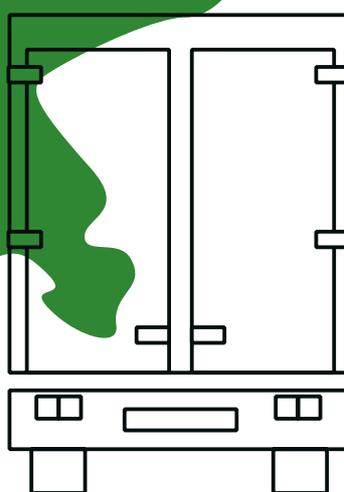
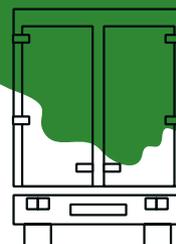
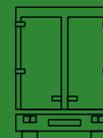

DOING WHAT COUNTS.

AUSTRIAN POST
Sustainability Report 2021



Constantly improving.

DOING WHAT COUNTS.



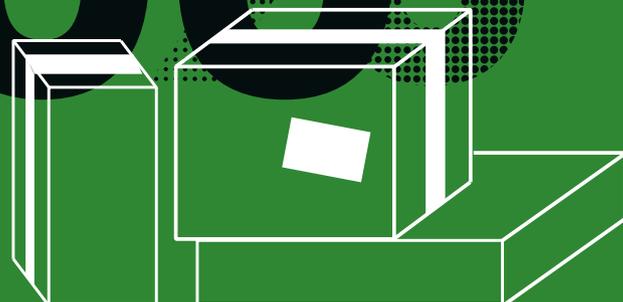
**Austria's largest
fleet of electric
vehicles**

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Environment
& Climate



**Recognised for
Gender Equality**

→ Page 95,
People & Social



Carbon-neutral delivery

→ Page 14, Environment & Climate

72

points in Customer
Satisfaction Index

→ Page 58f, Economy & Customers



A handwritten signature in black ink, appearing to read 'G. Pölzl'.

GEORG PÖLZL
CEO
Chairman of the
Management Board

GRI 102-14

“What is important to us, we put into action. When it comes to finding better solutions for customers, greener practices or more togetherness: We know the challenges facing the postal and logistics industry and actively address these issues. Our goal is to deliver measurable results.”

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Information on the Non-financial Report

The legally binding Non-financial Report will be published as part of the Sustainability Report in 2021. For this reason, no separate Non-financial Report will be published in the 2021 Annual Report in the reporting year.

READING GUIDE

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



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DOING WHAT COUNTS.

Getting things done
makes the difference.

GRI 102-14

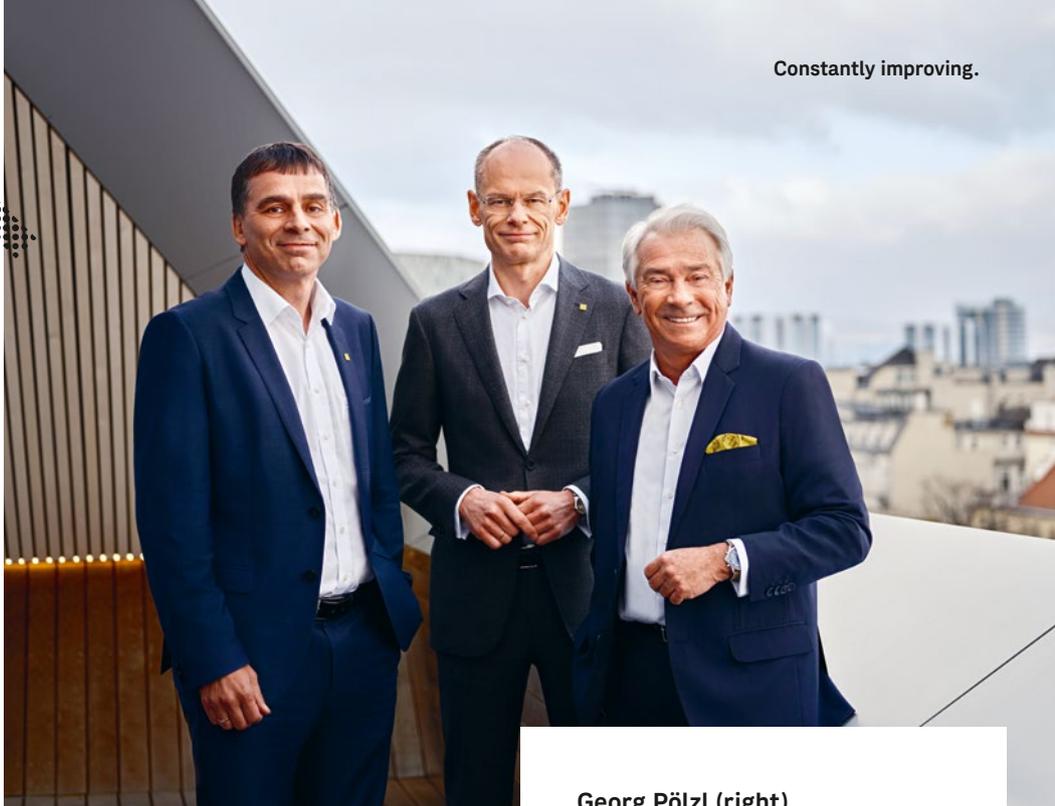
How was the last financial year for Austrian Post?

GEORG PÖLZL It was a successful year for us. Revenue went up by 15% and parcel volumes reached record levels in all markets. It's clear that our strategy has been effective. We increased the size of our corporate footprint in our home market of Austria and in international markets like Turkey. We did what counted. We are doing the right thing for our stakeholders, our employees and society at large.

WALTER OBLIN Austrian Post has been performing well both nationally and internationally, as evidenced by the fact that we generated around EUR 2.5bn in revenue in the last financial year. We maintained this performance in 2021 even though the pandemic has been going on for much longer than we hoped. The conditions were challenging. We are proud that we were able to improve our financial position while also keeping our employees healthy and safe.

"We did what
COUNTED in the
second year of
the pandemic and
showed that we
were on the right
path."





**Georg Pölzl (right),
CEO, Chairman of
the Management Board**

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

**Walter Oblin (middle),
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.

**Peter Umundum (left),
Member of the Management
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 Southeast and Eastern Europe, as well as Turkey. He is also responsible for the company's letter and parcel logistics in Austria, an area with more than 13,000 employees.

PETER UMUNDUM In terms of logistics, the main challenges we faced in 2021 were the huge growth in parcel volumes along with very high levels of volatility and how difficult it was to forecast volumes reliably. In a "normal" year, when it gets to summer we usually have a fairly good idea of how many parcels we will be moving at the end of the year. That certainly wasn't the case in 2021. Despite all this volatility and the tricky working conditions imposed by the pandemic, our teams worked hard to make sure that everybody had their presents under the tree in time for Christmas. At the peak, we processed more than a million parcels a day for several days in December.

The pandemic has changed how we live our lives in a number of ways that are particularly relevant for Austrian Post. Which of these changes do you think are here to stay?

GEORG PÖLZL The pandemic accelerated the boom in e-commerce and caused a significant uptick in parcel volumes. Experts think that this trend will remain in place after the pandemic is over. We also saw how the pandemic had a negative impact on our highly efficient global logistics systems, supply chains and the availability of goods in 2021. The disruption and shortages that we saw in 2021 would have been unimaginable two years ago. I think the uncertainty this caused will be with us for a while. It's almost impossible to come up with accurate long-term forecasts at the moment. We do, however, expect parcel volumes to continue to grow, but at a slower rate than what we have seen over the last two years.

The motto for Austrian Post's latest sustainability campaign is "Actions speak louder than words". What does that mean in practice?

GEORG PÖLZL First of all, it shows that we are completely committed to our integrated corporate and sustainability strategy. Here's an example: if you look at Austrian Post as a logistics company, the fuel we put in our vehicles accounts for more than 80% of our carbon footprint. We have let our actions do the talking in this area over the last ten years. Now we are taking action across the board to become a carbon-neutral business. We will remain committed to this strategy over the next ten years as we continue to play our part in making sure that the Paris climate targets are met.

That's certainly commendable. However, as a transport company, Austrian Post is always going to have to use a lot of vehicles ...

PETER UMUNDUM We will continue to prioritise handing over the shipments we transport in person whenever possible. Our fleet already cover thousands of miles a day to get this done. We have a clear plan for making our fleet low-carbon over the next twenty years. That starts by making all of the small trucks in our fleet electric over the next ten years. We are also highly focused on using new technology to make our fleet of trucks more efficient. Powering trucks with hydrogen is already an option. We are also pursuing the same strategy for our delivery and transport carriers.

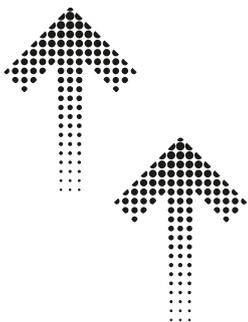
Plans like these don't come cheap.

WALTER OBLIN There is certainly an additional cost involved in acting sustainably. We won't be able to decarbonise logistics without consistent investment. Our commitment to moving towards a carbon-neutral fleet is part of that investment. As the owner of Austria's largest fleet of electric vehicles, we know that investments of this nature are important and the right thing to do. They are also cost-effective.



WALTER OBLIN

"In 2021, we were able to IMPROVE our financial position while also keeping our employees healthy and safe."



I would like to finish up by going back to the central theme of this report. In light of the long-term economic challenges facing us over the coming years, what is it that "counts" for Austrian Post?

PETER UMUNDUM Logistics-wise, creating a sustainable infrastructure and staffing will be the most important issues. Because we expect parcel volumes to go up over the medium term, we need to attract new members of staff while also retaining our outstanding existing workforce. We won a number of awards in the last financial year which commended us for being an attractive employer with a healthy working environment. These awards show that we are taking the right approach by being committed to diversity, gender equality, and training and education, in addition to providing our employees with a wide range of benefits. We will continue to pursue this strategy and demonstrate that Austrian Post is a company that provides people with the satisfaction of doing a meaningful job in an enjoyable working environment.

WALTER OBLIN We have set ourselves some ambitious financial targets in order to guarantee our long-term stability and to make sure that we can continue to provide a positive working environment. We want to be a company with revenue of EUR 3bn in 2030 and continue to be a stable and dependable player in terms of dividends. We believe that Austrian Post is and will remain a trustworthy employer and a reliable investment, even in these turbulent times which have unleashed so much uncertainty in the economy and people's lives. This belief has shaped everything we do until now, and will continue to do so in the future.

GEORG PÖLZL Our integrated corporate and sustainability strategy will have a vital role to play going forward due to our commitment to responsibility and economic stability. The only way for us to achieve resilient and long-term success is to have a strategy which incorporates economic, social and sustainability-related aspects, particularly in light of the increasing importance of sustainability in the capital market. This guiding principle has led us to success over the last few years. The pandemic clearly demonstrated the importance of our success and having an effective postal service is for our nation's stability and infrastructure. We are fully aware of this responsibility and will remain fully committed to it – for our stakeholders, society and our employees. Austrian Post's highly motivated workforce made a vital contribution to our performance last year. I would like to take this opportunity to express my heartfelt gratitude to all of our employees. We will continue to work with them to further enhance our corporate culture while remaining committed to our system of values and our core principles of enjoyment, purpose and success.

**"We have a
CLEAR PLAN for
making our fleet
carbon-neutral."**



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

Mail Division in Austria

615m
letters

307m
print media and
338 million regional media

399.4m
addressed and
2.9 billion unaddressed
direct mail
items

96.3%
of all letters mailed with
Austrian Post reach
their recipients on the
next working day

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 2021 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 additional physical and digital services in customer communications as well as optimisation in document processing.

The Retail & Bank Division provides postal and telecommunications products and financial services via its own company, bank99. We also provide energy services (see energy bill calculator on p. 56).

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. In addition to express delivery services, the division also provides a wide range of valueadded 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. This division is represented in eight other countries as it includes foreign subsidiaries.



International Markets

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

Parcel & Logistics Division in Austria



Germany



Austria



Slovakia



Hungary



Croatia



Serbia

Bosnia and Herzegovina



Bulgaria



Montenegro



Turkey

184m

parcels and Express parcels

94.4%

of all parcels are delivered within two working days

94.5%

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

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.

see Annual Report 2021

p. 09f, 45ff, 49ff

Austrian Post's Presence

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

Through its Group companies, Austrian Post's Mail Division and Parcel & Logistics Division not only operate in Austria but in Germany, seven countries of Central and Eastern Europe and Turkey as well. However, 79.4% 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. Structural change and the increased importance of the parcel business is reflected in our revenue. The upwards trend in online shopping has increased the overall share of revenue generated by the Parcel & Logistics Division.

With 1,757 postal service points, of which 395 are company-operated and 1,362 are postal partners, our personal service point network is one of the largest networks for retail customers in the country and provides access to services nationwide.

For further information and a list of all Group companies, please see p. 141

Retail & Bank Division in Austria

1,757

postal service points

200,000+

bank99 customers

494

pick-up stations with

97,747

compartments in pick-up stations

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 and awards.



1 — MSCI ESG RESEARCH

The MSCI Environmental, Social and Governance Rating rates companies in line with the best-in-class approach within the industry. In 2021, Austrian Post was repeatedly awarded the top rating, AAA. The expansion of the electric vehicle fleet, the company's attractive remuneration systems, continuing education as well as an employee retention programme and good, solid business management structures were highlighted by MSCI.

2 — 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 2020 ESG corporate rating for our sustainability activities. With this prime rating, we rank among the leading transport and logistics companies in terms of sustainability.

3 — 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 2021. This recognition not only underscores our transparent environmental reporting but also serves as evidence of the quality of

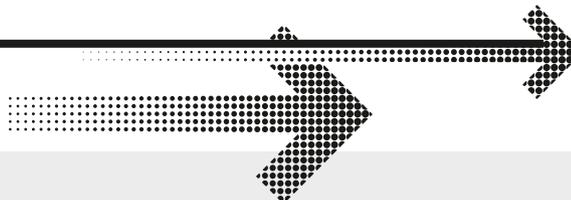
the climate protection measures initiated. Austrian Post was also included in the Supplier Engagement Leader-board in 2021 and was recognised for its close collaboration with suppliers in their work on climate protection.

4 — S&P GLOBAL CORPORATE SUSTAINABILITY ASSESSMENT

In 2021, Austrian Post actively participated in S&P Global's Corporate Sustainability Assessment (CSA) for the first time. The CSA is considered one of the world's leading sustainability benchmarks and is characterised by a comprehensive industry-specific questionnaire. Austrian Post was awarded a score of 54 out of 100 for 2021, putting it in the 85th percentile within the Transport & Transport Logistics sector. This puts Austrian Post in the 85th percentile within the Transport & Transport Logistics sector, meaning that 85% of the companies assessed had an ESG score that was the same or lower.

5 — VIGEO EIRIS (V.E)

Vigeo Eiris (V.E) is one of the biggest sustainability rating agencies specialising in assessing companies' ESG performance. In 2021, it ranked Austrian Post as "Robust" with a score of 59 out of 100. This puts Austrian Post in a very good sixth place out of 42 peers in the Transport & Logistics sector.



6 — SUSTAINALYTICS

Sustainalytics is one of the most well-known ESG rating agencies and assesses companies' sustainability risks. Because of its strong sustainability management efforts, Austrian Post was classified as "low risk" (15.7 out of 50 risk points), putting the company ahead of its peers.

7 — EFFECTIVE SUSTAINABILITY COMMUNICATOR AWARD

Austrian Post came second in the Effective Sustainability Communicator Austria Award 2021. The evaluation process involved analysing the sustainability reports published by ATX-listed companies and their coherent reporting on sustainability across all communications media. The award was presented by the consultancy firm Kirchhoff Consult and the HHL Leipzig Graduate School of Management.

8 — AUSTRIAN SUSTAINABILITY REPORTING AWARD

In 2021, Österreichische Post AG was given an Austrian Sustainability Reporting Award (ASRA) in the "Major Companies and Organisations" category for the quality of its sustainability report. The ASRA is awarded to Austrian companies which act out what sustainable business looks like in practice and provide transparent sustainability reports.

9 — HERMES VERKEHRS. LOGISTIK.PREIS

In 2021, Austrian Post was awarded the "HERMES Verkehrs.Logistik.Preis" in the Sustainability category for its "Emission-free City Logistics in Graz" project. This prize is awarded to companies which are investing in education, sustainability and security. It focuses on pioneering supply chain solutions which are developed and successfully rolled out by companies.

10 — STATE PRIZE FOR ENVIRONMENTAL AND ENERGY TECHNOLOGY

The 2021 State Prize for Environmental and Energy Technology was awarded by the Federal Ministry for the Environment & Climate. Austrian Post was at the forefront with its "Emission-free City Logistics in Graz" project. This innovative project was recognised as one of the top three in the "Environment & Climate" category.

INTEGRATED CORPORATE & SUSTAINABILITY STRATEGY

Austrian Post strongly believes that sustainability needs to be at the heart of everything the company does in order for it to be fit for the future and sure of long-term success. The company's integrated strategy demonstrates this belief. In addition to economic aspects, the strategy also incorporates ecological and social factors.

GRI 102-16, 102-18

As a leading provider of logistics services, Austrian Post keeps a close eye on changes in the market, society and the general environment so that it can continue to improve and build on its already successful position.

Digitalisation has been transforming the postal and logistics market for years, a trend that was accelerated by the COVID-19 pandemic. The e-commerce boom is reducing letter mail business but provides us with new opportunities in our parcel business. That is why it is important for us to grow our parcel business. We also need to strengthen other areas at the same time to remain profitable going forward.

In line with our identity as a modern postal company, we want to be sustainable in everything that we do as a company and live up to the responsibilities that we have in every area.

We base this approach on our corporate strategy, which sets ambitious targets for Austrian Post. Our strategy also allows us to respond quickly and appropriately to changes in market requirements.

The corporate strategy was thoroughly revised in 2020. Our integrated corporate and sustainability strategy shows where we want to go – **forwards into the future.**

There is one statement which sums up the foundation of our integrated corporate and sustainability strategy and our integrated approach to our core business: **Austrian Post is committed to acting sustainably, responding to the needs of its customers and living out diversity in practice.**

Our previous strategy was good, but we wanted to make it even better. Two key areas have been changed to reflect the current situation: our approach to current and future challenges and our aim to take on new responsibilities. That's why we made our **purpose to "always deliver a solution"**.

— see figure on p. 16f

On The Road To Paris – Our Climate Strategy for Decarbonising our Core Business

GRI 103-2

As a major logistics company, Austrian Post has a special responsibility towards the environment and the climate. That is why we are fully committed to all of the global climate targets. We recognised the importance of this issue ten years ago when we launched the CARBON NEUTRAL DELIVERY initiative. Ever since then, we have calculated our Scope 1, 2 and 3 greenhouse gas emissions on an annual basis and arranged for reports to be reviewed by independent auditors. Austrian Post compensates for all unavoidable carbon emissions every year by supporting recognised climate protection projects.

Our Group-wide approach to risk management also incorporates the climate crisis and its impact by analysing different scenarios and assessing the financial repercussions of physical and transitory climate risks and opportunities.

Environment & Climate is a key area of the integrated corporate and sustainability strategy and the 2030 sustainability master plan. This ensures that environmental and climate change measures are integrated into everything we do as a company and that the related risks and opportunities are properly considered. We use targets and measures to improve and monitor our performance in four key areas of Environment & Climate (green & efficient mobility, green & efficient buildings, resource-efficient processes and the circular economy).

A carbon tax will be introduced in Austria in July 2022. This levy will be charged to fuel distributors and will indirectly affect Austrian Post by increasing the amount that it needs to spend in order to procure fuel. Austrian Post is not directly required to make any financial reductions in this regard. The price is set to start at EUR 30 per tonne of CO₂. This will be increased in stages until it reaches EUR 55 in 2025. Because this was a foreseeable development, Austrian Post is pursuing its comprehensive strategy "On the Road to Paris" with the aim of decarbonising its core business. The strategy includes stringent carbon reduction targets for 2025 and 2030 in line with scientific research and the Science Based Targets initiative. We have defined measures which will be used to reduce our carbon emissions in stages. The majority of these measures are focused on reducing CO₂ emissions, such as increasing our use of electric vehicles. However, we have also included measures which will reduce the impact of climate change on Austrian Post. (e.g. shades to prevent overheating in summer).

Science Based Targets Initiative and Climate Group EV 100 Initiative

The most important milestone in the "On the Road to Paris" climate strategy will be reached in 2030. By that point, all deliveries within Austria will be completed using electric vehicles and carbon-free – in the sense that there will be no more CO₂ emissions from the combustion of fossil fuels directly attributable to the delivery process. The company's target of switching to a 100% electric delivery fleet has been submitted to the international Climate Group EV100 initiative.

Austrian Post is a trailblazer when it comes to taking a science-based approach to reducing its emissions. Since 2017, we have been part of the Science Based Targets initiative (SBTi), an international organisation supported by the WWF and other partners. 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 for limiting global warming to 2°C. Since the calculation of the first

science-based target in 2017, the assumptions for calculating growth in the parcel business and the framework conditions have changed significantly. We therefore began the process of identifying new science-based targets in 2020 as part of a project run by the Climate & Energy Fund (see p. 114 for more information). The internal process has been completed and the targets have been accepted by the Management Board. The purpose of the new targets is to keep global warming to a maximum of 1.5°C. The revised targets will be submitted to the SBTi in coordination with the project being run by the WWF at the beginning of 2022.

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 that the business operations of these companies are environmentally friendly.

With the help of the carbon reduction targets and a variety of operational measures, we will have reduced our direct and indirect carbon emissions by at least 90% by the year 2040. We will achieve this significant level of decarbonisation in stages using the environmental technology that is available. The remaining emissions will be compensated for through recognised climate protection projects in order to reach net zero as it is currently understood.

We also want to reduce our relative emissions per transported tonne. Our aim is to reduce relative emissions by at least 70% per transported tonne between 2009 and 2030.

■  Key indicators as well as further information on reporting boundaries, calculation methods and conversion factors can be found from page 117.

Reduction Measures: Carbon-Neutral Deliveries

GRI 103-2

The CARBON NEUTRAL DELIVERY initiative was launched in 2011, and is at the heart of our Environment & Climate key area. Austrian Post's objective is to continually reduce its greenhouse gas emissions to the greatest extent possible (see figure on the right).

The first stage involves improving the efficiency of our 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 and technologies 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 nine photovoltaic systems with a rating of around 3,000 kilowatt-peak (kWp). We see a further key strategic area for reducing carbon emissions in the expansion of e-mobility.

The third stage involves compensating for all unavoidable emissions. All carbon emissions related to collection, sorting, delivery and overhead processes which are unavoidable at this time will be offset in a third step through support provided to national and international climate protection projects. This will make the entire value chain carbon-neutral – from delivery and all processes in logistics centres and delivery bases to the emissions of our external service providers.

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

Climate Protection Projects on a National and International Level

Austrian Post proactively supports climate change and environmental protection projects outside of the company as part of the CARBON NEUTRAL DELIVERY initiative. We choose projects which meet high quality standards, e.g. Gold Standard, VCS, REDD+ or smaller research projects conducted in partnership with universities. The primary aim of these projects is to offset



Carbon-neutral since 2011 – fully carbon-neutral delivery by 2030

- 1 — Efficiency increases in core processes, e.g. a modern vehicle fleet and improving the energy efficiency of processes and buildings**
- 2 — Increased use of alternative technologies, e.g. generating and procuring electricity from renewable sources and expansion of the electric vehicle fleet**
- 3 — Compensating for all unavoidable carbon emissions: the third stage involves providing support to national and international climate protection projects in order to offset all of the carbon emissions related to collection, sorting, delivery and overhead processes which are unavoidable; we will do this by calculating all of the carbon emissions across the entire value chain and using recognised climate protection projects to compensate for them (not just emissions related to delivery)**

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

In addition to improving efficiency and compensating for emissions, using alternative technologies is particularly important for Austrian Post. Our ambitious goal is to ensure that all last-mile deliveries in Austria are emission-free by 2030. This means only using vehicles with electric drive systems or not using motorised vehicles at all.

Austrian Post's unavoidable emissions. In Austria, for example, we help non-profit associations, micro-businesses and municipalities to install efficient LED lighting and replace outdated heating systems which use fossil fuels with renewable district heating systems. 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, such as using solar, wind or geothermal systems to generate renewable energy. Social issues are also extremely important to us when it comes to choosing which projects to support. Developing more cost-effective and more efficient ovens for use in the Global South will reduce fuel consumption and the risk to people's health. In India, we are supporting a project which is developing an innovative method for disinfecting water. This will protect the climate by reducing the amount of firewood used to heat up water, in addition to reducing health risks for the local population. We also support biodiversity projects such as a mountain gorilla conservation project in the Virunga National Park in Rwanda and rainforest conservation projects in Colombia.

Raising Awareness of the Need for Climate Protection

GRI 103-2

We want to use our success and profile in order to raise awareness of the climate crisis and call people to action. We do this in dialogue with stakeholders and involve ourselves initiatives focused on establishing new environmental technologies (see Social Dialogue & Cooperation p. 112f). Our commitment to climate protection projects is helping to significantly increase environmental awareness of our employees. 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 CARBON NEUTRAL DELIVERY initiative has also been well received by the public, customers and other stakeholder groups. 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 700 such certificates in 2021. They can also use the CARBON NEUTRAL DELIVERY logo in their communication.

T 01 Environment & Climate Strategy: Carbon Targets

GRI 103-3

Our strategic sustainability target:

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

Objectives	Measures	Status
<p> 7.2, 7.3, 13.1, 13.2, 13.3, 13.3b Österreichische Post AG science-based carbon reduction target: reduce carbon emissions by 14% by 2025 (base year: 2013)</p>	<p>Expanded use of e-mobility and other alternative drive technologies in the company fleet and when awarding contracts to business partners</p>	<p>Österreichische Post AG's carbon emissions have increased by 31.4% compared to 2013 due to parcel volumes increasing by 164% between 2013 and 2021</p>
<p> 7.2, 7.3, 13.1, 13.2, 13.3, 13.3b Austrian Post Group science-based carbon reduction target: reduce Scope 1 and Scope 2 carbon emissions by 42% by 2030 (base year: 2020) Reduce Scope 3 emissions by 25% by 2030 (base year: 2020)</p>	<p>Switching from fossil fuels to renewable fuels for heat Generate and use electricity from renewable energy sources</p>	<p>Approval of the new carbon reduction target by the entire Management Board in 2021 and signing of the commitment letter Submission of the carbon reduction target to the Science Based Target initiative in the first quarter of 2022</p>
<p> 7.2, 7.3, 13.1, 13.2, 13.3, 13.3b Net zero by 2040: reduce direct and indirect emissions by at least 90%</p>		<p>Approved by the entire Management Board</p>

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.

3 STRATEGIC FOCUS



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

3 DIMENSIONS OF SUSTAINABILITY

▶ 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

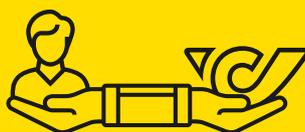
OUR PURPOSE

WE ALWAYS DELIVER A SOLUTION.



OUR VISION

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



OUR MISSION

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



OUR VALUES

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

CORPORATE CULTURE

JOY

Joy is reflected in **enthusiasm for one's work and having fun with colleagues**, even when things get stressful. Our working environment is characterised by **diversity, openness, appreciation and humour**. Managers support joy through proactive **feedback and recognition**.



PERFORMANCE

Together we deliver **top performance and sustainable results**. For us, this means approaching our tasks with motivation. Managers shape the **work environment through commitment and empathy in a way that positively promotes the achievement of goals**. We all strive to make our contribution to **joint success** and develop ourselves.

PURPOSE

Purpose is what we experience through our **important contribution to the country, the people and the environment**. We are united by our focus on **diversity and sustainability**. We recognise the **purpose of our own activity** because managers explain the **WHY and HOW** well. We are all **open** to continuous **learning**.

To find out more about Austrian Post's mission statement, see p. 63

2030 SUSTAINABILITY MASTER PLAN

Sustainability is at the heart of Austrian Post's approach to corporate management. We were the very first postal company to guarantee carbon-neutral delivery for its customers. We are also one of the few companies in Austria that uses the Women's Career Index to promote women in management. All of our initiatives and efforts were combined into our comprehensive 2030 sustainability master plan.

GRI 102-16, 102-18

The master plan was drawn up by the entire Management Board and division heads. It defines our ambitious goals in three strategic areas ("Economy & Customers", "Environment & Climate" and "People & Social") and the measures we are implementing to achieve them.

Austrian Post has set one sustainability aim for each of these three areas:

- 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

Fourteen material topics make up the core of the master plan and are assigned to the three strategic areas of sustainability. Austrian Post has set strategic sustainability targets for each material topic. Specific, measurable, achievable, relevant, and time-bound (SMART) goals have been defined in order to achieve these targets alongside relevant measures. A tailored monitoring system ensures that all of these topics are considered holistically rather than independently.

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

Sustainability as Part of the Company's Organisational Structure

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 various divisions in order to manage the process of implementing the 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.

The Sustainability Board was established in 2020 to manage sustainability issues within the company and make sure that sustainability is at the heart of its future development. The Board includes the entire Management

Board and meets several times a year to discuss progress and the extent to which aims have been achieved in the three key areas of sustainability (Economy & Customers, Environment & Climate, People & Social). Project-specific sounding boards were also set up so that the latest developments within the company could 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 Dr Sigrid Stagl joined the Supervisory Board in 2020 as an expert in sustainability.

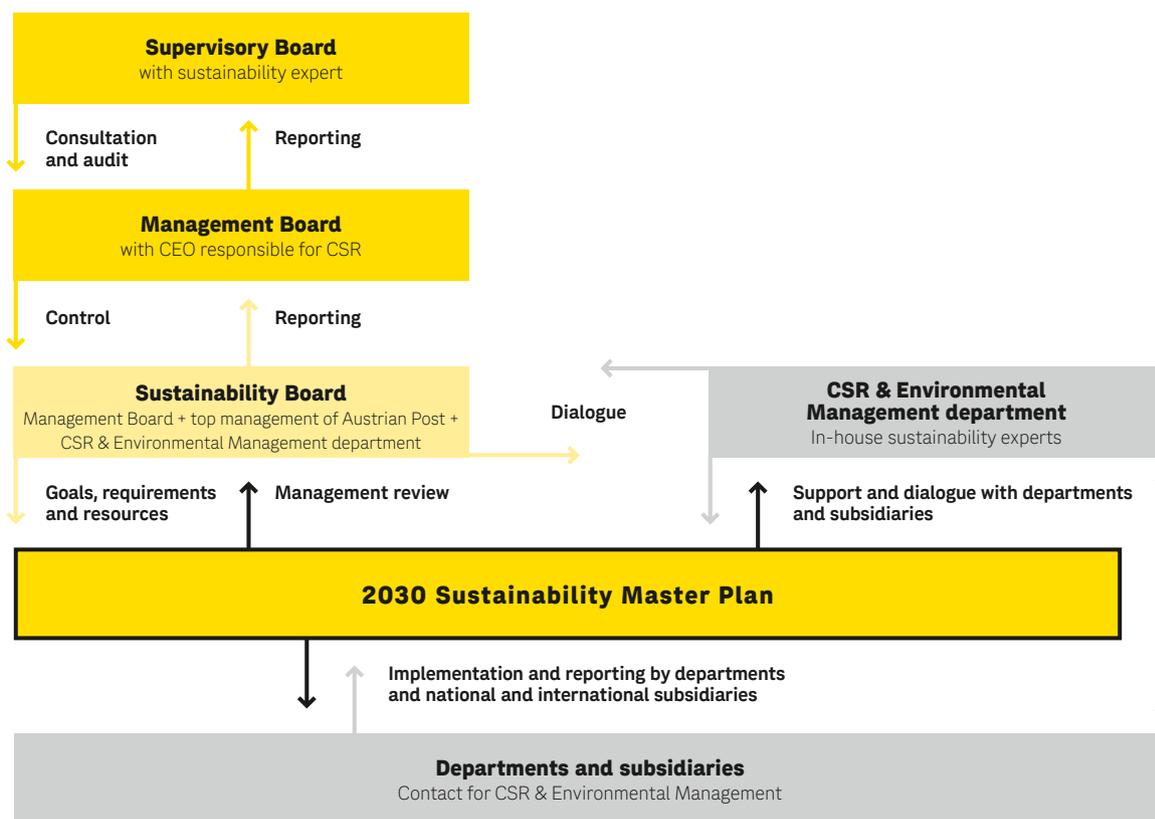
Sustainability has also played an increasingly important role at our Group companies since the Sustainability and Diversity Improvement Act (NADiVeG) came into effect in 2017. These companies report environmental and personnel-related indicators on an annual basis, which are then published in this report. Group companies

also discuss their sustainability indicators with the CSR & Environmental Management department on a regular basis. Some companies are showing a particularly high level of commitment to sustainability, as evidenced by their certified environmental management (ISO 14001) and compliance management systems (ISO 37001 and 37301) (see Economy & Customers, p. 64f, Environment & Climate p. 86).

The Global Sustainability Team was established in 2021. Each Group company has assigned a person to act as a sustainability officer and the point of contact for the CSR & Environmental Management department. These individuals are responsible for driving sustainability targets and measures in their particular area with the support of the CSR & Environmental Management department.

The 2030 sustainability master plan and the related organisational structure both come under the material topic Sustainable Governance & Compliance. They were presented separately to make the details clearer and for reporting purposes.

