on a quarterly basis. Targeted preventive measures are developed and implemented for departments where certain causes of accidents frequently occur or increase. Responsibilities and reporting processes for accidents are regulated in detail by Directive 06/2018 "Safety and Health at Work". In 2020, 55 accidents involving temporary workers occurred at work.

■ refer to Facts & Figures p. 129

Extending Our Commitment to Health and Safety

Contractors and Temporary Staff

Contractors and temporary staff are subject to the same high occupational health and safety standards as our own employees. Temporary staff are provided with the same PPE and training as our own workers. Executives are also required to ensure that they comply with occupational safety requirements. Österreichische Post AG's safety experts perform workplace evaluations using the same standards for contractors and temporary staff as they do for our own employees.

Health and Safety at Subsidiaries

The majority of the company's Austrian subsidiaries work with Austrian Post's specialists in prevention. These specialists evaluate the workplaces of our subsidiaries using the same standards that they apply for Austrian Post. Subsidiaries can also take part in Austrian Post's healthcare programmes. All Austrian subsidiaries that work with external specialists in prevention were also provided with information and PPE to help minimise the spread of COVID-19.

Digital Responsibility

GRI 103-1, 103-2

Due to technical developments and the steadily increasing importance of data for the company's successful performance, the Austrian Post Group uses 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.

Data Protection

Austrian Post has carried out a number of measures in recent years to implement the requirements of the EU General Data Protection Regulation (GDPR), which has been in effect throughout Europe since 25 May 2018. New processes were set up and existing processes were adapted to reflect the new legal situation. Various guidelines on data protection issues were written and communicated to all employees.

It is important to raise employees' awareness of data protection and security issues across the Group. The existing data protection management system was

also enhanced. In addition to setting up a data protection legislation team, a data protection centre was established to monitor and drive forward the implementation of legal data protection requirements within Austrian Post. The data protection centre is divided into three main areas: data protection compliance (specialist assistance for data protection managers of Österreichische Post AG, product assessments, improving policies and training plans, point of contact for Group/data protection officers, coordinating the data breach process), data protection process management (providing support for and improvements to the process, project coordination) and data protection operations (handling the rights of data subjects).

Data protection within the company therefore consists of the data protection legislation team, the data protection centre, data protection officers and data protection managers (responsible for advising business units and managing processing records) in the different areas of Austrian Post and its subsidiaries.

The company uses training and events outlining the latest developments in the field of data protection and the relevant legislation to make sure that its data protection efforts are up to date. In 2020, a training session was held in partnership with several independent institutions, following which the participants received data protection certificates. All of Österreichische Post AG's data protection managers have therefore been certified as data protection officers.

Despite Austrian Post implementing internal processes and precautionary measures to improve data protection, in 2019 the Austrian Data Protection Authority (ADPA) declared the processing of statistically calculated "party affinity" marketing classifications to be unlawful as it considered the information to be sensitive personal data. Austrian Post disagrees with this assessment. The ADPA levied an administrative penalty of EUR 18m. The final decision on the imposition of this penalty has not yet been reached.

The ADPA launched a new case against Austrian Post in 2020 which claimed that the company has an inadequate data protection compliance system and systematically violates the rights of its data subjects. Austrian Post disputes this allegation. The differences in opinion between the ADPA and Austrian Post are mainly

due to unresolved questions of law which need to be referred to a higher court.

Austrian Post will continue to enhance its data protection activities in future. We intend to make our data protection processes more automated to improve their quality and efficiency.

Data Security, IT Security and Cybersecurity

The digitalisation trend is increasing our need for secure IT systems. We therefore focused more heavily on IT and data security in 2020 and, in addition to the data protection centre, established a department within Group IT dedicated to the technical side of data protection. The company's aim is to improve its IT security, data security and cybersecurity systems in a standardised and sustainable manner across Österreichische Post AG and its subsidiaries.

This brings two different skill sets together.

Firstly, expertise is needed to draw up Group-wide standards and policies for effective information security management and IT security. Information security managers are responsible for implementing these standards and policies from a technical and organisational perspective at the subsidiaries of the Austrian Post Group. The relevant requirements are based on ISO 27001. Improving IT security will be one of the key projects undertaken over the next few years as part of the IT@Post strategy. A programme of measures was established for Österreichische Post AG with the aim of guaranteeing the sustainable development of IT security measures. These measures were derived from Group-wide standards. The programme involves modernising existing security systems and processes and introducing new ones. Our efforts in this area involve technical components for preventing, detecting and responding to IT security incidents alongside organisational measures for monitoring issues and highlighting the importance of data security for employees.

- New technical measures were implemented to protect the devices of employees working from home due to the COVID-19 pandemic. Users were also provided with information about cybersecurity measures.

Social Dialogue & Partnerships

GRI 103-1, 103-2

Austrian Post is one of the leading companies in Austria and has deep roots in society. Because we play an important role in society, we maintain close dialogue with our stakeholders.

■ see Stakeholder Management, p. 44

We believe that it is our social responsibility to support people who are disadvantaged and require special support. That is why we provide help in the areas of society in which we operate whenever possible. We focus on education and awareness raising, culture and the arts, the environment and the common good. We take this responsibility very seriously and link our commitment to our core business by utilising our nationwide delivery and Austrian distribution network for social purposes. We also work with strong partners who have the experience they need to provide help where it is most needed.

Constructive Dialogue

As one of Austria's leading companies, Austrian Post believes it is important to communicate with its stakeholders and pursue sustainable development in various ways.

■ see Stakeholder Management, p. 44

Representatives from Austrian Post have made important contributions to Österreichischen Beteiligungs AG (ÖBAG) sustainability workshops, the Council for Sustainable Logistics and the 1.5° Economy project in partnership with other companies. We engage in these and other activities in order to take responsibility for the environment and the future of society.

EDUCATION AND AWARENESS RAISING

Austrian Post is committed to encouraging pupils to read and write.

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

We also provide support for the Ohrenschnaus Association, which encourages talented writers with learning difficulties to write journal entries, poems and prose. Austrian Post is also a partner of the City of Vienna's major reading and writing campaign "One CITY. One BOOK".

A Range of Partnerships with a Common Goal: Taking Responsibility for Austria's Society

DONATIONS FOR SOCIALLY DISADVANTAGED PEOPLE

Austrian Post has been committed to helping socially disadvantaged people for many years. One example of this is the "Ö3-Wundertüte", a red paper bag delivered directly to every household in the country to collect discarded mobile phones. This drive was conducted again this year. Consumers were able to donate their old devices and send them 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 500,000, providing support to people in the most difficult life situations.

We partner with the Workers' Samaritan Federation each year to provide Christmas presents for needy children in Austria as part of the "Pakete fürs Christkind" campaign. People all over Austria can fill parcels with gifts and mark them with #TeamChristkind. Austrian Post will then send the parcels to the collection points of the Workers' Samaritan Federation for free. Full-time and voluntary Samaritans go in person to give the parcels out to children in social welfare institutions and families in need. Around 20,000 parcels were sent all over Austria in 2020.

