
A Sign of **TRUST**



AUSTRIAN POST

Sustainability Report 2022



Knowing what matters.

A Sign of TRUST



**Georg Pözl, Chief Executive Officer
of Austrian Post**



There is hardly a symbol better known than the Austrian Post horn. It represents the trust that the people of Austria feel upon seeing it. They trust us to be on time, to take responsibility and to demonstrate proximity to our customers. It is our mission to reaffirm and build on this feeling every day – in collaboration with our partners, suppliers and employees. Our symbol points firmly to the future.

CONTENTS



Information on the Non-financial Report


The mandatory Non-financial Report has been published as a separate Sustainability Report since the 2021 reporting year. We are monitoring the latest developments on reporting requirements under the Corporate Sustainability Reporting Directive (CSRD) and will adapt our reporting accordingly in the future.

READING GUIDE

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

 Sustainable Development Goals

 GRI Index

 Annual Report

 Sustainability Report

 Internet



Cover: Emanuell Shala, Employee of Austrian Post

01 A SIGN OF TRUST

04 – Interview with the Management Board

08 COMPANY & RESPONSIBILITY

08 – Austrian Post at a Glance

12 – Integrated Corporate & Sustainability Strategy

20 – 2030 Sustainability Master Plan

24 – Material Topics

31 – Stakeholder Management

33 – ESG Risk Management

44 – Investing in Innovation and Future Technologies

76 ENVIRONMENT & CLIMATE

84 – Management Approach and Objectives

88 – Material Topic:
Green & Efficient Mobility

90 – Material Topic:
Green & Efficient Buildings

92 – Material Topic:
Resource-Efficient Processes

93 – Material Topic:
Circular Economy

46 ECONOMY & CUSTOMERS

55 – Management Approach and Objectives

58 – Material Topic:
Sustainable Appearance & Services for Private Customers

61 – Material Topic:
Sustainable Mail & Parcel Products

65 – Material Topic:
Sustainable Procurement

66 – Material Topic:
Sustainable Governance & Compliance

72 – Material Topic:
Stakeholder Value

94 PEOPLE & SOCIAL

102 – Management Approach and Objectives

106 – Material Topic:
Corporate & Work Culture

112 – Material Topic:
Integrated Diversity Management

115 – Material Topic:
Occupational Health & Safety

119 – Material Topic:
Digital Responsibility – Data Protection & Data Security

121 – Material Topic:
Social Dialogue & Cooperation

123 FURTHER INFORMATION

125 – Sustainability – Facts and Figures

138 – EU Taxonomy

154 – Reporting Principles

156 – GRI Content Index

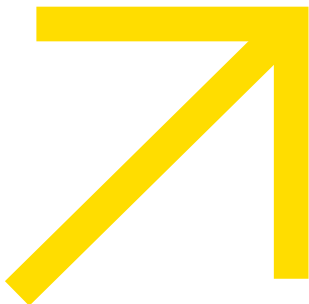
166 – Glossary

167 – Independent Assurance Report

170 – Contact & Legal Notice

Knowing what matters.

DELIVERING on Customer Proximity



For Austrian Post, the most important factor is always people.



The nationwide branch network, bank99, the tried-and-tested postal partner system and the large number of delivery staff give Austrian Post a local presence throughout Austria. Genuine proximity is created when you turn the needs of your customers into your own – and use this information to identify the right solutions.

GRI 2-22

The economic and geopolitical turmoil that we saw in 2022 had a significant impact on the global economy. How did that affect Austrian Post?

Georg Pölzl_ We were facing an extraordinarily challenging situation even before the war in Ukraine. As a logistics company, we are just as affected by the ongoing supply chain issues – which started during the pandemic – as we are by the excess demand driving price increases and the huge rise in the cost of energy in 2022. High levels of inflation are pushing up prices, wages and salaries, and are likely to cause a slowdown in the economy. After a decade of low interest rates, suddenly the rules of the game have changed for everybody. We are also currently deeply concerned about the dramatic situation following the earthquake in Türkiye and Syria. Our sympathy goes out to the people there and we are trying to help where we can.

Walter Oblin_ Last year was extremely challenging for companies in Europe and their customers. The volatility of the economy after the pandemic and the impact of the war and inflation have put us in a position where we are obliged to take the rising costs into account in the product price structure as well. This will ensure the long-term stability and value of our company.

Peter Umundum_ All of the different crises had a considerable impact on all of our operations. Supply chain bottlenecks negatively affected almost all of our purchases, from delivery vehicles to sorting technology, in terms of adherence to delivery timescales and prices. This trend was not limited to Austria. Extreme levels of inflation and currency volatility made it difficult for our employees to maintain their performance and provide the quality of service which customers expect from our company. This was a particularly pressing issue in Türkiye.

Georg Pölzl, CEO, Chairman of the Management Board Georg Pölzl has been Chairman of the Management Board and Chief Executive Officer of Austrian Post 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.

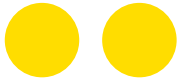


“As a company, we bear a great deal of responsibility and want to continue to live up to the trust that our customers, employees and society have in Austrian Post.”



181

m parcels were transported by Austrian Post in Austria in 2022.



Like many other companies, Austrian Post is now in a position where it has to earn the trust of its customers all over again ...

Walter Oblin_ Absolutely, and we have to invest to make this happen. We want to remain the no.1 in Austria in terms of both volume and the quality of our service. That is going to require some expenditure. We are investing in our fleet and buildings to improve our capacity and ensure our future viability. This is closely linked to the issue of sustainability – switching to carbon-free logistics is part of our master plan. We are currently carbon-free over the last mile in 21% of our delivery areas in Austria, and we want that figure to be 100% by 2030. Our focus on sustainability is also evident in our buildings. We are making progress installing photovoltaic systems on our logistics centres, in addition to using heat pumps for heating or repurposing discarded electric car batteries for energy storage.

So it's about expanding and making changes?

Peter Umundum_ Exactly – those are the two factors driving Austrian Post's investment programme. We are working on switching over to carbon-free logistics while also expanding our capacity. This expansion is needed because the number of parcels shipped by Austrian Post increased from 108m in 2018 to 181m parcels in 2022 due to the boom in online retail. We transported 433m parcels across the Group in 2022. We have created the capacity we need by investing more than EUR 380m in expanding our core logistics in Austria.

It sounds like technology is the answer ...

Georg Pözl_ Not quite. It is by no means enough to just invest in vehicles and buildings if we want to provide a consistently high level of service. The most important factor is and remains people. Our employees consider Austrian Post to be a reliable employer with attractive benefits and a wide range of interesting positions and development opportunities. We launched a new corporate culture programme in the year under review with the message that "How it happens is up to you." This culture emphasises



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

"We want to remain the no. 1 in Austria in terms of both volume and the quality of our service. That is going to require some expenditure."



“We have a lot of trust in our employees and assume that they will perform to the best of their ability every day. This is the basis for the high regard in which we are held by our customers.”



Peter Umundum, Member of the Management Board, Parcel & Logistics (COO) 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 Group companies in other countries, with a focus on CEE/SEE and Türkiye. He is also responsible for the company's letter and parcel logistics in Austria, an area with around 13,000 employees.

how important people are. It defines our approach to work and is based around the three values of joy, purpose and performance, all of which have a strong focus on the “We”. The year under review marked another year in which Austrian Post received a number of awards as an employer. Our corporate culture inspires trust and drives us to maintain our reputation as an excellent employer.

Peter Umundum_ We have a lot of trust in our employees and assume that they will perform to the best of their ability every day. This is the basis for the high regard in which we are held by our customers. We have done a lot in recent years to make office workplaces more flexible as part of a New Normal initiative. In addition to our office workplaces, we have a large number of workplaces outside offices. It is precisely these employees who we need to get involved. We have put together a large toolbox of communication tools, social benefits and development programmes with this aim in mind. Roughly speaking, the activities we perform for around 27,000 employees within the Group can be grouped into three areas: hiring and integrating, developing and learning, retaining and recognising. Taken together, these measures position us as a competitive employer and ensure that we are an excellent and popular employer.

Austrian Post is also Austria's leading logistics and postal service provider. What are you focusing on to take this company forward?

Walter Oblin_ Despite the challenges we are currently facing and the difficult times we have gone through in recent years, our focus is on continuing to grow and enhancing our business model in a sustainable way in the interests of our customers and employees. More specifically, we are currently working toward our goal of increasing revenue to EUR 3bn by 2030 while maintaining a sustainably high level of profitability.

Georg Pölzl_ As a company, we bear a great deal of responsibility and want to continue to live up to the trust that our customers, employees and society have in Austrian Post. That is why we take a holistic approach in all of our business decisions – we keep an eye on how our company, society, the industry and the world of work are changing. These factors are incorporated into our strategy. We believe that continuous change and improvement are the foundation of any successful business. This is particularly true in turbulent times. Our entire industry is currently under enormous pressure: costs, changing working environments and conditions faced by suppliers are causing issues for every single company. In this situation, Austrian Post is creating trust and setting an example as a pioneer in the industry with good employment relationships, a solid approach to supplier management and attractive working conditions, among other factors.

➤ Austrian Post at a Glance

GRI 2-6, 2-1, 2-2, 3-1

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, eight countries in Southeast and Eastern Europe, and Türkiye.

➤ Corporate Structure and Business Areas

GRI 2-1, 2-6

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 2022 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 division comprises domestic and foreign Group companies.