G 01 Well-structured and Integrated ESG Governance



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

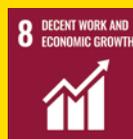
13 Digital responsibility

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



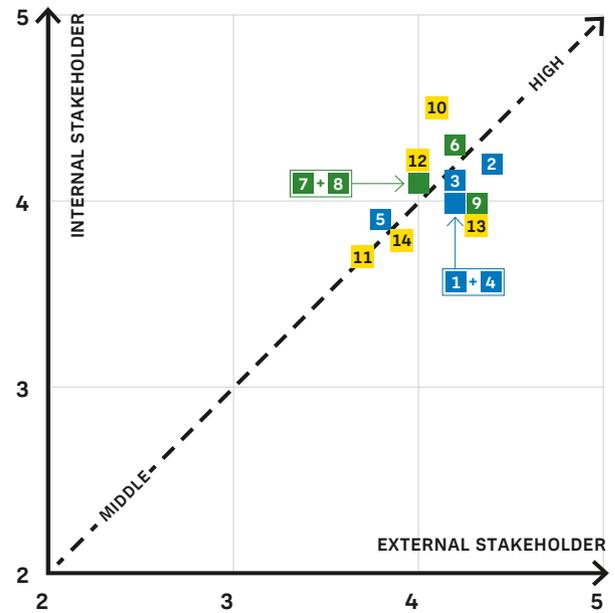
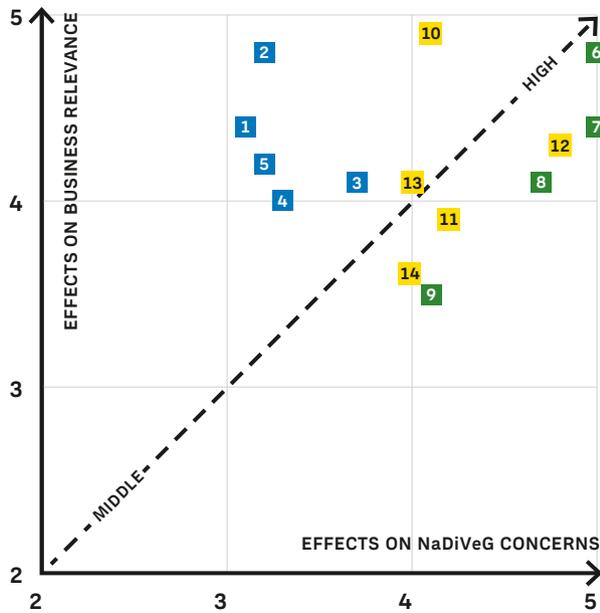
MATERIAL TOPICS

The materiality analysis was updated in order to determine which sustainability topics are of most relevance for Austrian Post and its stakeholders. A stakeholder roundtable was also held in the year under review to discuss the material topics and measures, in addition to coming up with some new ideas.

GRI 102-46, 102-47

G 02 Effects on Business Relevance and Concerns Laid Out in the Sustainability and Diversity Improvement Act (NADiVeG)

G 03 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

GRI 102-46, 102-47

The fundamental prerequisite for systematic and targeted sustainability management is the identification of material topics. Austrian Post reviewed its 2020 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, completing evaluations 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 material topics to the operations of the company.
- In the second stage, internal (e.g. employees, senior executives at reporting) and external stakeholders (e.g. customers, experts; see figure on p. 28) were asked about how the material 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.

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 sections of this report dealing with the three key areas of sustainability.

Interpretation of Business Relevance and Impact of Key Topics

The topics of sustainable letter & parcel products and sustainable appearance & services for private customers are the most significant in terms of economic performance in the Economy & Customers area. Sustainable procurement and sustainable governance and compliance have the biggest impact in terms of the concerns laid out in the Sustainability and Diversity Improvement Act (NADiVeG). In the Environment & Climate area, green and efficient mobility, green and efficient buildings and resource-efficient processes have the biggest impact in terms of the economic success of the company and environmental concerns. The top issues in the People & Social area are corporate and work culture and occupational health and safety.

Interpretation of How the Main 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 and parcel products are top of the list, followed by sustainable procurement and sustainable governance and compliance. In terms of Environment & Climate, external stakeholders thought that the circular economy was the most important issue, followed by green and efficient mobility. The latter is the most important issue for employees in this area.

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

Material Topics of Austrian Post

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

T 02 Key area 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 labour issues — 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 labour issues — 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 — Environmental concerns
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	Austrian Post's 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 labour issues

T 03 Key area 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 use of 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 the 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 Key area 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 groundwork for a respectful management culture. We also focus on providing opportunities for staff to prosper and retaining expertise with targeted succession planning.	— Social and labour issues
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 labour issues — 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 labour issues
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 labour issues — 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 labour issues — Environmental concerns

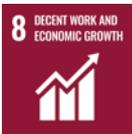
Sustainable Development Goals (SDGs)

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 anti-corruption. Austrian Post is also committed to the global objectives of the United Nations, the Sustainable Development Goals (SDGs). To see how the individual Sustainable Development Goals and their sub-targets are allocated to the material topics of Austrian Post, please see p. 26. The sections of this report marked with the symbol **SDG** outline how Austrian Post is putting the Sustainable Development Goals into practice.



T05 Austrian Post's Contribution to the Sustainable Development Goals

	SDG	Allocated to the key area of sustainability
	<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>	→ People & Social, p. 88
	<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>	→ People & Social, p. 88
	<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>Target 7.3: By 2030, double the global rate of improvement in energy efficiency</p>	→ Environment & Climate, p. 70 → Environment & Climate, p. 70
	<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>Target 8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all</p>	→ People & Social, p. 88 → Economy & Customers, p. 42
	<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>	→ People & Social, p. 88
	<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>Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse</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>	→ Economy & Customers, p. 42 → Economy & Customers, p. 42 → Economy & Customers, p. 42
	<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>Target 13.2: Integrate climate change measures into national policies, strategies and planning</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>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 marginalised communities</p>	→ Environment & Climate, p. 70 → Environment & Climate, p. 70 → Environment & Climate, p. 70 → Environment & Climate, p. 70
	<p>SDG 16: Peace, justice and strong institutions</p> <p>Target 16.5: Substantially reduce corruption and bribery in all their forms</p> <p>Target 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p>	→ Economy & Customers, p. 42 → Economy & Customers, p. 42
	<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>	→ People & Social, p. 88

STAKEHOLDER MANAGEMENT

Managing sustainability strategically means taking the expectations and needs of different stakeholders into consideration. Austrian Post's stakeholders represent many different areas of society. It is extremely important for them to have an opportunity to express their opinions and participate. We remain in constant dialogue with partners 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

Austrian Post is an integral part of society due to the nature of its core business. Our stakeholders therefore have demanding standards when it comes to Austrian Post's transparency and sustainability. We assign our stakeholders to different groups so we can meet all of their needs and requirements in the most appropriate way possible.

We use a variety of dialogue formats to strengthen our relationship with our stakeholders and to develop and jointly discuss strategic targets and measures, and their implementation. The aim of stakeholder management is to get to know and understand the concerns of our interest groups better and take them into account in our plans and measures. Austrian Post uses this broadbased dialogue to identify stakeholder needs and further cement and expand its already good and transparent relationship with different interest groups.

This approach ensures that our new sustainability targets and measures are also strongly focused on the demands and expectations of our stakeholders. Ongoing communication will play a vital role in advancing the 2030 sustainability master plan in future.

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 event



has been held every year since 2010 – with the exception of 2020 due to the COVID-19 pandemic – and provides various stakeholders such as customers, suppliers, employees, NGOs and investors with the opportunity to share their needs and concerns directly with Austrian Post and get to know each other. The Stakeholder Roundtable was held on 11 October 2021 for the tenth time. Austrian Post discussed its current and planned future measures in the three strategic action areas of sustainability with the approximately 60 participants. The event provided stakeholders with an opportunity to suggest new potential areas of improvement, roles within Austrian Post, and other measures.

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 issues 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 eleventh Stakeholder Roundtable is scheduled to be held in the autumn of 2022, 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)

G 04 Stakeholder Groups

GR 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 Roundtable¹ 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

¹ Stakeholder Roundtables could not be held in 2020 due to the COVID-19 Pandemie restrictions.

EU TAXONOMY

The EU Taxonomy is part of the EU Sustainable Finance action plan and is the first EU-wide standardised classification system for evaluating the sustainability of economic activities. Its primary objective is to encourage investment in ecologically sustainable technologies and activities. The EU Taxonomy will contribute to the European Union becoming climate neutral by 2050 and to the implementation of the European Green Deal.

According to the EU Taxonomy Regulation, economic activities are considered ecologically sustainable if they contribute substantially to any one of the environmental objectives set out in the Regulation without causing significant harm to any of the other environmental objectives set out in the Regulation. The company is also required to comply with minimum human and labour rights and standards. The EU Taxonomy sets out six environmental objectives: climate change mitigation, climate change adaptation, the sustainable use and protection of water and marine resources, the transition to a circular economy, pollution prevention and control, and the protection and restoration of biodiversity and ecosystems. Technical screening criteria are used to determine the extent to which objectives have been achieved. However, these criteria are available for the first two environmental objectives specified above.

Implementation of the EU Taxonomy

We established an interdisciplinary team in 2021 in order to take a close look at the requirements of the EU Taxonomy and assess the compatibility of our economic activities with its environmental objectives. The employees involved in the project come from the CSR and Environmental Management, Investor Relations, Group Accounting and Group Controlling departments so that the team has all of the information that it needs. The operating units and Group companies are also heavily involved in the project. This project has clearly shown how interlinked financial and non-financial information is when it comes to meeting the requirements of the EU Taxonomy.

Relevant Indicators

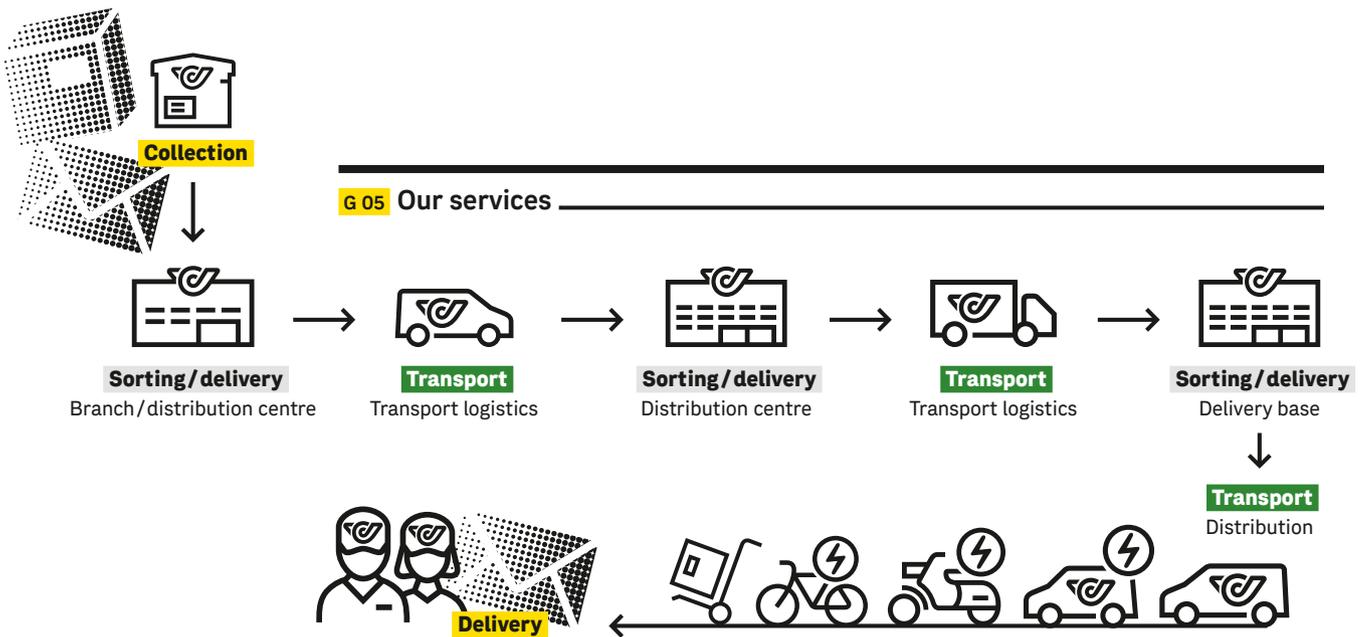
All companies which are required to prepare a non-financial report in accordance with the NFI Directive must also publish disclosures related to the EU Taxonomy from the 2021 financial year onwards. Companies are required to disclose the proportion of revenue, capital expenditure and operational expenditure attributable to economic activities which meet the criteria of the EU Taxonomy in their non-financial statements. This will provide a link between financial indicators and sustainability criteria for the first time. A realignment of the reporting process and the inclusion of a completely new area is the result. Reporting will be expanded as of the 2022 financial year to comply with the Taxonomy Regulation.

Significant Process Steps in the Business Model of Austrian Post

The delivery of letters, parcels and advertising accounts for the majority of Austrian Post's business model. This requires both transport and sorting services (see figure p. 30). For this reason, it is the economic activities related to logistics and transport defined in the EU Taxonomy which are most significant for Austrian Post.

Between the collection and delivery stages, our services also include the sorting, transshipment and transporting of items.

The sorting process includes conveying and sorting shipments at our logistics sites for distribution to the correct recipients. This stage also includes reloading shipments onto the most suitable means of transport (e.g. truck, car, motorcycle, quad bike, cargo bike) or preparing them for on-foot delivery.



The transport process includes transporting items between sites like branches, logistics centres and delivery bases, as well as the transport involved in delivering shipments to recipients. Austrian Post uses different methods of transport based on the distance involved. Trucks and vans are used for longer routes, while shorter stretches typically use small trucks, cars, mopeds, quad bikes and bicycles to distribute items to our customers. A large proportion of these modes of transport are already powered by electricity. On-foot deliveries also have a large role to play, particularly in urban areas.

Taxonomy-eligible Revenue

Austrian Post reports revenue of 2.5m. As the majority of Austrian Post's revenue comes from transport services, 95% of its revenue can be attributed to logistics and transport economic activities under the EU Taxonomy. Our production process for sorting/delivery and transport is taken into consideration when allocating revenue to different activities (see figure above). A full description of the model used to calculate revenue attributable to economic activities which meet the criteria of the EU Taxonomy is provided on p. 132ff.

Taxonomy-eligible CapEx

Austrian Post's capital expenditure for 2021 came to EUR 290m which are included in the calculation of CapEx according to the EU Taxonomy. 79% of this amount is Taxonomy-eligible. This capital expenditure relates mainly to the vehicle fleet and the logistics network (sorting facilities, distribution centres and delivery bases).

Taxonomy-eligible OpEx

The OpEx attributable to economic activities which meet the criteria of the EU Taxonomy is strictly defined by the EU Taxonomy and is significantly different to the definition used for financial reporting purposes. The basis for the size of the Taxonomy relates to a volume of only EUR 86m (3% of Group revenue) for Austrian Post. The Taxonomy-eligible proportion is 58%. In accordance with the definition provided by the EU Taxonomy Regulation, Austrian Post focuses on maintaining its logistics infrastructure and vehicle fleet, and its energy efficiency measures.

Measures in Line with Climate Targets and the EU Taxonomy

The measures implemented by Austrian Post play a part in climate change mitigation and climate change adaptation, and are therefore in line with the climate objectives of the European Green Deal. Our last mile delivery process has been climate neutral since 2011 as part of the CARBON NEUTRAL DELIVERY initiative (see page 14). We are gradually making our fleet increasingly climate-friendly in line with the Paris climate targets (see page 12f), with an aim of using only electric vehicles for the last mile of delivery by 2030. Continuous efficiency improvements in the vehicle fleet (see p. 82ff) and in buildings (see p. 85ff) will also help us to achieve our targets. Switching to alternative technologies for our energy and transport needs has a significant role to play in this area.

For more information see risk report in Group Management Report, p. 67ff.

ESG 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 Financial Disclosures (TCFD).

102-11

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. The requirements of the Sustainability and Diversity Improvement Act (NADiVeG) and the Task Force on Climate-related Financial Disclosures (TCFD) are also taken into consideration. Austrian Post is an official TCFD supporter, underlining the importance of this issue for us. This approach put us in a position to recognise risks and opportunities related to sustainability and the climate crisis at an early stage so that we can implement measures which will help the company achieve its strategic objectives and targets.

This section focuses on how the Group manages opportunities and risks relating to sustainability and the climate crisis 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 see the 2021 Annual Report.

 see Annual Report 2021 p. 67ff

Identifying Risks

Due to the increasing significance of sustainability risks to the company's business activities, we remain focused on improving our management of sustainability-related risks and opportunities. We used the traditional outside-in approach¹ for general sustainability-related risks and the TCFD risk categories. We also performed an inside-out analysis² in accordance with the requirements of the Sustainability and Diversity Improvement Act (NADiVeG).

In 2021, the Risk Management and CSR & Environmental Management departments put together a working group to analyse, structure and evaluate risks and opportunities.

Workshops were also held with external experts who shared their insight into ESG, NaDiVeG, TCFD and CDP-related topics. The workshops also identified additional ESG and climate-related opportunities and risks. Existing risks and opportunities were analysed and updated. Risks were analysed on the basis of Austrian Post's material 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).

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.

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

² **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

Risk Assessment

The sustainability-related risks identified as part of this process were then assessed in terms of the likelihood of them occurring and their impact.

- Two different timescales were used: medium term (4 years) and long term (10 years)
- Gross (status quo in 2021) and net (status quo in 2021 factoring in the effect of any risk mitigation measures)
- Quantitative assessment of financial impact and/or
- Qualitative assessment according to the risk assessment matrices defined in the risk management policy for outside-in and inside-out assessments.

Risk Management

This approach 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 climate report in accordance with the TCFD requirements also played a significant role in these efforts.

All material 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 ESG opportunities and risks are now covered by the Group-wide risk management system, they are also included in the biannual risk analysis. There are currently 34 ESG-related risks and opportunities recorded in the risk management tool (both from an outside-in and inside-out perspective). Risks related to similar areas are considered as risk clusters. Twelve outside-in ESG risks (or clusters) exceeded the reporting threshold in 2021. The thresholds

for reporting to the Management Board are evaluated on an annual basis and adjusted if necessary. In order to improve internal TCFD and ESG reporting, the biannual Group risk management report was expanded to include TCFD and ESG opportunities and risks in 2021.

— see Annual Report 2021 p. 67ff

Table of ESG Risks According to TCFD and NaDiVeG

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This section lists all of the ESG risks pursuant to the TCFD and NaDiVeG which meet the threshold for reporting to the Management Board.

— see Annual Report 2021 p. 67ff

All risks are presented in gross form. The process of identifying, analysing and assessing ESG and climate-related topics 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 twelve 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.

Key area Economy & Customers

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

The most significant outside-in risk for the company is the possibility of a loss of reputation due to a failure to meet standards in its supply chain. Measures such as the vendor integrity check and the supplier assessment have been implemented throughout the Group in order to reduce this risk (see Sustainable Procurement, p. 61ff).

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 06 Key area Economy & Customers: Gross Risks

Outside-In

Connection to material topics and NaDiVeG concerns	Risk	Description	Measures
Sustainable governance & compliance Corruption, human rights	Exclusion from public tenders due to violations of the Austrian Act on the Employment of Foreign Nationals (AusIBG)	Exclusion from public tenders due to violations of the AusIBG and resulting loss of revenue	Focus on sustainability in corporate structures, incl. due diligence processes in order to guarantee compliance with AusIBG See p. 63ff
	Violations of the Austrian Capital Market Act	The most significant risks involve legal proceedings, fines and a loss of reputation due to reports being delayed or omitted completely (e.g. ad hoc reports, reporting proprietary trading of senior executives) or the misuse of insider information. Unintentionally submitting incorrect reports could also have an impact	ISO 37001 and 37301 certified compliance management system See p. 64f
Sustainable procurement Human rights	Possible loss of reputation due to a failure to meet minimum social standards or uphold human rights across the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue, and not always positive. Any failure to uphold social standards and human rights in the supply chain could lead to a loss of reputation	ISO 37001 and 37301 certified compliance management system, Code of Conduct for Suppliers, System-supported vendor integrity checks See p. 64ff

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 in accordance with ISO 37001 and 37301 See p. 64ff

Key area Environment & Climate

Austrian Post has identified five outside-in and two inside-out risks in the Environment & Climate area. These can be divided into transitory and physical climate risks.

TRANSITORY CLIMATE RISKS¹

Material risks: 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 in Group Management Report, p. 68ff

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 Target initiative. This target was revised in 2021 so that the company can make an even more effective contribution to climate protection. The new target was submitted to the Science Based Targets initiative in the first quarter of 2022. 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 Company & Responsibility, p. 12ff

¹ Risks which can occur when moving towards a greener economy

PHYSICAL CLIMATE RISKS

Long-term climate change has the potential to pose a risk for Austrian Post's ability to guarantee 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 in order to minimise these risks over the long

term. This would represent a financial burden for Austrian Post.

The most relevant inside-out environmental risk is 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.

T 07 Key area Environment & Climate: Gross Risks

Outside-In

Connection to material topics and NaDiVeG concerns	Risk	Description	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)	Changes to carbon prices and the carbon emissions trading system due to legislative changes represent a risk for Austrian Post. This risk will occur in the 2022 financial year and result in additional costs due to the national carbon tax coming into effect in mid-2022. Another potential risk is related to the significant impact of the transport sector on greenhouse gas emissions and the inclusion of the sector into the binding carbon emissions trading system of the European Union	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 facilities. It is also implementing energy efficiency measures See p. 79f, 82ff, 85f
TCFD: Policy and Legal Risks Sustainable mail & parcel products	Switching to opt-in for unaddressed items (regional media and information)	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 requirements for direct mail items)	Life cycle assessment for analogue vs digital advertising in 2020, resulting in improvement activities in 2021, partnerships with customers, development of alternative sustainable digital offerings See p. 58ff
TCFD: Chronic Risks Green & efficient mobility Green & efficient buildings	Possible negative impact on procedures and processes due to high temperatures in summer	Over the long term, climate change will result in a continual increase in daily average temperatures in summer, which could have a negative impact on processes and procedures	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	The transport sector is generally considered to have a negative impact on the environment due to the traffic that it causes. Another factor is the steady increase in packaging waste due to the boom in e-commerce Austrian Post could suffer a loss of reputation if it fails to properly address these issues	Life cycle assessments for letters, direct mail items and parcels from 2020 onwards. Improvements in 2021, partnerships with customers, competence centre for sustainable packaging/circular economy within Austrian Post See p. 58ff, 87

<p>TCFD: Market Risks Sustainable mail & parcel products</p>	<p>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</p>	<p>The increasing environmental awareness of business partners and society in general may pose a risk to the business model of Austrian Post in terms of its letter mail business</p> <p>Private and business customers are becoming increasingly aware of environmental issues due to the noticeable impact of climate change. Society in general is placing more emphasis on companies acting sustainably</p> <p>Social media and the general negative view of companies which have a significant impact on the environment could affect the market situation</p>	<p>Life cycle assessments for letters, direct mail items and parcels from 2020 onwards. Improvements in 2021, partnerships with customers, development of alternative sustainable digital offerings</p> <p>See p. 58ff</p>
<p>Inside-Out</p>			
<p>NaDiVeG concern</p>	<p>Risk</p>	<p>Impact</p>	<p>Measures</p>
<p>Environmental concerns</p>	<p>Increase in the company's carbon emissions</p>	<p>This increase has a negative impact on the nation's carbon footprint and on climate change</p>	<p>Promotion of e-mobility, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems</p> <p>See p. 79f, 82ff, 85f</p>
<p>Environmental concerns</p>	<p>Increase in the company's local emissions (NOx, fine particulate matter, noise)</p>	<p>The increase has a negative impact on local emissions</p>	<p>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</p> <p>See p. 79f, 82ff, 85f</p>

Key area People & Social

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

The most significant outside-in risk in this area 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. 107ff

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, for example.

■ see Occupational Health & Safety, p. 107ff

A further inside-out risk arises in the area of data responsibility. Here, a risk arises from the possible theft or unlawful disclosure of sensitive customer and employee data and the resulting damage to those affected.

■ see Digital Responsibility, p. 111f

T 08 Key area People & Social: Gross Risks

Outside-In

Connection to material topics and NaDiVeG concerns	Risk	Description	Measures
Occupational health & safety	Potential absences and costs due to inefficient implementation of health and safety measures for employees	Potential increase in sick leave numbers due to inefficient implementation of health and safety measures for employees	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 99, 107ff
Occupational health & safety	Volume losses due to supplier split	Quality issues due to COVID-19 could result in customers buying in lower quantities	Health services (COVID tests, vaccinations)
Digital responsibility	Violations of EU General Data Protection Regulation (GDPR)	Additional administrative fines related to data protection violations, damages related to data protection violations (marketing classifications), potential damages caused by inadequate awareness of data security, IT security, cybersecurity and data security issues	IT security measures, enhancements to data protection organisational structure, awareness-raising measures for employees See p. 99, 111f
Corporate & work culture	High turnover rate due to low level of employee satisfaction	Turnover rate has been consistent for a number of years; requirements of applicants and employees are currently in flux, which could result in a higher turnover rate	Measures to improve the corporate and work culture See p. 98, 100ff, 106f

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 (cyberattack) 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. 99, 111f
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. 99, 107ff

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

T 09 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 updates about the status of measures and the extent to which targets have been reached for all of the main areas related to the area of Environment & Climate as part of the ESG governance process. 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. For more information, please see p. 18ff. — 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. For more information, please see p. 12ff. — The remuneration policy for members of the Management Board includes climate-related sustainability targets. Targets are related to the expansion of photovoltaic systems and e-mobility, and the implementation of environmental management systems to improve the company's energy efficiency. <p>From 2021 onwards, sustainability targets are being incorporated into variable remuneration components for the entirety of top management (first reporting level) in line with the newly-integrated corporate and sustainability strategy. For more information, please see p. 54.</p> <ul style="list-style-type: none"> — 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. <p>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.</p>
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 T 11 Risk Management on p. 38. — 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 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 10 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. — An overview of the ESG risks and opportunities identified by Austrian Post is available on p. 32f. 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 assume that an increase in daytime temperatures will have an impact on 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. 12ff, 63ff.
 - 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 **T 08** Environment & Climate: Gross Risks on p. 36.
- Three climate-related ESG opportunities were identified in 2020 but did not meet the threshold for external reporting. This assessment was confirmed in 2021.

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. This target was approved by the entire Management Board in 2021, followed by the signing of the commitment letter. The new 1.5°C target will be submitted to the SBTi in early 2022. 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 see pp. 79f, 82ff, 85f.
- Austrian Post approved an 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. 12ff.
 - 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 **T 07** Environment & Climate: Gross Risks on p. 34f.
 - 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. 40f.

T 11 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 1** Annual Report 2021 p. 68).
- 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. The aforementioned departments continued to work together closely in 2021.
- For more information about this process, please see p. 31f, 40f.
- Austrian Post remains committed to quantitatively assessing climate-related ESG opportunities and risks. Existing and newly identified TCFD opportunities and risks were evaluated as follows:
 - Two timescales (short-term = four years, long term = ten years), gross (status quo in 2020) and net (status quo in 2020 factoring in the effect of any risk mitigation measures).
 - Quantitative based on financial impact or 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).

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

- Climate-related 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. →

	<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. Five TCFD risks exceeded the threshold for reporting to the Management Board in 2021. ^A Annual Report 2021 p. 69. — A biannual Group risk management report will include a TCFD and ESG opportunity and risk report was included in 2021 onwards to improve internal TCFD and ESG reporting. This ensures that climate-related opportunities and risks are reported to the Management Board.
<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"> — As previously stated in point a) of the section covering our processes for identifying, assessing and managing climate-related 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.

T 12 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 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 and available. <p>An internal working group was set up in 2021 with the task of implementing the requirements of the EU Taxonomy. Austrian Post intends to prepare reports in accordance with the EU Taxonomy Regulation from the 2021 financial year onwards. See p. 29f, 130ff.</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. <p>From 2021 onwards, sustainability targets have also been incorporated into the entire variable remuneration system in line with the integrated corporate and sustainability strategy. See p. 54.</p> <ul style="list-style-type: none"> — Indicators for Austrian Post are published in the Sustainability section. See p. 118ff.
<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 carbon emissions in its annual Sustainability Report. See p. 34. — 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. — There are currently no significant risks related to Scope 3 emissions. In 2021, additional possible sources of Scope 3 emissions were analysed and included in the emissions report if 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 targets: reduce carbon emissions (Scope 1–3) by 14% by 2025 (base year 2013) and submit a new SBT in 2022 (see p. 15) — 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. For more information, see p. 70ff.

TCFD Scenario Analysis

GRI 201-2 SDG 13

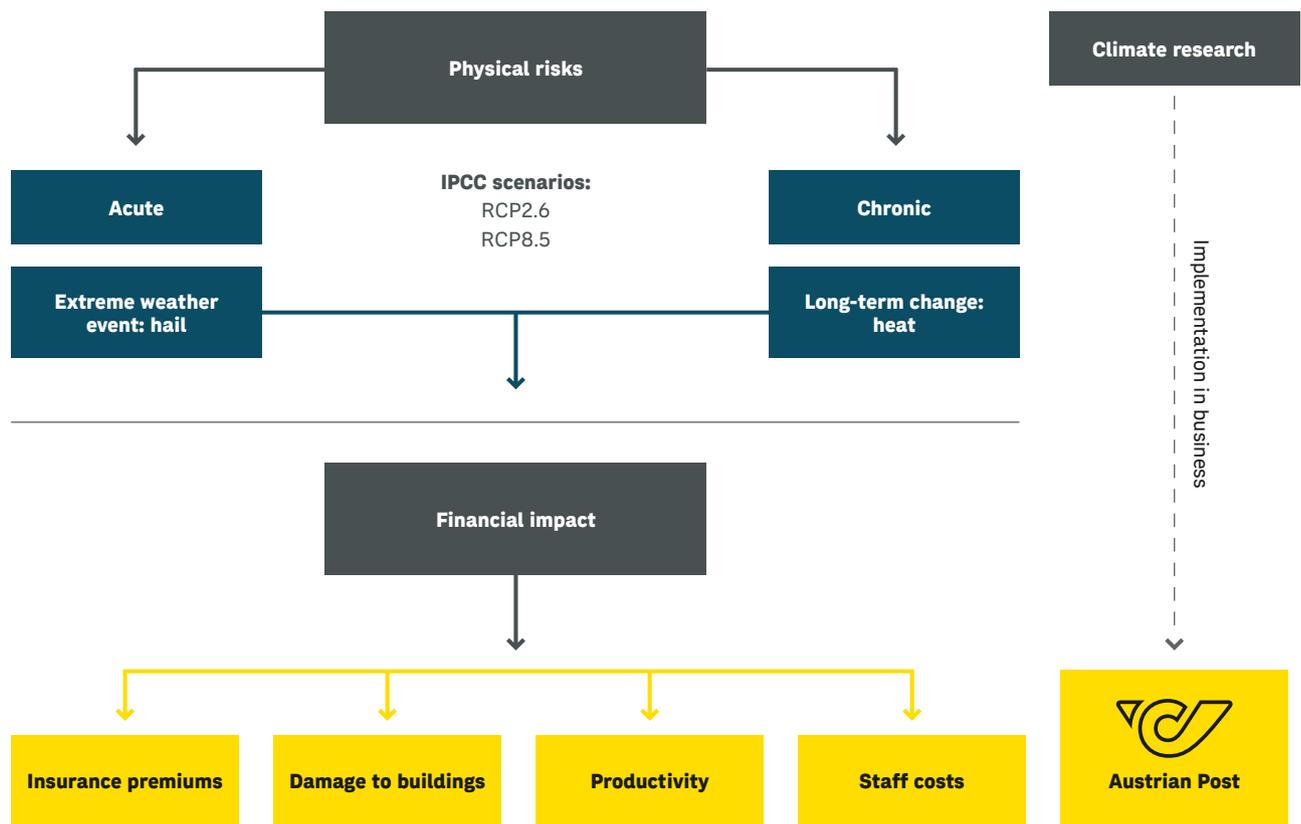
Austrian Post has performed a scenario analysis on the basis of the TCFD recommendations for the first time. We assessed how climate change would impact Austrian Post in the future based on TCFD guidance (outside-in risks). We chose to focus on the physical risks we face from climate change and their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

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 T 07 Environment & Climate: Gross Risks on p. 34f.

G 06 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 (RPCs) 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:

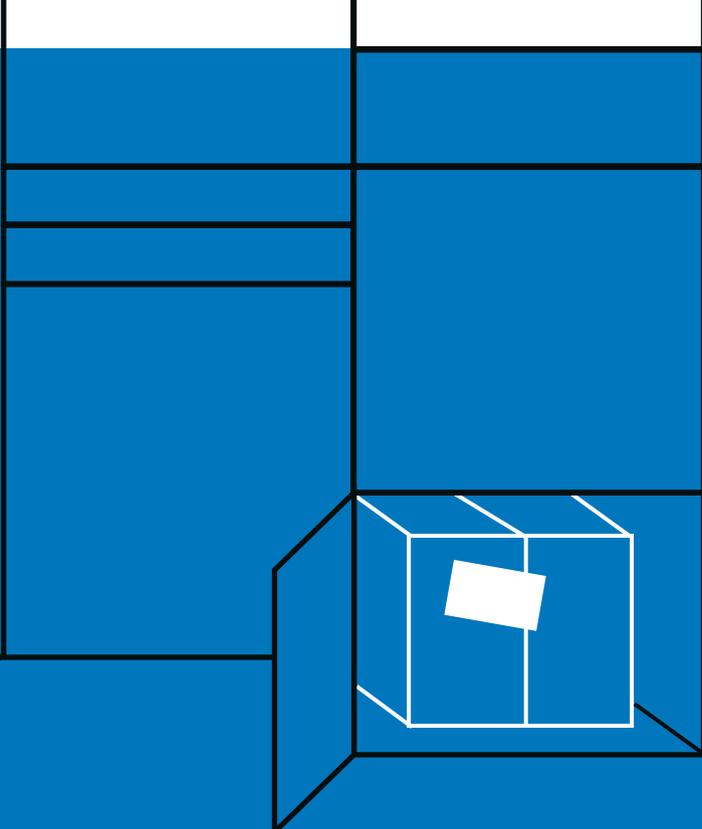
- Chronic physical risks: impact of changes in average temperature on productivity and air conditioning
- Acute physical risks (hail): impact of increased damage to buildings and vehicles due to hail

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.

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



24/7

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CREATING SOLUTIONS.

We invest in expanding our services
and capacities as that is the only
way to achieve qualitative customer-
focused growth.