C Austrian Post brought out a special stamp made from toilet paper in response to the COVID-19 pandemic. In addition to being a reminder of this unusual year, Austrian Post will also use the coronavirus stamp to help those who have been hit particularly hard by the pandemic. Austrian Post will donate EUR 2.75 to charity per stamp, with a third of the money each going to coronavirus assistance funds run by Caritas and Kronen Zeitung, to UNICEF Austria and to "Licht ins Dunkel" ("Light in the Darkness") projects.

TAKING A STAND AGAINST VIOLENCE AND FOR INCLUSION

We want to take a stand, be socially responsible and raise awareness of issues in society at large. We lit up the outside of our company headquarters in orange in May as part of the UN's Orange the World campaign to end violence against women. This was the third time that we participated in the campaign. Purple Light Up is a global movement that draws attention to the economic contribution of disabled employees. Austrian Post's headquarters were lit purple in December to show the company's commitment to inclusion.

SUPPORT FOR CULTURE AND THE ARTS

In addition to taking a stand on social issues, Austrian Post also supports artistic and cultural institutions. We are an active supporter of the Leopold Museum in Vienna. Up-and-coming and established artists can use our company headquarters to exhibit their work.

We sponsor seven bands and two choirs with about 400 members – the Austrian Post Cultural Associations. Many of the members are employees of Austrian Post but other music enthusiasts can also join in. After all, playing music together creates a great atmosphere and strengthens the sense of community – and not only among colleagues. In collaboration with the association *post.sozial*, the company supports the Austrian Post Cultural Associations financially, for example in purchasing instruments and uniforms.

PARTNERSHIPS TO PROTECT THE ENVIRONMENT

Austrian Post is a green logistics provider which is committed to protecting the environment in areas beyond its core business. In 2019, we entered into a partnership with the Dürrenstein Wilderness Area, a UNESCO World Heritage Site. The reserve has over 400 hectares of forest which have not been used by humans for forestry since the last ice age. It is Austria's largest remaining area of primeval forest. The wilderness area is home to some rare animal, plant and fungi species that play a vital role in Austria's ecosystems.

Austrian Post has also signed up to two well-known international climate action initiatives. Setting a climate action target was a prerequisite for joining both initiatives:

- In 2017, Austrian Post became just the second Austrian company to sign up to the Science Based Targets initiative. As part of this, the company set itself the science-based climate target of limiting global warming to 2°C. Austrian Post is planning to set itself an even more ambitious target in 2021 with the aim of keeping global warming to 1.5°C or less. Turn to the Environment & Climate section for more information starting on p. 81.
- The Climate Group's EV100 initiative is committed to accelerating the transition to electric vehicles by 2030. In line with this, Austrian Post's target is to use electric vehicles or other alternative drives for all deliveries by 2030. Turn to the Environment & Climate section for more information starting on p. 81.

The Re:Post upcycling project (see p. 93) gave students an opportunity to design new products from old Austrian Post uniforms. The students came up with some thought-provoking ideas. Austrian Post will be partnering with workshops who employ people with disabilities to get their designs ready for mass production.

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**#
ALWAYS
DELIVER A
SOLUTION**

DIVERSITY makes us strong.
It is our belief that diverse teams
are more innovative, agile and
economically successful. Austrian
Post benefits from this diversity
in the range of solutions it offers.
Find out more on page 111

REPORTING PRINCIPLES

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 2020 financial year, and thus is a seamless continuation of the 2019 Sustainability Report, which was published in 2020. 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 nonfinancial aspects of its business operations for the first time. These relate to respecting human rights, combating corruption and bribery as well as addressing environmental, social and labour issues. The 2020 Nonfinancial Report required by law can be found in the Annual Report 2020.

GRI 102-45, 102-49

This Sustainability Report provides information on the entire Austrian Post Group and covers the same scope as the Nonfinancial Report. However, due to the fact that the parent company Österreichische Post AG generates most of the Austrian Post Group's revenue (82%) and has the largest number of employees (76%), it has a greater impact than the rest of the Group. 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 in 2020 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 by 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

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 Nonfinancial Report in the 2020 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 CO₂ equivalents since these are relevant in the context of its business operations as a logistics services provider. Austrian Post reports on 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 CO₂ equivalents.

There are no air mail delivery services within Austria. Emissions from domestic rail traffic are re-evaluated each year. However, these have dropped to zero since 2019 due to the discontinuation of rail transport. Calculation of the carbon emissions of Österreichische Post AG

and its Group companies feibra, Post Systemlogistik, Post Wertlogistik, ACL, bank99, EMD, Post 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 – delivery services" is determined by calculating ratios. The parcel delivery volume of the delivery services 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. This gives the fuel consumption of the delivery services.

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 & 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 & 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 2020 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 CO₂ equivalents. Other greenhouse gases are thus taken into account in addition to carbon dioxide. It is important to mention here that the terms "CO₂" and "carbon emissions" are to be equated with CO₂ equivalents throughout the report. Exceptions are the emissions from district heating in Vienna, Graz and Hall. For Vienna, the emission factor from the 2005 Environment Agency Austria report on Vienna's district heating is used. Information provided by the operators is used in determining the emission factors for district heating in Graz and Hall. CO₂ 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 2020 is characterised by a decrease in mail (-7%) and an increase in the parcels business (+44%). The significant growth in parcel volumes (+30%) is being driven by Austrian Post's partnership with Deutsche Post DHL and a high level of organic growth which was accelerated by COVID-19 lockdowns. 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 2020. 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, SDG 8

2020 was an extremely challenging year for Austrian Post. Focusing on our employees' health and safety while also maintaining our operations was our priority last year, and remains so during the ongoing pandemic. Austrian Post is considered part of Austria's critical infrastructure, and plays an important role in everyday life. Together with other companies we make sure that people in the country have reliable access to postal services. We provide services nationwide even when lockdown restrictions were in place, and will continue to do so. The COVID-19 pandemic and repeated lockdowns also unleashed a boom in e-commerce and a massive increase in parcel volumes. We increased our capacities across Austrian Post to maintain our record of fast and reliable deliveries. For this reason, the company's workforce grew in spite of the COVID-19 pandemic. Austrian Post also did

not make use of short-time working schemes in any way. As in the previous year, Austrian Post remains committed to maintaining a large workforce and keeping utilisation levels high.

Österreichische Post AG employed an average of 17,465 people in 2020 (annual average; fulltime equivalents). Of these, 4,858 were civil servants, 12,465 were salaried employees and 143 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).