The transport and delivery of parcels and express mail items 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. The division comprises domestic and foreign Group companies.

The range of services offered by the Retail & Bank Division comprises the branch and financial services business of Austrian Post. The division operates in the



Mail Division in Austria

599 m
letters

310 m
print media and
333m regional media

361 m
addressed and 2.9 billion
unaddressed direct mail
items

94.6%
of all letters mailed with Austrian
Post reach their recipients on the
next working day



Parcel & Logistics Division in Austria

181 m

● parcels and Express parcels

97.6%

● of all parcels are delivered within two working days

96.3%

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



International Markets with a focus on parcels

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



Retail & Bank Division in Austria

1,726

● postal service points

260,000

● bank99 customers

524

● pick-up stations with

106,689

● compartments in pick-up stations

company's home market of Austria along with the Group company bank99.

● see Annual Report 2022 p. 08f, 47ff, 51ff

> Austrian Post's Presence

GRI 2-1, 2-6

Through its Group companies, Austrian Post's Mail Division and Parcel & Logistics Division not only operate in Austria but in Germany, eight countries in Southeast and Eastern Europe, and Türkiye as well. The majority of Group revenue (81%) 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. The upwards trend in online shopping is increasing the overall share of revenue generated by the Parcel & Logistics Division. The increased importance of the parcel business is reflected in our revenue mix.

With 1,726 postal service points, of which 379 are company-operated and 1,347 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. 155

> Ratings and Awards



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 2022, Austrian Post was repeatedly awarded the top rating, AAA.

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 for our sustainability activities in the 2022 ESG corporate rating. 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 2022. This recognition not only underscores Austrian Post's transparent environmental reporting but also serves as evidence of the quality of the climate protection measures we have initiated.

4 ●● S&P GLOBAL CORPORATE SUSTAINABILITY ASSESSMENT (CSA)

In 2022, Austrian Post actively participated in S&P Global's Corporate Sustainability Assessment (CSA) again. The CSA is considered one of the world's leading

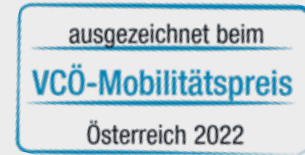
sustainability benchmarks and is characterised by a comprehensive industry-specific questionnaire. Austrian Post was awarded a score of 54 out of 100 for 2022. This puts Austrian Post in the 89th percentile within the Transport & Transport Logistics sector, meaning that 89% of the companies assessed had a maximum ESG score that was the same or lower.

5 ●● 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) in 2022, putting the company ahead of its peers.

6 ●● EFFECTIVE SUSTAINABILITY COMMUNICATOR AWARD

Austrian Post came first in the Effective Sustainability Communicator Austria Award 2022. 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.



7 ●● AUSTRIAN SUSTAINABILITY REPORTING AWARD

In 2022, the high-quality of Austrian Post's sustainability reporting was recognised when the company was awarded second place in the "Publicly traded companies (excluding banks and insurance companies)" category of the Austrian Sustainability Reporting Awards (ASRA). The ASRA is awarded to Austrian companies which provide clear, transparent and detailed information about their sustainability performance.

8 ●● AUSTRIA'S LEADING COMPANIES AWARD

In May 2022, Austrian Post received an Austria's Leading Companies (ALC) award in the sustainability category from Die Presse, KSV1870 and PwC. This category recognises companies that actively address ESG issues to ensure their long-term success. This award is further confirmation of Austrian Post's pioneering role in green logistics.

9 ●● GREENPACK RECOGNISED

Austrian Post has received numerous awards for the environmentally friendly reusable packaging "GreenPack", which was developed in partnership with the University of Applied Sciences in Upper Austria. The 2022 state prize for smart packaging is awarded by the Austrian Federal Ministry of Labour and Economic Affairs (BMAW) in cooperation with the Austrian Federal Ministry for Climate Action, Environment, Energy,

Mobility, Innovation and Technology (BMK). Austrian Post's green packaging was recognised at this year's award ceremony and received the special award for innovation. Every year, the BUSINESSART magazine team looks for sustainability heroes to honour with a "Sustainable Designer" award. "GreenPack" packaging was recognised this year for its innovative character and sustainable core. It was also awarded a coveted VCÖ Mobility Award in the category "Climate-friendly freight transport and logistics" in 2022. All in all, the green packaging had an extremely successful award season in the year under review.

10 ●● ECO PERFORMANCE AWARD

The Eco Performance Award was established to recognise innovative and application-based corporate strategies that combine economic, ecological and social aspects. In addition to honouring companies for their economic success and commitment to protecting the environment, it also looks at what they do to support their employees and society as a whole. The award is handed out by the University of St. Gallen. Austrian Post won the 2022 Eco Performance Award for its "Green Graz" project. Österreichische Post AG's goal is to make all domestic deliveries (letters, direct mail, print products and parcels) carbon-free by 2030. This means that all deliveries will be made on foot, by bicycle or using electric vehicles. This ambitious goal of providing completely carbon-free deliveries has already been achieved in Graz.

➤ 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.

GR1 2-23, 2-9

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.

This trend represents both a challenge and a considerable opportunity, and was accelerated by the COVID-19 pandemic. Although the trend towards e-substitution is associated with a decline in the letter mail business, the e-commerce boom offers new opportunities in the parcel sector. That is why it is important for us to continue to grow our parcel business. We also need to strengthen other areas at the same time to remain profitable going forward.

The issue of sustainability has become fundamentally more important in recent years.

This is a trend that has picked up considerable speed over the past two years. 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.

In order to take account of these trends and at the same time make greater use of the opportunities and challenges arising in our corporate environment, Austrian

Post updated its strategy in 2020. Our integrated corporate and sustainability strategy shows where we want to go – forwards into the future.

As a broad-based, risk-diversified Group, Austrian Post focuses on six markets. Acting as a platform, the Group offers synergies between the activities in the various markets.

The strategic objectives, which serve as a guideline for initiatives and measures, are split into the following markets:

- Mail and Business Process Solutions
- Digital and Analogue Advertising
- Parcel, E-Commerce and Logistics Solutions
- Digital and Analogue Retail/Private Customer Offering
- Financial Services
- Real Estate

The strategy itself rests on three cornerstones:

- 1 ●●** Defending Market Leadership and Profitability in the Core Business
- 2 ●●** Profitable Growth in Near Markets
- 3 ●●** Development of Retail and Digital Offerings for Private Customers and SMEs

G 01 Ambitious, scientifically based Group targets for CO₂ reduction

Carbon emissions (Scope 1-3) tonnes

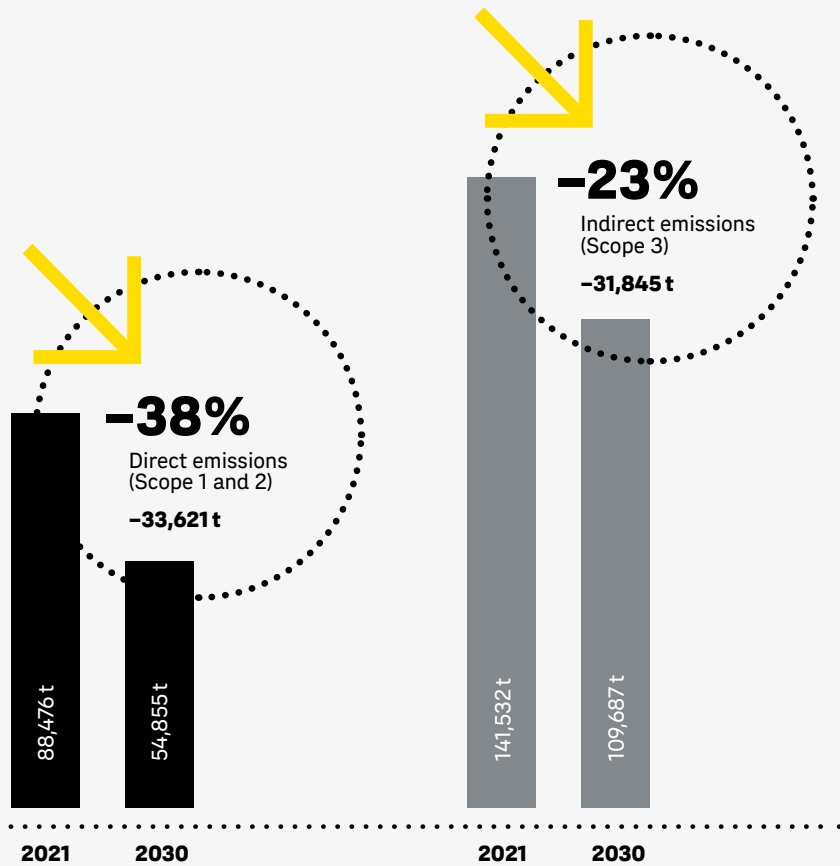
- █ Direct emissions (Scope 1 and 2)
- █ Indirect emissions (Scope 3)



1.5 °C

Decarbonisation on the road to Paris

- 1 Improve energy efficiency of operations
- 2 Set up electric vehicle fleet and run e-fuel/ hydrogen pilot projects
- 3 Purchase green electricity and invest in own PV systems



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 strategy makes two things clear: 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. 18f

> On the Road to Paris – Our Climate Strategy for Decarbonising Our Core Businesses

GRI 3-3

As a major logistics company, Austrian Post has a special responsibility towards the environment and the climate. We are fully committed to all of the global climate targets. We recognised the importance of this

issue in 2011 when we launched the CO₂ 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 external independent auditors. Österreichische Post AG compensates for all unavoidable carbon emissions in Austria every year by supporting recognised climate protection projects.