100



people have already tested our
in-home delivery service – convenient
delivery inside customers' homes

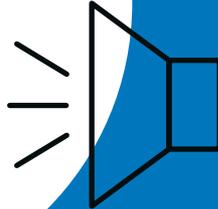
→ Page 44, 52

Constantly improving.
Economy & Customers

494

pick-up stations
with innovative
audio guides

→ Page 44

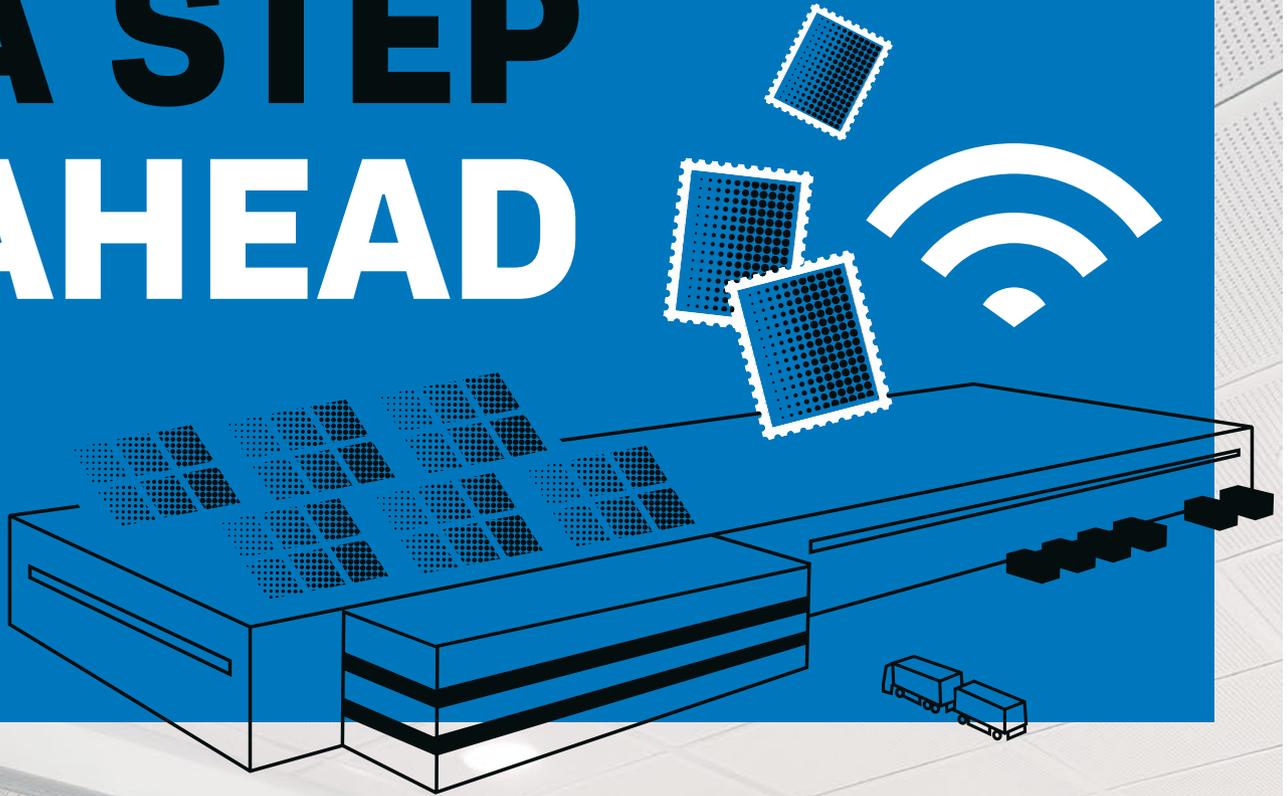


Easy access through
automation
and digitalisation

→ Page 48



A STEP AHEAD



Schalter-Service



Geschenke



versenden

Smartphones und mehr



Sie müssen sich
nicht anstellen.
Einfach versenden
oder Pakete abholen
geht schnell und
praktisch an unseren
SB-Geräten.



The Future of Austrian Post

Technology and customer requirements are changing quickly. Austrian Post is setting new standards with cutting-edge concepts – demonstrating today what the standard of tomorrow will look like.

Austrian Post opened its “branch of the future” in the Simmering district of Vienna in July. The innovative concept combines on-site offerings with the digital world – with next-generation postal services, in-person advice and convenient access to services around the clock.

Austrian Post’s innovative pick-up stations demonstrate the company’s commitment to providing cutting-edge self-service options while keeping its focus on people. Austrian Post worked with the Austrian Federation of the Blind and Partially Sighted and Linz-based automation specialists Keba to improve its pick-up stations and ensure that its self-service zones are also accessible to blind and partially sighted people. Self-service areas now feature an innovative audio guide for blind and partially sighted people at all 494 pick-up stations throughout Austria. The concept was awarded two international design prizes and the Zero Project Award 2022. This award is issued by inclusion experts and people with disabilities around the world. Austrian Post will begin to roll out accessible stamp vending machines and drop-off boxes in the summer.

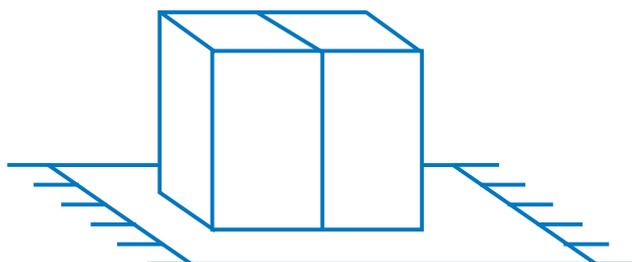


↑
Smart parcel delivery: convenient and uncomplicated delivery directly in customers' homes

←←
Innovative pick-up stations and newly-developed drop-off stations reflect the trend towards self-service

Added Convenience: In-home Delivery and Pick-up Service

Austrian Post launched the “in-home delivery” project in 2021 as part of its ongoing efforts to make the process of receiving a parcel even easier and more convenient. The company partnered with A1 and smart lock maker Nuki to develop a solution which allows delivery personnel to drop off parcels in people’s homes. The system was trialled between July and December 2021. The findings are currently being evaluated. Small companies can also use a pick-up service to arrange for Austrian Post to pick up a maximum of five stamped parcels from their home or premises for maximum convenience.



New Standards of the EU Commission

Interview with Sigrid Stagl

Ms Stagl, a lot of your scientific research deals with the EU Taxonomy. Can you tell us what is behind this regulation and what purpose it serves?

STAGL The EU Taxonomy is one of the measures defined in the EU's Sustainable Finance Action Plan. Its purpose is to define the EU's criteria for sustainability and provide a standardised classification system. The Taxonomy has a significant role to play in terms of the European Union meeting its climate targets by 2050 and the European Green Deal. The standardised system and monitoring will prevent greenwashing, improve transparency and make it easier to make environmentally friendly choices. A social taxonomy is also being developed alongside the green EU Taxonomy.

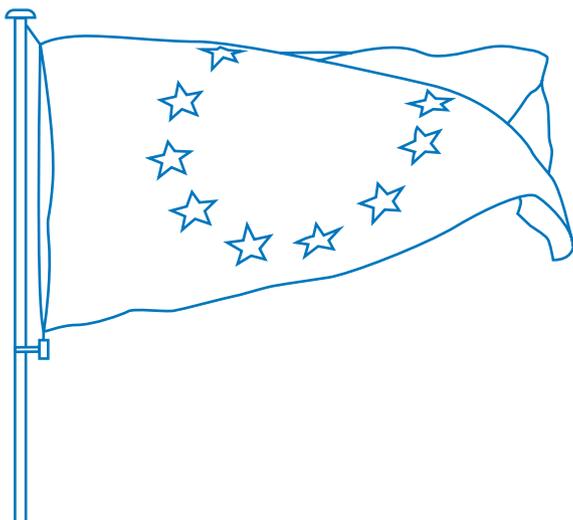


What does the Taxonomy mean for companies?

STAGL It makes it easier for companies to understand the impact they have and monitor how effective their measures are. Companies can also use it to measure and assess their own performance on the basis of an EU standard. This makes it easier to compare them and differentiate between them. However, the multidimensional approach and need to systematically track impact is not without its challenges – it asks quite a lot from companies, and there is still quite a lot of uncertainty around at the moment because it has just come into effect. Nevertheless, every company committed to doing business sustainably should take on this challenge sooner rather than later.

↑
Sigrid Stagl
Member of the Austrian Post Supervisory Board and Professor at the Vienna University of Economics and Business

→→
Austrian Post
plays its part in making elections safe, accessible and eco-friendly



"A social taxonomy is also being developed alongside the green EU Taxonomy."

Sigrid Stagl

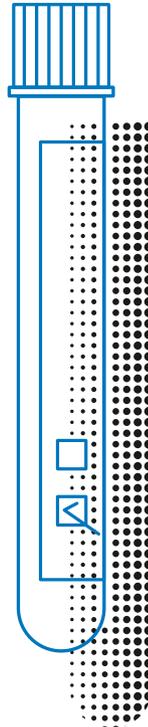
Member of the Austrian Post Supervisory Board and Professor at the Vienna University of Economics and Business

Sustainable Contribution the Democratic Process During the Pandemic

The share of votes cast by post reached a record high in 2021. Parties and political groups have also shifted more and more towards sending information out instead of holding events in person. Austrian Post played its part in making the election process secure, accessible and eco-friendly by transporting around 12m items of mail related to the state elections in Upper Austria and the Graz, Carinthia and Upper Austria City Council elections.

12m

election mail items were transported in 2021.



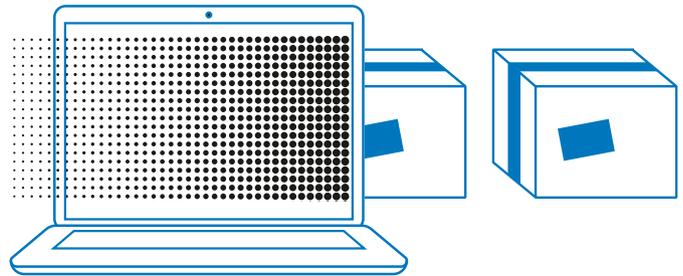
Logistics Partner for PCR Tests in Vienna

PCR gargle kits have shown how important Austrian Post is for keeping society going. The company has provided vital support thanks to its logistics expertise, speed and commitment to cutting red tape. Austrian Post has partnered with the Ministry of Education, Science and Research to handle the logistics side of the COVID-19 testing process at Austria's schools. The company also handles logistics for the City of Vienna's "Alles gurgelt!" pilot project, the only one of its kind in Europe. Austrian Post has played a vital role in facilitating over 19m PCR tests in the Austrian capital in 2021.



In-branch and Online: More Services

Austrian Post provides an extensive portfolio for customers in Austria through a network of 1,757 branches and an extensive range of online services. It delivers parcels and letters, connects people, provides them with advice about energy and looks after their banking.



Bundling the services of Austrian Post, market leading telecommunications provider A1 and bank99 at our branches provides added value for our customers by providing a one-stop shop for an attractive range of services.

bank99 was established in 2020 and took over ING's retail business in Austria in 2021. Since then, the company has added a variety of credit and investment products to its current account and payment transaction services, demonstrating the potential of combining leading online- and branch-based banks.

↓
Green roofs on logistics centres create new habitats for animals and plants



11%

more parcels were sent than in the previous year in Austria

Expanding the Logistics Infrastructure

We need an effective and modern logistics infrastructure due to the rise in parcel volumes, increasingly demanding customer requirements and intense competition. Austrian Post has already invested hundreds of millions of euros, and further large investments are in the pipeline. The majority of this will go towards increasing the company's sorting capacity and setting up modern bases and e-mobility. Social and ecological sustainability will be at the heart of all expansion and new construction projects.

Online Shopping on the Podium

The online marketplace shopping.at – established by Austrian Post in 2017 – is home to around 2,000 retailers and almost three million products, all of which are shipped using Austrian Post's carbon-neutral delivery service. Performance marketing agency SlopeLift and insights platform Searchmetrics have taken a close look at the SEO visibility of Austria's online marketplaces. The experts identified shopping.at as far and away the best in its class.

Sustainability in Procurement

Interview with Sandra Solar

There is an old business saying that goes "The profit lies in purchasing" – doesn't that go against what sustainability is about, with the high costs involved?

SOLAR No, quite the opposite. Sustainability is usually worth it from an economic perspective. With ecologically certified products you can reduce operating, maintenance and disposal expenses, making sustainable products the most economic option in the long run despite the higher manufacturing costs. The difficulties, however, lie in the areas where there are not yet any market-ready sustainable alternatives – in the case of trucks, for example. It is key here to work with other players to bring about change on the market.



What ideas were developed for sustainable purchasing in 2021 and how are they being implemented?

SOLAR We had already started implementing measures in Group Procurement before 2021, in collaboration with the CSR department, and have now incorporated these into our general processes with the help of a guideline on sustainable procurement. 80% of our main suppliers are set to have recognised sustainability certification by 2025. We will pay particular attention to the transport sector and its carbon footprint. On top of this, sustainability in the supply chain will continue to be a huge topic in the future as the expectations of stakeholders and legislators rise.

↑
Sandra Solar
Strategic Projects,
Supply Chain & IT for
Group Procurement



ECONOMY & CUSTOMERS

The current situation has triggered profound changes in the logistics sector in which Austrian Post operates. We are responding to these changes by proactively developing new solutions and sustainable ideas, while keeping our focus on the needs of our customers.

What Moves Us

GRI 102-15, 103-2

The current economic situation is heavily influenced by the trend towards digitalisation and market globalisation. Globalised trade is increasing the competitive pressure on market players. This trend is driving transformation in the postal business and the wider logistics sector. 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.

Our target group is becoming increasingly complex and changing its habits. The new 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. The products and developments we create today are tailored to meet the requirements of tomorrow. The COVID-19 pandemic has resulted in significant changes to consumer behaviour over the last two years. While there has been a decline in the letter mail business and direct mail items, there has been 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.

We are opening up new business areas to compensate for the general loss of revenue from the letter mail business. We are also harnessing the opportunities for growth offered by the boom in e-commerce and the increasing number of parcels. 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 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 decrease in 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.

CHANGING LIFESTYLES

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

SUSTAINABILITY AND ENVIRONMENTAL AWARENESS

Sustainability is becoming an increasingly important issue in our society. Austrian Post intends to continue to live up to its role as a pioneer in this area.

Investing in Innovation and Future Technologies

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

The general mood in the logistics sector was influenced by a particularly volatile market environment last year. As the COVID-19 pandemic continued into 2021, two further lockdowns reinforced the market dynamics established in 2020. The ongoing boom in online retail continued to affect Austrian Post this year.

In addition to dealing with increasing parcel volumes, Austrian Post also needed to respond to shifting customer requirements. We need to constantly evaluate and improve our processes and services as sustainability standards change hand in hand with people's habits. We are therefore always working at adding and developing products and services, optimising our existing processes and work flows and opening up completely new business areas. In addition to expanding and improving our services and the sites and vehicles which make up our logistics infrastructure, we are also investing in innovations which affect the day-to-day business of our colleagues working in delivery services, logistics centres, branches and head office roles.

As a service provider, it is our duty to always deliver a solution. In many cases, the innovative solutions that we develop in our internal research and development projects – often in collaboration with partners – set new standards for the entire logistics sector.

Combining central management with decentralised innovation teams working in different business areas remains a successful approach. As part of this centralised approach to innovation management, Austrian Post identifies market requirements and future trends at an early stage and launches initiatives in response. The company always keeps an eye on innovative start-ups and

entrepreneurs in order to identify possible external opportunities, such as new partnerships.

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 Rail Infrastructure Society (Schieneninfrastrukturgesellschaft). 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. One important project in this area is the "Theory meets Practice" initiative, which analyses the latest marketing and economic trends in collaboration with educational facilities and business partners. The purpose of this initiative is to provide scientific results based on a research question in order to provide added value for Österreichische Post AG and its business partners. We also want this initiative to provide our customers with fresh insights which will strengthen our partnerships.

Austrian Post consistently seeks out funding opportunities for innovation and investment. The CSR & Environmental Management department advises and supports all the areas and subsidiaries concerned and also coordinates the research tax credits. 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 continues to play a significant role in this area. Austrian Post has received funding commitments for a variety of investment projects across the Group, particularly for investments in green processes and digitalisation. These will sustainably drive the economic policy objective of strengthening the domestic economy by increasing the propensity to invest. The investments will be implemented in stages.

There are three particular research projects that we would like to present at this stage to provide an overview of Austrian Post's current investment projects. The "in-home delivery" pilot project is looking at a new and innovative approach to deliveries which will allow staff to deliver parcels inside the homes of our customers. In addition to being convenient for our customers, the service will also increase the first-time delivery success rate, resulting in fewer trips to Austrian Post branches and reduced overall emissions. We secured a subsidy from the Rail Infrastructure Society

(Schieneninfrastrukturgesellschaft) to run this trial, which has been exceedingly popular.

Austrian Post and the University of Applied Sciences in Upper Austria have been conducting research into sustainable and reusable packaging solutions as part of the “Green Packaging” project since 2020. We are looking forward to bringing this project into the practical sphere in partnership with some of the largest shipping companies in Austria in spring 2022 (see p. 75, 87).

Of particular significance from a sustainability perspective is Austrian Post’s project looking into providing emission-free deliveries in Graz, Austria’s second-largest city. Austrian Post is using a 100% electric delivery fleet of electric bikes and vehicles to provide emission-free deliveries of letters, parcels, print media and direct mail to all Graz residents without compromising on the established level of service quality. For more information, please refer to p. 73, 87.

More detailed information about this topic is available in the Research and Development/ Innovation Management section of the Annual Report on p. 64ff.

Management Approach of Austrian Post

GRI 103-1, 103-2

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. Because of this, we focus on providing high quality services which meet the requirements and needs of all of our customers. We aim to improve added value for our customers and continue to improve convenience for recipients. We know that nobody focuses more on the customer that we do. We know what customers want and what they expect – even in these unusual times. Innovations and tailored solutions are more important than ever. We use this knowledge to develop suitable offerings and services, even at short notice. This ensures our competitiveness and increases customer satisfaction.



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 ambitious 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 (partially covered in the Company & Responsibility section)
- Stakeholder value

For additional information on the material topics in connection with the Economy & Customers area and how they relate to the SDGs, see p. 26.

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

Our strategic sustainability target:

→ 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 2021 was 72 points
(Digital) services available 24/7 for everyone in Austria We plan to double the use of self-service solutions by 2030	Expand various 24/7 services Expand range of online solutions	24/7 services in 2021: more than 58,550 pick-up boxes, 494 pick-up stations with 97,747 post office boxes, 510 drop-off stations, 307 stamp vending machines A total of 16.8 million mail items sent using self-service machines
SDG 12.2 Make shöpping.at carbon-neutral in 2022	Same plan as Österreichische Post AG's CARBON NEUTRAL DELIVERY initiative: 1. Avoid, 2. Alternative technologies, 3. Compensation	Concept and approach developed in 2021. Carbon neutrality always implemented on an ex-post basis, i.e. compensation is only provided once the figures for 2021 are available
SDG 8.10, 12.2 Make bank99 carbon-neutral in 2022	Same plan as Österreichische Post AG's CARBON NEUTRAL DELIVERY initiative: 1. Avoid, 2. Alternative technologies, 3. Compensation	The project needed to be rescheduled due to the takeover of ING's retail banking business in Austria

T 14 Targets for the Material Topic: Sustainable Mail & Parcel Products

Our strategic sustainability target:

→ 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	We held a number of bilateral discussions on the topic of sustainable direct mail in 2021 in order to reach a shared understanding of the issues and to evaluate the needs of everyone involved. Austrian Post will work on a strategy in 2022 based on these discussions
SDG 12.2 Core product groups will be put through life cycle assessments from now until 2025 in order to analyse and improve their impact on the environment	Implement improvements for own products based on life cycle assessment of Das Kuvert Conduct life cycle assessments for other products specified above	Implement improvements for own products based on life cycle assessment of Das Kuvert in 2021 Life cycle assessment started for pick-up boxes on the basis of a Master's thesis

T 15 Targets for the Material Topic: Sustainable Procurement

Our strategic sustainability target:

→ Best practices for sustainable procurement among ATX companies

Objectives	Measures	Status
<p>SDG 12.2, 12.5 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 181 suppliers in 2021</p> <p>An internal sustainable procurement policy was drawn up in 2021 and sustainability criteria/recognised certificates were defined</p>

T 16 Targets for the Material Topic: Sustainable Governance & Compliance

Our strategic sustainability target:

→ Best practices for sustainable governance & compliance among ATX companies

Objectives	Measures	Status
<p>SDG 12.6 Incorporate sustainability targets into Austrian Post's variable remuneration system from 2021 onwards</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 were incorporated into the overall variable remuneration system of Austrian Post in 2021</p>
<p>SDG 12.6, 16.5 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 compliance with ISO 37301 and 37001 certification in 2021</p> <p>173 enquiries and reports from employees through the business and capital market compliance help desk</p> <p>In 2021, employees of Österreichische Post AG and its national subsidiaries completed 5,107 e-learning courses on business compliance and anti-corruption, and 251 courses on capital market compliance</p>
<p>SDG 12.6 Update internal sustainability indicator reporting process for management purposes by 2022</p>	<p>Implementation of a standard process for recording 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 solution for quarterly internal collection of sustainability indicators</p>
<p>SDG 12.6, 16.10 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>Establish an interdisciplinary working group to evaluate the requirements of and reporting under the EU Taxonomy and comprehensive reporting in accordance with TCFD for the first time in 2021</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 Group companies</p>	<p>Nominate contact people for CSR & Environmental Management issues at all Group companies</p> <p>Draw up measures and targets for every subsidiary based on Austrian Post's 2030 sustainability master plan</p>	<p>Sustainability officers were appointed at our subsidiaries in Eastern Europe and Southeast Europe in 2021</p> <p>Kick-off and subsequent meetings of the Global Sustainability Team to set targets and an action plan</p>
<p>SDG 12.6, 16.5 Increased integration of human rights into the compliance management system</p>	<p>Signatory to the UN Global Compact</p> <p>Group-wide Code of Conduct and Ethics</p> <p>Code of Conduct and Ethics for suppliers</p>	<p>181 suppliers evaluated</p>

T 17 Targets for the Material Topic: Stakeholder Value

Our strategic sustainability target:

→ 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 three 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 2021, Austrian Post generated revenue of EUR 2.5bn</p> <p>Dividend of EUR 1.90 per share subject to the approval of the Annual General Meeting scheduled for 21 April 2022</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 via Österreichische Post AG</p>	<p>Ensuring a nationwide network of postal service points that exceeds legal requirements</p> <p>Highquality nationwide delivery</p>	<p>Austrian Post had 1,757 branches in 2021, exceeding the legal minimum requirement once again</p> <p>Both delivery indicators outperformed legal universal service obligations in 2021: 96.3% of letters delivered on the next working day, and 94.4% of parcels addressed to private individuals delivered with two working days</p>

Material Topic

Sustainable Appearance & Services for Private Customers

GR1 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 develop tailored solutions. 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. These include more flexible delivery methods, expanded online solutions and more convenience. We provide services such as the online marketplace [shöpping.at](#) and the Post app 2.0 to meet these needs. Customers can use the Post app 2.0 to track their parcels and mail items at all times. The parcel tracking function can be used to plan and track deliveries. This function provides important information on deliveries in addition to the ability to select a pick-up station and a location

finder. This provides additional flexibility and convenience for customers while saving them time.

THE RIGHT SOLUTION FOR EVERY SITUATION

Demographic change, increasing digitalisation and changing lifestyles have caused the requirements of our customers to change in recent years. Customers want to be able to have access to postal services anywhere at any time and take care of their postal business as comfortably and quickly as possible but in a secure manner.

That's why we offer uptodate products and services that are tailored precisely to the needs of various customer groups and that link the physical and digital worlds of communication. We provide innovative products and services that bring physical and digital communication together for maximum convenience. Our 24/7 services allow customers to take care of their postal business in a flexible manner from anywhere they like and at any time, both online and offline. Self-service solutions are also becoming increasingly popular. In addition to more than 58,550 pick-up boxes, our self-service solutions included 494 pick-up stations with 97,747 post office boxes, 510 drop-off stations and 307 stamp vending machines in the year under review. These services are very popular. A total of 16.8 million mail items were sent using self-service machines. We are hard at work making the process of sending parcels and letters even more easy and convenient. We presented version 2.0 of our drop-off box at the beginning of 2021. This is now available in around

80 branches. 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. Seven new Austria Post stations have been set up at Hofer, bringing the total to 81. We also installed more in-branch pick-up stations. We also launched our "in-home delivery" pilot project, which involves dropping off parcels in people's homes.

The "branches of the future" also help meet customer needs and are designed to encourage human interaction and inclusion. 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 celebration was held in July 2021 marking the opening of the first "branch of the future" in the Simmering district of Vienna. Austrian Post plans to open five more branches in Vienna in 2022. We

use all of these measures to provide a modern, customer-oriented regional infrastructure for postal services.

Sustainable Help In-branch

Austrian Post's services span the whole of Austria, making everybody in the country a customer. We are aware of our responsibility and want to use our reach to offer our customers sustainable services which go beyond delivering and receiving parcels and letters.

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 people are switching to a cheaper green tariff to cut costs while also doing their bit to protect the environment. This service is also available online.

———  post.at/energiekosten-rechner

We also offer green telecommunications services through our in-branch partnership with A1 Telekom Austria. Just like Austrian Post, the communications

First State Partner Site Opens Its Doors

Austrian Post established the state partner initiative in 2020 with 17 partner companies. The first state partner in Ebenthal, Lower Austria, was ceremoniously opened on 24 March 2021. The concept is an expansion of Austrian Post's postal partner model, which has been successful for 20 years. State partners combine postal and bank services with food retail to improve access to local amenities.



Georg Pölzl, Chairman of the Management Board (CEO) and **Elisabeth Köstinger**, Federal Minister for Agriculture, Regions and Tourism

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 has a part to play in reducing the use of plastic. Empty CO₂ cartridges can be exchanged at over 300 branches for a full Sodapop cylinder which can make tap water into fizzy water, saving up to 40 large 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 eco-labels 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 329 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, leading to less plastic waste.

The Postal Partner Scheme

The tried-and-tested postal partner scheme plays a decisive role in ensuring that people have access to Austrian Post services throughout the country. Our 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 improves access to local amenities and strengthens existing economic structures in rural areas. This became particularly important during the coronavirus pandemic. By keeping our branches open alongside more than 1,360 new postal partners, we secured reliable access to postal services. 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 also help the employees of these organisations to re-enter the job market. We also provide future partners with information packs so that they are well aware of the need for barrier-free access before they get any building work done.

A Bank Wherever You Are: bank99 Increases Its Range of Digital Services

The banking world remains in a state of constant change. While continuing to build on Austrian Post's reliable foundation, bank99 has also focused intensely on achieving the position that it wants to take in the overall banking market. That's why Austrian Post and bank99 are expanding their range of digital services to complement their in-branch offerings. The takeover of ING's retail banking business in Austria in December 2021 perfectly complements this process. bank99 continues to provide in-person services for more than 200,000 customers at 1,800 locations, alongside cutting-edge digital services which are available 24/7.

A Good and Fair Place to Buy and Sell: shopping.at

shopping.at is Austria's largest online marketplace and was launched in 2017. Last year, the coronavirus pandemic made more and more consumers want to buy locally. People all over Austria can use the platform to buy from domestic retailers. The platform is continuing to grow and there are now about 2,000 Austrian retailers on the marketplace offering around 3 million products.

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.

■■■■■  shopping.at

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 market research institution Market. 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 72 points. We started at 64 points in 2011.

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. This service remained particularly popular in 2021 due to all of the changes and uncertainty caused by the COVID-19 pandemic. Austrian Post's website was accessed 123m times in the year under review.

Material Topic

Sustainable Mail & Parcel Products

GRI 103-1, 103-2

Austrian Post is committed to optimising its delivery of letters and parcels on a consistent basis both in terms of sustainability and in terms of improving its processes. 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 have been working in partnership with a network of companies for a number of years to offer high quality services across a large geographical area. We also

have an international presence, operating in the markets of Germany, seven countries in Central and Eastern Europe, and Turkey. This continually offers us 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 has stabilised after declining during the coronavirus pandemic. We aim to provide a reliable service at an internationally competitive price. Our tariffs for letters in Austria, for example, are among the lowest in Europe.

Austrian Post is defending its leading position in the letter mail business in Austria. The company also wants to grow in other defined markets. We will focus on opening up new international markets and expanding our market share in areas with different business models, such as digital services.

The subsidiary Austrian Post International Deutschland GmbH (APID) provides traditional letter mail services and e-commerce services in Germany. APID has had many years of success offering postal services in the German market. Companies can rely on their tailored shipping solutions to send business mail, direct mail items and e-commerce deliveries to recipients in Germany and in more than 200 countries worldwide. Austrian Post International has access to the entire product and service portfolio of the Austrian Post Group, in addition to using the logistics network of international delivery partners.

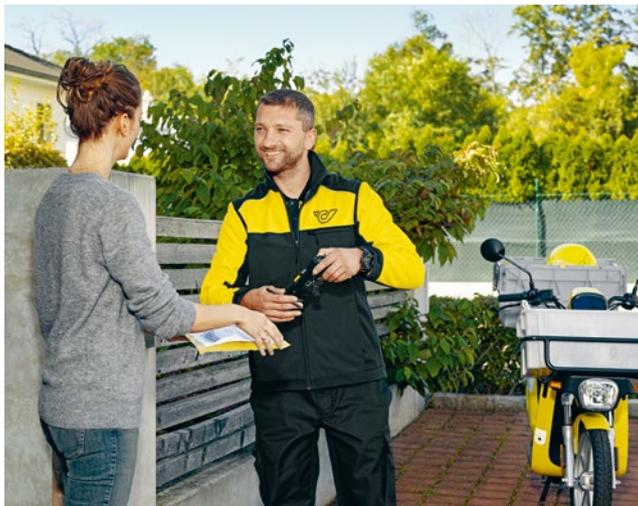
Austrian Post is entering new markets, primarily through its national Group subsidiaries. These include the market for digital services, such as scanning, digital data processing, e-commerce platforms and digital mail.

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.

Customer Satisfaction 2021

72

points – the average CSI value



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 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 18.5 million addressed letters each year.

D2D (direct to document GmbH) has been a fully consolidated company in the Austrian Post Group since 2021. D2D specialises in digital printing and handles the

production and shipping of documents, invoices, reminder letters, payment slips, insurance policies and direct mail items on behalf of its customers.

Analogue and Digital Advertising

Physical 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.

Direct mail is primarily used to acquire new customers, retain existing customers and encourage customers to purchase or use products and services. Austrian Post's new online "easy advertising" service makes this particularly easy. Customers can design and commission unaddressed direct mail online at any time. All mail items are printed using environmentally certified paper at Austrian printing facilities.

In terms of unaddressed direct mail, Das Kuvert is published twice a week. This circular and the flyers it contains are extremely important for Austrian Post and its subsidiary Medien.Zustell GmbH. The main task of MZG is to combine unaddressed flyers with Das Kuvert as an advertising medium. The flyers and Das Kuvert provide practical tips for households throughout Austria, in addition to information about the latest news, offers, deals and discounts. Austrian Post wants Das Kuvert to

both meet the needs of its customers and be even more sustainable. Medien.Zustell GmbH uses an ISO 14001 certified environmental management system at all of its facilities. A comprehensive study looking at ecological sustainability has also been commissioned. The life cycle assessment was performed in accordance with the ISO 14040/44 standards for life cycle assessments and analysed the environmental impact of the entire product life cycle of das Kuvert, comparing it with digital advertising – from the paper manufacturing process through to printing, processing at our collator centres, transport and delivery to approximately 3 million households and how the flyers are recycled. The assessment identified specific measures for improving the ecological impact of das Kuvert. Positive factors included the fact that green energy is used for the relevant processes of Austrian Post, the thinness of the paper, the high amount of recycled material used in the production process and the fact that electric vehicles are used for delivery. We have already implemented changes in discussion with the paper manufacturer and the printing facility to make improvements to the environmental impact of the process along the value chain.

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

feibra is another subsidiary involved in unaddressed direct mail. In addition to sending out traditional unaddressed mail items like flyers and brochures, it also provides more specialised items like door hangers and digital marketing solutions. The portfolio of this Austrian Post subsidiary also includes shipping solutions for addressed mail such as 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. Weber Escal is one of the leaders in the Croatian market.

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 branches, where footfall is particularly high. This network will be rolled out to more sites over the coming years. The portfolio also

includes the subsidiary adwerserve, a full-service agency for digital marketing and an expert in advertising technologies. Austrian Post works with a number of business customers (advertisers, publishers and agencies) in the German-speaking region (Germany, Austria and Switzerland) to develop cross-media marketing campaigns and sustainable advertising strategies with a focus on display and programmatic advertising, social advertising and search engine marketing. As a strategic partner with a proven track record of innovation, Austrian Post helps companies to identify how they could use digitalisation in order to achieve long-term success in marketing.

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.

Domestic Parcel Services

The first lockdowns and the COVID-19 pandemic as a whole have turbocharged the boom in e-commerce and led to a significant increase in parcel volumes in Austria and elsewhere. Stay-at-home orders and closed shops caused new target groups to shop online and increased the number of orders being placed by people who were already doing so. This trend continued in 2021. Austrian Post transported around 730,000 parcels per day throughout Austria on average in 2021. At peak times this rose to more than 1m parcels a day. We have increased our capacities and deployed 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, with gains of up to 100% for swap bodies and up to 75% for trucks.

In addition to providing professional receiving, storage, picking, packaging, shipping solutions and fulfillment, 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 solutions in its portfolio of services for the secure transport, counting and storage of cash and high-value items of all kinds through its subsidiary Post Wertlogistik.

International Parcel Services

Our parcel business also spans seven countries in Central and Eastern Europe, and Turkey. Here we 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 the countries of Eastern Europe, Southeast Europe and Turkey, while our customers can rely on reliable parcel delivery services.

Austrian Post acquired an 80% stake in Aras Kargo in 2020. The company is the second largest in the Turkish logistics market. It has around 184 logistics sites, 2,413 parcel shops and ships around 217 million parcels and documents per year. The Turkish market is attractive, dynamic and booming, and we want to capitalise on this growth.