	2018	2019	2020	2018	2019	2020
TOTAL EMPLOYEES (FTE)²	17,406	17,205	17,465	20,545	20,338	22,966
thereof women	5,264	5,347	5,459	6,481	6,517	6,977
thereof women (FTE in %)	30.2	31.1	31.3	31.5	32.0	30.4
thereof men	12,142	11,859	12,007	14,064	13,821	15,989
thereof men (FTE in %)	69.8	68.9	68.7	68.5	68.0	69.6
CIVIL SERVANTS (FTE)³	6,315	5,410	4,858	n. a.	n. a.	n. a.
thereof women	921	760	666	n. a.	n. a.	n. a.
thereof men	5,394	4,650	4,192	n. a.	n. a.	n. a.
SALARIED EMPLOYEES (FTE)	10,914	11,628	12,465	n. a.	n. a.	n. a.
thereof women	4,265	4,517	4,725	n. a.	n. a.	n. a.
thereof men	6,649	7,111	7,740	n. a.	n. a.	n. a.
EMPLOYEES PURSUANT TO THE AUSTRIAN CIVIL CODE (ABGB, FTE)^{3, 4}	178	168	143	n. a.	n. a.	n. a.
thereof women	78	70	68	n. a.	n. a.	n. a.
thereof men	99	98	75	n. a.	n. a.	n. a.
FULL-TIME EMPLOYEES (HEADCOUNT)	15,324	15,139	15,279	18,228	18,029	20,580
thereof women	3,753	3,861	3,964	n. a.	n. a.	n. a.
thereof women (in %)	24.5	25.5	25.9	n. a.	n. a.	n. a.
thereof men	11,571	11,278	11,314	n. a.	n. a.	n. a.
thereof men (in %)	75.5	74.5	74.1	n. a.	n. a.	n. a.
PART-TIME EMPLOYEES (HEADCOUNT)	3,600	3,615	3,817	3,951	3,934	4,167
thereof women	2,652	2,626	2,646	n. a.	n. a.	n. a.
thereof women (in %)	73.7	72.6	69.3	n. a.	n. a.	n. a.
thereof men	948	989	1,171	n. a.	n. a.	n. a.
thereof men (in %)	26.3	27.4	30.7	n. a.	n. a.	n. a.
AVERAGE TENURE OF CIVIL SERVANTS (YEARS)	34	34	35	n. a.	n. a.	n. a.
AVERAGE TENURE OF SALARIED EMPLOYEES (YEARS)	10	9	9	n. a.	n. a.	n. a.
TEMPORARY STAFF (FTE)	389	575	581	n. a.	n. a.	n. a.

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2020. For this reason, the non-financial indicators at Group level are not directly comparable with those of the previous year.

² FTE = Full-time equivalents

³ Not governed by the collective agreement due to a provision in the Postal Services Structure Act (Section19(5) PTSG).

⁴ 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. 367 people (FTE) were employed for fixed periods of time in 2020 (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.

Employee Turnover

GRI 102-48, 401-1

The employee turnover rate at Österreichische Post AG was 11.6% in 2020. This was lower than in the previous year due to fewer employees aged 51 or over leaving the company. A lower number of civil servants

took Section 14 retirement in 2020 than in previous years. There was also a slight improvement at employees joining the company under the new collective agreement (Kollektivvertrag-Neu).

	Österreichische Post AG			Austrian Post Group ¹		
	2018	2019	2020	2018	2019	2020
TURNOVER (TOTAL STAFF DEPARTURES)²	2,548	2,910	2,189	3,280	3,652	2,910
thereof women	918	1,081	904	1,211	1,320	1,136
thereof men	1,630	1,829	1,285	2,069	2,332	1,774
By age group						
under 30	735	855	823	969	1,123	1,071
30-50	789	922	795	1,130	1,317	1,166
over 50	1,024	1,133	571	1,181	1,212	673
TURNOVER (STAFF DEPARTURES IN %)^{2,3}	13.6	15.5	11.6	14.8	16.6	11.8
thereof women	36.0	37.1	41.3	36.9	36.1	39.0
thereof men	64.0	62.9	58.7	63.1	63.9	61.0
By age group						
under 30	28.8	29.4	37.6	29.5	30.8	36.8
30-50	31.0	31.7	36.3	34.5	36.1	40.1
over 50	40.2	38.9	26.1	36.0	33.2	23.1
NEW EMPLOYEE HIRES (TOTAL)²	2,698	2,733	n. a.⁴	n. a.	n. a.	n. a.
thereof women	1,199	1,171	n. a. ⁴	n. a.	n. a.	n. a.
thereof men	1,499	1,562	n. a. ⁴	n. a.	n. a.	n. a.
By age group						
under 30	1,468	1,466	n. a. ⁴	n. a.	n. a.	n. a.
30-50	1,140	1,182	n. a. ⁴	n. a.	n. a.	n. a.
over 50	90	85	n. a. ⁴	n. a.	n. a.	n. a.
NEW EMPLOYEE HIRES (IN %)^{2,3}	14.4	14.7	n. a.⁴	n. a.	n. a.	n. a.
thereof women	44.4	42.9	n. a. ⁴	n. a.	n. a.	n. a.
thereof men	55.6	57.2	n. a. ⁴	n. a.	n. a.	n. a.
By age group						
under 30	54.4	53.6	n. a. ⁴	n. a.	n. a.	n. a.
30-50	42.3	43.2	n. a. ⁴	n. a.	n. a.	n. a.
over 50	3.3	3.1	n. a. ⁴	n. a.	n. a.	n. a.

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2020. For this reason, the non-financial indicators at Group level are not directly comparable with those of the previous year.

² Departures/hires of permanent staff employed for at least six months. All forms of staff departures are taken into account.

³ Departures/hires in relation to the employee average for the period (headcount).

⁴ 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 had already been 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

31.3% of the company's employees were women in 2020. This was accompanied by a decline in the number of part-time female employees and an increase in the number of female employees on full-time contracts.

Due to restructuring, the number of employees in management positions at Österreichische Post AG was slightly lower in 2020 than in the previous year.

There was an almost negligible decrease in the "Women in management positions" indicator in the year under review on an FTE basis. The company helps female employees to progress in their professional lives by providing suitable career opportunities and a variety

of measures to provide a balance between work and family life. The gender balance project Elly includes targeted measures which play a role in bringing about the cultural and structural changes which the company needs to improve the gender balance in all of its divisions and at every level of management over the coming years.

The gender balance project Elly was established with the specific aim of advancing women, which is one of Austrian Post's priorities. The indicator "Women in management positions" for this project saw a slight improvement.