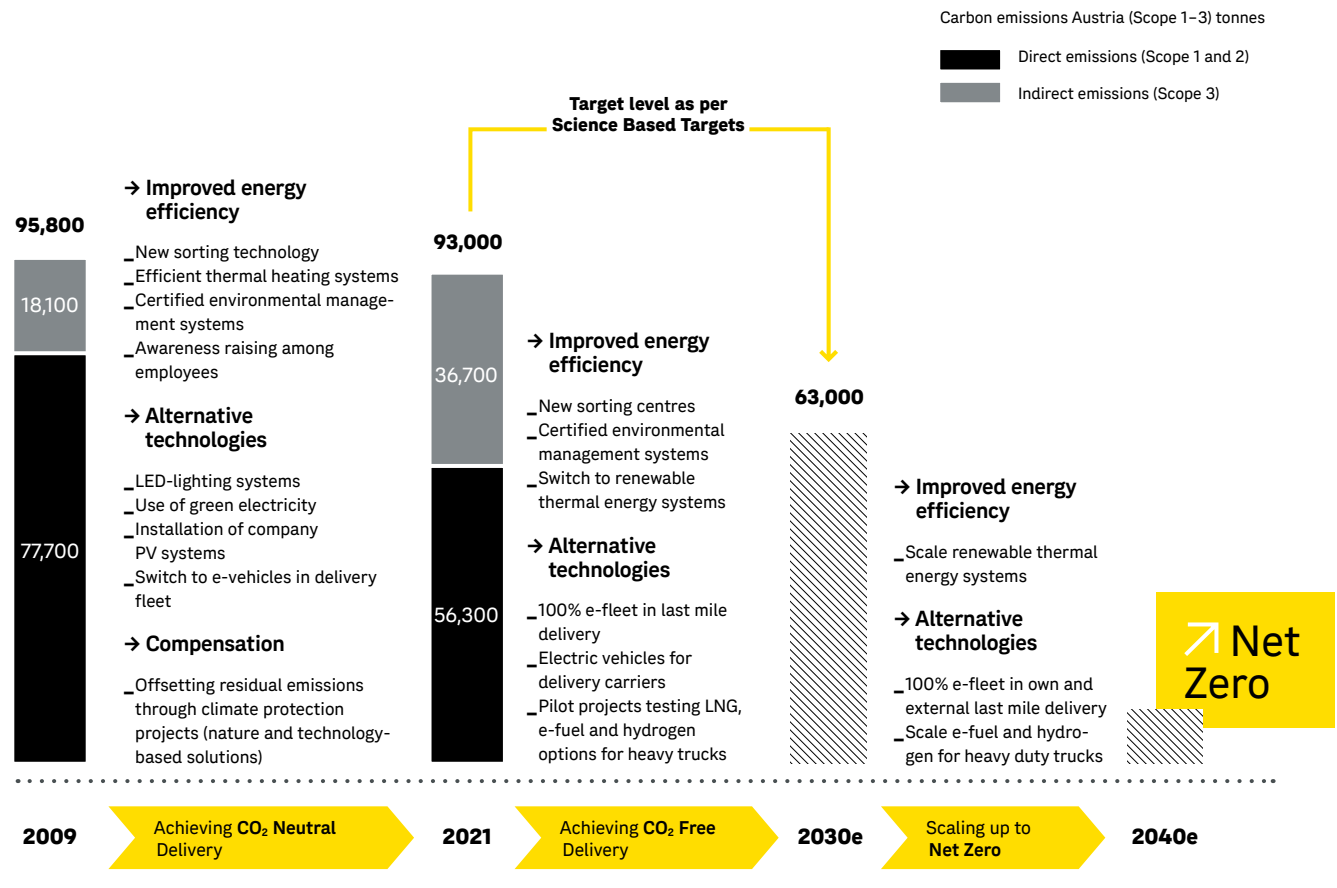
Our Group-wide approach to risk management and Group controlling also incorporates the climate crisis and its impact. We analyse different scenarios and assess the repercussions of physical and transitory climate risks and opportunities.

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 during the year and on a quarterly basis in four key areas related to Environment & Climate (green & efficient mobility, green & efficient buildings, resource-efficient processes and the circular economy).

A carbon tax was introduced in Austria in October 2022. This levy will be charged to fuel distributors and will indirectly affect Österreichische Post AG 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 started at EUR 30 per tonne of CO₂. This will be increased in stages until it reaches EUR 55 by 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

G 02 Detailed Roadmap to Net Zero in Austria



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 carbon emissions, such as increasing our use of electric vehicles. However, we have also included measures which will reduce the impact of climate change (e.g. shades to prevent overheating in summer and green area plans at logistics centres).

Science Based Targets Initiative and Climate Group EV100 Initiative

The most important milestone in the "On the Road to Paris" climate strategy will be reached in 2030. By that point, all deliveries made by Österreichische Post AG within Austria will be completed using electric vehicles and carbon-free, in the sense that there will be no more carbon 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 carbon emissions. Since 2017, Österreichische Post AG has 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. We were 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 for the group as a whole as part of a project run by the Climate & Energy Fund (see p. 17 for more information). This commitment and the related target for CO₂ reduction apply to Österreichische Post AG and all Group companies. We also support the "Business Ambition for 1.5°C" campaign and the global initiative "The Climate Pledge".

The commitment to these comprehensive and scientific targets requires a decrease in carbon emissions. These not only encompass emissions within Austrian Post's direct sphere of influence (Scope 1 and Scope 2), but also the emissions generated as a result

of the processes in our logistics centres, offices and delivery bases, in addition to emissions caused by the transport and delivery activities of shipping companies. (Scope 3). The internal target setting 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. We are currently working on preparing the documents for submission so that the targets can be reviewed and approved by the SBTi.

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 (base year: 2021). We will achieve this significant level of decarbonisation in stages using the environmental technology that is available. We will compensate for the remaining emissions through recognised climate protection projects in order to reach net zero as it is currently understood.

We also want to reduce Österreichische Post AG's relative emissions per transported tonne. Our aim is to reduce relative emissions by at least 70% per transported tonne between 2009 and 2030.


- ●  The indicators and further information are available from p. 123.

Reduction Measures: Carbon Neutral Deliveries

3-3

The CO₂ NEUTRAL DELIVERY initiative was launched in 2011, and is at the heart of our efforts in the Environment & Climate key area. Austrian Post's objective is to continually reduce its greenhouse gas emissions to the greatest extent possible (see figure to the left).

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. The energy efficiency of technical infrastructure such as conveyor systems in the logistics centres is also being analysed and improved. We are also focused on making our employees even more aware of the importance of saving energy. Austrian Post has established an internal energy efficiency programme to implement technical measures and bring about improvements in user behaviour.

- ●  Turn to the Environment & Climate section (p. 76) for more information.

The second step involves switching to alternative forms of energy. Österreichische Post AG has been using electricity from renewable energy sources and technologies only since 2012. Österreichische Post AG has been using electricity from renewable energy sources in Austria since the beginning of 2017. Our Austrian Group companies have been gradually switching over to green electricity since 2018. We have also installed 13 photovoltaic systems with a rating of around 4,300 kilowatt-peak (kWp). We see a further key strategic area for reducing carbon emissions in the expansion of e-mobility.

- ● [S](#) Turn to the Environment & Climate section (p. 76) for more information.

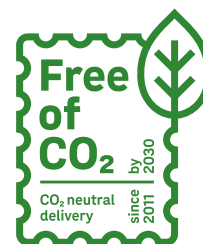
The third stage involves compensating for all of Österreichische Post AG's unavoidable emissions. All carbon emissions related to collection, sorting, delivery and overhead processes which are unavoidable at this time are offset through support provided to international climate protection projects. This will make the value chain carbon neutral – from delivery and all processes in logistics centres and delivery bases to the emissions of our external service providers through the use of compensation schemes.

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 on an International Level

Austrian Post proactively supports climate change and environmental protection projects outside of the company as part of the CO₂ NEUTRAL DELIVERY initiative. We choose projects which meet high-quality standards (e.g. Gold Standard, VCS) and support smaller projects with scientific support from universities. The primary aim of these projects is to offset Austrian Post's unavoidable emissions.

Internationally, we support a wide range of certified climate protection projects, such as using solar, wind or geothermal systems to generate renewable energy. Social elements 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 water, in



> In Austria: Carbon Neutral Since 2011 – Carbon-free by 2030

1 ● ● Improve energy efficiency of operations:

Increased effectiveness of 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, expansion of the electric vehicle fleet and running e-fuel and hydrogen pilot projects

3 ● ● Compensation for all unavoidable carbon emissions:

All carbon emissions related to collection, sorting, delivery and overhead processes are calculated and offset in a third step through support provided to international climate protection projects. This compensation makes make the entire chain carbon neutral – from delivery and all processes in logistics centres and delivery bases through 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.

addition to improving people's quality of life by providing clean water for the local population. We also support biodiversity projects such as a mountain gorilla conservation project in the Virunga National Park in Rwanda.