Austrian Post's subsidiaries in the countries of Eastern and Southeast 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. 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.

Material Topic

Sustainable Procurement

GRI 103-1, 103-2, 204-1 SBC 12

Responsible conduct and integrity are very important – in the company's own processes, and 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, 102-10 SBC 8

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. The internal ordering system was also improved to make sustainable product categories easier to recognise. Environmentally friendly office supplies were highlighted in the internal ordering system to make them recognisable at a glance.

Österreichische Post AG is responsible for an annual order volume of around EUR 650m. Accordingly, Österreichische Post AG ranks among the leading contracting entities in the country. We already rely on regional structures in our procurement policy – around 92% of the approximately 5,500 suppliers we use are located in Austria. This means that Austrian suppliers account for more than 85% of the total volume.



Customer satisfaction,
innovative services
and secure delivery
are the focus here

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 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. The goal is to minimise the purchasing risk and above all default and dependency risks.

VENDOR INTEGRITY CHECK

GRI 102-17, 308-2, 414-2 SDG 5, 8

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.

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 are 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. 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 are 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.

Material Topic

Sustainable 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. Compliance involves ensuring that all of the Group's employees act in line with legal requirements, internal policies and moral and ethical principles. 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 2021 p. 31ff

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 stakeholders and 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 we should act and interact with business partners and colleagues during day-to-day business. On the other hand, it provides clear objectives and shows where our focus lies. We want to achieve sustainable corporate success, not just in an economic respect, but must also in terms of the social sphere, the environment and employees.

STRATEGIC ACTION REQUIRES PROACTIVE MANAGEMENT

GRI 102-18

Good and respectful management is a decisive factor in the success of each individual and the company as a whole. In challenging times, it is particularly important 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.

New approaches to working together mean that a level playing field and active communication are more important than ever. Senior executives at Austrian Post take an interdisciplinary approach and break down

departmental silos. Transparent communication and the ability to lead people in their day-to-day work are the key to success. They help Austrian Post to be successful and innovative by working collaboratively and sharing their expertise.

Capital Market and Business Compliance

GRI 205-1 **SDG 16**

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 want to live up to this role in every respect. We therefore attach great importance to responsible and transparent corporate management.

This understanding was documented in a Group-wide Code of Conduct and Ethics, which guides everything we do. This Code was revised in 2021 on the basis of the new values in the integrated corporate strategy and in order to make it applicable Group-wide. The contents of the Code also reflect the commitment of Austrian Post to comply with the principles of the UN Global Compact, thus comprising the foundation for an open, respectful and legally compliant corporate culture. 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. Compliance with the Code of Conduct and Ethics is mandatory. Everybody in the Group is responsible for living out its values on a day-to-day basis. As a result, the Code of Conduct and Ethics is considered part of the employment contracts of Österreichische Post AG and a number of majority interests. We require our business partners to comply with a Code of Conduct and Ethics for Suppliers. The requirements and values in the Code of Conduct and Ethics for Suppliers reflect the values of Austrian Post and its commitment to international standards. Vendor integrity checks are used to monitor compliance (see p. 62f for more information).

In order to live up to our responsibility, we established a Group-wide compliance management system (CMS) which is managed by the central Compliance Office. The CMS covers capital market compliance and business compliance issues, which includes combating corruption. 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 37301 (compliance management systems). Both of the management systems used by Österreichische Post AG were reviewed and recertified in 2021.

As part of the CMS, we have named compliance officers in specialist departments and at 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 26 compliance officers in Austria and nine compliance officers in foreign subsidiaries. The central and regional compliance organisation contributes

towards ensuring the sustainable and practical professionalisation and further development of the CMS 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 at all times.

■  see p. 54 for more information about compliance targets

RISK ANALYSIS AS THE BASIS FOR THE COMPLIANCE MANAGEMENT SYSTEM

Austrian Post's CMS makes compliance issues transparent. As part of a risk-oriented prevention strategy, rules designed to reduce risks are established on the basis of the compliance risk analysis results, and appropriate measures are integrated into business processes.

Risk management for business and capital market compliance is integrated into Group risk management and is subject to its processes and procedures. Compliance risks which reach defined thresholds are documented as part of Group Risk management and included in the Group risk management report to the Management Board if they meet defined materiality criteria.

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 83% of Group sites. Capital market compliance risks are analysed by the Compliance Office and discussed with the individuals involved. The results are reported to the Management Board, which then approves the resulting compliance programme.

■  Material Compliance risks in 2021 are listed in the "ESG Risk Management" section on p. 33.

COMPLIANCE AND ANTI-CORRUPTION GUIDELINES FOR RESPONSIBLE CONDUCT

 102-16

We also use guidelines to promote responsible conduct and integrity within the company. 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 on preventing the improper use of insider information. The policy reflects valid 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  16

A responsible corporate culture is of central importance to 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. Austrian Post also uses a comprehensive range of information and training measures as well as practical advice for this purpose.

We also carry out a variety of training and awareness-raising measures every year in order to make sure that employees are aware of the rules which apply within Austrian Post and provide them with the information they need to act with integrity. All of our full-time and part-time employees are provided with capital market compliance and business compliance training at least once a year. We also provide more in-depth training for specific target groups. Training and awareness-raising measures are also provided for certain 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 2021, 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. The campaign will be rolled out at the beginning of 2022 in conjunction with the roll-out of the updated Code of Conduct and Ethics which has been adapted to the Group strategy.

In 2021, we frequently replaced in-person training for specific target groups with virtual training or “hybrid” training. This allowed us to reach 73% of the defined target group. As in every year, the classroom training programme continued and the employee magazine “Meine Post” also provided information about the most important points relating to business and capital market compliance in 2021.

In addition to training for employees, the further education of compliance officers is also a part of training activities. The Compliance Academy had its second intake in 2021. The first intake was provided with further training in order to maintain their certifications.

Thanks to the anti-corruption and compliance measures mentioned above, all employees of Austrian Post were informed about these issues in the reporting year – 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 for reporting concerns anonymously. All correspondence is kept in the strictest confidence. In 2021, a total of 173 employee enquiries 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 2021. 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 2021.

Human Rights

Austrian Post has been a member of the UN Global Compact since 2007 and makes sure to implement its objectives and activities in accordance with its principles. Ensuring that human and labour rights are respected is a core concern of the Austrian Post Group. It categorically opposes any type of human rights violation as well as child labour and forced labour.

These values are expressed in the Code of Conduct and Ethics, which was first approved by the Management Board in 2011. The Code is binding throughout the Austrian Post Group and was updated and revised in 2021. The contents of the Code of Conduct and Ethics reflect the commitment of the Austrian Post Group to the principles contained in the UN Global Compact. All other Group policies and guidelines for conduct are based on and derived from the Code of Conduct and Ethics. The commitment to various conventions of the International Labour Organisation (ILO), a specialised agency of the United Nations which promotes social justice, human rights and labour rights, is a further indication that Austrian Post advocates for human rights. For this reason, Austrian Post does not tolerate any working conditions within the Group which contravene international and national legislation or regulations, and guarantees a safe working environment.

Austrian Post is committed to upholding human rights and strongly opposes all forms of discrimination on the basis of gender, age, ethnic origin, nationality, religion, ideology, education, social background, sexual orientation or disability, as well as and bullying and sexual harassment.

Austrian Post is also committed to upholding freedom of association throughout the entire Group, as well as the right to join an independent body representing employees and participate in collective bargaining agreements. The Austrian Post Group ensures that all of its employees are treated fairly by providing them with appropriate working hours and working conditions, as well as fair pay.

UPHOLDING OF HUMAN RIGHTS BY BUSINESS PARTNERS

Responsible conduct and integrity are very important – not just in the company’s own processes within the Group, but in all business relationships. Austrian Post is aware of its role in the supply chain and assumes responsibility along the entire value chain. Austrian Post requires all of its suppliers to act in line with the company’s standards in terms of human rights, integrity, protecting the environment and corporate responsibility.

As a result, Austrian Post requires its business partners to meet the high standards of its Code of Conduct for Suppliers. Vendor integrity checks are used to monitor compliance.

Transparency in Safeguarding Political and Economic Interests

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

Österreichische Post AG engages in a continual exchange of views with political interest groups and decisionmakers. 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. Österreichische Post AG is 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. Our aim is to communicate and be open with all stakeholders in order to increase acceptance, gather support and exert our influence to the greatest extent possible.

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

Details can be viewed in the Lobbying and Interest Representation Register of the Federal Ministry of Justice at <https://lobbyreg.justiz.gv.at> (register number LIVR-00196).

In addition, external consultants monitor relevant political developments on a national and European level and make sure that the company's interests are represented in decision-making processes. Austrian Post is also a member of a number of national and international organisations and associations, including the Austrian Federal Economic Chamber, the Federation of Austrian Industries, logistics associations, the UPU, PostEurop and the International Post Corporation. Austrian Post spends more than EUR 100,000 on lobbying annually.

Additional information is available in the EU Transparency Register at <https://ec.europa.eu/transparencyregister> (ID 726916114945-91).

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**

Further details are available in the "Sustainable Procurement" section on p. 61ff

Stakeholder Value

GRI 103-2 **SDB 5, 7, 8**

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 & Social have a positive impact on the factors which affect sustainable profitability, such as employee satisfaction and energy efficiency.

We have been a universal services provider since fullscale market liberalisation took effect in Austria, guaranteeing the supply of highquality postal services throughout the country. Through our Group companies, we also provide mail services in Germany, as well as parcel and logistics services in seven countries of Southeast and Eastern Europe and Turkey.

One of Österreichische Post AG's top priorities is to ensure the nationwide provision of services throughout Austria. In this way, we are making a decisive contribution to the nation's communications infrastructure. The COVID-19 crisis has demonstrated how important it is to keep postal services going. That's why we are 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.

■  see ratings on p. 10f, and Austrian Post at a Glance, p. 08f

■  see Annual Report 2021, p. 06f, 14ff, 18ff

Reliability of Supply

GRI 103-1, 103-2, 203-1, 102-7 **SDB 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 8.849 delivery staff (FTE), 395 companyoperated branch offices and 1,362 postal partners, we provide reliable services for

customers throughout Austria. Thanks to our extensive range of online and offline services, we meet customer needs and offer practical, everyday solutions.

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 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.

■  see p. 108f for information on 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. 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 logistics centres, as well as 244 letter and 23 parcel delivery bases. In 2021, 96.3% of all letters were delivered on the next working day, and 94.4% 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 firsttime delivery success rate for parcels, a very important factor in determining customer satisfaction. In 2021, 94.5% 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 1,757 postal service

points, of which 395 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 2,614.8m generated by Austrian Post in 2021 (incl. other operating income) was offset by advances in the amount of EUR 1,232.9m. The resulting added value of Austrian Post totalling EUR 1,381.8m 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 1,163.1m.

More information about added value is available on p. 117.

For further details about the financial performance of Austrian Post, please refer to p. 80ff of the Annual Report 2021.

Payments by Österreichische Post AG to the Republic of Austria

GRI 201-1 SDG 5, 7, 8

For the 2021 financial year, the majority owner (52,8%) of Österreichische Post AG, namely Österreichische Beteiligungs AG (ÖBAG), will receive EUR 67.8m in dividends from the total dividend payout of EUR 128.4m (subject to approval by the Annual General Meeting on 21 April 2022). Moreover, EUR 76.3m was paid to the Republic of Austria as taxes and duties.

Payments by the Republic of Austria to Österreichische Post AG

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

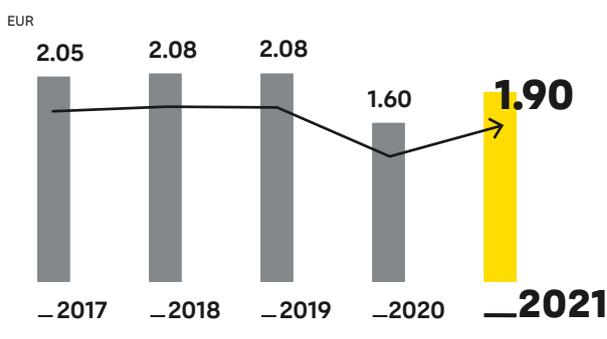
Österreichische Post AG benefits from public sector funding for individual projects, and also actively participates in projects funded by the European Commission. The support and knowhow of the Climate and Energy Fund, the Austrian Research Promotion Agency, the Vienna Business Agency and other government 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 climatefriendly mobility solutions in the form of evehicle fleets and alternative delivery solutions.

The majority of the projects are funded by the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology through the funding bodies Kommunalcredit Public Consulting (KPC) and Schieneninfrastruktur-Dienstleistungsgesellschaft mbH (SCHIG).

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.

G 08 Dividend per share



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 2021 financial year, the Management Board will propose the distribution of a dividend totalling EUR 128.4m (EUR 1.90 per share) to shareholders at the Annual General Meeting scheduled for 21 April 2022.

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 205m in 2021. In 2021, the operating free cash flow came to EUR 217.9m following EUR 81.2m 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 5.0% at the end of 2021, we rank among the most attractive dividend stocks both in Austria and internationally of the last few years.

see Annual Report 2021, p. 22ff



MEET CLIMATE TARGETS

Our next steps involve procuring a fully electric fleet of vehicles. Alongside properties, vehicles have a big impact on our carbon footprint.

10

years

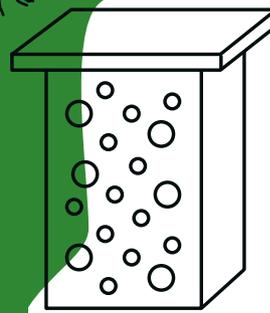
CARBON-NEUTRAL DELIVERY

Page 13f, 39, 73

9 photovoltaic systems

deliver green energy to Austrian Post

→ Page 76, 85



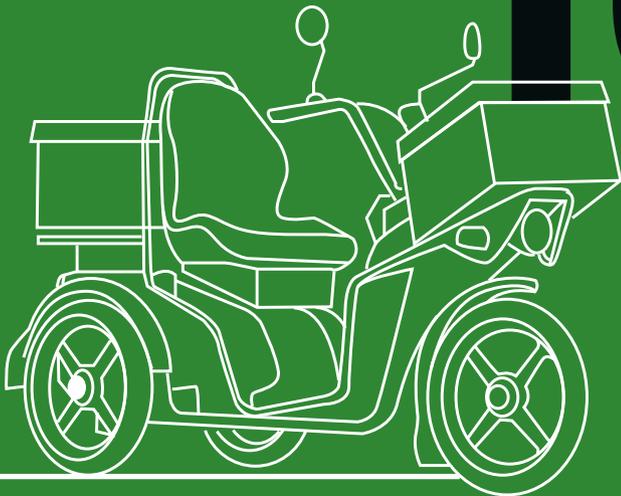
Green roofs provide a home for various species of birds and wild bees

→ Page 85

100%

of Austrian Post delivery vehicles in Graz are electric

→ Page 73, 82



DECISIVE ACTION



Emission-free Deliveries by Austrian Post

Interview with Paul Janacek
and Thomas Fellner

Austrian Post's fleet is going electric under the "Green Graz" initiative. Could you give us an update about how this project is going?

JANACEK All of the delivery vehicles used by the Graz delivery base have been electric since September 2020. We have provided 100% emission-free deliveries for all parcel items in the city of Graz since October 2021. In addition to proving that it is possible to operate more than 140 charging stations at two sites, this project showed that e-mobility has made the jump to the mainstream and is the best possible mode of transport for last-mile delivery.

What's next? Will all of our state capitals be going green soon?

JANACEK One of Austrian Post's central ambitions is to make all deliveries using electric vehicles by 2030. Graz is the first city in which we have achieved this. We had around 2,400 electric delivery vehicles in operation at the end of 2021. We need around another 5,600 electric vehicles and an adequate number of charging stations to achieve this ambitious goal. Our focus will be on state capitals and urban areas in general. We are also trialling innovative



electric vehicles with trailers with the aim of reducing the amount of traffic in these areas.

In addition to switching to electric vehicles, alternative gas fuels seem to offer a lot of promising opportunities for making Austrian Post's fleet of trucks more efficient. What are Austrian Post's plans here?

FELLNER Austrian Post's first LNG truck joined the fleet in July 2021. We will be testing this new bridging technology using liquefied natural gas as a fuel source until hydrogen-powered and electric trucks are widely available. →

↑
Paul Janacek (above)
Head of Group Fleet

←←
Our electric fleet
has been growing since 2011 and is now the largest fleet of electric vehicles in Austria



→ Continued Interview

During the trial, the new LNG truck will be used for regional and nationwide deliveries from bases in Vienna and Upper Austria. This new truck will reduce our carbon emissions by around five tonnes compared to a diesel truck. In addition to being quieter, it also produces less nitrous oxide and fewer particulates. We intend to add more LNG trucks to the fleet if the trial run goes well. Austrian Post is particularly committed to using green hydrogen and is involved in a number of national and international working groups and initiatives in this area. Once the technology and fuelling infrastructure is sufficiently mature, Austrian Post will significantly ramp up its use of hydrogen-powered trucks to make its fleet of heavy goods vehicles more sustainable.

←
Thomas Fellner,
Head of National
Transport Logistics



“This new truck will reduce our carbon emissions by around five tonnes compared to a diesel truck.”

Thomas Fellner,
Head of National Transport Logistics

A Systemic Approach to Environmental Management

Austrian Post uses certified environmental management systems to make sure that it is using resources in the most efficient way possible, saving energy whenever possible and minimising its impact on the environment. We also use certified auditors to ensure that we improve our performance consistently every year. Our approach focuses on rising the awareness of our employees regarding the importance of protecting the environment, in addition to saving energy and water and sorting our waste correctly in order to reduce the amount of residual waste that we produce. Austrian Post also uses environmental management systems to make sure that it is in compliance with environmental legislation and the Trade Act.

Seven logistics sites in Austria, national Group companies Medien.Zustell GmbH and D2D, and international Group companies Aras Kargo and M&BM are ISO 14001 certified. Turn to p. 86.



Marc Sarmiento,
Head of Research
& Innovation
for Parcel Austria



**Wolfgang
Grausenburger,**
Head of Marketing
for Parcel Austria



Reusable Packaging in Testing Phase

Interview with Wolfgang Grausenburger
and Marc Sarmiento

The circular economy is becoming an increasingly important issue for Austrian Post as it focuses on "green" or reusable packaging. What do you think the role of the circular economy will be over the coming years?

GRAUSENBURGER The ongoing boom in e-commerce is increasing the amount of disposable packaging that we all use. A preliminary study of 40 sustainable packaging solutions conducted by the University of Applied Sciences Upper Austria showed that the most effective way to reduce emissions is to establish a circular economy. This is the approach that we want to pursue by developing solutions which go beyond our core business. However, cutting edge and sustainable packaging is useless if it is hardly used or not returned to the cycle. That's why we need to make sure the recipients are aware of what to do.

What kind of solutions are you working on at the moment?

SARMIENTO We are currently testing four different sustainable packaging solutions for e-commerce in partnership with the University of Applied Sciences Upper Austria and five retailers. These products are made from renewable materials or recycled PET and can be reused between 10 and 100 times. In 2022, we will be looking at how suitable this packaging is for shipping and the extent to which the solutions are accepted by customers. We also want to determine if the cycles that we anticipate are actually feasible in real life.

Creating Synergies— Promoting Sustainability

Interview with Andreas Frey

Climate protection and real estate go hand in hand. Tell us a bit about how Austrian Post's base in Bruck an der Leitha demonstrates this.

FREY Our base in Bruck an der Leitha is all about maximising synergies. In November 2020, it was the site for the first project that we completed based on the THEKLA layout. It combines common features of group and parcel bases under a single roof. We will also use the site to trial how photovoltaic systems, energy storage systems and e-mobility can work together. The pilot project involved outfitting the base with a 168 kilowatt-hour photovoltaic system and a 134 kilowatt-hour energy storage system. The systems use solar power to generate clean energy, which we use for our growing fleet of electric vehicles and other purposes.

“We also want to trial the use of an energy storage system that uses hydrogen technology.”

Andreas Frey,
Head of Sustainability & Building Compliance
for Group Real Estate



Should we expect to see PV systems on every roof and heat pumps and energy storage systems in use at all of Austrian Post's bases in the near future?

FREY Any new base which is actually owned by Austrian Post will have a photovoltaic system installed on the roof wherever possible. If it is not possible to install a PV system immediately, the building will be designed so that these facilities can be added later. Our bases will also be designed to accommodate energy storage systems, like our new base in Grafenwörth. The Grafenwörth site also uses a heat pump for heating. We also want to trial the use of an energy storage system that uses hydrogen technology and are drawing up plans for repurposing old batteries from our electric vehicles for use as stationary energy storage devices.

↑
Andreas Frey,
Head of Sustainability & Building
Compliance for
Group Real Estate

→→
Aras Kargo
has implemented
a number of
environmentally
friendly projects

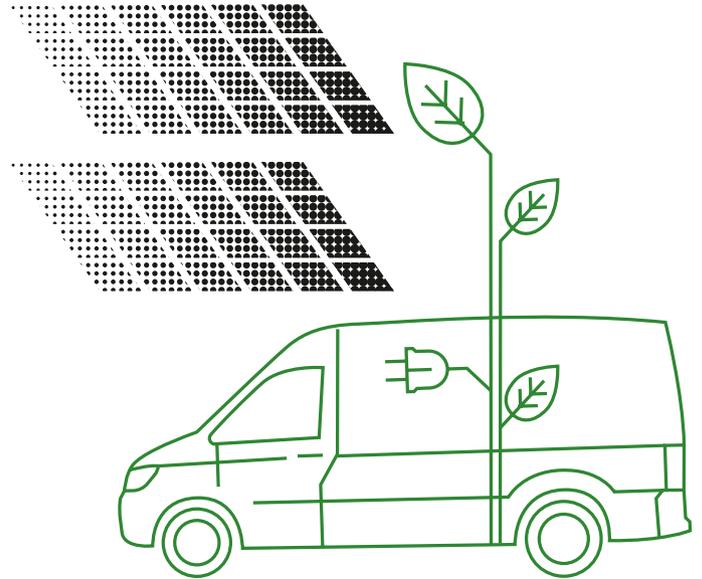
New Tyrol Logistics Centre

After a year-long construction project, the new logistics centre in Vomp has opened its doors. Austrian Post made sure that the logistics centre was designed with sustainability in mind.

In order to make the most efficient possible use of space, Austrian Post focused on recycling land by building its new logistics centre on a former landfill site. In January 2021, Austrian Post began to build a modern letter and parcel logistics centre with an integrated delivery base, branch and office space on a 100,000 m² site in the district of Schwaz. Around 550 people have been hard at work at the facility sorting up to 10,000 parcels per hour since it went into operation last summer.

Austrian Post made sustainability a key factor in the design of the logistics centre. In order to prevent further soil sealing on the former landfill site, the land was prepared for building on around one third of the plot. The green areas around the logistics centre and the almost completely green roof demonstrate the company's commitment to biodiversity and environmentally friendly practices. The logistics centre's photovoltaics system generates 500 kilowatts of green energy at peak capacity, which Austrian Post uses for the delivery base's electric fleet and other purposes.

This facility is the new base for around 450 employees who previously worked at the logistics centre in Hall, along with around 100 new hires, all of whom can benefit from a number of mobility schemes. These include a monthly public transport ticket and company shuttle buses for an easy and environmentally friendly trip to work.



Sustainability Projects in Turkey

Austrian Post subsidiary Aras Kargo is one of the leading parcel service providers in Turkey and is taking action to protect nature and the environment. Aras Kargo's initiatives range from reforestation through to cleaning up coastal areas and using electric vehicles to reduce the company's carbon footprint. Its coastal clean-up projects have collected more than four tons of waste over the last four years, while the "environmentally friendly Araslar forest" project is working to regenerate Turkish forest areas in collaboration with the Aegean Forest Foundation.



ENVIRONMENT & CLIMATE

As a logistics company, Austrian Post has a special responsibility to the environment. That's why we are always hard at work developing new solutions which make the process of delivering parcels and letters even more efficient and better for the environment. We are also committed to making our buildings greener and ensuring that all of our deliveries are made using electric vehicles by 2030.



What Moves Us

GRI 102-15, 103-2

Increasing globalisation and the boom in e-commerce are driving demand for logistics services and innovative solutions. This trend is making the logistics sector an important growth market. Austrian Post is closely monitoring these developments because they have a significant impact on its business. We offer logistics solutions that connect people, regions and countries, create jobs and generate added value. These solutions are key to our success as a company. Our business activities also have an effect on the environment and climate, especially due to emissions of greenhouse gases such as carbon dioxide that change the climate.

For this reason, the task for Austrian Post is twofold: as one of Austria's largest logistics companies, we have a responsibility to actively contribute to efforts to achieve national and international 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 ecommerce boom.

There are also environmental megatrends which impact us and our business operations and pose challenges:

GLOBAL CLIMATE CRISIS – TAKING RESPONSIBILITY

The climate crisis affects the world and imposes obligations on all of us. Our carbon reduction targets are based on the scientific calculations of the Science Based Targets initiative of what is required 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.

THE ENERGY TRANSITION AND ITS 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

Longterm 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 quickly and efficiently.

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
- Resource-efficient processes
- Circular economy

For more information on the key environmental issues and how they relate to the Sustainable Development Goals (SDGs), see p. 26. For more information about Austrian Post's environmental and climate strategy, turn to p. 12ff.

Management Approach of Austrian Post

GRI 103-1, 103-2

As a large logistics company, Austrian Post has set itself the target of minimising its environmental impact and ecological footprint as far as possible. 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

Targets, Measures and What We Achieved in 2021

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. 118.

Overview of Environmental Targets

T 18 Targets for the Material Topic: Green & Efficient Mobility

Our strategic sustainability target:

→ 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 2023 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 trucks) 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>2.418 electric vehicles were in use at Österreichische Post AG at the end of 2021, or 25,7% of all vehicles for internal deliveries</p> <hr/> <p>Status of green internal deliveries of letters and direct mail (on foot, electric bicycles, electric mopeds, electric trucks) in state capitals:</p> <p>Bregenz: 91% Eisenstadt: 95% Graz: 100% Innsbruck: 78% Klagenfurt: 78% Linz: 64% Salzburg: 48% St. Pölten: 76% Vienna: 97%</p> <hr/> <p>Austrian Post completed the process of ensuring emission-free deliveries for all letters and parcels in Graz in 2021. Since autumn 2021, all deliveries have been 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> <p>Draw up a modern and environmentally friendly mobility scheme for employees</p>	<p>27 electric management vehicles were in use in 2021. This number is going up continuously</p> <p>Company bicycle-sharing stations were installed at four sites in 2021. Employees can use the bicycles for short business trips</p> <p>Austrian Post began work on a green mobility scheme for the sales staff in the Mail division in 2021. This will be rolled out in 2022</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 drives 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 Austrian Post trucks equipped with turning assistants to protect the population</p> <p>Two more trucks were fitted with photovoltaic systems in 2021 to reduce fuel consumption, bringing the total to five. These were installed on vehicles for swap bodies, which are connected by a plug-in connection between the cab and the swap body</p> <p>Memorandum of understanding with OMV regarding hydrogen, member of various initiatives focused on introducing alternative fuels, founding member of the "H₂ Mobility Austria" consortium</p> <p>The first truck powered by liquid natural gas (LNG) joined the fleet in 2021</p> <p>Purchase of new collapsible roller containers which save space and make more efficient use of the space in vehicles</p>

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

Our strategic sustainability target:

→ 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</p> <p>Stabilise carbon emissions produced by Austrian Post real estate</p>	<p>Use electricity from renewable energy sources</p>	<p>Österreichische Post AG has been using electricity from renewable energy sources since 2012</p> <p>Since 2017, Österreichische Post AG has used only renewable energy from Austria wherever it has an influence over the choice of electricity provider</p> <p>The Austrian subsidiaries have been gradually switching to green electricity from Austria since 2018</p>
<p>SDG 7.2</p> <p>Double proportion of internally generated electricity from renewable energy sources by 2030</p>	<p>Expand photovoltaic systems</p>	<p>Austrian Post currently uses nine photovoltaic systems with a combined rating of around 3,000 kWp. New systems with a rating of 1,800 kWp are in the planning stage; Austrian Post intends to add a further 2,600 kWp</p> <p>The pilot project for a new energy plan at the Bruck a. d. Leitha base, combining a photovoltaic system, an energy storage system and e-mobility, has been implemented. This project is currently in the monitoring stage</p> <p>Installation of photovoltaic systems at all new logistics centres and bases →</p>

<p>SDG 7.3 Improve efficiency of thermal energy per m² by 10% by 2030</p>	<p>Carry out energy audits in accordance with the Energy Efficiency Act (EEffG) and implement energy efficiency measures</p>	<p>Implementation of 16 energy efficiency measures in the categories of room heating, thermal building renovation, water heating and photovoltaic systems, including electricity storage at Österreichische Post AG and its national subsidiaries</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>Increased focus on sustainable new buildings</p> <p>Promotion of 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 Salzburg</p> <p>Implement a green space plan for the new Styria logistics centre and Thalgau, Salzburg logistics centre</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>Research partnership with Innsbruck University "Flat Roof Biodiversity – Monitoring at Inzersdorf and Allhaming Logistics Centres"</p> <p>Installation and maintenance of the green roof at the Vienna Letter Mail Centre which provides a habitat for endangered crested lark (red list) and wild bee swarms</p>

T 20 Targets for the Material Topic: Resource-efficient Processes

Our strategic sustainability target:

→ Make sure our processes are efficient in terms of resources

Objectives	Measures	Status
<p>SDG 7.3, 12.5, 13.3 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>	<p>Seven sites were ISO 14001 certified in 2021</p> <p>Sites operated by subsidiaries Medien.Zustell GmbH, D2D, Aras Kargo and M&BM are also ISO 14001 certified</p>
<p>SDG 7.3, 12.5, 13.3 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>	<p>Employees at the largest ISO 14001 certified sites in the eastern region were given practical training on waste management. Practical training on the same topic was also provided to all staff at the Group company Medien.Zustell GmbH</p>
	<p>Focus on sustainability for meetings and events</p>	<p>New catering for "Post am Rochus" corporate headquarters using regional and seasonal products; deliveries made using electric vehicles</p> <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 21 Targets for the Material Topic: Circular Economy

Our strategic sustainability target:

→ Contribute to the circular economy

Objectives	Measures	Status
<p>SDG 12.5 Develop a range of reusable packaging solutions by 2021</p> <p>Start selling reusable packaging solutions from Austrian Post by 2022</p>	Partnerships with customers, research institutions, etc. to promote the circular economy	Continuation of project with an Austrian research institution (FH Steyr) evaluating reusable shipping solutions for parcels. The pilot stage will begin in February 2022 with a select number of shipping customers
<p>SDG 12.5 Best in class for internal recycling management by 2022</p>	Waste optimisation and quality assurance projects at some sites	Collection, separation and disposal of waste optimised at logistics centres and delivery bases in Styria and Upper Austria

Material Topic

Green & Efficient Mobility

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

If Austrian Post wants to avoid or reduce carbon emissions as a logistics company, transport operations offer the most promising leverage. Each year, our mail and parcel carriers deliver 4.7 billion mail items to more than four million households and companies in Austria. In doing so, they circle the globe several times – on foot and 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.

Austrian Post deploys 9,963 vehicles every day. The efficiency of the fleet is largely dependent on the condition of these vehicles. For this reason, we are focused 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 2023, all new delivery vehicles will be electric. Suitable electric vehicles are sometimes unavailable – this is particularly true for four-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 twotrack vehicles and Euro 4 for singletrack vehicles.

■  see Sustainability – Facts and Figures, p. 118ff

Alternative Drive Systems for Delivery Operations and Company Cars

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. Electric Vehicles are playing an increasingly important role in delivery. At present, the share of electric vehicles used for delivery at Österreichische Post AG is 25.7%.

Two key additions in the use of conventional vehicles involve optimising route planning and modernising the vehicle fleet with the objective of increasing efficiency in both areas and thus reducing emissions.

In 2021, Austrian Post increased the number of electric vehicles in its fleet again by 18% 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 2,418 electric vehicles, including 1,037 singletrack electric vehicles and special vehicles (quads and trikes) as well as 1,381 electric cars and one LNG truck. This makes us the largest efleet operator in Austria. The Austrian Post Group deployed 2,462 electric vehicles in the year 2021.

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.

We have provided 100% emission-free deliveries for all mail and parcel items in the state capital of Graz since autumn 2021 without using any fossil fuels. Conventional mopeds and automobiles are no longer used. Instead, all deliveries are completed using our delivery staff's own muscle power or electrical energy. We achieved this by putting more than 100 new electric vehicles and charging stations into operation, including high-capacity parcel transport vehicles for the first time.

Austrian Post also increased its use of electric vehicles in Linz. New delivery vehicles were added to the fleet for use in city logistics. These vehicles have been fitted with trailers for the first time, increasing the efficiency of the delivery process and reducing the distance of travel. Austrian Post and Ars Electronica partnered together in 2021 in order to provide five electric vehicles to showcase green mobility for the duration of the "A new digital deal" festival.

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 developed sustainable mobility schemes for employees in 2021 to provide alternatives to company cars. Schemes include tickets for public transport and a bicycle sharing scheme. Bicycle stations have been in place at four sites since 2020 so that employees can borrow bikes for short routes. 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 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. The "Green Graz" project was awarded the Hermes Verkehrs Logistik Award in the Sustainability category in 2021.

Optimising the Freight Transport Fleet

Österreichische Post AG 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 using modern technologies. The entire transport logistics fleet is equipped with EEV or better exhaust gas technology. In 2021, we purchased another 34 environmentally friendly Euro 6 trucks with extremely low carbon emissions. The combination of highly effective catalytic



LNG-Steering
Gerhard Berger and
Peter Umundum,
Member of the
Management Board,
Parcel & Logistics

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.

Österreichische Post AG also offers driver training. The planned training courses on safe, efficient and fuel-saving driving were completed in 2021. Drivers are now required to check their tyre pressure on a regular basis so that they use fuel more efficiently. These checks also reduce noise emissions.

We 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 with turning assistants.