	Österreichische Post AG			Austrian Post Group ¹		
	2018	2019	2020	2018	2019	2020
EMPLOYEES WITH DISABILITIES	1,207	1,161	1,136	n. a.	n. a.	n. a.
EMPLOYEES (FTE²) BY AGE GROUP	17,406	17,205	17,465	20,545	20,338	22,966
under 30	2,731	2,956	3,174	3,396	3,667	4,511
30-50	7,535	7,437	7,542	9,377	9,247	10,871
over 50	7,139	6,813	6,750	7,772	7,424	7,584
EMPLOYEES BY AGE GROUP IN %						
under 30	15.7	17.2	18.2	16.5	18.0	19.6
30-50	43.3	43.2	43.2	45.6	45.5	47.3
over 50	41.0	39.6	38.6	37.8	36.5	33.0
EMPLOYEES IN MANAGEMENT POSITIONS (FTE)^{3, 4}	778	725	664	972	916	912
thereof women	186	178	162	245	234	233
thereof men	591	546	502	727	682	679
By age group						
under 30	19	20	21	24	33	32
30-50	363	341	308	513	490	508
over 50	395	364	335	435	393	372
EMPLOYEES IN MANAGEMENT POSITIONS IN %^{3, 4}	4.5	4.2	3.8	4.7	4.5	4.0
thereof women ⁵	24.0	24.6	24.4	25.2	25.6	25.6
thereof men	76.0	75.4	75.6	74.8	74.4	74.4
By age group						
under 30	2.5	2.7	3.2	2.5	3.5	3.5
30-50	46.7	47.1	46.4	52.8	53.5	55.8
over 50	50.9	50.2	50.4	44.8	42.9	40.8

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2020. For this reason, the non-financial indicators at Group level are not directly comparable with those of the previous year.

² FTE = Full-time equivalents

³ Management Board members, strategic management team (reporting directly to the Management Board), operating management team (directly reporting to the strategic management team or executives), wider management team and leadership conference (employees of reporting levels two to five responsible for at least three employees) as well as all management positions responsible for at least three employees.

⁴ The subsidiary Post.Wertlogistik GmbH is not included in the Group figures for 2019.

⁵ 34.6% of management positions (as defined for the purpose of the gender balance project Elly) were held by women in 2020, compared to 33.1% in 2019. Only employees of Austrian Post (excluding subsidiaries) are included in the figures for the gender balance project Elly for management purposes. The figures do not include payroll units which are not involved in the project. The Internal Labour Market, employee representatives, Management Board members and their assistants are the most significant units which are not involved in the project. The figures are calculated based on the total number of employees as at the end of the year. Employees on long-term leave are included in the calculation. For the purpose of the Elly project, a management position is defined as any employee at reporting level 2 to 5, including other management positions, regardless of the number of employees they are responsible for.

Sick Leave and Accidents

GRI 403-9, SDG 3, 8

The sick leave numbers of Österreichische Post AG went down in 2020 despite the COVID-19 pandemic. The number of working days lost per sick leave absence also fell.

Sick leave numbers went down in 2020 due to fewer civil servants taking Section 14 retirement than in previous years.

The number of occupational accidents went up slightly from 2019 to 2020. A total of 791 occupational

accidents were reported at Österreichische Post AG in 2020. Falls, traffic accidents and the operation of equipment are the main causes of accidents. Austrian Post transported 166 million parcels in the financial year; this was an extremely high volume and represents a year-on-year increase of 30%. As a result, the distance driven by Austrian Post delivery staff also went up.

	Österreichische Post AG			Austrian Post Group ¹		
	2018	2019	2020	2018	2019	2020
EMPLOYEE SICK LEAVE (FTE² IN %)	10.6	9.0	7.6	9.7	8.5	6.8
thereof women (in %)	27.3	30.2	31.4	n. a.	n. a.	n. a.
thereof men (in %)	72.7	69.8	68.6	n. a.	n. a.	n. a.
DAYS LOST DUE TO SICK LEAVE (WORKING DAYS)	11.6	9.7	9.5	n. a.	n. a.	n. a.
thereof women	9.0	8.0	8.3	n. a.	n. a.	n. a.
thereof men	13.2	10.7	10.2	n. a.	n. a.	n. a.
NUMBER OF OCCUPATIONAL ACCIDENTS³	718	784	791	809	851	917
thereof women	292	310	314	n. a.	n. a.	n. a.
thereof men	426	474	477	n. a.	n. a.	n. a.
thereof serious accidents ⁴	8	14	3	n. a.	n. a.	n. a.
thereof women	2	2	1	n. a.	n. a.	n. a.
thereof men	6	12	2	n. a.	n. a.	n. a.
thereof fatal accidents	0	0	0	3	0	0
thereof women	0	0	0	n. a.	n. a.	n. a.
thereof men	0	0	0	n. a.	n. a.	n. a.
ACCIDENT FREQUENCY^{3, 5, 6}	26	28	27	n. a.	n. a.	n. a.
ACCIDENT FREQUENCY FOR SERIOUS ACCIDENTS^{3, 4, 5}	0.3	0.5	0.1	n. a.	n. a.	n. a.

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2020. For this reason, the non-financial indicators at Group level are not directly comparable with those of the previous year.

² FTE = Full-time equivalents

³ Accidents starting with one working day lost incl. subsequent sick leave (incl. commuting accidents).

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

⁵ Number of occupational accidents (starting with one working day lost) in relation to the hours worked, per one million working hours. The same calculation is used for the accident rate for serious accidents.

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

Training and Education

GRI 404-1, SDG 4, 5

Due to the COVID-19 pandemic, Österreichische Post AG provided more online training and less in-person training in 2020 than in the previous year. E-learning will account for a greater proportion of our training from 2020 onwards. This is the main reason for the number of

seminars and participants going up while person hours went down. Making greater use of e-learning allows us to reach more employees while shortening the length of seminars.

	Österreichische Post AG			Austrian Post Group ¹		
	2018	2019	2020	2018	2019	2020
NUMBER OF SEMINARS²	1,062	1,142	1,577	1,259	1,296	1,804
NUMBER OF PARTICIPANTS	6,473	6,713	33,539	6,868	7,379	37,406
thereof women (in %)	39.2	39.2	53.2	n. a.	n. a.	n. a.
thereof men (in %)	60.8	60.8	46.8	n. a.	n. a.	n. a.
PERSON HOURS	118,415	135,340	95,397	123,496	142,708	111,330
AVERAGE ANNUAL NUMBER OF PERSON HOURS - WOMEN	7.7	8.2	6.8	n. a.	n. a.	n. a.
AVERAGE ANNUAL NUMBER OF PERSON HOURS - MEN	5.5	6.7	4.0	n. a.	n. a.	n. a.

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2020. For this reason, the non-financial indicators at Group level are not directly comparable with those of the previous year.

² E-learning included from 2020.

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.

Moreover, trends in indicators are only explained for Österreichische Post AG due to their significance.

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 12% to around 419m kWh. Energy consumption in the properties area rose by 5% to around 128m kWh. In the vehicle fleet, energy consumption grew by 15% to approximately 291m kWh. The main driver in both cases is the strong growth in parcel volumes (+30%) brought about by Austrian Post's partnership with Deutsche Post DHL and significant organic growth, which in turn

was spurred by lockdowns imposed in response to the COVID-19 pandemic. Austrian Post added the delivery of Deutsche Post parcels to private individuals in Austria to its own existing logistics network in August 2019. The year-on-year growth driven by this partnership is therefore related to the period between January and August.

This integration and increase in volume required extended capacity in the logistics centres as well as in transport and vehicles.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
ENERGY CONSUMPTION – BUILDINGS AND VEHICLE FLEET	m kWh	354.0	375.9	419.5	433.1	486.3	531.4
Total energy consumption – buildings ²	m kWh	121.6	122.3	128.2	139.8	145.5	149.2
Total energy consumption – vehicle fleet ³	m kWh	232.4	253.6	291.3	293.3	340.8	382.2

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² The 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 running up to the relevant internal reporting date in January of the following year.