Raising Awareness of the Need for Climate Protection

GRI 3-3

We want to use our success and public profile in order to raise awareness of the climate crisis and call people to action. We do this by engaging in partnership-based dialogue with stakeholders and participating in initiatives aimed at establishing new environmental technologies (see Social Dialogue & Cooperation on p. 121ff). Our commitment to climate protection projects is helping to significantly increase environmental awareness

among 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 CO₂ 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. By ensuring that their mail items are delivered in a carbon-neutral manner, we are having a positive impact on the carbon footprint of our customers. Interested business customers can request a certificate to confirm the carbon-neutral delivery of all their mail items in the previous year. They can also use the CO₂ NEUTRAL DELIVERY logo in their communication.

T 01 Environment & Climate Strategy: Carbon Targets

GRI 3-3

Our strategic sustainability target:

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

Objectives	Measures	Status
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Österreichische Post AG science-based carbon reduction target: Reduce carbon emissions by 14% by 2025 (base year: 2013)</p>	<p>Energy efficiency programme to reduce the amount of energy used for operations</p>	<p>Österreichische Post AG's carbon emissions have increased by 29.6% compared to 2013 due to rising parcel volumes (up around 160% between 2013 and 2022)</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Austrian Post Group science-based carbon reduction target: Reduce Scope 1 and Scope 2 emissions by 38% by 2030 (base year: 2021) Reduce Scope 3 emissions by 23% by 2030 (base year: 2021)</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>Switching from fossil fuels to renewable fuels for heat</p> <p>Generate and use electricity from renewable energy sources</p>	<p>Commitment letter submitted to Science Based Targets initiative and The Climate Pledge</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Net zero by 2040: Reduce direct and indirect emissions by at least 90% (base year: 2021)</p>		<p>Commitment letter submitted to Science Based Targets initiative and The Climate Pledge</p>

Integrated STRATEGY

Moving forwards with our 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

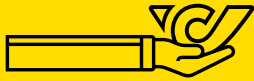
Commercial success driven by sustainable and customer-focused services

● ● Environment & Climate

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

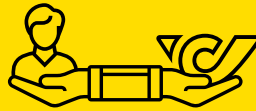
● ● People & Social

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



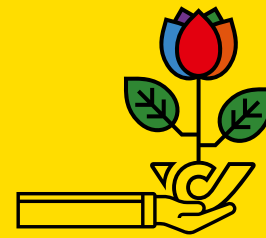
> Our Vision

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**.

Our Purpose



We always deliver a solution.

§ To find out more about Austrian Post's mission statement, see p. 67.

➤ 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 have been combined into our comprehensive 2030 sustainability master plan.

GRI 2-9, 2-12, 2-15, 2-16, 2-23

The 2030 sustainability 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 specified above. 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.

➤ Sustainability as Part of the Company's Organisational Structure

GRI 2-9, 2-12, 2-13

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 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 programme is managed by the CSR and Environmental Management department. Individual departments are responsible for the operational implementation of the measures.

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 assess the extent to which targets 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 Austrian Post's highest decision-making and governance body, is also actively involved in sustainability management. Professor and founder of the Institute for Ecological Economics 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

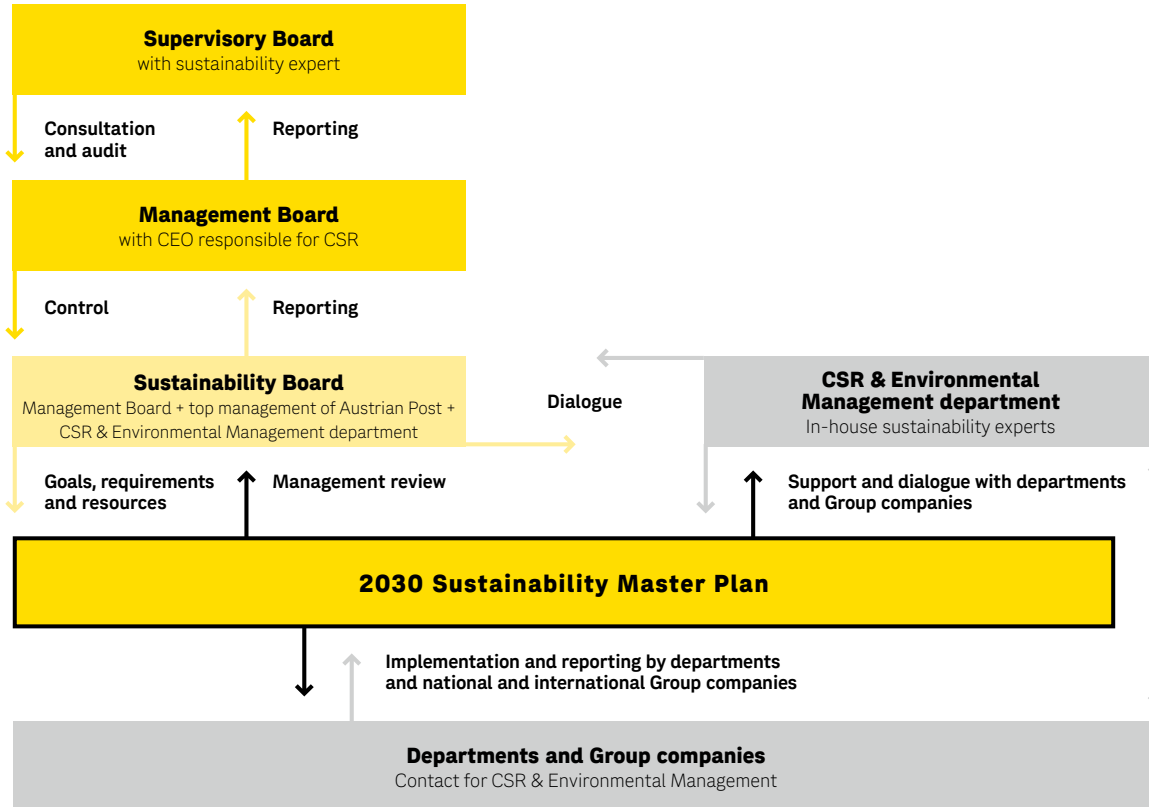
environmental and personnel-related indicators on an annual basis, which are then published in this report.

Group companies also discuss their sustainability indicators with the CSR & Environmental Management department on a regular basis. Some Group 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. 62f, Environment & Climate p. 92).

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 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 03 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

> SDGs

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



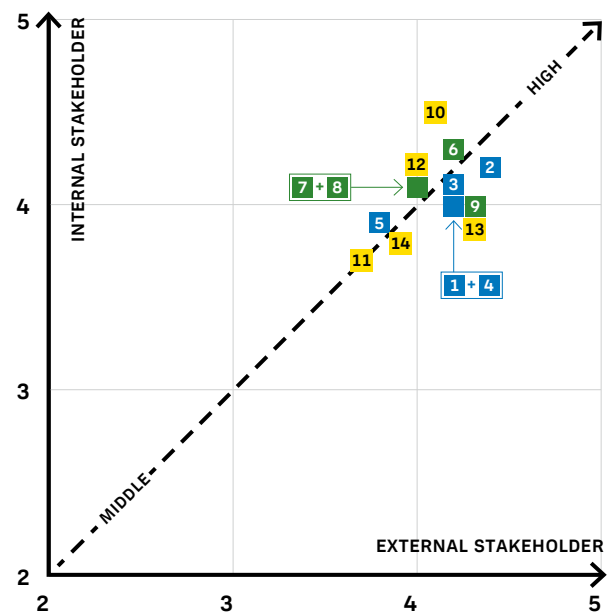
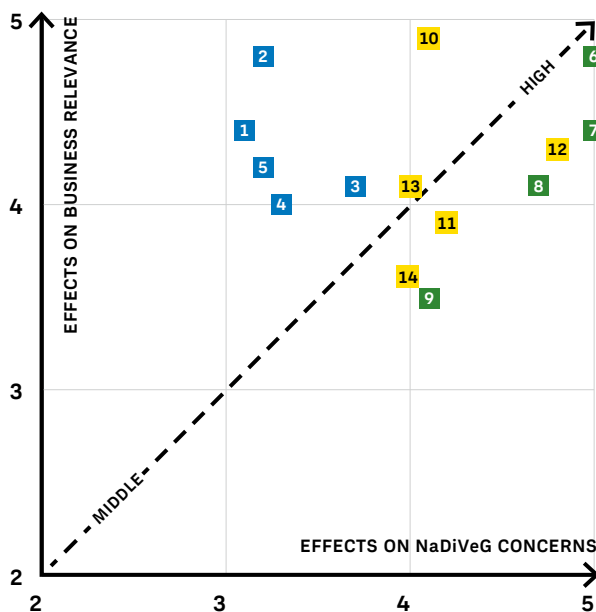
Material Topics

A materiality analysis was performed in 2020 in order to determine which sustainability topics are of most relevance for Austrian Post and its stakeholders. The material topics have been reviewed on a regular basis since then. A stakeholder roundtable was held in the year under review to discuss the material topics and measures, in addition to coming up with some new ideas.

GRI 3-1, 3-2

G 04 Effects on Business Relevance and Concerns Laid Out in the Sustainability and Diversity Improvement Act (NaDiVeG)

G 05 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 3-1, 3-2

The fundamental prerequisite for systematic and targeted sustainability management is the identification and regular review of material topics. In 2020, Austrian Post performed a comprehensive materiality survey as part of a Group-wide strategic process relating to its integrated corporate and sustainability strategy. This involved both an analysis of the business relevance of the topics (outside-in perspective) and an analysis of their impact on the environment and society (inside-out perspective). Austrian Post also conducted a stakeholder survey. This materiality analysis identified 14 material topics for Austrian Post. These material topics were assigned long-term objectives in the 2030 sustainability master plan. The materiality analysis was performed in three stages in 2020:

- 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) and external stakeholders (e.g. customers, experts, see figure on p. 32) 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.