We also made changes to the compensation we offer to external shipping companies 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 2020, we installed solar panels on three trucks in our fleet to see if we could improve the efficiency of our fleet. In 2021, two further solar panels were installed on trucks with a chassis for swap bodies. 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 in the future to find a system which is even more efficient.

ALTERNATIVE DRIVES FOR AUSTRIAN POST TRANSPORT LOGISTICS

We added our first truck powered by natural gas (LNG) to the fleet this year as part of our strategy for achieving Austrian Post's ambitious sustainability targets

and taking more responsibility for the environment. This truck is planned to cover a distance of 160,000 kilometres per year. It will further decrease Austrian Post's road transport emissions as it is more environmentally friendly than a diesel-powered truck. Austrian Post will be using this fuel as a vital bridging technology until hydrogen-powered trucks are ready for commercial use.

In February 2021, OMV and Austrian Post signed a declaration of intent committing both parties to the use of environmentally friendly hydrogen for heavy goods vehicles – an important milestone along the road to making transport services low-carbon. We are focused on procuring green hydrogen, developing the infrastructure required for hydrogen trucks and integrating fuel cell trucks into the Austrian Post fleet. As a transport logistics provider, Austrian Post is also represented in a variety of national initiatives and consortia related to hydrogen. In partnership with the Austrian Economic Chamber, a number of government ministries and other renowned national and international industrial, energy, shipping and logistics companies, we are committed to bringing about a sustainable and environmentally friendly change in the area of heavy goods transport through the use of alternative drives.

Österreichische Post AG's Commitment to Climate Action

TCFD | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES
 Austrian Post is an official TCFD supporter

SCIENCE BASED TARGETS
 DRIVING AMBITIOUS CORPORATE CLIMATE ACTION
 Austrian Post set itself a science-based target in 2017
sciencebasedtargets.org

CLIMATE GROUP EV100
 Austrian Post is an EV100 member and has set itself an electric mobility target

Material Topic

Green & Efficient Buildings

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

Austrian Post consumes a large amount of energy in its buildings. 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 Sustainability – Facts and Figures, p. 118ff

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 and delivery bases to LED lighting solutions. We ensure that new buildings are constructed in a sustainable and efficient manner, and 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 in 2019. Some of the possible improvements identified by the audit were implemented at various sites in 2021, 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 to both company-owned buildings and leased buildings for which it can impact the supply of electricity. Since 2018, the Austrian subsidiaries have been gradually switching to green electricity from Austria.

Energy consumption includes a small proportion of electricity from unknown sources. This occurs at locations where the power supply is unknown.

Österreichische Post AG also produces electricity from renewable energy sources. Since autumn 2013, we have been operating our largest rooftop photovoltaic plants 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 3,000 kWp. New systems with a rating of 1,800 kWp are in the planning

stage, with a further 2,600 kWp due to come online. Photovoltaic systems will be installed on all new delivery bases in future. The energy currently being produced amounts to an average of around 3.1 MWh a year – almost enough to power the entire evehicle fleet of Österreichische Post AG from its own clean solar energy supply.

Promoting Biodiversity

The roofs of Austrian Post's buildings 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. In spring 2019, this led to a collaborative effort 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 third batch of Austrian Post organic honey was harvested in the autumn of 2021.

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. This was followed in 2021 by the new Tyrol logistics centre in Vomp. Green areas were also created at the Thalgau logistics centre in the state of Salzburg and at our base in Bruck an der Leitha.

We are currently working with the University of Innsbruck on a research project looking into biodiversity on flat roofs. This project is monitoring the vegetation and insects on the green flat roofs of the logistics centres in Inzersdorf and Allhaming.

Certification for "Post am Rochus"

In addition to innovative building technology with the use of thermal groundwater, the corporate headquarters "Post am Rochus" uses concrete core activation for room cooling. The building is also equipped with energysaving LED technology and sensorcontrolled automatic sun protection. The building's design and the additional support of the building technology keep the net energy demand for heating and cooling low. "Post am Rochus" was certified GOLD by the Austrian Sustainable Building Council (ÖGNI) for its energy efficiency.

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 station in the immediate vicinity and the nearest train station within walking distance. "Post am Rochus" is also playing its part in society's move towards e-mobility. The building contains one of the first fast charging stations in all of Austria, with 150 kW of power.

Material Topic

Resource-Efficient Processes

GRI 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 have a sustainable event management policy and take measures to raise awareness among external and internal stakeholders as part of our drive to improve resource efficiency.

Responsible Use of Resources in Logistics Processes

GRI 306-2 SDG 3, 12

Austrian Post invests considerable effort into deciding which materials and resources are used in logistics processes. These mainly include resources required for logistics services (reusable roller containers, 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. The entirety of the eastern region in Austria is now ISO 14001 certified, including the Vienna Letter Mail Centre and parcel sorting centre, the Lower Austria Logistics Centre and sorting facility for bulky items in Hagenbrunn and the parcel logistics centre in Vienna Inzersdorf. The Carinthia Logistics Centre in Wernberg and the Salzburg Thalgau Logistics Centre are also ISO 14001 certified. Out of our national subsidiaries, Medien.Zustell GmbH and D2D are ISO 14001 certified.

Internationally, our subsidiaries Aras Kargo and M&BM are ISO 14001 certified. The company's main focus is on increasing employee awareness of environmental protection, decreasing energy and water consumption and reducing the volume of residual waste. Austrian companies are required to comply with environmental legislation and the Trade Act in order to be certified. Improvement of the environmental management system is achieved through annual validation by an external accredited auditor.

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. Austrian Post uses media such as internal information screens, the intranet and the employee magazine to provide regular updates about initiatives and measures related to the 2030 master plan. Employees at locations with an ISO 14001 certified environmental management system are trained in how to use resources responsibly and separate recyclable materials.

The internal feedback and responses we received regarding our "Actions speak louder than words" sustainability campaign in 2021 showed that the issue of sustainability is extremely important to our employees. As previous surveys have shown, our employees remain extremely interested in the issue of sustainability.

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. Austrian Post put out a call for tenders for a new catering service at its "Post am Rochus" site. Bidders were encouraged to focus on using regional and seasonal ingredients and minimising their carbon footprint.

We also make sure that our events use resources efficiently in line with our event management policy. All major events – including the annual management kick-off, the Christmas party, the "Prospekt Award" event for customers, the Annual General Meeting and the "Green Postal Day" in 2021 – 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 through to regional catering and accessibility. Many events were cancelled or moved online in 2021 due to COVID-19.

Material Topic

Circular Economy

GRI 103-1, 103-2, 306-1, 306-2 SDG 3, 12

As a leading logistics and postal service provider, Austrian Post is affected by global e-commerce trends. The circular economy is becoming an increasingly important issue across the Group. We are implementing a wide variety of measures which will promote both the internal circular economy and external recycling. In both these areas, our main focus is on preventing or reducing waste.

As is typical for logistics companies, waste at Austrian Post mainly takes the form of used paper, including cardboard packaging, plastic, waste wood (pallets) and residual waste related to logistics processes. The majority (99%) of Austrian Post's waste is classified as non-hazardous around 94% of this is recycled. All waste is handed over to authorised waste collection and disposal contractors.

The vast majority of the waste produced by Austrian Post is down to how the post and parcels of our business customers are delivered. Factors like the re-usability of pallets and the efficient use of film or packaging for these pallets can play a significant role. This is an area that we are focusing on with our business customers. We arranged for one of our business customers to reuse pallets last year in order to reduce the amount of waste wood.

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 decide which materials to use for packaging. Nevertheless, we are taking appropriate measures in order to minimise waste. To this end, we have been working with the University of Applied Sciences in Upper Austria since 2020 on a project which is looking into the use of reusable and sustainable packaging solutions while also surveying companies and consumers to determine their desire for these products. In February 2022, we launched a pilot trial in partnership with five renowned Austrian retail companies to determine the feasibility of using a range of different "green" reusable packaging solutions.

We also want to minimise the amount of waste that 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 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 upcycled. Patterns were designed for the prototypes which came out of these events. Austrian Post began the search for partners which it could rely on to manufacture upcycled products in 2021. The manufacturing process is due to begin in 2022. We also held a brainstorming session at the Poolbar Festival to come up with ideas for new products made from old mail delivery bags.

EMBODYING TEAM SPIRIT

We strive to create good working conditions so that we can achieve more by working together and for society.

6,750

people received COVID-19 jabs through Austrian Post's internal vaccination drive

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238

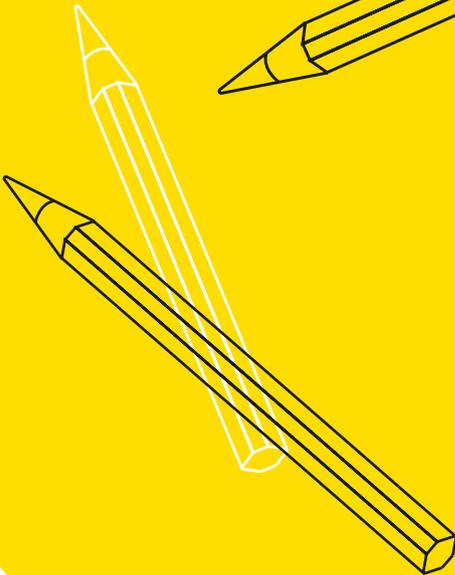
Austrian Post currently has 238 apprentices training with the company throughout Austria

→ Page 104

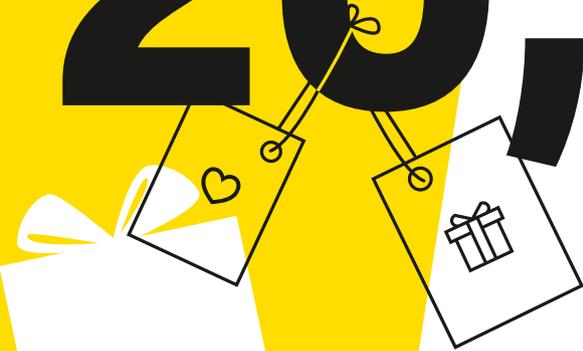
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Currently, women make up about one third of Austrian Post's employees

→ Page 106



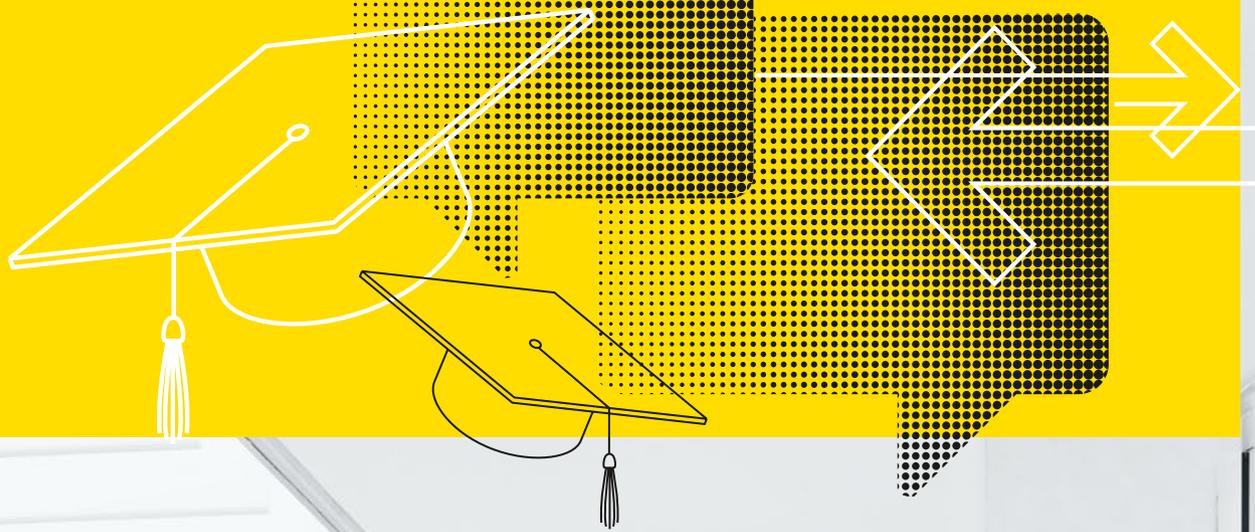
20,000



"Pakete fürs Christkind"
Christmas gifts – delivered in a carbon-neutral manner

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ENCOURAGE UNITY





Manuela Bruck
Head of Corporate
Communications

Mutual Values

Interview with Manuela Bruck

Ms Bruck, what is the role of values in times like these?

BRUCK Everybody wants to get on well with everybody else. In order to achieve this and make sure that we stay in that place, we need to ask ourselves what our motivation is. Both our employees and the people that we are trying to attract in the “competition for talent” expect us to provide a clear framework. That is why it is so important for us to define and document more intangible issues like our values, focus and culture, particularly in times of rapid change. Austrian Post used the company’s strategic revamp as an opportunity to review and adapt its mission statement and values. We have also added a purpose (see p. 12, 17) which answers the question of “why”. This kind of framework provides vital guidance for everybody in the company and forms a foundation for our collective business operations. →

The New Normal Challenge

It is not just the pandemic that is changing how we work with each other. Austrian Post has launched the “New Normal” project to meet this challenge, with a particular focus on sustainability, people, space, technology and communication.

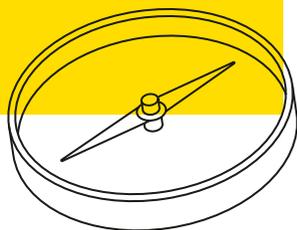
During the year under review, the company asked more than 4,000 employees to submit ideas for new ways of working together across different divisions as part of the New Normal Challenge. The jury picked out the winning ideas in the areas of “Time management and work-life balance”, “Methods and formats for working together from different locations” and “Initiatives for cohesiveness and identity” and handed out awards as part of a hybrid event.



Flexible collaboration
is important to Austrian Post

Our new vision

was developed in a participatory process involving employees and executives, headed up by the HR Development and Corporate Communications departments.



→ Continued Interview

What is Austrian Post doing to develop a good corporate culture?

BRUCK In 2021, the Management Board and strategic management team worked with experts to redefine the corporate culture that we are looking to establish. Employees were also surveyed so that they could play a part in creating the culture that they want to see. Representatives of operating units used qualitative focus groups to reflect on the corporate culture and added their own perspectives. This process allowed us to reach a broad consensus about the changes that we needed

to make in order to transition from a culture of stability to one that emphasises agility and flexibility. Performance will remain a key issue for us in the future – it is built into Austrian Post's DNA. However, we are also seeing some changes. Areas of our corporate culture which would have been shaped by authority and order in previous decades are now switching to a focus on enjoyment and purpose. Our next big job is to bring this culture to life and take action to make it tangible for everyone involved. Another important step is developing behavioural anchors to guide our conduct in specific situations. This is bound to keep us busy for the whole year!

Targeted Development

Interview with Martina Mader

You are responsible for human resources development. What does the new corporate culture mean for your work?

MADER We will be offering new courses at the Executive Academy, and will update our leadership model and 360-degree feedback guidelines. Our new vision should be reflected in all our HR development measures. It is important to us that our employees are involved in the process of determining our corporate culture and are able to offer their input. What has

worked very well so far is our New Normal Challenge and developing New Normal game rules.

What do you have planned for HR development over the next few years?

MADER We have a wide range of ideas in the works. One thing we want to do is enhance our feedback processes and survey our employees more regularly on a random basis. We are also currently planning to offer training at a new logistics academy for distribution, the logistics centres and transport logistics. We will push our apprentice training and our train-the-trainer programmes, and promote internal careers even more. We will also expand our HR development programmes further, as Austrian Post offers a wide range of career opportunities.



↑
Martina Mader
Head of HR
Development



A Leading Employer

Austrian Post maintained high positions in a variety of employer rankings in 2021. The company is one of the top ten employers in Vienna, and was awarded the “popular employer 2021” quality seal by the daily newspaper KURIER. An independent study of “Leading Employers” in Austria put Austrian Post in the top one per cent of Austrian companies and awarded the company first place in the Logistics sector.

A Varied Approach to Training and Education

Austrian Post provides a wide range of training and education options to make sure that every employee is provided with suitable development opportunities in line with their personal abilities and goals.

The LENA approach has been an integral part of our internal training since April 2021. The interactive and environmentally friendly e-learning programme allows employees to work on their own development at their own pace, at a time and place that suits them. This tool is just one example of the variety of training and education methods which Austrian Post offers to meet the needs of its employees. The company also provides a wide range of training courses and seminars for executives as part of a long-term development programme established in 2020. Executives use annual performance reviews as an opportunity to discuss helpful skills with all of Austrian Post’s employees and agree on the training and education schemes that would be beneficial. This could be polishing up their Excel skills, English lessons or learning how to handle conflict.

4,000 employees were called to submit their ideas for new approaches to working together

Austrian Post offers a variety of pathways for employees looking for a change in their professional lives. The company launched a comprehensive package of measures in summer to help employees find new careers within Austrian Post. These included setting up transparent guidelines for employees looking to change roles internally, providing support for internal and external recruiting staff and establishing a new internal careers portal to provide employees with information about available positions.

We are also fully committed to fostering the next generation of workers. For the last ten years, Austrian Post has been running apprenticeship schemes in eight interesting and future-proof areas, such as regional and distribution logistics. Austrian Post runs a ten-month trainee programme for recent graduates which provides young people with an opportunity to get to know different departments within the company and take part in real-world projects.



↑
Austrian Post apartments offer our employees access to affordable housing

Housing for Austrian Post Employees

The company is able to provide cheap accommodation for its employees across Austria from a portfolio of hundreds of housing options provided by a range of non-profit housing associations. Austrian Post is able to specify who the accommodation should be leased to. However, the rental contract is between the housing association and the tenant. Any employee with a need in this area can contact their HR department for more information.

App for Food Coupons

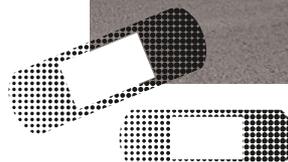
Food coupons are some of the post.sozial association's most popular offerings. Austrian Post began the process of digitalising these coupons in 2021. A new app was released in February 2022 to replace printed coupons. Since then, employees have been able to access the coupons in digital form on their personal or company smartphones. These coupons are now accepted at more than 8,000 locations across Austria. This type of contactless payment is perfect for today's world – it is uncomplicated, hygienic, digital and climate-friendly.



Vaccination Drive

Austrian Post's vaccine bus is making a vital contribution to containing the pandemic in Austria and protecting people's health. It offers COVID-19, flu and TBE jabs. 6,750 Austrian Post employees have been vaccinated against COVID-19 as part of the company's internal vaccination drive. These vaccinations are part of Austrian Post's varied programme of health measures, which also includes helping employees to quit smoking and providing eye exams.

↑
At the Green Postal Day, participants discussed action for mitigating climate change





“The battle against the climate crisis is the biggest challenge of our times.”

Georg Pölzl, Chairman of the Management Board (CEO) and **Magnus Brunner**, Federal Minister of Finance (former State Secretary in the Federal Ministry for Climate Action)



In Dialogue with Society at Large – First Green Postal Day in Vienna

Austrian Post invited over 130 stakeholders to Vienna in October to discuss climate action. The day focused on modern mobility, handling resources efficiently and the energy transition.

“The battle against the climate crisis is the biggest challenge of our times,” said CEO Georg Pölzl in his opening remarks for the event. For this reason, the Green Postal Day focused on considering how industry players can play their part in making sure we reach our climate objectives. Austrian Post took the opportunity to provide those in attendance with information about its initiatives in the area of sustainability and its objectives over the coming years. Presentations and an expert panel explored future mobility and our incentive for acting in a manner that protects the climate, in addition to innovations and communication strategies.

Recognised for Gender Equality

The Federal Ministry for Digital and Economic Affairs awarded Austrian Post the equalitA quality seal for gender equality within the company in the year under review. In June 2021, Federal Minister Margarete Schramböck handed over the top Gender Equality prize to Bärbel Traunsteiner from Austrian Post's Gender Balance Team and CEO Georg Pölzl.

A Flexible Approach to Parental Leave

How we manage parental leave has a vital role to play when it comes to striking a healthy work-life balance. Austrian Post provides employees with flexible job opportunities and a range of measures including the parental leave manual, “parental leave buddies” and regular meet-ups at parental leave breakfasts.

The background of the page is a vibrant yellow. At the top left, a white line-art hand holds a black and white dotted cap. A large black circle is positioned behind the 'PEOPLE & SOCIAL' text. At the bottom, a white line-art building is shown with three yellow boxes stacked in front of it. The boxes are white with yellow outlines and black accents.

PEOPLE & SOCIAL

In its role 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.

What Moves Us

GRI 102-15, 103-2

The environment in which Austrian Post operates is in a state of constant flux. 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.

The coronavirus pandemic has accelerated the existing trend of digitalising processes and procedures. This transformation requires us to be more flexible and adopt new approaches. We also need to be continuously training up all of our employees in new skills. This is particularly true with respect to executive development and training and education. Data security is becoming an increasingly important topic. This issue is a particularly important one for us as our core business is entirely reliant on the exchange of data. Of course, we also take extensive precautions to keep customer and company data confidential and guarantee the integrity and availability of our IT systems.

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

People in society are also changing how they expect companies to act. Dialogue with potential target groups is a vital tool for identifying needs and meeting the challenges faced by both companies and society at large.

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

DEMOGRAPHIC CHANGE AND THE PRESSURE TO BE EFFICIENT – MAINTAINING EMPLOYABILITY

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

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 on-going digitisation trend.

SOCIAL DIALOGUE AND PARTNERSHIPS – IDENTIFYING THE NEEDS OF EXTERNAL PARTNERS

We need to understand and respond to the needs and requirements of different interest groups in society. Austrian Post works with external companies and institutions to ensure that this happens.

Management Approach of Austrian Post

GR 103-1, 103-2

A good working environment, attractive career prospects, occupational safety and established workplace health schemes are key factors that people take into consideration when deciding who they want to work for. Committed employees who feel content in their 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. Our activities in this area make a decisive contribution to the company's success and future viability.

Clear visions and principles that are shared by both employees and executives are important in an environment so strongly influenced by change. 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.

Beyond the boundaries of our company, we also live out these values as we work with a range of external partners to support numerous business-related, social and environmental projects. We make sure that our social



Our employees share a clear vision and common values

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 of action 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 & cooperation

For additional information on these key areas in connection with People & Social and how they relate to the SDGs, please see p. 25. The following table provides an overview of these targets and measures:

Overview of People & Social Targets

GRI 103-3

T 22 Targets for the Material Topic: Corporate & Work Culture

Our strategic sustainability target

→ Enhance 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) from 35.8% to 28% by 2030</p>	<p>Respectful corporate and leadership culture</p> <p>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>Employee engagement at a stable level, as it was when the last survey was carried out</p> <p>Top strengths according to the engagement survey: enjoyment at work, mutual support and helpfulness, plus voluntary social benefits</p> <p>The following areas of action were identified: time constraints, healthy workplace design, and transparent and prompt information about changes</p> <p>Start of the process to improve the corporate culture</p> <p>Development of a target image of the corporate culture in a participatory process, based on the results of the employee survey</p> <p>Adaptation of institutionalised, strategic personnel development instruments to advance the leadership culture</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>Healthcare services</p> <p>Comprehensive range of training programmes</p>	<p>post.sozial:</p> <p>Total material resources: EUR 9.6m</p> <p>helfens.wert food coupons: EUR 5.2m</p> <p>helfens.wert paid support contributions: TEUR 653</p> <p>fair.reisen overnight stays: 34,657</p>
<p>SDG 5.5, 10.2 40% of all management positions to be held by women by 2030 on the basis of the Elly gender balance project</p>	<p>Gender Balance Project Elly</p> <p>Data harmonisation to ensure that indicators are recorded properly across different areas</p> <p>Rejoining the Women's Career Index</p> <p>Participating in the Target Gender Equality Programme of the UN Global Compact network</p> <p>Agree targets for women in leadership positions</p> <p>Active parental leave management</p>	<p>Measures being implemented</p> <p>Status Gender balance project Elly</p> <p>Management positions held by women¹</p> <p>2020: 33.9%</p> <p>2021: 35.1%</p>

¹ Only employees of Austrian Post (excluding Group companies) are included in the figures for the Elly gender balance project for management purposes. The figures do not include payroll units which are not involved in the project. The most significant of these is the Internal Labour Market. Employees on long-term leave are included in the calculation.

T 23 Targets for the Material Topic: Integrated Diversity Management

Our strategic sustainability target

→ Promote diversity and equal opportunity

Objectives	Measures	Status
Diversity Management organisational unit	Plan for anchoring and implementing diversity measures	Currently being established
 Take a systematic approach to putting diversity activities at the centre of core processes and support functions	Exploration of existing and potential approaches to integrated diversity management in different product, service and logistics areas Involvement in diversity-focused company networks Member of the myAbility Business Forum	Measures being implemented

T 24 Targets for the Material Topic: Occupational Health & Safety

Our strategic sustainability target

→ Focus on health and safety

Objectives	Measures	Status
 No fatal accidents during the delivery of letters or parcels Reduce frequency of accidents (per 1 million productive hours) by 15% by 2030	Occupational safety committees established Input provided by employee protection bodies Organisational rules, operating instructions and leaflets to promote safety at work Regular training on safety risks and potential hazards Regular inspections and evaluations to identify potential hazards	450 safety at work training sessions 3,500 site visits and evaluations
 Implementation of a management system that meets ISO 45001 standards and Austrian Post certified by 2030		These programmes will begin to be rolled out in 2022

T 25 Targets for the Material Topic: Digital Responsibility

Our strategic sustainability target

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

Objectives	Measures	Status
Data protection: Reduce number of data protection complaints by over 70% by 2025 (compared to 31 December 2020); speed up handling of requests from data subjects; establish dialogue with relevant authorities and ensure compliance through	Enhance data protection activities Improve processes to ensure high quality and efficient processing	The existing data protection management system was updated in 2021
Data security: Expand the use of appropriate security measures to prevent the unauthorised use of data Minimise the risk of damage from cybercrime	Information security management and IT security based on ISO 27001 Technical measures to prevent, detect and respond to IT security incidents Organisational monitoring and awareness raising measures	Technical and procedural measures to protect infrastructure and devices were implemented in 2021. A cybersecurity awareness programme was introduced

T 26 Targets for the Material Topic: Social Dialogue & Cooperation

Our strategic sustainability target

→ Make a positive impact on society through dialogue and cooperation

Objectives	Measures	Status
<p>SDG 17.17 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>In 2021, these were replaced with one central stakeholder roundtable in Vienna and one stakeholder event – the Green Postal Day – with keynote speakers and a podium discussion on the topics of climate protection and sustainable mobility</p> <p>No regional stakeholder roundtables were held in 2021 due to the COVID-19 pandemic</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> <p>Post Generator</p>	<p>As in previous years, Austrian Post provided support for numerous social projects in 2021, such as the “Pakete fürs Christkind” Christmas gift initiative and the “Ö3 Wundertüte” phone donation drive</p> <p>The Re:Post upcycling project was launched in 2021. This project takes the form of two design workshops with young designers looking at ways to reuse old Austrian Post uniforms</p> <p>In 2022, Austrian Post will partner with a manufacturer who employs people with disabilities to get some of these designs 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>Austrian Post held discussions with a number of providers in 2021. A final decision has yet to be made</p> <p>A total of 68,000 saplings were planted on the World Day to Combat Desertification and Drought, matching the number of employees working for Austrian Post and Turkish subsidiary Aras Kargo</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 continued to provide support for the Dürrenstein Wilderness Area in 2021</p> <p>Creation of a stamp block on the topic of climate protection and introduction of stamps celebrating 2022 as a year of sustainability</p>

Material Topic

Corporate & Work Culture

GRI 103-1, 103-2

Consistent, committed and highly qualified employees have a significant role to play in the success of our company. For this reason, taking steps to make sure that they are satisfied and perform well is a key issue for us. Together, we can ensure that Austrian Post is in the best possible position to provide its services.

Austrian Post is committed to positioning itself as a modern employer and is taking steps to create an attractive working environment, e.g. by providing additional social services and a comprehensive range of training

programmes. This is the only way to attract and retain employees. Our efforts are paying off. Austrian Post was the recipient of three different awards during the year under review. These include the “Popular Employer 2021” seal of approval from the daily newspaper Kurier. A study on the best employers in Eastern Austria conducted by the Linz-based MARKET institute put Austrian Post in the top 10 list of employers in Vienna. We have also been a LEADING EMPLOYER in Austria since 2021 according to an independent study which is performed every year. We are number one in the logistics sector, which is our core business.

Enhancing Our Corporate Culture

GR1 102-43

Global megatrends like digitalisation are bringing about constant change in our working environments. The ongoing coronavirus pandemic has fundamentally changed how employees work together in a number of different situations. Hybrid models – where employees combine working remotely with going to their workplace – provide new challenges and many new opportunities for workers. We want to remain flexible and make changes which will allow us to harness the opportunities of this new model for the benefit of the company and its employees. In 2021, Austrian Post launched the “New Normal” project to take a close look at spaces, technology, people and communication in this context. We provide executives and employees with guidance and support as they get used to new ways of working together.

IDENTIFIED CORPORATE CULTURE

Austrian Post worked on enhancing its strategy and related values in 2020. Our mission statement creates a mutually shared value system and provides a clear benchmark for all employees and executives at Austrian Post. On the one hand, it provides guidance about how we should act and interact with business partners and colleagues during day-to-day business. On the other hand, it provides clear objectives and shows where our focus lies. We want to achieve sustainable corporate success, not just in an economic respect, but also in terms of the social sphere, the environment and employees.

The Management Board and the strategic management team worked together in 2021 on a new definition of the culture that they want to foster at Austrian Post while incorporating feedback from a variety of different stakeholders within the Group. A survey was held so that the employees of Austrian Post would have an opportunity to give their opinion on the matter. Representatives of operating units held qualitative focus groups to discuss the new culture and add their views.

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.

Fostering this culture will put Österreichische Post AG in a position to remain successful over the long term, both in terms of its internal dealings and its relationships with external parties.

In order for this to be successful, we need our employees to provide honest feedback on a regular basis. For this reason, we held the fourth company-wide employee survey in 2021. This survey was conducted with a random sample of our employees for the first time. Employees were selected at random and asked about their opinions on the topics of management, taking responsibility and the company’s culture. Getting feedback about a variety of core issues and expectations that employees have of us as their employer will help us to continue to improve while also providing an up-to-date assessment of our corporate culture.

RESPECTFUL LEADERSHIP CULTURE

This challenging period 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. 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 added new leadership competencies and conduct requirements. Austrian Post reviews management roles on a regular basis to make sure that they reflect the latest requirements and general conditions.

Executive Academy – Training for our executives has been provided through the Austrian Post Executive Academy since 2012. The longterm professional development programme supports executives and key employees in implementing our leadership guidelines in their daily work. The Executive Academy was relaunched in 2021 so that we could focus more on individual development plans.

Austrian Post leadership guidelines – These guidelines form the framework for our 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 latest competency model also focuses on the clear communication of targets, feedback rounds and the importance of acting as a role model.

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.

Fostering a welcoming culture for new employees –

The 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 with IT access, giving them the opportunity to network with people from other areas of the company. The integrated buddy concept also helps new staff to feel at home quickly.

Customer Day – This annual event gives executives an insight into the work of their customer-facing colleagues. Experiencing a working day directly for themselves gives our executives a better picture of the challenges facing staff in these roles. The Customer Day helps employees and executives to see things from each other's perspectives and fosters mutual understanding, and thus supports our mission statement. This event had to be cancelled in 2021 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 2021 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.



Committed and talented

members of staff should want to stay with the company long-term

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 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 talent.

The central and regional recruiting teams use a variety of measures to attract employees in specific target groups. In addition to using online ads, social media and trade fairs to recruit people in specific target groups, we also work with the Austrian Public Employment Service (e.g. springboard programme for jobseekers over 50, a variety of training programmes, integrating the long-term unemployed, job days, etc.).

OPPORTUNITIES AND 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 2021. 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.

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 managers 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. Austrian Post intends to develop a new concept for this area in 2022 and roll it out in the Operations business unit.

Austrian Post provides a wide variety of ways for employees to advance within the company. The company uses transparent processes to ensure that all employees have an equal opportunity to develop their careers by switching to a new role within Austrian Post. An internal careers portal was launched in 2021 for this purpose. Employees are invited to apply for vacancies using this platform. The careers portal also provides employees with an insight into the process of switching to a new job, as well as information about contact partners and examples of internal career opportunities.

Trainee Programme and Apprenticeship Training

Thirteen new trainees started their careers at Austrian Post in September 2021. They will spend time in various departments to give them a well-rounded overview of the company. They make a valuable contribution in a number of different roles and projects in their primary department.

We continued our apprenticeship campaign in 2021 and sought out applicants for eight different apprenticeships. The aim of this initiative is to train our own junior staff and to retain young, dynamic trainees in the company. Across the company, we have had 110 apprentices training to be local and distribution logistics specialists since September 2021. Austrian Post added two new apprenticeships in 2021. We are training up two electrical engineers at the Vienna Logistics Centre and one buyer at the company headquarters.

post.sozial
2021

9.6 EURm
total material
resources

5.2 EURm
helfens.wert:
food coupons

653 TEUR
helfens.wert:
paid support
contributions

34,657
fair.reisen
overnight stays

In September 2021, we took on 125 apprentices across Austria training to be retail salespeople with a focus on telecommunications, office assistants and e-commerce assistants, in addition to a range of different IT roles.

Österreichische Post AG has provided apprenticeships combined with a secondary school diploma for ten years.

Cooperation with Universities & Internship Programme

Österreichische Post AG offers college graduates from various disciplines exciting areas of activity and diverse professional development opportunities. Furthermore, Austrian Post supports a highquality 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

Digital learning is a core part of a digital working environment. Austrian Post's e-learning platform is called LENA which stands for Learning – Electronic – Sustainable – Active in German. Around 7,300 people currently have access to LENA. The platform provides a variety of e-learning courses and online training courses on a variety of topics. People can take these courses at a time and place that suits them. Access to the wide variety of e-learning content will be rolled out to more target groups in future.