The indicators for the subsidiaries are based on data made available up to the relevant internal reporting date in January of the following year. Extrapolations were made in some cases.

³ The fleet indicators relate to all of Austrian Post's motorised vehicles and outsourced transport services in the respective countries. The indicators for Österreichische Post AG are based on actual data running up to 31 December in the year under review.

The indicators for the subsidiaries are based on data made available up to the relevant internal reporting date in January of the following year. Extrapolations were made in some cases.

Energy – Property and Buildings

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

The amount of area covered by buildings went up due to logistics centres being expanded to double sorting capacities.

The amount of electricity consumed in buildings went up in the year under review due to the higher

volume of mail items. While there was a decline in the volume of traditional letters (-7%) and direct mail items (-12%) due to lockdowns being imposed in response to COVID-19, parcel volumes increased (+30%).

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
BUILDING SPACE	m ²	1,055,669	1,112,936	1,141,285	1,209,874	1,319,093	1,357,034
TOTAL ENERGY CONSUMPTION – BUILDINGS²	m kWh	121.6	122.3	128.2	139.8	145.5	149.2
Natural gas	m kWh	32.7	32	33.7	38.9	41.3	42.2
Heating oil	m kWh	2.0	2.4	2.1	2.1	2.5	2.1
District heat	m kWh	30.3	31.1	33.0	33.0	33	34.6
Biomass	m kWh	0.0	0.0	0.0	0.0	0.0	0.3
Electricity (total)	m kWh	56.6	56.8	58.7	65.8	68.7	69.2
thereof electricity from renewable energy sources	m kWh	55.4	55.4	57.6	59.0	59.2	61.7
thereof electricity from company's own photovoltaic plants	m kWh	1.4	1.3	1.6	1.6	1.3	1.6
thereof grey electricity	m kWh	1.2	1.4	1.1	6.8	9.4	7.5

¹ **Austrian Post Group 2018:** the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² The 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 running up to the relevant internal reporting date in January of the following year.

The indicators for the subsidiaries are based on data made available up to the relevant internal reporting date in January of the following year. Extrapolations were made in some cases.

Energy – Vehicle Fleet

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

The distance driven went up by 8% due to the increased parcel volumes. Parcel volumes went up due to two factors:

- Austrian Post entered into a partnership with Deutsche Post DHL in August 2019. Under the terms of this partnership, Austrian Post handles the delivery of parcels sent to private households through Deutsche Post DHL. These parcels are included in Österreichische Post AG's parcel volumes.
- There was a significant amount of organic growth in parcel volumes in 2020, spurred by COVID-19 lockdowns. Both buyers and

sellers showed a greater willingness to use e-commerce in the year under review.

The increase in the vehicle fleet's energy consumption outpaced the rise in the distance driven as the boom in parcel volumes has made it necessary to use a higher proportion of heavier vehicles which consume more energy. This trend was also driven by the significant increase in the number of bulky parcels being delivered. Austrian Post optimised the utilisation of all possible capacities in its own fleet of vehicles. Shipping partners account for the majority of the increased energy consumption.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
DISTANCE DRIVEN²	m km	170.1	185.8	200.9	229.4	266.8	283.8
TOTAL ENERGY CONSUMPTION – VEHICLE FLEET²	m kWh	232.4	253.6	291.3	293.3	340.8	382.2
thereof company's own vehicle fleet	m kWh	146.5	151	160.0	178.6	207	194.1
thereof electricity consumption for e-mobility	m kWh	1.2	1.5	2.3	1.2	1.5	2.3
thereof external vehicle fleet	m kWh	85.9	102.6	131.2	114.7	133.8	188.1

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² The fleet indicators relate to all of Austrian Post's motorised vehicles and outsourced transport services in the respective countries. The indicators for Österreichische Post AG are based on actual data running up to 31 December in the year under review.

The indicators for the subsidiaries are based on data made available up to the relevant internal reporting date in January of the following year. 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 13% compared to the previous year. Carbon emissions within the company's direct sphere of influence (Scope 1 and 2 emissions) only went up by 5% compared to the previous year. There was a 28% increase in Scope 3 emissions, which Austrian Post is unable to influence directly. These rises were driven by the strong growth in parcel volumes (+30%) brought about by Austrian

Post's partnership with Deutsche Post DHL Group and significant organic growth, which in turn was spurred by lockdowns imposed in response to the COVID-19 pandemic. This partnership and the increase in volumes made it necessary for Austrian Post to increase the capacity of its logistics centres, as well as its transport and vehicle capacities.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
TOTAL CO₂e EMISSIONS (SCOPE 1–3)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	71,389	76,946	86,949	92,361	105,546	115,509
TOTAL CO₂e EMISSIONS (SCOPE 1–2)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	49,430	50,764	53,485	62,788	71,439	67,586
TOTAL CO₂e EMISSIONS (SCOPE 3)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	21,959	26,182	33,464	29,573	34,106	47,923
CO₂e EMISSIONS – BUILDINGS	t CO ₂ e	12,365	12,701	13,316	17,575	19,155	18,761
CO ₂ e Scope 1 – buildings	t CO ₂ e	7,078	7,238	7,584	8,819	9,122	9,300
Natural gas	t CO ₂ e	6,541	6,400	6,741	8,251	8,265	8,444
Liquid gas	t CO ₂ e	0	179	151	0	179	151
Heating oil	t CO ₂ e	537	659	556	567	678	569
Coolant in air conditioning systems	t CO ₂ e	0	0	136	0	0	136
CO ₂ e Scope 2 – buildings ³	t CO ₂ e	5,287	5,462	5,732	8,756	10,033	9,461
District heat	t CO ₂ e	4,991	5,105	5,445	5,543	5,500	5,785
Biomass	t CO ₂ e	0	0	0	0	0	5
Electricity	t CO ₂ e	296	358	287	3,213	4,533	3,670
CO₂e EMISSIONS – VEHICLE FLEET	t CO ₂ e	59,024	64,245	73,633	74,786	86,391	96,749
CO ₂ e Scope 1 – company's own vehicle fleet	t CO ₂ e	37,065	38,063	40,169	45,213	52,285	48,826
CO ₂ e Scope 3 – external vehicle fleet	t CO ₂ e	21,959	26,182	33,464	29,573	34,106	47,923

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² All gases named by the GRI are taken into account when calculating Scope 1, Scope 2 and Scope 3 emissions. In order to meet GRI requirements, Österreichische Post AG's CO₂e emissions for the base year 2013 are listed as follows: CO₂e Scope 1 – road transport (company's own transport): 35,199 t; CO₂e Scope 1 – buildings: 8,887 t; CO₂e Scope 2 – buildings: 6,346 t; CO₂e Scope 3 – partner companies: 19,951 t. These figures are for Österreichische Post AG only. The difference to previously published CO₂e emissions for the year 2013 arises from not taking account of Post Wertlogistik GmbH.