Since then, the material topics have been continuously reviewed to make sure that they are still relevant and appropriate. Austrian Post holds an annual stakeholder roundtable to provide an opportunity to discuss pressing questions related to the material topics with internal and external experts. The material topics are discussed on an ongoing basis by the Management Board and Sustainability Board, and assessed at least once a year as part of the risk management process.

The participants at this year's stakeholder roundtable discussed the impact of global megatrends on Austrian Post. The Frankfurt-based research institute "Zukunftsinstitut für Trend- und Zukunftsforschung" describes megatrends as an avalanche in slow motion. The institute is considered one of the most influential

European future studies think tanks and is a key source of information and inspiration. Their scientists have identified twelve global megatrends that will have a significant impact on our society, economy and culture going forward.

Reacting to these trends in a timely manner and adopting appropriate far-reaching strategies will play a decisive role in our future success. This is a reason for Austrian Post to discuss these issues with its stakeholders. The roundtable developed detailed measures in response to the various megatrends of relevance to Austrian Post for the three strategic action areas related to sustainability.

Economy & Customers:

MEGATRENDS: CONNECTIVITY/GLOBALISATION/DIGITALISATION

Networked communication technologies are changing how we live, work and do business. The global exchange of ideas, talent and goods is increasing. What new challenges does this involve for Austrian Post? Pressure on our core business is growing. With communication becoming increasingly digital, the letter mail business is on the decline. Austrian Post has to offset this decrease in revenue by means of new and lucrative sources of income. Private customer parcel volumes are rising thanks to the steadily growing importance of online commerce. Competition is also intensifying in this area. To stand out, Austrian Post needs to develop new and attractive products and services. Being online and available on a 24/7 basis are the new normal. This means that our services have to be convenient, sustainable and available around the clock, both online and in person. As the demand for digital applications goes up, the risk of data being misused is also on the rise. Our increasingly networked lives and major global platforms like Google and Meta are driving the emergence of new competitive structures. However, digitalisation also offers opportunities for Austrian Post, particularly when it comes to sustainability. We can use this trend to optimise the energy efficiency of our processes, combine digital and analogue offers so that we use fewer resources (e.g. Post app, the ability to choose drop-off locations, pick-up stations and pick-up boxes) and eliminate transport routes.

MEGATREND: SECURITY

What security means and who is responsible for it has been a subject of debate since the turn of the millennium. This megatrend is spurring Austrian Post to action. In addition to protecting our critical infrastructure,

we also need to secure sensitive customer and employee data, in addition to guaranteeing that letters and parcels are delivered securely. When it comes to cybersecurity, our aim is to increase the awareness of our employees and to prepare for crisis situations.

Environment & Climate:

MEGATRENDS: MOBILITY/URBANISATION

Cities are becoming the creative centres of a pluralistic society, hubs of the global economy and increasingly influential political actors. More and more of the world's population is urban-based, making cities the key habitats of the future. Faced with the challenge of significant environmental issues (noise, smog, densification), leaders are increasingly discussing ways to keep inner cities car-free and advance e-mobility. Urban research partnerships and the development of large electric vehicles may well have a key role to play if we are to meet these challenges in time. Austrian Post also has to take action in response to the ongoing rural exodus, such as setting up and expanding self-service zones in sparsely populated areas.

MEGATREND: NEO-ECOLOGY

Society at large is developing a new, sustainable set of values that affects every area of everyday life. From people's purchasing decisions to social standards and corporate strategies, the megatrend of sustainability is fundamentally reshaping the economy while providing Austrian Post with a number of different avenues it can pursue to maintain its pioneering role in this area. In addition to wanting companies to be transparent about their sustainability, customers are also demanding sustainable letter mail and parcel products. Austrian Post has to be flexible and adapt to meet these needs. The company has discussed targeted measures such as special sustainability discounts and tariffs and making changes to our delivery processes to make them more environmentally friendly. Expanding sustainability reporting represents another important milestone in the neo-ecology megatrend.

People & Social:

MEGATREND: GENDER SHIFT/SILVER SOCIETY

Established roles are crumbling along with traditional gender stereotypes, leading to radical changes in the economy and society. At the same time, people are getting older and staying healthier for longer. What are the implications of this transformation for Austrian

Post? Whether old or young, male, female or non-binary – Austrian Post has an obligation to meet every need of its customers and employees, regardless of the demographic group that they fall into. Part-time management, maintaining a healthy work-life balance and working from home are becoming increasingly important. Gender awareness is on the rise, along with society's appreciation of diversity in a cultural, economic and political context. People are defining their identity outside of the constraints of gender norms. Gender-specific products and marketing are now a potential pitfall. This means that our communication with customers has to be broad and inclusive. We need innovative services which meet the specific needs of our customers, including the older generation.

MEGATRENDS: NEW WORK/INDIVIDUALISATION/ CORPORATE CULTURE

These trends are bringing about transformation in people's lifestyles. People are more informed than ever about issues like the environment, and our understanding of work is in flux. Traditional careers have had their day, and the importance of finding meaningful work is coming to the fore. The boundaries between leisure and work are becoming increasingly blurry. The desire for self-realisation and individual self-determination is becoming stronger. For Austrian Post, these developments mean that offering a healthy work-life balance and work that is compatible with the values of our staff will become even more important. Our employees may also be willing to leave the company, increasing the turnover rate. Austrian Post is responding to these trends by constantly expanding and enhancing its measures in this area.

MEGATREND: HEALTH

Health has become a fundamental goal for humanity and shapes every area of people's lives. Healthy employees are becoming a key resource for companies due to the impact of the pandemic and other factors. The challenge facing Austrian Post as an employer is to preserve and protect the health of its employees – even with the pace of work picking up, delivery times getting increasingly tight, workloads peaking and stress rising. Policies that counteract this trend and raise awareness of mental and physical health issues are gaining in importance – examples include special health offers (Health Days) and keeping employees safe during high seasonal workloads.

These megatrends are causing entirely new economic sectors to emerge and are driving far-reaching innovation in a number of areas. How Austrian Post

takes these megatrends 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 mail & 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. Sustainable mail and parcel products are top of the list for both groups, 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.

› Challenges we face in implementing our sustainability targets

High levels of inflation, rising energy prices, an uncertain geopolitical situation and the tight labour market are a challenge for Austrian Post in general. They also represent obstacles which the company has to deal with on a daily basis in order to achieve its ambitious environmental and sustainability goals. Austrian Post's business activities are not directly affected by the war in Ukraine, as the amount of deliveries we handle to Russia and Ukraine is minimal. Nevertheless, the war has clearly had an indirect impact on our business. The sharp rise in energy costs combined with increased inflation has led to significant price increases across all sectors. Prices for fuel, electrical energy, gas and district heating continue to be high.

Furthermore, the availability of electric vehicles for our delivery fleet is limited due to the high level of global demand coupled with the relatively low manufacturing capacity compared to conventional vehicles. Expanding our use of photovoltaic (PV) systems is also being hampered due to the relevant contractors being extremely busy. The availability of trucks which use alternative drives is also very low, as manufacturers are currently unable to meet the level of demand from transport companies.

High levels of inflation are depressing consumer spending. It could also cause hamper the upward trend in parcel volumes. The COVID-19 pandemic and the related lockdowns accelerated the e-commerce boom over the last couple of years.

The biggest challenge, however, is the availability of new employees on the labour market. We need employees in many different areas, such as logistics services, freight transport and delivery. Österreichische Post AG easily has room to welcome a thousand new hires straight away.

All of these factors will continue to pose a challenge as Austrian Post takes steps to become increasingly sustainable. Despite all of these difficulties, we remain committed to transforming our company.

Material Topics of Austrian Post

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

T 02 Economy & Customers

Material Topic	Description	NaDiVeG concerns
1 Sustainable appearance & services for private customers	All activities focus on developing sustainable and customer-focused products and services. This area covers our activities with a direct connection to end customers.	<ul style="list-style-type: none"> — Social and 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. 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 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 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 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 & cooperation	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


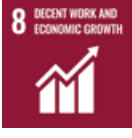



› Sustainable Development Goals (SDGs)

GRI 3-3

Austrian Post has been a member of the UN Global Compact since 2007. In implementing its goals and activities, the company orients itself to the ten principles of the UN Global Compact for responsible corporate management in regard to human and labour rights, environmental protection and anticorruption. 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. 30. The sections of this report marked with the symbol **SDG** outline how Austrian Post is putting the Sustainable Development Goals into practice.



T 05 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 2030, halve the number of global deaths and injuries from road traffic accidents</p>	→ People & Social, p. 94
	<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. 94
	<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. 76 → Environment & Climate, p. 76
	<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 people, 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. 94 → Economy & Customers, p. 76
	<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. 94
	<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. 46 → Economy & Customers, p. 46 → Economy & Customers, p. 46
	<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. 76 → Environment & Climate, p. 76 → Environment & Climate, p. 76 → Environment & Climate, p. 76
	<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. 46 → Economy & Customers, p. 46
	<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. 94

➤ 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. This approach ensures that the sustainability targets and measures adopted as part of the 2030 sustainability master plan are also strongly focused on the demands and expectations of our stakeholders. Austrian Post uses broadbased dialogue to identify stakeholder needs and further cement and expand its already good and transparent relationship with different interest groups.