Austrian Post Labour Market

We need to make continuous adjustments to our staff structure in light of increasingly stiff competition. 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




7,300

people already have access to LENA,
Austrian Post's e-learning platform

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 that helps Austrian Post employees transfer to roles at federal agencies. As at the end of 2021, around 730 former postal workers have 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

Now more than ever, 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 conducting 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 have also increased our focus on enabling our workforce to be mobile. 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.

The measures outlined in the "Work and Family Life" audit were continued in 2021. The parental leave manual was updated and distributed to all employees on parental leave. We also held two online Austria-wide parental leave breakfasts. We provided childcare for the children of our employees at our company headquarters over the autumn school break. We provided relevant information and updates from our role models on a regular basis to employees currently on parental leave and employees who could potentially take parental leave. The audit will be recertified for a further three years in 2022.

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.

Material Topic

Integrated Diversity Management

GR1 103-1, 103-2

As an employer and the leading supplier of logistics services in Austria, Austrian Post's goal is to play an active role in making society an inclusive place with equal opportunities for all. Diversity is at the heart of everything that we do as a company. We take an integrated approach in order to foster diversity and equality of opportunity for employees, customers and stakeholders.

True equality of opportunity means providing every employee with the opportunities they need to develop to their full potential. We are committed to providing the same opportunities to all of our employees at every level of the company in areas such as personal development, career development and a healthy work/life balance. Austrian Post is committed to having diverse teams because it knows that diversity boosts innovation and creativity.

Our commitment to equality of opportunity also has an impact on how we relate to our customers. We want to know and understand what different customer groups want so that we can incorporate their needs when we develop and enhance our products and services. We want to make sure that our products are accessible and attractive for everybody.

Austrian Post believes that its diversity is one of the factors that gives it a key advantage over the competition. That is why diversity is at the heart of our corporate strategy. We value the diversity of our employees, customers and stakeholders and make sure they are actively involved in designing processes and services. The Austrian Post Group is home to people with a wide variety of genders and sexual orientations, religions and ideologies, age groups and mental and physical capabilities, ethnic and social origins and cultural groups, all of whom bring their own unique perspectives, abilities and experience. Taking intentional steps to promote this diversity within the workforce not only creates a respectful corporate culture but also improves our understanding of the needs of our customers.

By taking an integrated approach to diversity management, we ensure that diversity is incorporated into the company's processes at every level. Austrian Post is currently drawing up and implementing diversity measures in a number of different areas:

— **Diversity in products and services, as well as production and logistics processes** We are committed to identifying both current and potential methods for ensuring that diversity is incorporated into our products and services and our production and logistics processes, all within the framework of an integrated approach to diversity management.

— **Diversity-aware services for our employees, customers and stakeholders** We are building a diversity-aware range of services on the basis of a variety of measures, such as our involvement in diversity-focused networks, being a member of the myAbility Business Forum and making sure that our internal and external communication uses inclusive language.



Austrian Post values the diversity of its employees, customers and stakeholders. It makes active use of this diversity for the purpose of developing a wide range of solutions and innovating in a variety of different areas so that we can meet the challenges of today and tomorrow together.

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.

It opposes all forms of discrimination, particularly those related to gender, age, ethnic origin, skin colour, disability, religion, ideology or sexual orientation. A zero-tolerance policy towards discrimination provides a foundation for a respectful work environment which makes every employee feel safe and accepted.

EQUAL TREATMENT

It is important for Austrian Post to ensure that people with disabilities can take part in professional life on equal terms. We have fulfilled this obligation above and beyond the legally stipulated conditions for many years. In 2021, 1,172 employees with disabilities were employed by Österreichische Post AG.

Gender Balance – Increasing Female Representation

GENDER BALANCE PROJECT ELLY

Austrian Post demonstrated its commitment to gender balance by launching the Elly project in 2018. The purpose of this project is to make Austrian Post an attractive employer for any talented employee, regardless of gender. A variety of measures have been implemented within the company as part of a comprehensive strategic plan in order to improve the gender balance within Austrian Post. These measures have focused on attracting female employees and helping them advance in their careers in addition to making working conditions more flexible.

Currently, one third of all Austrian Post employees are female, while women hold 35.1% of all management positions. Indicators were harmonised in 2021 to ensure that gender balance figures are reported in a standardised manner across different areas of the company. The purpose of the measures that have been implemented is to increase the number of women employed across the company and the number of women in the management

positions. Austrian Post's strategic target is to have women account for 40% of all management positions by 2030. These measures include integrating and holding unconscious bias training sessions for executives and setting targets for the number of women in management positions in every division. These targets are also included in the annual target agreements for executives. The events that have been held for employees on parental leave, the implementation of inclusive language standards and our participation in the Women's Career Index and the Target Gender Equality Programme of the UN Global Compact Network all helped to improve equality of opportunity for employees of all genders at every level of the company this year.

equalitA Award

Austrian Post was awarded the equalitA seal of quality for advancing women within the company in 2021. This award was granted for the company's innovative "Gender KPI Performance Review" project, which took first place in the Gender Equality category.

Benchmarking

Austrian Post used the Women's Career Index (FKI) as a management and benchmarking tool for what is already the third time running. Using this independent measuring instrument, which has already been established in Germany, the company is studying what sort of overall conditions are needed to allow women at various levels of management to advance in their careers. In the third year of its participation, Austrian Post was awarded 77 out of a possible 100 points, putting it in line with the average for all indexed companies. Indexing is currently under way as part of the 2021 FKI and will see Austrian Post take aspects of diversity other than gender into account for the first time.

Austrian Post is also taking part in the Target Gender Equality Programme 2021/2022 of the UN Global Compact Network, which promotes the importance of gender equality in companies across the world.

Active Parental Leave Management

Austrian Post started running biannual Austria-wide parental leave breakfasts in 2020. These provide a way for employees on parental leave to remain in contact with the company, their supervisors and their fellow employees so that they find it easier to return to work.

Inclusive Communication

Diversity is important to Austrian Post, and we want this to be reflected in how we communicate with one another. One of the important steps that we have taken in this area is to ensure that gender-inclusive language is used throughout the entire company. That is why gender-neutral language has been incorporated in our corporate wording, including the use of the gender star in German communications. This approach helps to prevent discriminatory language by recognising more than two genders and gender identities.

For additional information on measures being taken to promote diversity within the company as well as details concerning diversity in the Management Board and Supervisory Board, please see the Corporate Governance Report.

Material Topic

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. We provide checklists to make sure that executives who are responsible for protecting employees have the best possible support. We once again provided training in 2021 to make executives aware of their responsibilities and the need for them to act as a role model. A brochure containing a simplified version of the policy has been made available for convenience.

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

■  see Sustainability – Facts and Figures, p. 124ff

Health Management

GRI 403-6 SDG 3

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. Unfortunately, this range of services had to be curtailed significantly once again due to the COVID-19 pandemic. Workplace health schemes were continued at two locations. As part of the Fit2Work project, a German language course and coaching sessions for executives were held at the Vienna Logistics Centre to keep employees' skills up to date. The Austrian BGF Network awarded its BGF seal of approval to the workplace health scheme at the Villach Logistics Centre in 2021 in recognition of the large number of measures implemented for the purpose of improving the health of employees.

Employees can of course speak to company doctors about their health and any questions, concerns or worries they might have in connection with COVID-19. We also focused on vaccines in 2021. Austrian Post used pop-up vaccination sites across Austria to provide every employee of Österreichische Post AG and its subsidiaries with the opportunity to be vaccinated against COVID-19. These pop-up sites were located at logistics centres and delivery bases. We used a vaccination bus at locations without the necessary infrastructure for a pop-up site. Vaccinations were provided at 23 sites. We provided a total of 12,697 vaccinations (first/second/booster shots) through this campaign, helping to bring the vaccination rate to around 81%. We once again secured a large quantity of flu vaccines to cover the surge in interest among employees. In addition to flu jabs, TBE vaccinations were again offered free of charge across Austria.

Austrian Post also set up company test sites at major locations in the first six months of 2021 to complement its vaccination drive. These helped Austrian Post to continue operating.

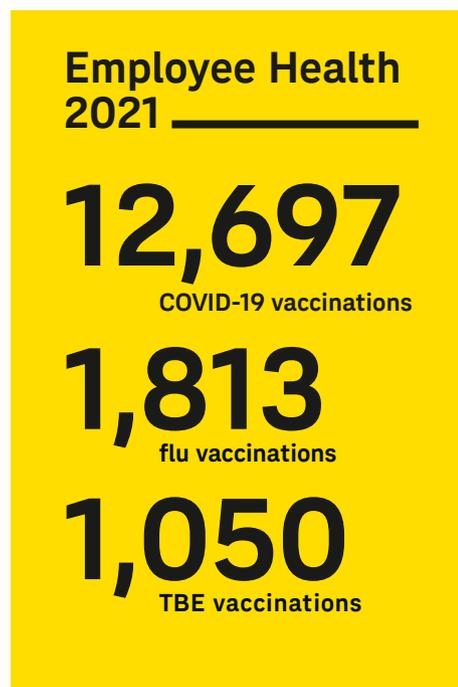
Österreichische Post AG also continued its evaluation of psychological stress in the workplace in 2021. The process of planning the next steps and disseminating the results was curtailed to some extent due to the coronavirus pandemic.

Extensive Range of Health and Hygiene Measures Implemented Since Beginning of 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, managers and internal media. In 2020, we put together a comprehensive package of measures based around the Austrian government's traffic light system to minimise the impact on our operations.

In 2021, these measures were enhanced with instructions and specific infection control strategies for locations with more than 51 employees on the basis of the COVID-19 manuals.

The purpose of the system is to prevent new coronavirus infections. Different measures are implemented depending on the vaccination rate, the Austria-wide COVID-19 situation and the number of positive cases at a site. Austrian Post also performs spot checks to monitor compliance with the 3G rule (tested, vaccinated or recovered) in the workplace.



The measures implemented by our logistics centres, for example, include employees being required to wear FFP2 face masks, adjusting shift patterns to minimise direct contact between employees 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 vaccination rate and epidemiological situation. These include measures such as continuing/re-introducing staggered shifts and employees being required to wear an FFP2 face mask when in contact with customers.

Wearing an FFP2 face mask is required at all times in our branches. 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 office staff to continue working from home. Safety measures at the company headquarters were revised to reflect the situation on the ground. Meetings are held virtually whenever possible. Intervals between cleaning have been reduced throughout the building. We have also installed a sufficient number of soap and disinfectant dispensers.

Austrian Post provides prevention strategies, additional instructions and checklists so that our executives can improve compliance with safety measures as part of their day-to-day work. We also provided our employees with kit to reduce the risk of COVID-19 infection, such as FFP2 masks and disinfectant.

We made sure that all of our measures were in line with government requirements at all times, and will continue to do so. In some cases, our measures were more stringent than required.

Occupational Safety

GN 403-1, 403-2, 403-3, 403-4, 403-5 SDG 3, 8

Occupational safety is firmly embedded on an organisational level due to its crucial importance for Austrian Post. It is dealt with in formal occupational safety committees in which safety experts, occupational physicians, safety officers, employee representatives and the employer are represented.

Safety at Work 2021

450

Number of employee
training sessions

3,500

Number of site visits
and evaluations

In 2021, Austrian Post held one central occupational safety committee meeting and 16 regional occupational safety committee meetings 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). These meetings put together suggestions for improving individual safety and health-related areas and discuss measures which could be taken. This included discussing action which could be taken to minimise accidents involving roller containers with the relevant division. The condition and amount of the existing roller containers was evaluated, and ultimately additional roller containers were ordered. Advice 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. 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 2021. All attendees maintained a safe distance and wore FFP2 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 843 occupational accidents were reported at Österreichische Post AG in 2021. 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 2021, 68 accidents involving temporary workers occurred at work.

—  see Sustainability – Facts and Figures, p. 128f

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 must also 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 Group companies

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



The safety of customer data is ever more important as digitalisation advances

Material Topic

Digital Responsibility – Data Protection and Data Security

GRI 103-1, 103-2

Technology is constantly changing, and data is becoming an increasingly important part of Austrian Post's business. That is why we have made some significant changes in order to keep customer and company data confidential and guarantee the integrity and availability of our IT systems.

Data Protection

Austrian Post has implemented a number of measures since the EU General Data Protection Regulation (GDPR) came into effect in May 2018.

It is important to raise employees' awareness of data protection and security issues across the Group. Information about data protection issues was provided to all employees. The existing data protection management system was also enhanced. In addition to a data protection legislation team, a data protection centre monitors the implementation of legal data protection requirements within Österreichische Post AG and drives forward any changes that are needed. 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 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 Group companies.

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.

Despite Austrian Post implementing internal processes and precautionary measures to improve data protection, in 2019 the Austrian Data Protection Authority 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. This resulted in an administrative fine of EUR 18m. The final decision on the legality of imposing this penalty has not yet been reached.

The Austrian Data Protection Authority imposed a fine of EUR 9.5m in 2021 due to Austrian Post allegedly making it difficult for data subjects to exercise their rights under the GDPR by making it obligatory to use an online contact form. Austrian Post has submitted an appeal against this fine.

The differences in opinion between the Austrian Data Protection Authority and Austrian Post are mainly due to unresolved questions of law which a higher court still has to answer conclusively.

Austrian Post will continue to enhance its data protection 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 the need for secure IT systems to ensure operational reliability. We therefore focused more heavily on IT and data security in 2020 and continued these efforts in 2021. In addition to the data protection centre, we also 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 Group companies.

This involves a multifaceted approach. Expertise is needed to draw up Group-wide standards and policies for effective information security management and IT security. These requirements are based on ISO 27001. 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. Improving IT security will be a key project over the next few years as part of the IT strategy. Österreichische Post AG has also established a programme of measures as part of a sustainable IT security strategy. 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. The company also uses other technical measures to secure the devices used by employees working at home, which have grown in number due to the coronavirus pandemic. Users are also provided with information about cybersecurity measures.

Similar security initiatives are being implemented throughout the Group, with a particular focus on Group companies bank99 and ARAS.

Material Topic

Social Dialogue & Cooperation

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. 27f

We believe that it is our social responsibility to support people who are disadvantaged and require special support. That is why we take responsibility in the areas of society in which we operate whenever possible. We focus on education and awareness raising, culture and the arts, the environment, climate action and the common good. We link our commitment to our core business by using our Austrian distribution network for social purposes in addition to ensuring that mail items are delivered nationwide. 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.

We use a variety of measures, surveys and events to remain in contact with other companies, such as the CIRA and the Green Postal Day (see p. 95), the Österreichische Beteiligungs AG (ÖBAG) Sustainability Workshop, the Council for Sustainable Logistics and the 1.5° Economy project. We want to use big data to make sure that we have a sustainable future as part of the Sustainability Data Science Challenge 2021 and the ÖBAG Initiative for a Sustainable Future Driven by Austria's Leading Companies. We engage in these and other activities in order to take responsibility for the environment and the future of society.

— see Stakeholder Management, p. 27f

EDUCATION AND AWARENESS RAISING

Austrian Post is committed to promoting reading and writing skills. As part of the "Austrian Post at School" initiative, we send around 3,000 school boxes to primary schools throughout Austria every 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 Ohrenschmaus 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".

Austrian Post is a member of the myAbility Business Forum, a B2B network which focuses on business and disability-related issues. Companies use the forum to share strategies for integrating people with disabilities into the workforce, with the ultimate aim of ensuring that our economy is completely accessible for all.

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. Its well-known Ö3 Wundertüte initiative involves collecting old mobile phones 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. Since the initiative started in 2005, 6.8m old mobile phones have been converted into donations worth around EUR 10m.

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 then sends the parcels to the collection points of the Workers' Samaritan Federation for free so that they can be distributed in person to children in social welfare institutions and families in need. Around 20,000 parcels were sent all over Austria in 2021, on a similar level to the previous year.

TAKING A STAND FOR INCLUSION

We want to be socially responsible and raise awareness of the importance of having an inclusive society. Austrian Post took part in the global "Purple Light Up" campaign once again last year. Austrian Post's headquarters were lit purple in December 2021 for the second time to provide a clear sign of 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 actively support the Leopold Museum in Vienna. Up-and-coming and established artists alike 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. 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 & CLIMATE

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. We want to support the 3,500-hectare site with financial support by approaching potential sponsors in a targeted manner. The Dürrenstein Wilderness Area contains the Rothwald, a 400-hectare area of primeval forest which has never been used for forestry purposes. Access is strictly controlled and even research projects in the area are subject to stringent requirements. The wilderness area is home to some rare animal, plant and fungi species that play a vital role in Austria's ecosystems.

The upcycling project
Re:Post gives new life to old uniforms



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. In 2020, work began on developing new science-based targets as part of an Austria-wide project run by the Climate and Energy Fund and WWF, alongside a number of major Austrian companies. The internal process has been completed and the targets have been accepted by the Management Board. The purpose of the new targets is to keep global warming to a maximum of 1.5°C. At the beginning of 2022, the revised targets were submitted to the Science Based Targets initiative in coordination with the project being run by the Climate and Energy Fund and WWF.

— Turn to the Company & Responsibility section (p. 13) for more information.

— The Climate Group's EV100 initiative is committed to accelerating the transition to electric vehicles by 2030. Austrian Post's target is to use electric vehicles or other alternative drives for all deliveries by 2030.

— Turn to the Company & Responsibility section (p. 13) for more information.

Our "Re:Post" upcycling project gave students a second opportunity to come up with new designs for clothing, fashion accessories and everyday objects made from old Austrian Post uniforms and bags. The students came up with some thought-provoking ideas. Austrian Post will be partnering with an integrated manufacturer who employs people with disabilities to get their designs ready for mass production.

We worked with the University of Applied Sciences in Upper Austria on a project looking into the use of reusable and sustainable packaging solutions while also surveying companies and consumers to determine their appetite for these products. The next stage will be a pilot trial in partnership with five renowned Austrian retail companies to determine the feasibility of using a range of different reusable packaging solutions.

— Turn to the Environment & Climate section (p. 74, 87) for more information.

FURTHER INFORMATION



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- 

CONSTANTLY IMPROVING.

Only a third of Austrian Post's workforce is female at present. That is not unusual for a logistics company, but Austrian Post does not want to simply accept this. Quite the contrary. Austrian Post has launched a comprehensive strategic project that focuses on gender balance across the company.

Find out more on page 105

SUSTAINABILITY – FACTS AND 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.

In the 2021 financial year, the Parcel & Logistics Division achieved revenue growth of 36.4% (organic growth of +17.6%) and the Mail Division showed stability with an increase of 0.1%. The Retail & Bank Division reported a boost in revenue of 10.8% in the reporting period. Last year's strong volume growth in the parcel business (+11%) had a big impact. The COVID-19 pandemic and the related lockdowns have led to a massive increase in the use of e-commerce, both among senders

and recipients, over the last couple of years. The analyses of the financial and nonfinancial indicators reflect this. The amount of data collected within the Group's scope of consolidation was increased in 2021 due to environmental indicators for the subsidiary Aras Kargo a.s. and D2D being incorporated for the first time. For this reason, the indicators at Group level are only comparable with those of the previous year to a limited extent.

Economic Indicators

Analysis of Value Creation

GRI 201-1 SDG 5, 7, 8

Mio EUR	Österreichische Post AG ¹			Austrian Post Group ²		
	2019	2020	2021	2019	2020	2021
ORIGIN						
Revenue and other operating income	1,945.80	1,927.10	2,008.4	2,153.0	2,253.30	2,614.8
less advances	-830.3	-825.8	-876.4	-965.7	-1,039.1	-1,232.9
thereof materials and purchased services	-392.5	-464.7	-491.4	-473.3	-596.2	-715.7
thereof other operating expenses	-370.4	-286.1	-304.5	-374.4	-300.7	-346.2
thereof depreciation and amortisation	-67.5	-75.0	-80.6	-118.1	-142.2	-165.6
ADDED VALUE	1,115.5	1,101.3	1,132.0	1,187.3	1,214.2	1,381.8
DISTRIBUTION						
to employees (salaries, social contributions)	912.2	940.8	986.9	980.1	1,044.0	1,163.1
to shareholders (dividends)	140.5	108.1	128.4 ³	140.5	108.1	128.4 ³
to the Republic of Austria (taxes)	57.5	41.5	44.9	61.6	44.4	76.3
to creditors (interest)	0.2	0.2	0.1	4.7	5.1	12.9
Balance	5.1	10.8	-8.0	0.3	12.7	1.2
ADDED VALUE	1,115.5	1,101.3	1,132.0	1,187.3	1,214.2	1,381.8

¹ Pursuant to Austrian Commercial Code (UGB)

² Pursuant to IFRS

³ Proposal to the Annual General Meeting on 21 April 2022

Environmental Indicators

All environmental indicators are based on data collected in accordance with internal procedures. The data and the process of data collection are reviewed internally and externally.

It should be noted that all indicators are based on actual values and, in some cases, on extrapolations based

on these values. This is necessary because, at the time of collection, data may not always be available without restrictions. The procedure in these individual cases is documented and subject to regular internal and external reviews.

Energy Overview

GRI 302-1 SDG 7, 12, 13

Total energy consumption for Österreichische Post AG's properties and vehicle fleet increased year-on-year by 6% to around 443m kWh. Energy consumption for buildings rose by 8% to around 138m kWh. Energy consumption for the vehicle fleet rose by 5% to around 305m kWh. The main driver in both cases is the strong growth in parcel volumes last year (+11%). The COVID-19 pandemic and the related lockdowns have led to a massive increase in the use of e-commerce, both among senders and recipients, over the last couple of years. As a part of Austria's critical infrastructure, Austrian Post has massively increased its logistics capacities and thus its transport volumes in recent years (parcel growth 2019-2021 of 45%).

Energy consumption reported by the Austrian Post Group in 2021 is up on the previous year at around 919m kWh. Energy consumption for buildings rose to around 182m kWh. Energy consumption for the vehicle fleet rose to around 737m kWh. The increase in both cases is primarily due to the first-time consolidation of the subsidiary Aras Kargo as well as the strong growth in parcel volumes in Austria and the subsidiaries mentioned above. Aras Kargo, in particular, is now one of the top two market leaders in Turkey, with 217 million parcels and documents transported and a nationwide network.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
ENERGY CONSUMPTION – BUILDINGS AND VEHICLE FLEET	m kWh	376.7	419.5	443.3	487.1	531.1	920.8
Total energy consumption – buildings ²	m kWh	123.1	128.2	138.5	146.3	148.9	181.7
Total energy consumption – vehicle fleet ³	m kWh	253.6	291.3	304.9	340.8	382.2	739.0

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

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

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

Energy – Property and Buildings

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

The amount of area covered by Österreichische Post AG buildings went up due to logistics centres being expanded to increase sorting capacities.

The energy demand within the Austrian Post Group rose in 2021, primarily due to the first-time inclusion of Aras Kargo.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
BUILDING SPACE	m ²	1,112,936	1,141,285	1,187,791	1,319,093	1,357,034	1,686,860
TOTAL ENERGY CONSUMPTION - BUILDINGS²	m kWh	123.1	128.2	138.5	146.3	148.9	181.7
Diesel	m kWh	-	-	0.0	-	-	0.1
Natural gas	m kWh	32.0	33.7	41.6	41.3	42.2	56.5
Liquid gas	m kWh	0.8	0.7	1.0	0.8	0.7	1.0
Heating oil	m kWh	2.4	2.1	2.2	2.5	2.1	2.3
District heat	m kWh	31.1	33.0	35.3	33.0	34.7	37.9
Electricity (total)	m kWh	56.8	58.7	58.4	68.7	69.2	84.0
thereof electricity from renewable energy sources	m kWh	54.1	56.0	54.9	57.9	60.1	60.5
thereof electricity from company's own photovoltaic plants	m kWh	1.3	1.6	1.9	1.3	1.6	1.9
thereof grey electricity	m kWh	1.4	1.1	1.6	9.4	7.5	21.7

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

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

Energy – Vehicle Fleet

GRI 302-1 SDG 7, 12, 13

Energy consumption in Österreichische Post AG's transport business rose by 5% in 2021 due to the increased parcel volumes. The main driver is the strong growth in parcel volumes last year (+11%). The COVID-19 pandemic and the related lockdowns have led to a massive increase in the use of e-commerce, both among senders and recipients, over the last couple of years. As a part of Austria's critical infrastructure, Austrian Post has massively increased its logistics capacities and thus its transport volumes in recent years (parcel growth 2019–2021 of 45%).

The energy consumption of the Austrian Post Group's vehicle fleet rose in 2021. The increase is primarily due to the first-time consolidation of the subsidiary Aras Kargo as well as the strong growth in parcel volumes in Austria and the subsidiaries mentioned above. Aras Kargo, in particular, is now one of the top two market leaders in Turkey, with 217 million parcels and documents transported and a nationwide network.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
TOTAL ENERGY CONSUMPTION – VEHICLE FLEET²	m kWh	253.6	291.3	304.9	340.8	382.2	739.0
thereof company's own vehicle fleet	m kWh	151.0	160.0	161.9	207.0	194.1	234.0
thereof electricity consumption for e-mobility	m kWh	1.5	2.3	3.1	1.5	2.3	3.3
thereof external vehicle fleet	m kWh	102.6	131.2	143.0	133.8	188.1	505.0

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

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. In some cases, extrapolations were made on the basis of real data.

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

Emissions

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

Österreichische Post AG's carbon emissions (Scope 1–3) rose by 7% compared to the previous year. Carbon emissions within the company's direct sphere of influence (Scope 1 and 2 emissions) went up by 7% compared to the previous year. There was a 10% increase in Scope 3 emissions, which Austrian Post is unable to influence directly. The main driver is the strong growth in parcel volumes last year (+11%). The COVID-19 pandemic and the related lockdowns have led to a massive increase in the use of e-commerce, both among senders

and recipients, over the last couple of years. Austrian Post has massively increased its logistics capacities and thus its transport volumes in recent years (parcel growth 2019–2021 of 45%).

The Austrian Post Group's carbon emissions (Scope 1–3) rose year-on-year to around 230,000 tonnes. Carbon emissions within the company's direct sphere of influence (Scope 1 and 2) rose year-on-year to 88,476 tonnes. There was also an increase in Scope 3 emissions, which Austrian Post is unable to influence

directly. The increase is primarily due to the first-time consolidation of the subsidiary Aras Kargo as well as the strong growth in parcel volumes in Austria and the subsidiaries mentioned above. Aras Kargo, in particular,

is now one of the top two market leaders in Turkey, with 217 million parcels and documents transported and a nationwide network.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
TOTAL CO₂e EMISSIONS (SCOPE 1-3)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	76,946	86,949	92,964	105,546	115,509	230,008
TOTAL CO₂e EMISSIONS (SCOPE 1-2)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	50,764	53,485	56,243	71,439	67,586	88,476
TOTAL CO₂e EMISSIONS (SCOPE 3)² ACCORDING TO THE GREENHOUSE GAS PROTOCOL	t CO ₂ e	26,182	33,464	36,721	34,106	47,923	141,532
CO₂e EMISSIONS – BUILDINGS	t CO ₂ e	12,701	13,316	15,764	19,155	18,761	29,700
CO ₂ e Scope 1 – buildings	t CO ₂ e	7,238	7,584	9,440	9,122	9,300	12,472
thereof diesel	t CO ₂ e	-	-	-	-	-	29
thereof natural gas	t CO ₂ e	6,400	6,741	8,311	8,265	8,444	11,306
thereof liquid gas	t CO ₂ e	179	151	225	179	151	227
thereof heating oil	t CO ₂ e	659	556	607	678	569	612
thereof coolant in air conditioning systems	t CO ₂ e	0	136	297	0	136	297
CO ₂ e Scope 2 – buildings ³	t CO ₂ e	5,462	5,732	6,324	10,033	9,461	17,228
thereof district heating	t CO ₂ e	5,105	5,445	5,904	5,500	5,790	6,424
thereof electricity	t CO ₂ e	358	287	420	4,533	3,670	10,804
CO₂e EMISSIONS – VEHICLE FLEET, MOBILITY	t CO ₂ e	64,245	73,633	77,147	86,391	96,749	200,256
CO ₂ e Scope 1 – company's own vehicle fleet	t CO ₂ e	38,063	40,169	40,479	52,285	48,826	58,776
CO ₂ e Scope 3 – external vehicle fleet	t CO ₂ e	26,182	33,464	36,515	34,106	47,923	141,326
CO ₂ e Scope 3 – business trips	t CO ₂ e	-	-	154	-	-	154
CO₂e SCOPE 3 – IT-SERVICES	t CO ₂ e	-	-	52	-	-	52

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

² Scope 1, Scope 2 and Scope 3 emissions are calculated on the basis of the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard. 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 figures 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 2021 come to 21,749 t. This demonstrates the impact of procuring electricity from renewable energy sources. The calculation of Scope 2 emissions (electricity, district heating) 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 SDB 7, 12, 13

Carbon emissions per transported tonne at Österreichische Post AG fell by 3% in 2021. This figure is up slightly relative to revenue.

There was an increase in terms of revenue at the Austrian Post Group. This is due to the first-time consolidation of the subsidiary Aras Kargo as well as the strong

growth in parcel volumes in Austria and the subsidiaries mentioned above. Aras Kargo, in particular, is now one of the top two market leaders in Turkey, with 217 million parcels and documents transported and a nationwide network.

Relative Indicators	Unit	Österreichische Post AG ³			Austrian Post Group ¹		
		2019	2020	2021	2019 ⁴	2020 ⁴	2021 ⁵
CO₂e EMISSIONS PER TRANSPORTED TONNE²	kg CO ₂ e/t	124	120	117	-	-	-
SCOPE 1-2 CO₂e EMISSIONS RELATIVE TO REVENUE³	t CO ₂ e/EUR m	27	28	28	35	32	35
SCOPE 1-3 CO₂e EMISSIONS RELATIVE TO REVENUE³	t CO ₂ e/EUR m	41	46	47	52	55	91

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

² Tonnes transported in 2019: 621,841 t; 2020: 726,111 t; 2021: 794,103 t. This data is not available at Group level.

³ Revenue in accordance with Austrian Commercial Code individual financial statements 2019: EUR 1,859m; 2020: EUR 1,897m; 2021: EUR 1,977m

⁴ Revenue in accordance with IFRS consolidated financial statements (excluding ARAS Kargo a.s.): 2019: EUR 2,022m; 2020: EUR 2,088m

⁵ Revenue in accordance with IFRS consolidated financial statements (including ARAS Kargo a.s.): EUR 2,520m

Vehicles

Out of Österreichische Post AG's 9,960 vehicles, 2,418 (24%) are electric. This represents a 18% increase compared to the previous year and an important step

towards achieving our target of using only electric vehicles for all deliveries by 2030. At present, electric vehicles are used for around 26% of internal deliveries.

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
VEHICLES (TOTAL)	9,510	9,669	9,963	11,239	11,060	12,286
Bicycles	734	748	727	773	790	766
thereof electric bicycles	649	672	653	650	673	654
Mopeds	977	840	670	1,025	884	720
thereof electric mopeds	428	408	384	428	408	384
Vehicles up to 3.5 t	7,636	7,911	8,402	9,168	9,153	10,162
thereof natural gasdriven vehicles up to 3.5 t	0	0	0	1	1	1
thereof hybrid vehicles up to 3.5 t	-	-	0	-	-	78
thereof electric vehicles up to 3.5 t	673	967	1,381	684	972	1,424
Vehicles over 3.5 t	163	170	164	273	233	638
thereof vehicles with natural gas and liquid gas drive systems of over 3.5 t	-	-	1	-	-	24

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

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. The number of vehicles that meet the newest Euro 6 standard rose by 10% compared to the previous year at Österreichische Post AG.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019 ²	2020 ²	2021
MOTOR VEHICLES BY EMISSIONS STANDARD							
Euro 2	Number	119	8	3	-	81	126
Euro 3	Number	22	17	9	-	61	92
Euro 4	Number	455	425	282	-	589	426
Euro 5	Number	2,826	2,097	1,656	-	2,410	2,754
Euro 5 EEV	Number	70	56	2	-	61	5
Euro 6	Number	4,183	4,943	5,519	-	5,688	6,309

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

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 96% at Österreichische Post AG. At the Austrian Post Group, the share of paper from sustainable resources rose in 2021 to 73%.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
PAPER CONSUMPTION (TOTAL)	t	5,045	5,670	5,754	5,374	6,855	9,145
thereof sustainably produced paper (PEFC and FSC paper)	t	4,324	4,987	5,517	4,384	5,025	6,685

¹ 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.

Austrian Post Group 2021: The indicators apply to the entire Austrian Post Group.

Waste

GRI 306-1, 306-3, 306-4, 306-5 SDG 3, 12

At Österreichische Post AG, 99% of the waste generated is classified as non-hazardous waste. Around 94% of this is recycled.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2019	2020	2021	2019	2020	2021
NON-HAZARDOUS WASTE	%	-	-	99.75	-	-	-
thereof residual waste	%	-	-	5.89	-	-	-
thereof for reuse and recycling	%	-	-	93.81	-	-	-
thereof paper/cardboard	%	-	-	70.23	-	-	-
thereof waste wood	%	-	-	19.3	-	-	-
thereof plastic	%	-	-	2.59	-	-	-
thereof remaining fractions (glass, metals, etc.)	%	-	-	1.69	-	-	-
HAZARDOUS WASTE	%	-	-	0.25	-	-	-

¹ Austrian Post Group 2021: The indicators can not be reported for the entire Austrian Post Group.

Employee Indicators

Employees

GRI 102-8, 102-41 SDG 8

2021 was another 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. We work in partnership with other companies to make sure that people in the country have reliable access to postal services. We provided services nationwide even when lockdown restrictions were in place, and will continue to do so. The ongoing e-commerce boom has led to a further 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 2021 in spite of the COVID-19 pandemic. The spike in parcel volumes led to higher workloads and meant that we did not implement any short-time working

models. Austrian Post remains committed to maintaining a large workforce and keeping utilisation levels high.

Österreichische Post AG employed an average of 17,654 people in 2021 (annual average; fulltime equivalents). Of these, 4,554 were civil servants, 12,975 were salaried employees and 126 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).

The total number of people employed by the Austrian Post Group increased by 4,309 (full-time equivalents; annual average) between 2020 and 2021. This is mainly down to the full consolidation of the Turkish

subsidiary Aras Kargo in 2021. In 2020, Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis (2,148 FTE in

2020, 6,179 FTE in 2021). The remainder of the increase is attributable to organic business growth.