³ 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 available. When Scope 2 emissions are calculated using the location-based method (no supplier-specific emission factors, no green electricity), carbon emissions for the year 2020 come to 21,442 t. This demonstrates the impact of procuring electricity from renewable energy sources. 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

GRI 302-1, SDG 7, 12, 13

Carbon emissions per transported tonne decreased by 3% last year, continuing the downwards trend. They also fell relative to revenue. Carbon emissions went up slightly relative to revenue.

Relative Indicators	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
CO₂e EMISSIONS PER TRANSPORTED TONNE²	kg CO ₂ e/t	129.0	124.0	120.0	-	-	-
SCOPE 1-2 CO₂e EMISSIONS RELATIVE TO REVENUE³	t CO ₂ e/EUR m	27.4	27.3	28.2	32.1	35.3	32.4
SCOPE 1-3 CO₂e EMISSIONS RELATIVE TO REVENUE³	t CO ₂ e/EUR m	39.6	41.4	45.8	47.2	52.2	55.3

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² Tonnes transported in 2018: 55,223 t; 2019: 62,184 t; 2020: 72,611 t. This data is not available at Group level.

³ Revenue of Österreichische Post AG to Austrian Commercial Code: 2018: EUR 1,804m; 2019: EUR 1,859m; 2020: EUR 1,897m

Revenue of the Austrian Post Group in accordance with IFRS excluding other operating income (excluding Aras Kargo a.s.): EUR 1,959m; 2019: EUR 2,022m; 2020: EUR 2,088m

Vehicles

There are 9,669 vehicles in the fleet, of which 2,047 (21%) are electric. This represents a 17% increase compared to the previous year and an important step

towards achieving our EV100 target of using only electric vehicles for all deliveries by 2030. At present, electric vehicles are used for 22.4% of deliveries.

	Österreichische Post AG			Austrian Post Group ¹		
	2018	2019	2020	2018	2019	2020
VEHICLES (TOTAL)	9,257	9,510	9,669	10,473	11,239	11,060
Bicycles	719	734	748	758	773	790
thereof electric bicycles	620	649	672	621	650	673
Mopeds	921	977	840	970	1,025	884
thereof electric mopeds	416	428	408	417	428	408
Vehicles up to 3.5 t	7,467	7,636	7,911	8,529	9,168	9,153
thereof natural gasdriven vehicles up to 3.5 t	0	0	0	2	1	1
thereof electric vehicles up to 3.5 t	556	673	967	560	684	972
Vehicles over 3.5 t	150	163	170	216	273	233

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

Vehicles by Emissions Standard

In addition to expanding its fleet of electric vehicles, Austrian Post is committed to ensuring that even its fleet of traditional diesel vehicles is as modern as possible. There was an 18% increase in the number of vehicles

that meet the newest EURO 6 standard compared to the previous year. All other vehicle categories went down year-on-year.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018 ²	2019 ²	2020
MOTOR VEHICLES BY EMISSIONS STANDARD							
Euro 2	Number	185	119	8	-	-	81
Euro 3	Number	37	22	17	-	-	61
Euro 4	Number	366	455	425	-	-	589
Euro 5	Number	3,277	2,826	2,097	-	-	2,410
Euro 5 EEV	Number	74	70	56	-	-	61
Euro 6	Number	3,627	4,183	4,943	-	-	5,688

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

² Figures are not available for 2018 or 2019 as Austrian Post only started recording these figures in 2020.

Paper

GRI 301-1, SDG 8, 12

The share of paper from sustainable resources (FSC and PEFC) grew to 88%.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2018	2019	2020	2018	2019	2020
PAPER CONSUMPTION (TOTAL)	t	5,469	5,045	5,670	5,697	5,374	6,855
thereof sustainably produced paper (PEFC and FSC paper)	t	5,195	4,324	4,987	5,243	4,384	5,025

¹ Austrian Post Group 2018: the indicators apply to the entire Austrian Post Group with the exception of the subsidiary Express One Hungary.

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

Austrian Post Group 2020: the indicators apply to the entire Austrian Post Group, with the exception of the subsidiary Aras Kargo a.s.

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
UNIVERSAL STANDARDS						
GRI 101: FOUNDATION 2016						
GRI 102: GENERAL DISCLOSURES 2016						
ORGANISATIONAL PROFILE						
GRI 102	General Disclosures	102-1	Name of the organisation		Österreichische Post AG	
GRI 102	General Disclosures	102-2	Activities, brands, products, and services		p. 12f Annual Report 2020: p. 10f, 18ff	
GRI 102	General Disclosures	102-3	Location of headquarters		Rochusplatz 1, 1030 Vienna, Austria	
GRI 102	General Disclosures	102-4	Location of operations		p. 13 Annual Report 2020: p. 10f	
GRI 102	General Disclosures	102-5	Ownership and legal form		p. 12 Annual Report 2020: p. 99ff	
GRI 102	General Disclosures	102-6	Markets served		p. 13 Annual Report 2020: p. 10f	
GRI 102	General Disclosures	102-7	Scale of the organisation		p. 12f, 69f Annual Report 2020: p. 10f, 99ff, 147f, 234f	
GRI 102	General Disclosures	102-8	Information on employees and other workers	SDG 8: Decent Work and Economic Growth	p. 125f	
GRI 102	General Disclosures	102-12	External initiatives		p. 26f, 47	
GRI 102	General Disclosures	102-13	Membership of associations		post.at/memberships	

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
STAKEHOLDER MANAGEMENT						
GRI 102	General Disclosures	102-40	List of stakeholder groups		p. 45	
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders		p. 45	
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement		p. 44f, 63, 107ff	
GRI 102	General Disclosures	102-44	Key topics and concerns raised		p. 44ff, 63	
REPORTING PRACTICE						
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements		p. 12, 123 Annual Report 2020: p. 147f, 234f	
GRI 102	General Disclosures	102-46	Defining report content and topic boundaries		p. 12, 23ff, 123	
GRI 102	General Disclosures	102-47	List of material topics		p. 23ff	
GRI 102	General Disclosures	102-48	Restatements of information		p. 123	
GRI 102	General Disclosures	102-49	Changes in reporting		p. 123	
GRI 102	General Disclosures	102-50	Reporting period		p. 123	
GRI 102	General Disclosures	102-51	Date of most recent report		12 March 2020	
GRI 102	General Disclosures	102-52	Reporting cycle		p. 123	
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report		p. 151	
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards		p. 123	
GRI 102	General Disclosures	102-55	GRI content index		p. 137ff	
GRI 102	General Disclosures	102-56	External assurance		p. 123, 149f	
MATERIAL TOPIC: SUSTAINABLE GOVERNANCE & COMPLIANCE						
GRI 103: MANAGEMENT APPROACH 2016						
GRI 103	Management Approach	103-1	Explanation of the material topic and its boundary		p. 28f, 31ff, 58	
GRI 103	Management Approach	103-2	The management approach and its components		p. 28f, 31ff, 58	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 30	