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 future plans and measures.

➤ Engaged in Dialogue with Stakeholder Groups

GRI 2-12, 2-29

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




Austrian Post actively engages in dialogue with internal and external stakeholders on a regular basis.

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. 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.

The stakeholder roundtable was held on 17 October 2022 for the eleventh time. Austrian Post discussed the impact of the megatrends identified by the Zukunfts-institut on the three strategic action areas of sustainability

with the approximately 50 participants. Attendees broke out into smaller groups and developed detailed measures in response to the various megatrends of relevance to Austrian Post. Some of the individual megatrends were grouped into clusters for this purpose.

-  To see how the trends are allocated to the material topics of Austrian Post, please refer to p. 25ff.


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 twelfth stakeholder roundtable is scheduled to be held in the autumn of 2023.

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

- Employee survey
- 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 06 Stakeholder Groups

GRI 2-29

 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 segments of the company. We use a variety of dialogue formats to identify the interests of each

individual group. In addition to the annual stakeholder roundtable, 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	Local authorities/ mayors	Public authorities
Associations	Social partners			Friends & family	Competition
Government	Media	Suppliers	Transport providers	ESG rating agencies	Sustainability community

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).

gri 2-23

Comprehensive risk and opportunity management is a key cornerstone of good corporate governance. As a result of the increasing importance of sustainability and the integrated corporate and sustainability strategy, ESG issues are featuring more heavily in Austrian Post's risk management than before. The requirements of the Sustainability and Diversity Improvement Act (NaDiVeG), the EU Taxonomy Regulation 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. We can therefore 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 2022 Annual Report.

●●  see Annual Report 2022, p. 70ff

› 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 2022, the Risk Management and CSR & Environmental Management departments continued to work closely together in a working group to analyse, structure and evaluate risks and opportunities.

Workshops were also held with external experts who shared their insight into a number of areas, particularly the Taxonomy Regulation and climate risk analysis.

We also continued to analyse and update opportunities and risks on a regular basis in addition to screening all risks reported by other departments in the Group-wide risk management system to determine if they had any connection to ESG or TCFD. 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.

› Risk Assessment

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

Two different timescales were used: medium term (four years) and long term (ten years). A 30-year timescale was used for climate risk analysis purposes

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

(see Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy Regulation and TCFD).

- Gross (status quo in 2022) and net (status quo in 2022 factoring in the effect of any implemented risk mitigation measures), e.g. 2030 sustainability master plan
- 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. 13 ESG risks (or clusters) exceeded the reporting threshold in 2022. The thresholds for reporting to the Management Board are evaluated on an annual basis and adjusted if necessary.

●● [A](#) see Annual Report 2022, p. 70ff

➤ Table of ESG Risks According to TCFD and NaDiVeG

The information presented in this report is based on gross risks. These comprise outside-in and inside-out risks according to NaDiVeG, in addition to risks which incorporate aspects of both.

Economy & Customers

Three inside-out risks and three risks with inside-out and outside-in effects were identified in the Economy & Customers area.

The most significant risk for the company is the possibility of a loss of reputation due to a failure to meet standards in its supply chain. This risk has both an outside-in and an inside-out effect. Measures such as the vendor integrity check and the supplier assessment have been implemented throughout the Group in order to reduce this risk.

●● [S](#) see Sustainable Procurement, p. 65

T06 Economy & Customers: Gross Risks

Inside-out

NaDiVeG concerns	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) as a listed company where the main shareholder is the state; additional implemented and certified management systems in accordance with ISO 37001 and 37301 See p. 67ff

Corruption, human rights	Tax assessment of services and products in the Austrian Post Group	Austrian Post is a leading company in Austria and therefore acts as a role model for others. Paying the wrong amount of tax has an impact on the state, society and the wider economy	Austrian Post has implemented processes that include reconciliation and controls. The company also calls on external experts if it has any uncertainties about its tax situation
	Possible fine for abuse of a dominant position	Austrian Post has a dominant position in the market and is therefore subject to special requirements under competition law. Failing to meet these requirements could result in fines for Austrian Post. It would also have a negative impact on competition, which could ultimately increase costs for customers	We have processes in place to review our terms and conditions to make sure that they are appropriate and fair, in addition to fixed discount schemes
Outside-in and Inside-out			
Material topic; NaDiVeG concerns	Risk	Description of risk and impact on concerns	Measures
Sustainable governance Society/social concerns	Violations of the Austrian Capital Market Act	<p>Outside-in perspective: 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</p> <p>Inside-out perspective: Violating the Austrian Capital Market Act could have a negative impact on shareholders or result in them incurring financial losses</p>	ISO 37301 certified compliance management system See p. 67ff
Sustainable procurement Human rights	Change in freight company costs	<p>Outside-in perspective: More stringent sustainability requirements could lead to higher costs</p> <p>Inside-out perspective: Failing to properly address the impact of ESG issues on the supply chain could have a negative impact on the living conditions of the people concerned (freight service providers)</p>	Vendor integrity check, supplier assessment, additional supplier audits for freight service providers See Sustainable procurement and Vendor integrity check p. 65ff
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	<p>Outside-in perspective: 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</p> <p>Inside-out perspective: A failure to meet minimum social standards could have a negative impact on the living conditions of the people concerned (freight service providers)</p>	Code of Conduct for Suppliers, system-supported supplier assessment, vendor integrity check and supplier audits See p. 65ff

Environment & Climate

Austrian Post has identified six 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 include new legislation or the amendment/tightening of existing legislation, in addition to possible loss of reputation and negative effects related to an increased awareness of environmental issues in combination with 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).

- ● [A](#) see risk report in Group Management Report, p. 70ff

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 submitted a science-based target for limiting global warming to 2 °C to the Science Based Target initiative. A commitment to submit a new 1.5 °C-compliant target for CO₂ reduction by 2030 and

reach net zero by 2040 was submitted in early 2022. We are committed to the objectives of the Paris Agreement and will take action with an aim to meeting the 1.5 °C global warming target.

- ● [S](#) see Company & Responsibility, p. 08ff.

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 (for example hot summers). 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. Physical climate risks were analysed across the Group on the basis of the four RCP scenarios (for more information, see Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy Regulation and TFCF, p. 42ff).

The most relevant inside-out environmental risk is the company's contribution to climate change due to the energy derived from fossil fuels required by Austrian Post as a logistics company.

¹ Risks which can occur when moving towards a greener economy

T 07 Environment & Climate: Gross Risks

Outside-in


Material topic or TCFD	Risk	Description	Measures
TCFD: Market Risks Green & efficient mobility Green & efficient buildings	Changes in electricity prices	Carbon pricing and the transition to renewable energies have an impact on electricity prices and could pose a cost risk	Austrian Post has implemented an environmental management system and is committed to expanding its own photovoltaic systems. The company also implements energy efficiency measures on an ongoing basis
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, resulting in implementation of improvement activities, partnerships with customers, development of alternative sustainable digital offerings See p. 61ff
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	Downturn in parcel volumes	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. End customers' perception of the parcel sector could lead to a change in ordering behaviour and thus to a loss of parcel volumes	Life cycle assessments for letters, direct mail items and parcels. Related improvements, partnerships with customers, competence centre for sustainable packaging/circular economy within Austrian Post see p. 61ff, 93.
TCFD: Market Risks Sustainable mail & parcel products	E-substitution & E-government	Private and business customers are becoming increasingly aware of environmental issues due to the noticeable impact of climate change. If customers take the view that letter mail products are not sustainable, the digitalisation trend might be accelerated	Life cycle assessments for letters, direct mail items and parcels. Improvements, partnerships with customers, development of alternative sustainable digital offerings
TCFD: Market Risks Sustainable mail & parcel products TCFD: Reputation Risks Circular economy	Direct mail trends	See "E-substitution and E-government" above	See "E-substitution and E-government" above
Inside-out			
NaDiVeG concerns	Risk	Impact	Measures
Environmental concerns	Increase in the company's carbon emissions	This increase has a negative impact on the nation's carbon footprint and on climate change	Promotion of e-mobility, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems See p. 84ff, 88ff
Environmental concerns	Increase in the company's local emissions (NO _x , fine particulate matter, noise)	The increase has a negative impact on local emissions	Promotion of e-mobility, use of vehicles with EEV exhaust standard or better, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems See p. 84ff, 88ff


People & Social

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


The most significant risk for this company 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. 115ff

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. 115ff

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. 119ff

Inside-out

NaDiVeG concerns	Risk	Impact	Measures
Social concern	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. 105f, 119ff
Employee concern, social concern, 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. 115ff
Employee concern	Wage costs	Providing fair pay has an impact on the personal living conditions of staff	Regular consultations with the trade union and a separate collective agreement
Social concern	Infrastructure failure due to a cyberattack	Austrian Post is considered part of the critical infrastructure. A failure caused by a cyberattack may impede the company's ability to meet its obligation to provide universal service	Range of different IT security measures and projects designed to continuously improve protection against cyberattacks