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
TOTAL EMPLOYEES (FTE)²	17,205	17,465	17,654	20,338	22,966	27,275
thereof women	5,347	5,459	5,585	6,517	6,977	7,725
thereof women (FTE in %)	31.1	31.3	31.6	32.0	30.4	28.3
thereof men	11,859	12,007	12,070	13,821	15,989	19,551
thereof men (FTE in %)	68.9	68.7	68.4	68.0	69.6	71.7
CIVIL SERVANTS (FTE)^{3,4}	5,410	4,858	4,554	-	-	4,578
thereof women	760	666	620	-	-	620
thereof men	4,650	4,192	3,934	-	-	3,959
SALARIED EMPLOYEES (FTE)⁴	11,628	12,465	12,975	-	-	15,742
thereof women	4,517	4,725	4,905	-	-	6,008
thereof men	7,111	7,740	8,070	-	-	9,734
EMPLOYEES PURSUANT TO THE AUSTRIAN CIVIL CODE (FTE)^{3,4}	168	143	126	-	-	366
thereof women	70	68	60	-	-	113
thereof men	98	75	65	-	-	253
WORKERS (FTE)⁵	-	-	-	-	-	6,589
thereof women	-	-	-	-	-	984
thereof men	-	-	-	-	-	5,605
FULL-TIME EMPLOYEES (HEAD-COUNT)	15,139	15,279	15,538	18,029	20,580	25,160
thereof women	3,861	3,964	4,162	-	-	6,197
thereof women (in %)	25.5	25.9	26.8	-	-	24.6
thereof men	11,278	11,314	11,376	-	-	18,963
thereof men (in %)	74.5	74.1	73.2	-	-	75.4
PART-TIME EMPLOYEES (HEAD-COUNT)	3,615	3,817	3,816	3,934	4,167	4,171
thereof women	2,626	2,646	2,582	-	-	2,823
thereof women (in %)	72.6	69.3	67.7	-	-	67.7
thereof men	989	1,171	1,234	-	-	1,348
thereof men (in %)	27.4	30.7	32.3	-	-	32.3
AVERAGE TENURE OF CIVIL SERVANTS (YEARS)	34	35	36	-	-	36
AVERAGE TENURE OF SALARIED EMPLOYEES (YEARS)	9	9	9	-	-	9
AVERAGE TENURE OF WORKERS (YEARS)⁵	-	-	-	-	-	7
TEMPORARY STAFF (FTE)	575	581	554	-	-	2,253

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2021. 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. 687 people (FTE) were employed for fixed periods of time in 2021 (includes employees of Österreichische Post AG 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.

⁵ The figure for "workers" only applies to subsidiaries and is included in our reporting for the first time in 2021.

Employee Turnover

GRI 102-48, 401-1

The employee turnover rate at Österreichische Post AG was 16.0% in the 2021 financial year. Following a drop in 2020 due to the pandemic, this figure rose again in 2021. Another reason for this increase was the structural change in the ratio of civil servants to – now more – employees on salaried contracts under the new collective bargaining agreement. At Group level, too, the employee turnover rate increased to 16.9% in 2021 following the

drop in 2020 due to the pandemic, and is therefore slightly above the figure for Österreichische Post AG.

Due to this internal Austrian Post definition, figures on new permanent staff employed for at least six months cannot be published for the 2021 financial year and will be reported in the Sustainability Report in the subsequent year.

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
TURNOVER (TOTAL STAFF DEPARTURES, HEAD-COUNT)²	2,910	2,189	3,105	3,652	2,910	4,956
thereof women	1,081	904	1,255	1,320	1,136	1,614
thereof men	1,829	1,285	1,850	2,332	1,774	3,342
By age group						
under 30	855	823	1,266	1,123	1,071	2,133
30–50	922	795	1,160	1,317	1,166	1,941
over 50	1,133	571	679	1,212	673	882
TURNOVER (STAFF DEPARTURES IN %)^{2, 3}	15.5	11.6	16.0	16.6	11.8	16.9
thereof women	37.1	41.3	40.4	36.1	39.0	32.6
thereof men	62.9	58.7	59.6	63.9	61.0	67.4
By age group						
under 30	29.4	37.6	40.8	30.8	36.8	43.0
30–50	31.7	36.3	37.4	36.1	40.1	39.2
over 50	38.9	26.1	21.9	33.2	23.1	17.8
NEW EMPLOYEE HIRES (TOTAL HEAD-COUNT)²	2,733	2,975	–⁴	–	3,857	–⁴
thereof women	1,171	1,196	– ⁴	–	1,467	– ⁴
thereof men	1,562	1,779	– ⁴	–	2,390	– ⁴
By age group						
under 30	1,466	1,622	– ⁴	–	2,034	– ⁴
30–50	1,182	1,232	– ⁴	–	1,641	– ⁴
over 50	85	121	– ⁴	–	182	– ⁴
NEW EMPLOYEE HIRES (IN %)^{2, 3}	14.7	15.6	–⁴	–	15.6	–⁴
thereof women	42.9	40.2	– ⁴	–	38.0	– ⁴
thereof men	57.2	59.8	– ⁴	–	62.0	– ⁴
By age group						
under 30	53.6	54.5	– ⁴	–	52.7	– ⁴
30–50	43.2	41.4	– ⁴	–	42.6	– ⁴
over 50	3.1	4.1	– ⁴	–	4.7	– ⁴

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2021. 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. Due to this internal Austrian Post definition, new employee hires cannot be reported for the period under review as this Sustainability Report was 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 SDG 5, 8

The Austrian Post Group brings together a highly diverse group of employees. We pursue the goal of consciously nurturing this diversity and enabling all employees to work in an environment of equal opportunity and inclusion.

With various measures in place to promote equal opportunities for all genders, Austrian Post aims to achieve its strategic target of women accounting for 40% of all management positions by 2030.

With its Elly gender balance project, Österreichische Post AG is actively focusing on advancing women in the workplace. The "Women in management positions" indicator, on which this project is based, rose from 33.9% in 2020 to 35.1% in the 2021 financial year.

The indicators "Total employees (headcount, Elly definition)" and "Employees in management positions (headcount, Elly definition)", including a breakdown by gender and age group, will be published in the 2021 Sustainability Report for the first time in accordance with the new definition. Only employees of Österreichische Post AG (excluding Group companies) are included in the figures for the Elly gender balance project for management purposes. These indicators are presented in terms of headcount and annual average values. The figures do

not include payroll units which are not involved in the project. The most significant of these is the Internal Labour Market. Employees on long-term leave are included in the calculation.

The figures for "Employees in management positions" were changed to ensure uniform presentation of data on the proportion of women throughout the company (use of annual average values, uniform definition of employees in management).

At Group level, the indicators are only available for the 2021 financial year. For Österreichische Post AG, the values for 2019 and 2020 are also presented. Up until the 2020 Sustainability Report, figures for "Employees in management positions" were shown as full-time equivalents and are therefore not comparable with the indicators published in this report.

The indicators for "Total employees (headcount, Elly definition)" represent the basis for "Employees in management positions (headcount, Elly definition)" and are calculated according to the same definition. These figures are therefore not comparable with the totals for "Full-time employees (headcount)" and "Part-time employees (headcount)".

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
EMPLOYEES WITH DISABILITIES	1,161	1,136	1,172	-	-	1,381
EMPLOYEES (FTE²) BY AGE GROUP	17,205	17,465	17,654	20,338	22,966	27,275
under 30	2,956	3,174	3,442	3,667	4,511	5,712
30-50	7,437	7,542	7,644	9,247	10,871	13,719
over 50	6,813	6,750	6,568	7,424	7,584	7,844
EMPLOYEES BY AGE GROUP IN %						
under 30	17.2	18.2	19.5	18.0	19.6	20.9
30-50	43.2	43.2	43.3	45.5	47.3	50.3
over 50	39.6	38.6	37.2	36.5	33.0	28.8
TOTAL EMPLOYEES (HEAD-COUNT, ELLY DEFINITION)³	18,204	18,718	18,903	-	-	28,979
thereof women	6,574	6,784	6,929	-	-	9,286
thereof women (headcount in %)	36.2	36.2	36.7	-	-	32.0
thereof men	11,604	11,933	11,974	-	-	19,693
thereof men (headcount in %)	63.8	63.8	63.3	-	-	68.0

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	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
EMPLOYEES IN MANAGEMENT POSITIONS (HEAD-COUNT, ELLY DEFINITION)³	871	996	991	-	-	1,697
thereof women	262	338	348	-	-	576
thereof men	609	659	643	-	-	1,121
By age group						
under 30	38	57	54	-	-	84
30-50	402	419	415	-	-	1,016
over 50	431	521	522	-	-	597
EMPLOYEES IN MANAGEMENT POSITIONS (IN %, ELLY DEFINITION)³	4.8	5.3	5.2	-	-	5.9
thereof women	30.1	33.9	35.1	-	-	33.9
thereof men	69.9	66.1	64.9	-	-	66.1
By age group						
under 30	4.3	5.7	5.4	-	-	4.9
30-50	46.1	42.0	41.9	-	-	59.9
over 50	49.5	52.3	52.7	-	-	35.2

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2021. 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 Indicators according to the definition of the Elly gender balance project. The figures do not include payroll units which are not involved in the project. The most significant of these is the Internal Labour Market. Employees on long-term leave are included in the calculation.

Sick Leave and Accidents

GRI 403-9 SDG 3, 8

The sick leave numbers of Österreichische Post AG rose only slightly in 2021 despite the COVID-19 pandemic. Days lost per sick leave absence were down slightly in the same period. At Group level, sick leave fell from 6.8% to 6.5% in 2021.

The number of occupational accidents rose from 2020 to 2021. A total of 843 occupational accidents were

registered at Österreichische Post AG in the reporting year. This 6.6% increase is attributable to the main causes of accidents, i.e. falls, traffic accidents, and injuries sustained while operating work equipment.

Occupational accidents correlate with the increase in transportation activity. Parcel volumes in Austria rose by 11% in 2021, totalling 184 million parcels.

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
EMPLOYEE SICK LEAVE (FTE² IN %)	9.0	7.6	8.3	8.5	6.8	6.5
thereof women (in %)	30.2	31.4	30.4	-	-	30.6
thereof men (in %)	69.8	68.6	69.6	-	-	69.4
DAYS LOST DUE TO SICK LEAVE (WORKING DAYS)	9.7	9.5	9.1	-	-	8.7
thereof women	8.0	8.3	7.7	-	-	7.8
thereof men	10.7	10.2	9.9	-	-	9.2

Table continued on following page →

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
NUMBER OF OCCUPATIONAL ACCIDENTS³	784	791	843	851	917	1 096
thereof women	310	314	344	-	-	364
thereof men	474	477	499	-	-	732
thereof serious accidents ⁴	14	3	5	-	-	6
thereof women	2	1	1	-	-	2
thereof men	12	2	4	-	-	4
thereof fatal accidents	0	0	0	0	0	1
thereof women	0	0	0	-	-	0
thereof men	0	0	0	-	-	1
ACCIDENT FREQUENCY^{3, 5}	28	27	28	-	-	22
FREQUENCY OF SERIOUS ACCIDENTS^{3, 4, 5}	0.5	0.1	0.2	-	-	0.1

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2021. 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.

Training and Education

GRI 404-1 SDG 5

In 2021 there was a significant rise in the number of seminar participants and training hours, at in-person as well as online training sessions at Österreichische Post AG.

An extra 2,000 employees were approved for e-learning courses on the company's learning platform LENA. In total, around 65% more e-learning courses were rolled out and completed by around 60% more people.

At Group level, the number of seminars, the number of seminar participants and training hours rose compared with the previous year. This is in part due to the inclusion of the figures for the subsidiary Aras Kargo for the full year in 2021. As the company was fully consolidated on 25 August 2020, figures for 2020 are included on a proportional basis.

	Österreichische Post AG			Austrian Post Group ¹		
	2019	2020	2021	2019	2020	2021
NUMBER OF SEMINARS²	1,142	1,577	1,333	1,296	1,804	2,313
NUMBER OF SEMINAR PARTICIPANTS	6,713	33,539	52,067	7,379	37,406	104,272
thereof women (in %)	39.2	53.2	58.0	-	-	41.5
thereof men (in %)	60.8	46.8	42.0	-	-	58.5
TRAINING HOURS	135,340	95,397	133,342	142,708	111,330	215,825
AVERAGE ANNUAL NUMBER OF TRAINING HOURS – WOMEN	8.2	6.8	9.7	-	-	9.5
AVERAGE ANNUAL NUMBER OF TRAINING HOURS – MEN	6.7	4.0	5.4	-	-	6.4

¹ The indicators apply to the entire Austrian Post Group. The data compilation in the scope of consolidation of the Group was expanded in 2021. 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.

NOTES ON THE EU TAXONOMY REGULATION

Additional information about the EU Taxonomy Regulation and qualitative and quantitative disclosures about how Austrian Post calculates Taxonomy-eligible revenue, CapEx and OpEx.

Legal Basis

Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment (the Taxonomy Regulation) places an obligation on large, capital market-oriented companies like Österreichische Post AG which are required to publish a (consolidated) non-financial statement to include information on how and to what extent the company's activities are associated with economic activities that qualify as environmentally sustainable under Article 8(1) of the Taxonomy Regulation. Austrian Post intends to disclose the proportion of its revenue, CapEx and OpEx which is considered to be Taxonomy-eligible for the 2021 financial year. These disclosures reflect the categories used in the Taxonomy and provide a forecast on the company's "sustainable potential". From the 2022 financial year onwards, Austrian Post will be required to report the proportion of its revenue, CapEx and OpEx which is considered to be Taxonomy-aligned. This will show the proportion of our revenue, CapEx and OpEx which is actually ecologically sustainable based on technical screening criteria. The ecological sustainability of an economic activity is assessed on the basis of six environmental objectives which have been prioritised by the EU. Only two of these are relevant for the 2021 financial year: climate change mitigation and climate change adaptation. The other four (the sustainable use and protection of water and marine resources; the transition to a circular economy; pollution prevention and control; the protection and restoration of biodiversity and ecosystems) will be included in the 2022 reporting process. The environmental objectives of the EU Taxonomy are an important step towards meeting the UN 2030 Agenda for Sustainable Development, the Paris Agreement and the European Green Deal.

The reporting scope specified under Article 8 of the Taxonomy Regulation includes Österreichische Post AG and its fully consolidated subsidiaries. Reports are prepared for both Österreichische Post AG and the Österreichische Post AG Group in accordance with the European Non-Financial Reporting Directive and Sections 267a and 243b of the Austrian Commercial Code (UGB). Information for these two entities is shown separately in the tables. In accordance with Article 10 (1) of the Delegated Regulation (C(2021) 4987 final), the performance indicators were calculated in line with the provisions of Article 8 (2) of the Taxonomy Regulation (2020/852). Reports are prepared in accordance with Annex 1 to Commission Delegated Regulation (EU) 2021/2178 supplementing Regulation (EU) 2020/852 of 6 July 2021, which lays down the requirements for non-financial companies. As a credit institution and fully-consolidated subsidiary, bank99 is subordinated to the reporting of the parent company and integrated into the reporting process of the non-financial company Austrian Post in accordance with the advice provided by the European Commission¹ on conglomerates.

Project

An interdisciplinary project team with representatives from CSR & Environmental Management, Investor Relations, Group Accounting and Group Controlling was assembled to implement the requirements of the EU Taxonomy for reporting purposes.

¹ **EU Commission:** Frequently asked questions: How should financial and non-financial undertakings report Taxonomy-eligible economic activities and assets in accordance with the Taxonomy Regulation Article 8 Disclosures Delegated Act? (20 December 2021)

The different departments were also involved in the project on an ongoing basis. A joint kick-off event began the process of analysing Commission Delegated Regulation (EU) 2021/2139, which establishes the technical screening criteria for determining the conditions under which an economic activity qualifies as contributing substantially to climate change mitigation or climate change adaptation and assigning these criteria to our economic activities. The project drew up definitions for the revenue, CapEx and OpEx indicators and developed models for the numerator and denominator for each indicator for use within Austrian Post. The models were used to calculate the numerator on a centralised basis, while the denominator was based on data collected from the divisions and subsidiaries.

Working groups and events provide opportunities to interact on a regular basis with other financial market participants and international postal organisations. The goal was to reach a shared understanding of the new requirements of the EU Taxonomy, discuss questions of interpretation in the interests of ensuring comparability and agree on best practice solutions.

Identification of Taxonomy-eligible Economic Activities

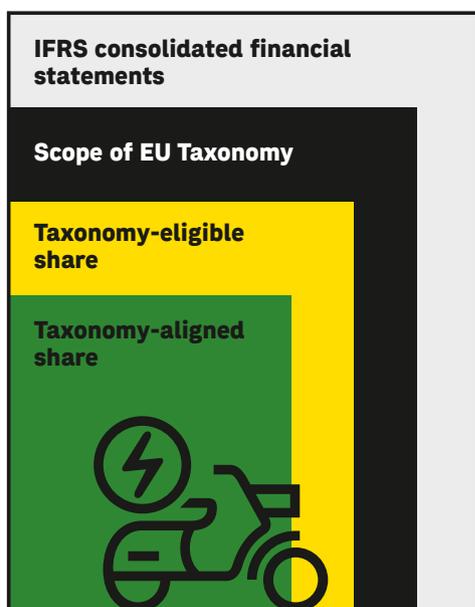
Taxonomy-eligible economic activities were identified using the screening criteria outlined in Commission Delegated Regulation (EU) 2021/2139 for the environmental objectives of climate change mitigation and climate change adaptation. An initial batch of data was collected by the project team on a central basis, with additional data provided in meetings with the departments. In addition to

an initial assessment based on NACE codes, the Taxonomy-eligibility of economic activities was analysed in detail based primarily on the descriptions of these activities. The analysis found that the majority of the economic activities of the Austrian Post Group can be allocated to the environmental objective of climate change mitigation and have a higher level of relevance for this objective, while the environmental objective of climate change adaptation currently has a subordinate role, with materiality thresholds currently not exceeded in this area. However, climate change adaptation measures are analysed periodically and may be implemented if applicable. The detailed analysis of determining how economic activities relate to environmental objectives also identifies and prevents duplicates. As there were only two environmental objectives, there were no overlaps or duplicates in 2021.

Activities related to the transport and logistics sector are most significant for Austrian Post due to its business model. For this reason, Austrian Post focused on assigning activities related to investments in and the operation of a variety of vehicles and infrastructure related to the transport of goods, specifically transport by truck (activity 6.6), small trucks, cars and motorbikes (activity 6.5), bicycles and on-foot delivery (activity 6.4) and the infrastructure for the delivery and sorting of mail items (activity 6.15). Capital and operational expenditure was also identified in the Taxonomy-eligible areas of buildings, energy and scientific & technical services. The activities of Österreichische Post AG and its subsidiaries were screened.

The figure below provides an overview of how economic activities are allocated to the individual Taxonomy indicators within the Austrian Post Group.

Sector	Revenue	CapEx	OpEx
 4. Energy	⊗	⊙	⊙
 6. Transport & logistics	⊙	⊙	⊙
 7. Real estate	⊗	⊙	⊙
 9. Scientific & technical services	⊗	⊗	⊙



Definition and Calculation of Taxonomy Indicators

The required indicators were defined in accordance with the requirements of Annex 1 to Commission Delegated Regulation (EU) 2021/2178 supplementing Regulation (EU) 2020/852 of 6 July 2021, which covers the reporting methodology and requirements for non-financial companies. As a group of financial and non-financial companies, Austrian Post reports the consolidated Taxonomy indicators in accordance with the standards laid down for non-financial companies as the parent company Österreichische Post AG is a non-financial company.

The data from the IFRS consolidated financial statements and the individual financial statements of Österreichische Post AG according to the Austrian Commercial Code (UGB) following reconciliation with IFRS are used as the starting point for the process of gathering relevant indicators. The definitions of indicators used for the purpose of the Taxonomy Regulation differ

in some fairly significant ways from the IFRS definitions of revenue, CapEx and OpEx. For this reason, a Taxonomy filter is initially applied to IFRS items so only relevant items or figures from these items are used to calculate the denominator, the starting point, of the Taxonomy indicator in question. The numerator is calculated by identifying the Taxonomy-eligible items of the denominator based on an allocation to the economic activities defined under the EU Taxonomy.

Taxonomy-eligible Revenue

In line with the definition of the denominator, the starting point, for the Taxonomy revenue indicator, the item "Revenue" (IAS 1.82(a)) in the consolidated income statement is used as a starting point. Income from financial instruments (IFRS 9) is not included and is therefore deducted from the item.

Even though the individual financial statements of Österreichische Post AG are prepared in accordance with the Austrian Commercial Code, its Taxonomy indicators are provided in accordance with IFRS based on the IFRS Reporting Package included in the consolidated financial statements. This guarantees a standardised procedure across the Group and improves the relevance of Taxonomy indicators at both a domestic and international level.

The following table shows the reconciliation of revenue under the Austrian Commercial Code to revenue in accordance with IFRS for Österreichische Post AG.

Österreichische Post AG		
	Unit	
REVENUE IN ACCORDANCE WITH AUSTRIAN COMMERCIAL CODE INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,977.0
Income from leasing included in revenue	EUR m	-32.5
Other income included in revenue	EUR m	-12.6
Different date of revenue recognition under IFRS	EUR m	-0.3
Revenue from agency business	EUR m	-5.5
REVENUE IN ACCORDANCE WITH IFRS INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,926.1

The following table shows the reconciliation of IFRS revenue to the denominator, i.e. the basis of the Taxonomy revenue indicator.

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
REVENUE IN ACCORDANCE WITH IFRS INDIVIDUAL/ CONSOLIDATED FINANCIAL STATEMENTS	EUR m	1,926.1	100%	EUR m	2,519.6	100%
Income from financial instruments in accordance with IFRS 9 included in revenue	EUR m	-	-	EUR m	-1.8	-0.1%
REVENUE IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	1,926.1	100%	EUR m	2,517.8	99.9%

The Taxonomy-eligible portion of revenue for the numerator is identified by allocating revenue to the economic activities defined under the EU Taxonomy. The analysis showed that only revenue from services and products related to transport services can be used. Product revenue which represents mixed revenue items was analysed in detail to determine the extent to which these represent logistics services. Owing to the business model of Österreichische Post AG and its subsidiaries, just under 95% of revenue were allocated to activities in the transport & logistics sector and are therefore subject to the EU Taxonomy. The majority of Taxonomy-non-eligible revenue is related to the financial services, merchandise or business solutions categories.

A distribution model was used to allocate identified revenues to the economic activities defined by the EU Taxonomy. The delivery of letters, direct mail items and parcels accounts for the majority of the business model of Österreichische Post AG and its group. The main process involved in providing the service involves transportation with a number of different vehicles or on foot, as well as the sorting and transshipment of products.

Revenue was allocated to the identified activities in relation to mode of transport/allocation to infrastructure. A distinction is made between trucks (activity 6.6), small trucks, cars and motorbikes (activity 6.5), bicycles and on-foot delivery (activity 6.4) and the necessary infrastructure for the delivery and sorting of mail items (activity 6.15). A multi-stage cost, route and vehicle-based distribution method was used to allocate revenue to Taxonomy-eligible economic activities. This method

allocates revenue to activities based on the proportion of costs, routes and the use of vehicles. This prevents the same revenue from being allocated to different activities.

The procedure used for the cost-based distribution method is illustrated below. (see chart p. 134)

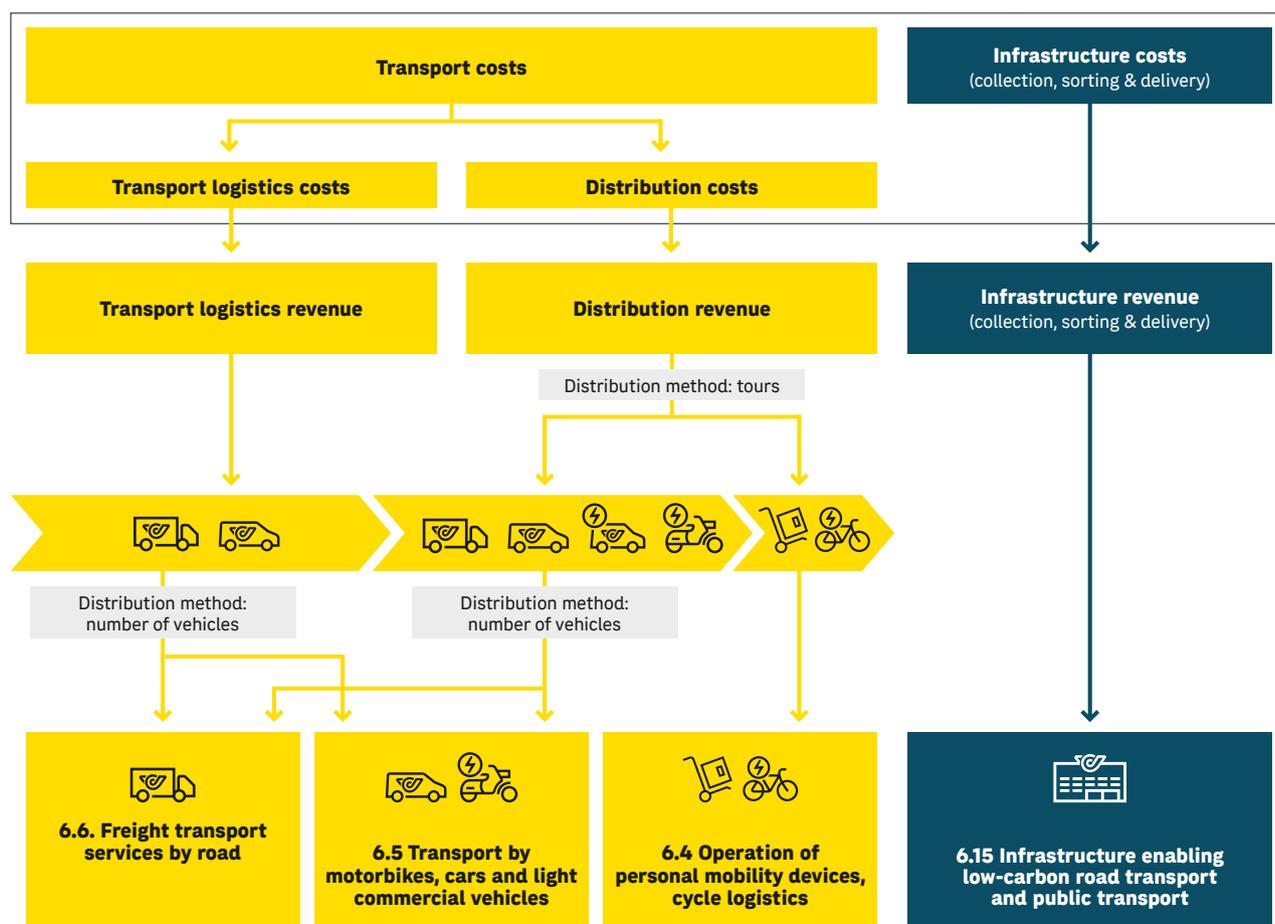
In the first stage, a distinction is made between the costs for the two main components involved in the provision of services: transport and sorting & delivery.

The transport cost item is broken down further into the components of transport logistics and distribution. Transport logistics involves national and international long-distance transport (line haul) as well as transport between branches, distribution centres and delivery bases. Distribution involves the "last mile" involved in delivering items to recipients. Collections from customers (last mile) are also included.

Sorting and delivery is part of the infrastructure cost item. This includes the collection, sorting and transshipment of items. The cost item incorporates costs related to distribution centres and delivery bases, as well as costs related to dropping off items at branches and self-service stations. It also includes costs for buildings, technical systems and equipment and personnel. Buildings and systems are thus allocated to the infrastructure cost item, not the transport cost item.

The distribution method does not include costs which do not correspond to any of the aforementioned categories, such as overhead costs (the majority of which are related to administrative buildings and staff).

G 09 Cost-based distribution method



The revenue to be allocated per category is determined based on the proportions allocated to the three cost items. The entirety of the revenue in the infrastructure cost item can be allocated to activity 6.15 and constitutes the Taxonomy-eligible proportion of revenue for this activity.

Further distinctions are required in the transport logistics and distribution cost items in order to allocate transport revenue to activities. The number of vehicles is used as the basis for allocating revenue in the transport logistics cost item to Taxonomy-eligible activities 6.6 and 6.5. Revenue is initially distributed between the assigned tours² in the distribution cost item. The distribution of tours makes it possible to determine the proportion of revenue generated through physical activity, which is

allocated directly to activity 6.4. The remaining revenue is generated using vehicles and allocated to activities 6.5 and 6.6 using a vehicle-based distribution method.

The number of vehicles is used due to the need to differentiate between vehicles in vehicle class N1 (motor vehicles < 3.5 tonnes) by weight. All vehicles in class N1 are automatically allocated to activity 6.5, with the exception of vehicles which exceed a reference mass of 2.6 tonnes; these are allocated to activity 6.6.

The table below shows how revenue is distributed between economic activities using the aforementioned distribution method. The table in the "Taxonomy-eligible Activities" section provides a quantitative breakdown of the numerator for the Taxonomy revenue indicator.

² A tour is allocated to a delivery method (small truck, moped, bicycles, on foot, etc.) and corresponds to an area which can be covered by a delivery staff member.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group	
		Absolute revenue (in EUR m)	Share of revenue (in %)	Absolute revenue (in EUR m)	Share of revenue (in %)
TAXONOMY-ELIGIBLE ACTIVITIES					
Operation of personal mobility devices, cycle logistics	6.4	127.7	6.6	142.9	5.7
Transport by motorbikes, cars and light commercial vehicles	6.5	846.4	43.9	1,116.9	44.4
Freight transport services by road	6.6	242.5	12.6	309.5	12.3
Infrastructure enabling low-carbon road transport and public transport	6.15	650.5	33.8	816.9	32.4
REVENUE FROM TAXONOMY-ELIGIBLE ACTIVITIES		1,867.1	96.9	2,386.3	94.8
REVENUE FROM TAXONOMY-NON-ELIGIBLE ACTIVITIES		58.9	3.1	131.5	5.2
TOTAL REVENUE		1,926.1	100	2,517.8	100

The Taxonomy-eligible proportion of revenue is 95% for the Austrian Post Group and 97% for Österreichische Post AG. The majority of this is generated through distribution (activity 6.5). This area has the greatest potential to contribute to the objectives of the EU Taxonomy Regulation and the Paris Agreement. We are increasing our focus on electric mobility in our delivery fleet and intend to make all deliveries on foot or using electric vehicles by 2030.

■  see Environment & Climate, p. 79, 82ff

Activities related to logistics infrastructure (activity 6.15) generate the second largest proportion of Taxonomy-eligible revenue. Austrian Post is committed to using modern and energy-efficient infrastructure for its distribution centres, sorting facilities and delivery bases. It is investing in photovoltaic systems to generate green energy for its buildings and facilities.

■  see Environment & Climate, p. 80, 85ff

In the area of transport logistics (activity 6.6), Austrian Post is dependent on the low-emission or emission-free drive technologies available on the market. Austrian Post will be investing in hydrogen-powered trucks and other alternative technologies in this area.

■  see Environment & Climate, p. 79, 82ff

Taxonomy-eligible CapEx

The definition of CapEx for financial statements in accordance with the Austrian Commercial Code and IFRS includes additions to property, plant and equipment, intangible assets and, for IFRS, also right-of-use assets from leases (IFRS 16). Capital expenditure in financial instruments and capital expenditure through joint ventures is not included. The definition according to IFRS also corresponds to the definition for the denominator of the CapEx indicator according to the EU Taxonomy. The denominator for the CapEx indicator covers additions to tangible and intangible assets during the financial year, including those resulting from revaluations and impairments, as well as additions resulting from business combinations. It also includes right-of-use assets in connection with leases (IFRS 16).

Österreichische Post AG reports its Taxonomy indicators on an IFRS basis for its individual financial statements, as explained under "Taxonomy-eligible Revenue". The following table shows the reconciliation of CapEx under the Austrian Commercial Code to CapEx in accordance with IFRS for Österreichische Post AG.

	Unit	
CAPEX IN ACCORDANCE WITH AUSTRIAN COMMERCIAL CODE INDIVIDUAL FINANCIAL STATEMENTS	EUR m	122.2
CapEx under IFRS 16 (leases)	EUR m	86.4
CapEx from internally created software	EUR m	3.1
Other reconciliation items	EUR m	-4.5
CAPEX IN ACCORDANCE WITH IFRS INDIVIDUAL FINANCIAL STATEMENTS	EUR m	207.1

The following table shows the reconciliation of IFRS CapEx to the denominator, i.e. the basis, of the Taxonomy CapEx indicator.

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
CAPEX IN ACCORDANCE WITH IFRS INDIVIDUAL/ CONSOLIDATED FINANCIAL STATEMENTS	EUR m	207.1	100%	EUR m	289.7	100%
Proportion of CapEx not relevant/additional to EU Taxonomy	EUR m	-	-	EUR m	-	-
CAPEX IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	207.1	100%	EUR m	289.7	100%

The numerator of the Taxonomy CapEx indicator is determined by allocating items classified under tangible and intangible assets to the previously identified economic activities defined by the EU Taxonomy. Each addition can only be allocated to one Taxonomy-eligible activity to avoid duplication.

The additions included in the numerator of the Taxonomy CapEx indicator are allocated as follows:

- Property, plant and equipment:
Group: EUR 145.6m
(Österreichische Post AG: EUR 100.3m)
- Investment properties acquired or recognised at the carrying amount: Group: EUR 4.5m
(Österreichische Post AG: EUR 4.5m)
- Capitalised right-of-use assets (IFRS 16):
Group: EUR 79.8m
(Österreichische Post AG: EUR 81.9m)

No additions included in CapEx plans were used to expand Taxonomy-eligibility or Taxonomy-alignment for the purposes of the numerator of the Taxonomy CapEx indicator as no such plans were available for the 2021 financial year. Furthermore, there were no additions from business combinations included in the numerator in the 2021 financial year.