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 2016						
GRI 102	General Disclosures	102-11	Precautionary Principle or approach		p. 34ff	
GRI 102	General Disclosures	102-14	Statement from senior decision-maker		p. 01, 05ff	
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities		p. 38ff, 57, 81, 103	
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behavior		p. 14ff, 28, 32, 66	
GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics		p. 67	
GRI 102	General Disclosures	102-18	Governance structure		p. 14ff, 28ff, 31ff	
GRI 102	General Disclosures	102-19	Delegating authority		p. 29	
GRI 102	General Disclosures	102-20	Executive level responsibility for economic, environmental, and social topics		p. 29f	
GRI 102	General Disclosures	102-21	Dialogue with stakeholders on economic, environmental, and social topics		p. 44ff	
GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees		Annual Report 2020: p. 33ff	
GRI 102	General Disclosures	102-23	Chair of the highest governance body		Annual Report 2020: p. 33ff	
GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body	SDG 5: Gender Equality	Annual Report 2020: p. 33ff	
GRI 102	General Disclosures	102-25	Conflicts of interest		Annual Report 2020: p. 36f	Reporting on this disclosure is voluntary and therefore only certain information is provided.
GRI 102	General Disclosures	102-35	Remuneration policies		Annual Report 2020: p. 38f	
GRI 102	General Disclosures	102-41	Collective bargaining agreements	SDG 8: Decent Work and Economic Growth	p. 125f	
GRI 205: ANTI-CORRUPTION 2016						
GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption		p. 31ff	
GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures		p. 32f	
GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken			There were no cases of corruption during the reporting period.

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 206: ANTI-COMPETITIVE BEHAVIOUR 2016						
GRI 206	Anti-competitive Behaviour	206-1	Legal actions for anti-competitive behavior, antitrust, and monopoly practices		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 419: SOCIOECONOMIC COMPLIANCE 2016

GRI 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area		<p>A petition was submitted to the Cartel Court in June 2019 requesting that it makes 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.</p> <p>In 2020, four administrative penal proceedings were pending with regard to labour legislation (e.g., the Austrian Act on the Employment of Foreign Nationals [Ausländerbeschäftigungsgesetz] and the Working Time Directive [Arbeitszeitgesetz]). In one case, a minor administrative fine was issued due to an employee's misconduct for which Austrian Post is responsible; the other three cases are still pending.</p>	
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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
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MATERIAL TOPIC: SUSTAINABLE PROCUREMENT**GRI 103: MANAGEMENT APPROACH 2016**

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 58	
GRI 103	Management Approach	103-2	The management approach and its components		p. 58, 66ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 60	

GRI 102: GENERAL DISCLOSURES 2016

GRI 102	General Disclosures	102-9	Supply chain	SDG 8: Decent Work and Economic Growth	p. 67	
GRI 102	General Disclosures	102-10	Significant changes to the organisation and its supply chain		p. 67	

GRI 204: PROCUREMENT PRACTICES 2016

GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	SDG 12: Responsible Consumption and Production	p. 67	The term "local suppliers" refers to suppliers from Austria. Definition of significant operations: sites in 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		p. 67f	
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GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016

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	p. 67f	
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MATERIAL TOPIC: STAKEHOLDER VALUE**GRI 103: MANAGEMENT APPROACH 2016**

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 58	
GRI 103	Management Approach	103-2	The management approach and its components		p. 58, 69	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 45f, 60	

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 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	p. 70f	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. 42, 46	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	p. 46f, 69, 71	These investments are commercial in nature.
MATERIAL TOPICS: GREEN & EFFICIENT MOBILITY GREEN & EFFICIENT BUILDINGS						
GRI 103: MANAGEMENT APPROACH 2016						
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 82, 87ff, 90f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 81f, 86ff, 90f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 82f	
GRI 302: ENERGY 2016						
GRI 302	Energy	302-1	Energy consumption within the organisation	SDG 7: Affordable and Clean Energy SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 123f, 131ff, 135	
GRI 302	Energy	302-4	Reduction of energy consumption	SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 87ff, 90f, 132f	

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 305: EMISSIONS 2016						
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 123f, 134f	
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 123f, 134f	
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action	p. 123f, 134f	
MATERIAL TOPICS: RESOURCE-EFFICIENT PROCESSES						
CIRCULAR ECONOMY						
GRI 103: MANAGEMENT APPROACH 2016						
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 82, 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. 85	
GRI 301: MATERIALS 2016						
GRI 301	Materials	301-1	Materials used by weight or volume	SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production	p. 136	

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 306: EFFLUENTS AND WASTE 2016						
						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 individual sites. All waste is handed over to authorised waste management service providers for recycling or disposal.
						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. Limitations due to confidentiality: waste at Austrian Post is generated from deliveries to customers. Absolute figures are not provided due to these business relationships.
GRI 306	Effluents and Waste	306-2	Waste by type and disposal method	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 91ff	

MATERIAL TOPIC: CORPORATE CULTURE & WORLDS OF WORK

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p.104, 107, 109f	
GRI 103	Management Approach	103-2	The management approach and its components		p.103f, 107ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p.105	

GRI 401: EMPLOYMENT 2016

GRI 401	Employment	401-1	New employee hires and employee turnover		p. 127	Not applicable: in line with Austrian Post's internal definition, the annual average is used to calculate new employee hires and employee turnover.
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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
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		p. 108	

GRI 402: LABOUR/MANAGEMENT RELATIONS 2016

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.
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GRI 404: TRAINING AND EDUCATION 2016

GRI 404	Training and Education	404-1	Average hours of training per year per employee	SDG 5: Gender Equality	p. 130	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	Programmes for upgrading employee skills and transition assistance programmes	SDG 8: Decent Work and Economic Growth	p. 109ff	

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: INTEGRATED DIVERSITY MANAGEMENT

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 104, 111ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 103f, 111ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 105	

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

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. 128 Annual Report 2020: p. 33ff, 38	
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MATERIAL TOPIC: OCCUPATIONAL SAFETY & HEALTH PROTECTION

GRI 103: MANAGEMENT APPROACH 2018

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 104, 113ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 103f, 113ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 106	

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. 116f	
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment, and incident investigation	SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth	p. 116ff	
GRI 403	Occupational Health and Safety	403-3	Occupational health services	SDG 3: Good Health and Wellbeing	p. 116f	
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. 115ff	
GRI 403	Occupational Health and Safety	403-5	Worker training on occupational health and safety	SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth	p. 116f	

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 403	Occupational Health and Safety	403-6	Promotion of worker health	SDG 3: Good Health and Wellbeing	p. 113ff	
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 Wellbeing SDG 8: Decent Work and Economic Growth	p. 117	
GRI 403	Occupational Health and Safety	403-9	Work-related injuries	SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth	p. 129	Productive hours are not disclosed for reasons of confidentiality. In 2020, 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. Information not available: presentation of temporary workers by gender

MATERIAL TOPIC: DIGITAL RESPONSIBILITY

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 104, 117f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 103f, 117ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 106	

GRI 418: CUSTOMER PRIVACY 2016

GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data			In 2020, the Austrian Data Protection Authority initiated two investigations, 37 individual complaints procedures and one administrative criminal procedure related to the rights of data subjects. An appeal is pending in the case related to an abandoned post bag. Post.Wertlogistik GmbH was the subject of an official investigation in 2020.
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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
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MATERIAL TOPICS WITHOUT AN EQUIVALENT GRI STANDARD

MATERIAL TOPIC: SUSTAINABLE APPEARANCE & SERVICES FOR PRIVATE CUSTOMERS

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 57f, 60ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 57f, 60ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 59	

MATERIAL TOPIC: SUSTAINABLE MAIL & PARCEL PRODUCTS

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 57f, 63ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 57f, 63ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 59f	

MATERIAL TOPIC: SOCIAL DIALOGUE & PARTNERSHIPS

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 104, 119ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 103f, 119ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 06f	

Vienna, 1 March 2021

The Management Board



GEORG PÖZL
CEO
Chairman of the
Management Board



WALTER OBLIN
Deputy CEO
Mail & Finance



PETER UMUNDUM
Member of the Management Board
Parcel & Logistics

GLOSSARY

CSR

Corporate social responsibility (CSR) refers to the efforts made by a company to contribute towards sustainable development beyond what is deemed compulsory by law. Companies which engage in CSR operate in ways that enhance society and the environment in their ordinary course of business.

ESG

ESG stands for Environmental, Social and Governance. ESG is a broad term that refers to a company's sustainability and CSR efforts as well as its corporate governance in the area of sustainability.

IFC General EHS Guidelines

The Environmental, Health, and Safety (EHS) Guidelines are technical reference documents with general and industry-specific examples of good international industry practice. They are published by the International Finance Corporation (IFC), which is part of the World Bank Group.

MVO Risk Check

The CSR Risk Check is a free online tool developed by the business network MVO Nederland. It provides companies which do business across borders with tailored information about relevant human rights risks and ESG issues. It also provides companies with advice about what they can do to address these issues.

NO_x

NO_x is the generic term for a group of highly reactive gases, all of which contain nitrogen and oxygen in varying amounts [such as nitric oxide (NO) and nitrogen dioxide (NO₂)]. The primary sources of NO_x are motor vehicles, electric utilities, and other industrial, commercial, and residential sources that burn fuels.

ÖBAG

Österreichische Beteiligungs AG (ÖBAG) is a holding company that administers the strategically significant investments of the Republic of Austria (primarily OMV, Telekom Austria, Austrian Post and Casinos Austria). Its core activities are managing the Republic of Austria's investments, privatisation management, acquiring shareholdings, advising the state and representing its interests as a shareholder

 oebag.gv.at/en/portfolio

SASB

The Sustainability Accounting Standards Board (SASB) is a nonprofit organisation that sets sector-specific standards for the disclosure of material ESG-related information.

TCFD

The Task Force on Climate-related Disclosures (TCFD) is an independent voluntary initiative that was launched by the Financial Stability Board (Michael R. Bloomberg) and the Bank of England (Mark Carney). Its purpose is to set standards for how companies should evaluate the risks and opportunities of climate change in relation to their business models.

UN Global Compact

The United Nations Global Compact is a non-binding pact between businesses, organisations and the UN which requires all its members to demonstrate a commitment to human rights, fair working conditions, protecting the environment and anti-corruption. Signatories agree to abide by the ten principles of the Global Compact.

INDEPENDENT ASSURANCE REPORT ON THE NON-FINANCIAL REPORTING

GRI 102-56

To the Board of Directors of Österreichische Post Aktiengesellschaft, Vienna

We have performed an independent limited assurance engagement on the Sustainability Report ("Sustainability report") for the financial year 2020, which has been published as Sustainability Report 2020 of Österreichische Post Aktiengesellschaft, Vienna (referred to as "Post" or "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 Company's management is responsible for the selection and application of appropriate methods for non-financial reporting (especially the selection of significant matters) as well as the use of appropriate assumptions and estimates for individual non-financial disclosures, given the circumstances. Furthermore, their responsibilities include the design, implementation and maintenance of systems, processes and internal controls that are relevant for the preparation of the sustainability report in a way that is free of material misstatements – whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to state whether, based on our procedures performed and the evidence we have obtained, anything has come to our attention that causes us to believe that the Company's Sustainability report is not in accordance with the sustainability reporting

guidelines of the Global Reporting Initiative (GRI Standards) Option "Core" in all material respects.

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 ("limited assurance engagement") is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance ("reasonable assurance engagement"), thus providing reduced assurance. Despite diligent engagement planning and execution, it cannot be ruled out that material misstatements, illegal acts or irregularities within the non-financial report will remain undetected.

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

- Inquiries of personnel at the Group 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 thresholds of the Company;
- A risk assessment, including a media analysis, on relevant information on the Company's sustainability performance in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of disclosures on environmental, social and employees matters, respect for human rights, anti-corruption as well as bribery and also includes the consolidation of data;
- Inquiries of personnel at the Group level, who are responsible for providing, consolidating and implementing internal control procedures relating to the disclosure of concepts, risks, due diligence processes, results and performance indicators;
- Inspection of selected 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;
- Assessment of the local data collection, validation and reporting processes as well as the reliability of the reported data through a sample survey at Slovak Parcel Service s.r.o. (Slovakia)
- Analytical evaluation of the data and trend of quantitative disclosures regarding the GRI Standards listed in the GRI Index, submitted by all locations for consolidation at the Group level;
- Evaluation of the consistency of the GRI Standards, Option "Core" to disclosures and indicators of the Sustainability report, which apply to the Company;
- Evaluation of the overall presentation of the disclosures by critically reading the Sustainability report.

The procedures that we performed do not constitute an audit or a review. Our engagement did not focus on revealing and clarifying of illegal acts (such as fraud), nor did it focus on assessing the efficiency of management. Furthermore, it is not part of our engagement to audit future-related disclosures, prior year figures, statements from external sources of information, expert opinions or references to more extensive external reporting formats of the Company. Disclosures audited within the scope of the annual financial statement were assessed for correct presentation (no content examination).

Conclusion


Based on the procedures performed and the evidence we have obtained, 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.

Restriction on Use

Because our report will be prepared solely on behalf of and for the benefit of the principal, its contents may not be relied upon by any third-party, and consequently, we shall not be liable for any third-party claims. We agree to the publication of our audit certificate together with the Sustainability report.

General Conditions of Contract

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](https://www.kpmg.at/aab).

Vienna, 2 March 2021

KPMG Austria GmbH

Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

Peter Ertl m.p.

Wirtschaftsprüfer
(Austrian Chartered Accountant)

pp **Michaela Schmiedchen m.p.**

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GRI 102-53

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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.

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

Editorial deadline: 11 March 2021

#
ALWAYS
DELIVER A
SOLUTION

**#
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