The table below shows how CapEx is distributed between economic activities. The table in the "Taxonomy-eligible Activities" section provides a quantitative breakdown of the numerator for the Taxonomy CapEx indicator between identified Taxonomy-eligible economic activities.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group	
		Absolute CapEx (in EUR m)	Proportion of CapEx (in %)	Absolute CapEx (in EUR m)	Proportion of CapEx (in %)
TAXONOMY-ELIGIBLE ACTIVITIES					
Electricity generation using solar photovoltaic technology	4.1	0.7	0.3	1.0	0.3
Operation of personal mobility devices, cycle logistics	6.4	0.4	0.2	0.4	0.2
Transport by motorbikes, cars and light commercial vehicles	6.5	23.2	11.2	27.0	9.3
Freight transport services by road	6.6	3.4	1.6	4.2	1.4
Infrastructure enabling low-carbon road transport and public transport	6.15	153.3	74.0	190.5	65.8
Construction of new buildings	7.1	4.5	2.2	4.5	1.5
Installation, maintenance and repair of charging stations for electric vehicles in buildings and parking spaces attached to buildings	7.4	1.3	0.6	2.2	0.7
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	7.5	0.0	0.0	0.3	0.1
CAPEX FROM TAXONOMY-ELIGIBLE ACTIVITIES		186.7	90.1	230.0	79.4
CAPEX FROM TAXONOMY-NON-ELIGIBLE ACTIVITIES		20.4	9.9	59.7	20.6
TOTAL CAPEX		207.1	100	289.7	100

Österreichische Post AG and its group are planning a significant amount of capital expenditure over the coming years. This has the potential to expand the range of Taxonomy-eligible and Taxonomy-aligned economic activities. The majority of this relates to the expansion of our existing logistics infrastructure such as distribution centres and delivery bases (activity 6.15) and modernising the delivery fleet (activity 6.5). Österreichische Post AG will be procuring an entirely electric fleet for delivery purposes as of 2023 as part of its contribution towards climate change mitigation. In terms of transport logistics (activity 6.6), our procurement of trucks will focus on modern models with minimal emissions with an emphasis on new drive technologies, such as hydrogen. We will be increasing our use of sustainable energy by adding new photovoltaic systems and storage options for the energy that they produce, while also integrating heat pumps into our buildings.

^N see Environment & Climate, p. 79, 82ff (Green & Efficient Mobility) and p. 80, 85ff (Green & Efficient Buildings)

Taxonomy-eligible OpEx

The definition of the numerator, i.e. the basis, of the OpEx indicator as used for the purposes of the EU Taxonomy only includes a small subset of operating expenditure. It includes specific non-capitalised operating expenditure relevant to the denominator which is defined differently to how these items are broken down in IFRS income statements.

Specifically, it covers non-capitalised costs that relate only to building renovation measures, maintenance and repair, research and development costs, training and retraining expenses, short-term leases under one year in duration or leases which do not lead to the recognition of a right-of-use asset in accordance with IFRS 16. Only direct costs can be included. Overheads such as depreciation or management staff costs are excluded.

The relevant operating expenditure is included in the following income statement items (IFRS for the Österreichische Post AG Group, and in accordance with the Austrian Commercial Code for Österreichische Post AG as a separate business): raw materials, consumables and services used, Expenses for financial services, staff

costs, depreciation and other operating expenses. The sum total of these items is defined below as "OpEx in accordance with IFRS individual financial statements" and "OpEx in accordance with the Austrian Commercial Code individual financial statements" for the purposes of determining the OpEx indicator in accordance with the EU Taxonomy.

Österreichische Post AG reports its Taxonomy indicators on an IFRS basis for its individual financial statements, as explained under "Taxonomy-eligible Revenue". The table to the left shows the reconciliation of OpEx under the Austrian Commercial Code to OpEx in accordance with IFRS for Österreichische Post AG.

Österreichische Post AG

	Unit	
OPEX IN ACCORDANCE WITH AUSTRIAN COMMERCIAL CODE INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,871.5
Reconciliation items for raw materials, consumables and services used	EUR m	-8.1
Reconciliation items for staff costs	EUR m	-5.3
Reconciliation items for depreciation	EUR m	50.1
Reconciliation items for other operating expenses	EUR m	-53.8
OPEX IN ACCORDANCE WITH IFRS INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,854.3

The following table shows the reconciliation of IFRS OpEx to the denominator, i.e. the basis, of the Taxonomy OpEx indicator.

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
OPEX IN ACCORDANCE WITH IFRS INDIVIDUAL/CONSOLIDATED FINANCIAL STATEMENTS	EUR m	1,854.3	100%	EUR m	2,410.7	100%
Raw materials, consumables and services used	EUR m	-483.3	-26.1%	EUR m	-715.7	-29.7%
Proportion of OpEx not relevant to EU Taxonomy – staff costs	EUR m	-979.8	-52.8%	EUR m	-1,160.1	-48.1%
Proportion of OpEx not relevant to EU Taxonomy – depreciation	EUR m	-130.6	-7.0%	EUR m	-165.6	-6.9%
Proportion of OpEx not relevant to EU Taxonomy – expenses for financial services	EUR m	-	-	EUR m	-5.4	-0.2%
Proportion of OpEx not relevant to EU Taxonomy – other operating expenses	EUR m	-187.7	-10.1%	EUR m	277.7	-11.5%
OPEX IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	72.9	3.9%	EUR m	86.2	3.6%

Based on the aforementioned definitions, only 4% each of OpEx in accordance with IFRS individual/consolidated financial statements is used for the denominator of the OpEx indicator in accordance with the EU Taxonomy.

The general ledger accounts under the raw materials, consumables and services used, staff costs, depreciation and other operating expenses items in the IFRS income statement were analysed for the purpose of identifying relevant OpEx and calculating the denominator of the EU Taxonomy OpEx indicator. All non-relevant OpEx items (see above) were excluded and the OpEx of relevance for the denominator of the EU Taxonomy OpEx indicator was determined. On the basis of this analysis, the raw materials, consumables and services used, staff costs and depreciation items were excluded in full in

2021 as they were not directly attributable. Research and development expenses were not included as they are not directly relevant for either the denominator or the numerator of the OpEx indicator.

The numerator of the Taxonomy CapEx indicator is determined by allocating individual amounts identified for the purpose of the OpEx indicator to assets or processes which are involved in performing the identified economic activities defined by the EU Taxonomy. These amounts include expenses for training and retraining staff. Revenue from each individual item included in the numerator was allocated to the relevant Taxonomy-eligible activity. The detailed information used for the purpose of allocating revenue came from accounting data (e.g. general ledger accounts), controlling (e.g. cost centres and internal

orders) and upstream systems involved in the accounting process (e.g. vehicle management application). This also helped to avoid duplicate entries. There was no OpEx for climate change adaptation measures in the 2021 financial year.

The table below shows how OpEx is distributed between economic activities. The table in the "Taxonomy-eligible Activities" section provides a quantitative breakdown of the numerator for the Taxonomy OpEx indicator between identified Taxonomy-eligible economic activities.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group	
		Absolute OpEx (in EUR m)	Proportion of OpEx (in %)	Absolute OpEx (in EUR m)	Proportion of OpEx (in %)
TAXONOMY-ELIGIBLE ACTIVITIES					
Operation of personal mobility devices, cycle logistics	6.4	0.0	0.0	0.0	0.0
Transport by motorbikes, cars and light commercial vehicles	6.5	20.2	27.7	22.0	25.5
Freight transport services by road	6.6	1.7	2.4	2.0	2.3
Infrastructure enabling low-carbon road transport and public transport	6.15	20.8	28.5	24.2	28.1
Installation, maintenance and repair of energy efficiency equipment	7.3	1.5	2.1	1.8	2.0
Installation, maintenance and repair of charging stations for electric vehicles in buildings and parking spaces attached to buildings	7.4	0.0	0.0	0.0	0.0
Installation, maintenance and repair of renewable energy technologies	7.6	0.0	0.0	0.0	0.0
Professional services related to energy performance of buildings	9.3	0.3	0.4	0.3	0.3
OPEX FROM TAXONOMY-ELIGIBLE ACTIVITIES		44.5	61.1	50.3	58.3
OPEX FROM TAXONOMY-NON-ELIGIBLE ACTIVITIES		28.3	38.9	36.0	41.7
TOTAL OPEX		72.8	100	86.2	100

The majority of operating expenditure relates to maintenance and repair work. These are of particular relevance for activities related to the fleet (activities 6.4, 6.5 and 6.6), the logistics infrastructure (activity 6.15) and activities related to property (activities 7.3–7.6). The second-largest operating expenditure category relates to short-term leases and leases of non-capitalised assets of low value, such as vehicles and logistics infrastructure. Training and retraining expenses related to Taxonomy-eligible activities could not be allocated to an activity. Research and development expenditure was not included in the numerator or denominator as it could not be directly allocated. This will be calculated from next year onwards.

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, 102-56

Austrian Post's Sustainability Report is published annually. This Report covers the 2021 financial year, and thus is a seamless continuation of the 2020 Sustainability Report, which was published in 2021. 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 legally binding 2021 Non-financial Report will be published as part of the Sustainability Report for the first time in 2021. For this reason, no separate Non-financial Report will be published in 2021. The published disclosures were reviewed by an independent third party. The corresponding confirmation by BDO Austria GmbH can be found in the Independent Assurance Report at the end of this Sustainability Report.

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 102-45, 102-48, 102-49

Reporting was expanded (Aras Kargo, D2D) and encompasses the parent company Österreichische Post AG as well as its consolidated subsidiaries. A list of all the Group companies included in this report is provided on p. 141. The GRI reporting is broken down between the parent company (Österreichische Post AG) and the Group.

The data collection system was switched to the Group's current technical system, the reporting data

portal, in 2021. Detailed data dumps were created for optimal integration into reporting for validation and plausibility testing. Database interfaces were also introduced for more efficient data collection.

An internal control system (ICS) was established in 2021 to collect environmental indicators and improve data quality. The ICS documents all of the processes used for the collection, submission, validation and plausibility testing of data in the form of numerous process descriptions. Likewise, control mechanisms were established for all process steps evaluated and identified as subject to risk.

GRI 302-1, 305-1, 305-2, 305-3 SDG 3, 7, 12, 13

Austrian Post's reporting with respect to greenhouse gas emissions relates to CO₂ equivalents. 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 (Scope 3).

The Group Vehicle Management organisational unit is responsible for determining the Scope 1 emissions of Österreichische Post AG from road transport. The base data for calculating emissions is derived from an SAP production system and fleet management software, which includes vehicle data (type of vehicle, engine, etc.) and performance data (kilometres driven and fuel consumption). The base data for Scope 3 emissions related to transport (kilometres driven) provided by external freight companies is derived from databases and distinguishes between transport logistics and distribution. The data for transport logistics is based on the billing of kilometres driven. Fuel consumption is then calculated on the basis of the average consumption of the Austrian Post vehicle category in question. The performance data for external shipping companies used for distribution

Subsidiary	Country
ACL advanced commerce labs GmbH	Austria
adverserve digital advertising services GmbH	Austria
bank99 AG	Austria
D2D – direct to document GmbH	Austria
EMD Elektronische- u. Mikrofilm-Dokumentations-systeme GmbH	Austria
feibra GmbH	Austria
Medien.Zustell GmbH	Austria
Post E-Commerce GmbH	Austria
Post Immobilien GmbH	Austria
Post IT Services GmbH	Austria
Post Systemlogistik GmbH	Austria
Post Wertlogistik GmbH	Austria
Scanpoint GmbH	Austria
sendhybrid ÖPBD GmbH	Austria
Aras Kargo a.s.	Turkey
Austrian Post International Deutschland GmbH	Germany
City Express d.o.o.	Serbia
Express Montenegro d.o.o.	Montenegro
Express One d.o.o.	Bosnia and Herzegovina
Express One Hungary Kft.	Hungary
Express One Slovakia s.r.o.	Slovakia
M&BM Express OOD	Bulgaria
Overseas Trade Co. Ltd. d.o.o.	Croatia
Scanpoint Slovakia s.r.o.	Slovakia
Slovak Parcel Service s.r.o.	Slovakia
Weber Escal d.o.o.	Croatia

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. All significant energy flows are identified and included in the data compilation.

Scope 3 emissions related to IT services and business trips are based on information requested from suppliers.

The environmental indicators for national and international subsidiaries are based on data directly obtained from the respective subsidiaries.

Data is then automatically validated and consolidated. This process includes calculating carbon indicators on the basis of base data. The CSR & Environmental Management department is responsible for plausibility testing.

The carbon emission 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 2021 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 subsidiaries. Countryspecific emission factors (locationbased method) are used only for electricity. These are derived from the ecoinvent database. All carbon emission factors are reviewed and updated on an annual basis.

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						
COMPANY & RESPONSIBILITY						
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. 08 Annual Report 2021: p. 08f, 18ff	
GRI 102	General Disclosures	102-3	Location of headquarters		Rochusplatz 1, A-1030 Vienna	
GRI 102	General Disclosures	102-4	Location of operations		p. 09 Annual Report 2021: p. 08f	
GRI 102	General Disclosures	102-5	Ownership and legal form		p. 08 Annual Report 2021: p.45ff	
GRI 102	General Disclosures	102-6	Markets served		p. 09 Annual Report 2021: p. 08f	
GRI 102	General Disclosures	102-7	Scale of the organisation		p. 08f, 68f Annual Report 2021: p. 08f, 45ff, 94ff, 214f	
GRI 102	General Disclosures	102-8	Information on employees and other workers	SDG 8: Decent Work and Economic Growth	p. 124f	
GRI 102	General Disclosures	102-12	External initiatives		p. 10f, 25f	
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. 28	
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders		p. 28	
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement		p. 27f, 58, 101	
GRI 102	General Disclosures	102-44	Key topics and concerns raised		p. 27, 58	
REPORTING PRACTICE						
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements		p. 08f, 140 Annual Report 2021: p. 94ff, 214f	
GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries		p. 08f, 22ff, 140	
GRI 102	General Disclosures	102-47	List of material topics		p. 22ff	
GRI 102	General Disclosures	102-48	Restatements of information		p. 126, 140	
GRI 102	General Disclosures	102-49	Changes in reporting		p. 140	
GRI 102	General Disclosures	102-50	Reporting period		p. 140	
GRI 102	General Disclosures	102-51	Date of most recent report		12. März 2021	
GRI 102	General Disclosures	102-52	Reporting cycle		p. 140	
GRI 102	General Disclosures	102-53	Contact point for questions regarding the report		p. 158	
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards		p. 140	
GRI 102	General Disclosures	102-55	GRI content index		p. 142	
GRI 102	General Disclosures	102-56	External assurance		p. 140, 155ff	

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. 24f, 52, 63ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 50f, 52, 63ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 15, 53f, 67	

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. 31ff	
GRI 102	General Disclosures	102-14	Statement from senior decision-maker		p. 01, 04ff	
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities		p. 32ff, 50, 78, 96	
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behaviour		p. 12ff, 18ff, 62ff	
GRI 102	General Disclosures	102-17	Mechanisms for advice and concerns about ethics		p. 62	
GRI 102	General Disclosures	102-18	Governance structure		p. 12ff, 18ff, 63f	
GRI 102	General Disclosures	102-19	Delegating authority		p. 18f	
GRI 102	General Disclosures	102-20	Executive level responsibility for economic, environmental and social topics		p. 18f	
GRI 102	General Disclosures	102-21	Dialogue with stakeholders on economic, environmental, and social topics		p. 27f	
GRI 102	General Disclosures	102-22	Composition of the highest governance body and its committees		Annual Report 2021: p. 32ff	
GRI 102	General Disclosures	102-23	Chair of the highest governance body		Annual Report 2021: p. 32ff	
GRI 102	General Disclosures	102-24	Nominating and selecting the highest governance body	SDG 5: Gender Equality	Annual Report 2021: p. 32ff	
GRI 102	General Disclosures	102-25	Conflicts of interest		Annual Report 2021: 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 2021: p. 38f	
GRI 102	General Disclosures	102-41	Collective bargaining agreements	SDG 8: Decent Work and Economic Growth	p. 124f	
GRI 205: ANTI-CORRUPTION 2016						
GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption	SDG 16: Peace, justice and strong institutions	p. 64f	
GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	SDG 16: Peace, justice and strong institutions	p. 65f	
GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	SDG 16: Peace, justice and strong institutions		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 behaviour, 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 charges were related in particular to the alleged discrimination of the claimant through the granting of unfavourable price conditions, obstruction of competition as well as the inadmissibility of the contractually agreed confidentiality provisions and incorrect application of VAT regulations. In this context, an interim injunction was also applied for in February 2021, which was dismissed in favour of Austrian Post by court order dated 25 March 2021 (now legally binding). In the main proceedings, a partial decision was issued on 22 June 2021 to the detriment of Austrian Post, according to which Austrian Post should cease discrimination in the Info.Mail sector and the agreement of confidentiality obligations related to discount scales and discount rates. This partial decision was confirmed by the Supreme Cartel Court (OGH) on 11 November 2021 (now legally binding). There is still a part of the proceedings pending.	

GRI 419: SOCIOECONOMIC COMPLIANCE 2016

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 charges were related in particular to the alleged discrimination of the claimant through the granting of unfavourable price conditions, obstruction of competition as well as the inadmissibility of the contractually agreed confidentiality provisions and incorrect application of VAT regulations. In this context, an interim injunction was also applied for in February 2021, which was dismissed in favour of Austrian Post by court order dated 25 March 2021 (now legally binding).



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 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area		<p>In the main proceedings, a partial decision was issued on 22 June 2021 to the detriment of Austrian Post, according to which Austrian Post should cease discrimination in the Info.Mail sector and the agreement of confidentiality obligations related to discount scales and discount rates. This partial decision was confirmed by the Supreme Cartel Court (OGH) on 11 November 2021 (now legally binding). There is still a part of the proceedings pending.</p> <p>With regard to labour law provisions (e.g. Austrian Act on the Employment of Foreign Nationals (AusIBG) and Austrian General Social Security Act (ASVG)), five administrative penal proceedings were pending in 2021 (in some cases proceedings on the same facts under different provisions). In one case, a minor administrative fine was issued due to an employee's misconduct for which Austrian Post is responsible; the other cases are still pending.</p>	

MATERIAL TOPIC: SUSTAINABLE PROCUREMENT

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 24f, 52, 61ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 50f, 52, 61ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 53f	

GRI 102: GENERAL DISCLOSURES 2016

GRI 102	General Disclosures	102-9	Supply chain	SDG 8: Decent Work and Economic Growth	p. 61f	
GRI 102	General Disclosures	102-10	Significant changes to the organisation and its supply chain		p. 08f, 61f	

GRI 204: PROCUREMENT PRACTICES 2016

GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	SDG 12: Responsible Consumption and Production	p. 61	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. 62f	
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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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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. 62f	
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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. 24f, 52, 68f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 50f, 52, 68f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 53f, 58	

GRI 201: ECONOMIC PERFORMANCE 2016

GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	SDG 5: Gender Equality SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth	p. 69, 117	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. 40f, 51f	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 5: Gender Equality SDG 7: Affordable and Clean Energy	p. 51f, 68f	These investments are commercial in nature.
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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. 24f, 79f, 82f, 85f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 12f, 14f, 25, 78f, 82f, 85f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 79ff	

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. 118ff, 122, 140f	
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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
				SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production SDG 13: Climate Action		
GRI 302	Energy	302-4	Reduction of energy consumption		p. 82, 85, 119	

GRI 305: EMISSIONS 2016

				SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action		
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions		p. 120f, 140f	
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. 120f, 140f	
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. 120f, 140f	

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. 24f, 79f, 86f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 78f, 86f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 81f	

GRI 301: MATERIALS 2016

				SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production		
GRI 301	Materials	301-1	Materials used by weight or volume		p. 123	

GRI 306: WASTE 2020

						The waste indicators cover all waste produced by Österreichische Post AG. Waste indicators are recorded on an annual basis in the form of an annual waste report. The indicators are based on actual data on the basis of annual reports provided by waste collection and disposal companies.
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 87, 124	

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	Waste	306-2	Management of significant waste-related impacts	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 86f	Information not available: waste for disposal cannot itemised due to Austrian legislation. No standardised information about indicators is provided at Group level. This information is therefore only reported for Österreichische Post AG. Limitations due to confidentiality: waste at Austrian Post is generated from customer deliveries. Absolute figures are not provided due to these business relationships.
GRI 306	Waste	306-3	Waste generated	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 124	Information not available: waste for disposal cannot itemised due to Austrian legislation. No standardised information about indicators is provided at Group level. This information is therefore only reported for Österreichische Post AG. Limitations due to confidentiality: waste at Austrian Post is generated from customer deliveries. Absolute figures are not provided due to these business relationships.
GRI 306	Waste	306-4	Waste diverted from disposal	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 124	Information not available: waste for disposal cannot itemised due to Austrian legislation. No standardised information about indicators is provided at Group level. This information is therefore only reported for Österreichische Post AG. Limitations due to confidentiality: waste at Austrian Post is generated from customer deliveries. Absolute figures are not provided due to these business relationships.
GRI 306	Waste	306-5	Waste directed to disposal	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production	p. 124	Information not available: waste for disposal cannot itemised due to Austrian legislation. No standardised information about indicators is provided at Group level. This information is therefore only reported for Österreichische Post AG. Limitations due to confidentiality: waste at Austrian Post is generated from customer deliveries. Absolute figures are not provided due to these business relationships.

MATERIAL TOPIC: CORPORATE & WORK CULTURE

GRI 103: MANAGEMENT APPROACH 2016

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 24f, 97, 100f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 96f, 100f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 98ff	

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 2016						
GRI 401	Employment	401-1	New employee hires and employee turnover		p. 126	Not applicable: in line with Austrian Post's internal definition, the annual average is used to calculate new employee hires and employee turnover.
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		p. 102	
GRI 402: LABOUR/MANAGEMENT RELATIONS 2016						
GRI 402	Labour/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.
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. 129	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. 103	

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. 24f, 97, 105f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 96f, 105f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 98ff	

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. 127 Annual Report 2021: p. 32ff, 38	
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MATERIAL TOPIC: OCCUPATIONAL HEALTH AND SAFETY

GRI 103: MANAGEMENT APPROACH 2018

GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary		p. 24f, 97, 107f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 96f, 107f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 98ff	

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. 109f	
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. 109f	
GRI 403	Occupational Health and Safety	403-3	Occupational health services	SDG 3: Good Health and Wellbeing	p. 109f	
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. 109f	
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. 109f	
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	SDG 3: Good Health and Wellbeing	p. 108	
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. 110	

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	403-9	Work-related injuries	SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth	p. 128	Productive hours are not disclosed for reasons of confidentiality. In 2021, 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. 24f, 97, 111f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 96f, 111f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 98ff	

GRI 418: CUSTOMER PRIVACY 2016

GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	SDG 16: Peace, justice and strong institutions		An official investigation was launched in 2021. Around 120 individual complaints procedures were also recorded. An appeal is pending in the case related to an abandoned post bag. Two official investigations were discontinued by the data protection authority – one began in 2018, while the other dated from 2020. An appeal is pending in the administrative prosecution proceedings with regard to the statistical calculation of party preference. The Data Protection Authority has appealed against the Federal Administrative Court's decision to repeal the penalty. The Data Protection Authority levied a penalty of EUR 9.5m in the administrative procedure related to the rights of data subjects. Austrian Post is contesting this penalty. D2D-direct to document GmbH was the subject of an official investigation in 2021. The investigation was abandoned in 2021. The official investigation of Post.Wertlogistik GmbH launched in 2020 was abandoned in 2021.
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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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OTHER 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. 24f, 52, 55	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 50f, 52, 55	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 53f, 58	

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. 24f, 52, 58ff	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 50f, 52, 58ff	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 53f	

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. 24f, 97, 112f	
GRI 103	Management Approach	103-2	The management approach and its components		p. 25, 96f, 112f	
GRI 103	Management Approach	103-3	Evaluation of the management approach		p. 98ff	

Vienna, 25 February 2022

The Management Board



GEORG PÖLZL
CEO
Chairman of the
Management Board



WALTER OBLIN
Deputy CEO
Mail & Finance



PETER UMUNDUM
Member of the Management Board
Parcel & Logistics

GLOSSARY

Capital Expenditure (CapEx)

Investment expenditure for long-term fixed assets, i.e. investments in property, plant and equipment, investment property, intangible assets and right-of-use assets under leases (IFRS 16)

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. It 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.

IFRS

International Financial Reporting Standards

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 information about risks and opportunities related to ESG issues.

NACE code

Statistical classification of economic activities in the European Economic Community

NO_x

NO_x is the generic term for a group of reactive gases, all of which contain nitrogen and oxygen in varying amounts – such as nitric oxide (NO) and nitrogen dioxide (NO₂). Nitrogen oxides are released into the atmosphere from natural sources and as a result of human activity. One of the main sources are waste gases from the combustion of fossil fuels.

ÖBAG

Österreichische Beteiligungs AG (ÖBAG) is a holding company that administers the strategically significant investments of the Republic of Austria.

 oebag.gv.at/en/portfolio

Operating expenditure (OpEx)

Operating expenditure for maintaining the business operations of a company, i.e. raw materials, consumables and services used, staff costs, depreciation and other operating expenses

SASB

The Sustainability Accounting Standards Board (SASB) is a non-profit 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 NON-FINANCIAL REPORTING

in Accordance with Sections 243b and 267a of the Austrian Commercial Code (UGB)

 102-56

**To the members of Austrian Post's Management Board
and Supervisory Board, Vienna**

**We have performed a limited assurance engagement on
the consolidated non-financial report ("Sustainability Report")
in accordance with Sections 243b and 267a Austrian
Commercial Code (UGB) for the 2021 financial year of
Österreichische Post Aktiengesellschaft ("the Company").**

The subsequent independent assurance report in the English language is a translation provided for informational purposes only. The German text of the signed confirmation report, which refers to the German version of the non-financial reporting 2021, is the only legally binding version. This English translation has no legal effect. More specifically, it cannot be used for interpreting the German version of the independent assurance report.

We performed an engagement aimed at achieving reasonable assurance for the following quantitative non-financial performance indicators of Österreichische Post Aktiengesellschaft ("the Parent Company"):

- Scope 1 and Scope 2 CO₂e emissions for the 2021 financial year based on the Greenhouse Gas Protocol

These quantitative non-financial performance indicators are provided on page 121 of the Sustainability Report and are referred to below as "CO₂e emissions".

Management's Responsibility

The Management Board of the Company is responsible for the preparation of the Sustainability Report, in addition to identifying and providing disclosures and

indicators related to the sustainability of the Company in line with reporting criteria. The Company applies the legal requirements of the Austrian Sustainability and Diversity Improvement Act (Sections 243b and 267a UGB) as well as the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) in the "Core" option as a reporting criterion. The Company also makes use of the principles and standard disclosures specified in the Greenhouse Gas Protocol in conjunction with internal guidelines as well as internally defined criteria for reporting and calculating the "CO₂e emissions" indicator as a reporting criterion. Regarding the transitional phase of the EU Taxonomy Regulation, the Company uses Article 8 of the EU Taxonomy Regulation 2020/852 in conjunction with Delegated Regulation 2021/4987 as a reporting criterion. The reporting criteria used by the Company are referred to as "reporting criteria" below.

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

in a way that is free of – intended or unintended – material misstatements. The responsibility also includes selecting and applying appropriate methods in the context of applying Article 8 of the EU Taxonomy Regulation 2020/852 in conjunction with Delegated Regulation 2021/4987.

Auditors' Responsibility and Scope of the Engagement

Our responsibility is to state whether, based on our procedures performed, anything has come to our attention that causes us to believe that the Sustainability Report of the Company dated 31 December 2021 is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (Sections 243b and 267a UGB) in all material respects, the core GRI Standards and Article 8 of the EU Taxonomy Regulation 2020/852 in conjunction with Delegated Regulation 2021/4987.

We were also tasked with obtaining reasonable assurance regarding the quantitative non-financial "CO₂e emissions" performance indicators of Österreichische Post AG (the Parent Company).

Limited Assurance Engagement

Our engagement was conducted in conformity with the Austrian generally accepted standards for other audits (KFS/PG 13) and the International Standard on Assurance Engagements (ISAE 3000 (Revised)) applicable to such engagements. These standards require us to comply with our professional requirements including independence requirements, and to plan and perform the engagement to enable us to express a conclusion with limited assurance, taking into account materiality.

An independent assurance engagement with the purpose of expressing a conclusion with limited assurance is substantially less in scope than an independent assurance engagement with the purpose of expressing a conclusion with reasonable assurance, thus providing reduced assurance. The procedures selected depend on the auditor's judgment and included the following procedures in particular:

- Inquiries of personnel on corporate level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting boundaries;
- A risk assessment, including a media analysis on relevant information concerning the sustainability performance of the Company in the reporting period;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and control of the disclosures on environmental, social

and employee matters, respect for human rights and anti-corruption and bribery, including the consolidation of the data;

- Inquiries of personnel on corporate level responsible for providing and consolidating and for carrying out internal control procedures concerning the disclosures on concepts, risks, due diligence processes, results and performance indicators;
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of sustainability performance information and metrics included in the scope of the audit, including the consolidation of the data;
- 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 local data collection, validation and reporting processes and the reliability of the reported data by sampling the processes and records of Turkish company Aras Kargo a.s. Due to the ongoing COVID-19 pandemic and the protective measures which have been implemented in response, employees were surveyed remotely;
- Analytical evaluation of the data and trends related to the non-financial performance indicators for the GRI standards in the GRI Index, submitted by all sites for consolidation at corporate level;
- Assessment of whether the requirements laid out in Sections 243b and 267a UGB and the GRI Standards Option "Core" have been adequately addressed;
- Assessment of whether the requirements laid out in Article 8 of the EU Taxonomy Regulation 2020/852 in conjunction with Delegated Regulation 2021/4987 have been adequately addressed;
- Evaluation of the overall presentation of the disclosures by critical reading of the Sustainability Report.

Reasonable Assurance Engagement

We conducted a reasonable assurance engagement on the basis of ISAE 3000 (Revised) for the quantitative non-financial "CO₂e emissions" performance indicators of Österreichische Post Aktiengesellschaft (the Parent Company). These standards require us to comply with our professional requirements, and to plan and perform the engagement to enable us to express a conclusion with reasonable assurance, taking into account materiality.

The procedures performed alongside the limited assurance engagement were selected based on the auditor's judgment and included the following procedures in particular:

- A risk assessment, including a media analysis on relevant information concerning the sustainability performance of Österreichische Post AG (the Parent Company) in the reporting period as regards the quantitative non-financial “CO₂e emissions” performance indicators.
- Evaluation of the design and implementation of the systems and processes for the collection, processing and monitoring of disclosures, including the consolidation of the data for the quantitative non-financial “CO₂e emissions” performance indicators.
- Conducting control-based procedures for assessing the design and efficacy of control measures for the collection, processing and control of disclosures for the quantitative non-financial “CO₂e emissions” performance indicators.
- Conducting disclosure-related procedures, in particular reviewing internal and external information related to the quantitative non-financial “CO₂e emissions” performance indicators.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

The procedures that we performed do not constitute an audit or a review. Our engagement did not focus on revealing and clarifying illegal acts such as fraud or other breaches of trust and administrative offences, nor did it focus on assessing the effectiveness and efficiency of management.

Furthermore, it is not part of our engagement to review futurerelevant disclosures, figures from previous years, statements from external information sources and expert opinions and the content of references to the additional reporting of the Company. Disclosures which were audited within the scope of the Annual Financial Statements were assessed for correct presentation (no substantial testing).

Audit Opinion

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 for the 2021 financial year is not in accordance with the requirements of the Austrian Sustainability and Diversity Improvement Act (Sections 243b and 267a UGB), the GRI Standards Option “Core” and Article 8 of the EU Taxonomy Regulation 2020/852 in conjunction with Delegated Regulation 2021/4987 in all material respects.

In our opinion, the quantitative non-financial “CO₂e emissions” performance indicators of Österreichische Post Aktiengesellschaft (the Parent Company) for the

period between 1 January 2021 and 31 December 2021 were prepared in accordance with the reporting criteria in all material respects.

Restricted Use

We hereby grant our consent for our report to be published along with the Sustainability Report. We make no guarantee regarding the accuracy of the content of this report. Third parties should not make financial decisions on the basis of this report. As a result, no third party claims can be derived from this report. Our sole responsibility in this regard is to the Company.

Conditions of Contract

Our engagement was performed on the basis of the audit agreement concluded with the Company. This agreement includes the General Conditions of Contract for the Public Accounting Professions (AAB 2018) issued by the Chamber of Tax Advisers and Auditors on a subsidiary basis to cover situations in which the primary provisions do not deviate from the subsidiary provisions. These conditions of contract govern both the relationship between the Company and the Auditor and the relationship between third parties and the Auditor. In terms of our responsibility and liability to the Company and third parties, point 7 of the AAB 2018 is expanded to the effect that liability for gross negligence is limited to two million euros.

Vienna, 25 February 2022



BDO Austria GmbH

Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

Gerhard Posautz m.p.

Certified Public Accountant

Peter Bartos m.p.

Certified Public Accountant

CONTACT & LEGAL NOTICE

GRI 102-53

Publisher and Media Owner

Österreichische Post AG
Rochusplatz 1, 1030 Vienna,
Austria
T: +43 577 67 0
E: info@post.at
FN: 180219d, Commercial Court of Vienna.

Concept and Design

Berichtsmanufaktur GmbH, Hamburg, Germany

Project Management, Editing, Organisation/Coordination

Österreichische Post AG
CSR and Environmental Management
Investor Relations;
Berichtsmanufaktur GmbH, Hamburg, Germany

Photography

Ian Ehm, Vienna
Andreas Jakwerth, Vienna
Österreichische Post AG

P. 27; 95 (Green Postal Day) © Österreichische Post AG
Credits: Mitja Kobal/3MPG

Print

Print Alliance HAV Produktions GmbH, Bad Vöslau



Sustainability is extremely important to us. To demonstrate our commitment to environmental protection, this report has been printed on NAUTILUS® – recycled paper produced in Austria. This paper is made from 100% post-consumer recycled fibre and meets the highest sustainability standards. It also holds Blue Angel, FSC™ and EU Ecolabel certification.

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: 10 March 2022



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