Outside-in and Inside-out

Material Topic; NaDiVeG concerns	Risk	Description of risk and impact on concerns	Measures
Corporate & work culture Employee concern	High turnover rate due to low levels of employee satisfaction	Outside-in perspective: 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 Inside-out perspective: Failure to meet requirements in terms of working conditions, wages, corporate culture could have a negative impact on employees	Measures to improve the corporate and work culture See p. 106ff
Digital responsibility Society/social concerns	GDPR cluster → violations of GDPR	Outside-in perspective: 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 Inside-out perspective: 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. 119ff
Occupational health & safety Employee concerns	Potential absences and costs due to inefficient implementation of health and safety measures for employees	Outside-in perspective: Potential increase in sick leave numbers due to inefficient implementation of health and safety measures for employees Inside-out perspective: Ineffective worker safety measures could have a negative impact on the health of our employees	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 115ff

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

T 09 Governance

TCFD recommendations	Implementation at Austrian Post
a) Describe how the board monitors climate-related risks and opportunities	<ul style="list-style-type: none"> — Since the 2021 financial year, the Sustainability Board has been providing 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 key 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. 20ff. — 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 refer to p. 12ff. — The remuneration policy for members of the Management Board includes climate-related sustainability targets. These include targets related to the expansion of photovoltaic systems and e-mobility. From 2021 onwards, sustainability targets are being incorporated into variable remuneration components for the entirety of top management in line with the integrated corporate and sustainability strategy. For more information, please see p. 57. — From a risk management perspective, Austrian Post defines the climate as an objective fact rather than an opportunity or risk per se. As a result, its risk management system covers climate-related opportunities and risks, such as risk/opportunities related to climate change. — Relevant climate-related opportunities and risks are integrated into the central risk management system. This system is used to provide the Management Board with a biannual report covering TCFD-related opportunities and risks. Risk Management also reports to the Audit Committee of the Supervisory Board on a half-yearly basis, and to the entire Supervisory Board on an annual basis. Reports can be provided on an ad hoc basis if required.
b) Describe management's role in assessing and managing climate-related risks and opportunities	<ul style="list-style-type: none"> — Top management is responsible for climate-related risks and opportunities, as it is for all other Group risks and opportunities. Opportunities and risks which can be allocated to a particular department are the responsibility of the management of that department. Opportunities and risks which involve multiple departments are the responsibility of the Management Board. For additional information about identification, analysis and assessment, see T 07 Environment & Climate: Gross Risks on p. 36f. — 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 additional timeframe of 30 years was analysed for the purpose of assessing physical risks as part of the climate risk and vulnerability assessment in accordance with the EU Taxonomy. — An overview of the ESG risks and opportunities identified by Austrian Post is available on p. 36ff. 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 business, 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, 18f.
- The majority of climate-related risks relate to delivery, transport logistics and infrastructure and could lead to cost increases in the future. 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 07** "Environment & Climate": Gross Risks on p. 36f.
- Three climate-related ESG opportunities were identified in 2022, but did not meet the threshold for external reporting.

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

- All of Österreichische Post AG'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 commitment letter was submitted to the SBTi at the beginning of 2022. The new target will be submitted to the SBTi for review and approval in due course. 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. 84ff, 88f, 90f.
- Austrian Post pursues an integrated corporate and sustainability strategy and a 2030 master plan (with sustainability targets) 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. 84ff.
- Market risk is the main source of potential factors which could prevent Austrian Post from implementing this 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. 36f.
- The company analysed different scenarios for transitory risks 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. 42ff.

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** Annual Report 2022 p. 70ff.

The ESG Risk Working Group of the Risk Management and CSR & Environmental Management departments performed a scheduled analysis of these opportunities and risks in 2022 and made any necessary adjustments. We also continued to screen all risks reported by other departments in the Group-wide risk management system to determine if they had any connection to ESG or TCFD.

For more information about this process, please see p. 33ff.
- Austrian Post remains committed to quantitatively assessing climate-related ESG opportunities and risks. Existing and newly identified TCFD opportunities and risks were assessed from the following perspectives:
 - Two timescales (short-term = four years, long term = ten years), gross (status quo in 2022) and net (status quo in 2022 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.



- 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. Six TCFD risks exceeded the threshold for reporting to the Management Board in 2022. ^A Annual Report 2022 p. 72.
- In order to improve internal TCFD and ESG reporting, the biannual Group risk management report has included TCFD and ESG opportunities and risks since 2021. This ensures that climate-related opportunities and risks are reported to the Management Board.

c) Describe how processes for identifying, assessing and managing climate-related risks are integrated into the organisation's overall risk management

- 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

a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process

- The main indicators which Austrian Post uses to measure and manage climate-related opportunities and risks are:
 - Scope 1 to Scope 3 carbon 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.

Since the 2021 fiscal year, our reporting related to the EU Taxonomy has included disclosures regarding the proportion of our revenue, CapEx and OpEx which is considered to be Taxonomy-eligible or Taxonomy-aligned. See p. 138ff.

- The remuneration policy for members of the Management Board includes climate-related sustainability targets. These include targets related to the expansion of photovoltaic systems and e-mobility. From 2021 onwards, sustainability targets have also been incorporated into the variable remuneration system for top management in line with the integrated corporate and sustainability strategy. See p. 20ff.
- Indicators for Austrian Post are published in the Sustainability – Facts and Figures section. See p. 125ff.

b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas emissions and the related risks

- Austrian Post discloses all of its Scope 1, Scope 2 and Scope 3 carbon emissions in its annual Sustainability Report. See p. 128f.
- Carbon indicators are calculated on the basis of ISO 14064, which specifies requirements for the quantification and reporting of greenhouse gas emissions, in addition to the requirements of the Greenhouse Gas Protocol. The indicators are verified in external audits 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 carbon 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.

c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets

- At the beginning of 2022, Austrian Post provided the SBTi with a commitment to submit a new target which complies with the objective of limiting global warming to 1.5 °C.
 - Reduce Scope 1 and Scope 2 emissions by 38% by 2030 (base year: 2021)
 - Reduce Scope 3 emissions by 23% by 2030 (base year: 2021) (see p. 13)
 - EV100 target: All deliveries made using electric vehicles by 2030
- We also support the Business Ambition for 1.5°C campaign and the global initiative "The Climate Pledge".

Austrian Post's environmental targets and the extent to which these targets have been reached are published annually. For more information, see p. 85ff.

› Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy Regulation and TCFD

In order to comply with the EU Taxonomy Regulation, companies are required to perform a climate risk and vulnerability assessment based on the four established scenarios (RCP 2.6, RCP 4.5, RCP 6.0 and RCP 8.5) of the Intergovernmental Panel on Climate Change (IPCC). A climate scenario analysis is also included in the TCFD requirements.

A climate scenario analysis looking at physical climate risks was performed for the first time in 2021. This focused on Österreichische Post AG and was based on the RCP 2.6 and RCP 8.5 scenarios.

In 2022, this analysis was extended to include the entire Group and carried out in accordance with the requirements of the EU Taxonomy Regulation. The analysis requirement of the TCFD was also taken into consideration.

The gas emission pathways defined by the IPCC provided the framework for the scenarios. The following four scenarios were selected to cover the entire range of possible climate change-related impacts:

- RCP 2.6 (Decarbonisation scenario – Paris Agreement targets are met, with global warming limited to <2 °C above pre-industrial level by the end of the century)
- RCP 4.5 (change in temperature of around 2.6 °C by 2100 compared to pre-industrial baseline)
- RCP 6.0 (change in temperature of around 3–4 °C by 2100 compared to pre-industrial baseline)
- RCP 8.5 (Business as usual scenario, global warming >4 °C by the end of the century)

A timeframe of 30 years was used for the purpose of the analysis.

The analysis focused on the business model of Austrian Post, specifically the main activities related to “transport” and “logistics infrastructure” in accordance with the EU Taxonomy. These activities are fundamentally different. While transport is an activity that extends over an extended area, logistics infrastructure is location-based. The analysis took these differences into account by performing climate projections for both locations and wider areas.

The risk identification process involved a number of different stages:

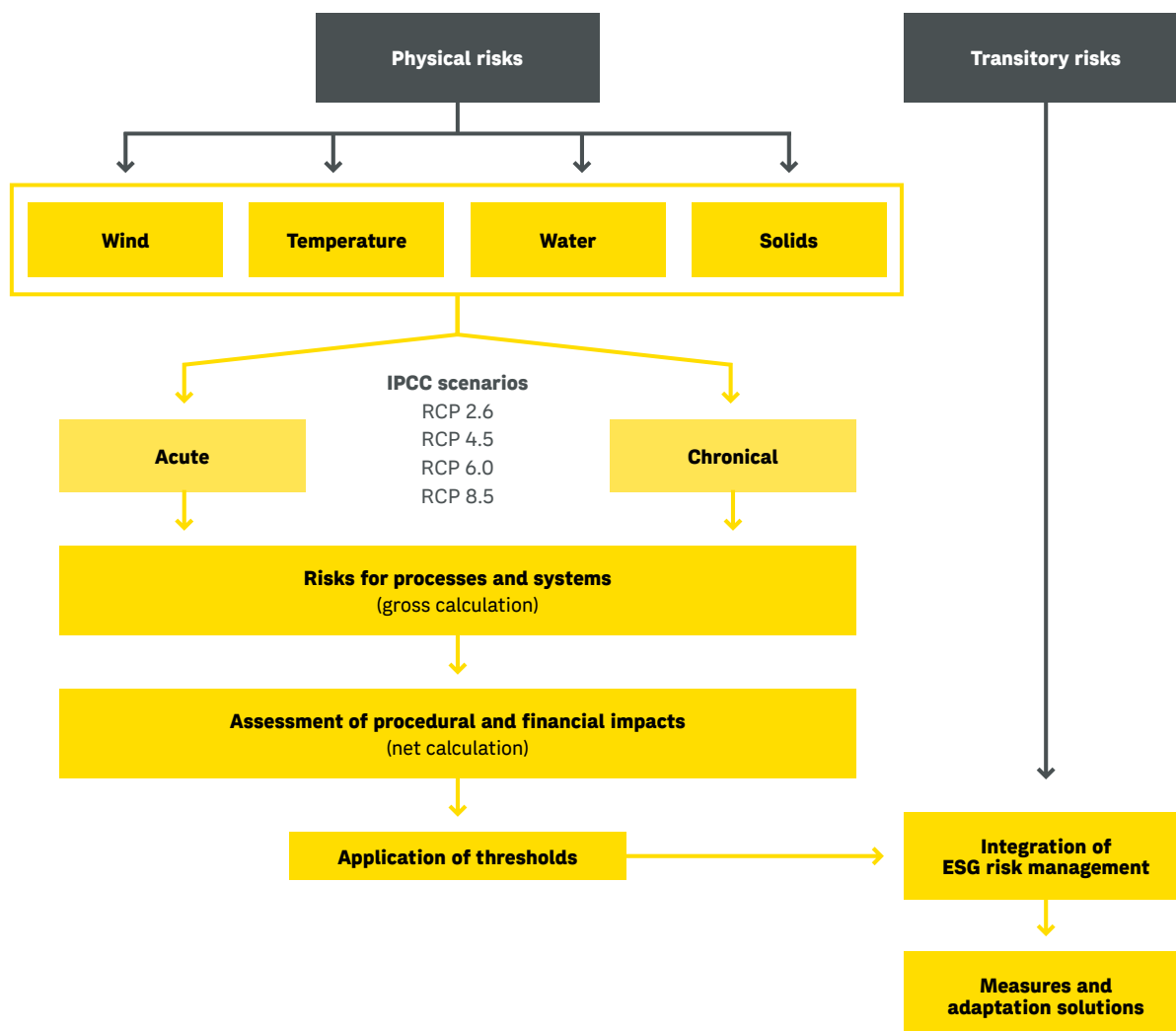
1 ●● Workshop to identify relevant physical climate risks: In the first stage, the 28 physical climate risks defined by the EU Taxonomy Regulation were analysed and categorised in terms of their relevance for the activities and geographical locations of Austrian Post and its Group companies. Impact chains were documented for all relevant physical climate risks.

2 ●● Survey of relevant locations: In the next stage, all relevant locations throughout the Group were surveyed using a standardised questionnaire.

3 ●● Climate projections: Climate scenario assessments were then carried out. Risks to infrastructure were projected with a high level of accuracy using geodata. Risks related to transport were aggregated to area units at a district and regional level. The climate projections are based on data from established, internationally recognised sources, (e.g. Copernicus, ISIMIP) and were carried out for all countries in which the Austrian Post Group is represented for all four representative IPCC concentration pathways, provided the relevant data was available.

4 ●● Assessment methodology and vulnerability assessment: risks were assessed from both a quantitative and a qualitative perspective. The quantitative approach was used for sites (infrastructure), while the qualitative approach was used for processes (transport). Whenever the quantitative approach was used, the vulnerability assessment calculated monetary damages on the basis of the climate projections and any climate damage functions which were available. Whenever the qualitative approach was used, each physical risk was assigned to a risk matrix after performing a cluster analysis of the outcomes of climate projections and assessing the relevance of the risk to the processes of Austrian Post. The quantitative threshold indicating a need for adaptation solutions is identical to the threshold for reporting risks to Group Risk Management. In the qualitative analysis, the criteria for the need for adaptation solutions are also based on existing Group risk management requirements. The first step involved carrying out the climate risk assessment as a gross analysis, i.e. looking at the projected levels of physical risks. The second step was a net evaluation of vulnerable locations and regions from a gross perspective. In this evaluation, the extent to which projected future levels deviate from the status quo (measured values in 2022) was analysed and, if necessary, existing measures were collected and tested for their suitability for risk reduction.

G 07 Climate Risk and Vulnerability Assessment in Accordance with the EU Taxonomy Regulation and TFC



5 ●● Finding: The most significant risks for the Group from a gross perspective are physical climate risks in the temperature/heat group and temperature variability.

- 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.

— Austrian Post will continue to perform scenario analyses in future.

6 ●● Adaptation solutions:

- No adaptation solutions are necessary from a net point of view. Risks that exceed the threshold for requiring a net analysis in a gross scenario do not show any deviations from the status quo that would require an adaptation solution, according to current projections. The current site and process design is considered to be adequate for the projected physical climate risks.

Scenario projections and analyses are regularly updated, adjusted to future requirements and the development of physical risks is monitored. Furthermore, the currently defined thresholds are evaluated on a regular basis and, if necessary, adaptations are made.

➤ Investing in Innovation and Future Technologies

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

Extraordinary events like rising inflation, the war in Ukraine and natural disasters make us aware how vulnerable the world is to crises. The 2022 financial year was characterised by challenging overall conditions for Austrian Post. Disruption to international value chains and rising energy prices increased our costs, an issue that was further exacerbated by the war in Ukraine. The global economy is losing momentum, and an economic downturn is considered likely by economic experts. When all of these factors are taken into consideration, Austrian Post had a satisfactory fiscal year and saw stable development in all of its business areas.

In addition to dealing with increasing parcel volumes, Austrian Post also has to adapt to shifting customer requirements. Sustainability is more in demand than ever. We need to adapt to how people's habits have changed. 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. We are rolling out innovations which will have an impact on our logistics infrastructure in addition to the day-to-day business of our colleagues working in delivery services, logistics centres, branches and head office roles.

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 market standards for the entire logistics sector.

Combining central management with decentralised innovation teams working in different business areas remains a successful approach. Austrian Post's central innovation management team spurs innovation in every area of the company by identifying market requirements and future trends at an early stage and launching initiatives in response. The "Partner Screening" process was established in the central innovation department to ensure that we take a targeted and efficient approach to selecting which partnerships to enter into. We follow a clear roadmap and use a GATE process to derive search criteria to find the best possible partners/companies. Our new landing page for potential partners gives start-ups and entrepreneurs another way to enter into a dialogue with Austrian Post. Austrian Post also has long-standing partnerships with reputable Austrian universities, universities of applied sciences and other research facilities. Key partners include the Austrian Research Promotion Agency (FFG), the Climate and Energy Fund and the Rail Infrastructure Service Society (Schieneninfrastruktur-Dienstleistungsgesellschaft). Our objective is to intensify our focus on innovation and develop products and services that are based on sound scientific research findings. Key factors include investment in state-of-the-art technologies and continual improvement of the Austrian Post infrastructure. Another important project is the "Research Meets Practice" initiative, which conducts research into current marketing and business issues. This project will provide scientific results that offer added value for both business partners and Austrian Post. This will allow us to provide our customers with fresh insights which will strengthen our partnerships.

Austrian Post consistently seeks out opportunities to drive innovation and investment. The funding management of the CSR & Environmental Management department advises and supports all of the areas and Group companies concerned. It handles research tax credits and coordinates the collection of public funding within the Group. The COVID-19 investment premium from Austria Wirtschafts GmbH (AWS) continues to play a major role within the Group. This year the company was fortunately able to settle almost all of the subsidy applications of the Group companies and to complete the partial settlement process for the Österreichische Post AG application. The funding is expected to be disbursed in 2023, with the majority earmarked for investments related to green processes and digitalisation.

There are three particular research projects that we would like to present at this stage:

1 ●● The **"Öffi Packerl"** project is developing a system which public transport passengers can use to transport parcels. People who are using public transport anyway transport parcels from one parcel station to the next. All of this will be made possible with an app, in addition to solar-powered pick-up and drop-off stations that do not need an external power supply. The project is being run in partnership with the Fraunhofer Institute Austria.

2 ●● The pilot project **"Green.Diversity.Linz"** is running alongside the construction work at Linz railway station. This site is being revamped to create a multi-functional, energy-efficient and resource-efficient neighbourhood. The pilot study encompasses using efficient urban greening technologies to support natural cooling effects as well as detailed plans for establishing carbon-neutral energy supply and making buildings energy-efficient. As part of the pilot study, possible façade solutions that could promote biodiversity in the neighbourhood are being analysed. The Austrian Research Promotion Agency (FFG) has provided funding for the development of potential innovative greening technologies.

3 ●● The **"Green Packaging"** project provides a clear model for the process of bringing an idea to market. 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 appetite for these products. After evaluating these proposals, Austrian Post launched the six-month pilot project on reusable and sustainable shipping packaging for use in online retail in March. Selected products from project partners dm, INTERSPAR weinwelt, INTERSPORT, Tchibo and Thalia were shipped in reusable packaging. This project was extremely popular with the market, and was also awarded the "Smart Packaging" state prize in 2022. This state prize is awarded by the Austrian Federal Ministry of Labour and Economic Affairs (BMAW) in cooperation with the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK). The innovative "green packaging" was also awarded a VCÖ Mobility Award in the category "Climate-friendly freight transport and logistics" in 2022. As part of an open innovation process, customers were also involved in the "Re:Postboxing" project, which asked them to come up with ideas and suggestions for the reusable shipping packaging solutions of tomorrow. The project will build on this success when it goes live in 2023.

KEEPING PROMISE

> Every Second

The years dominated by lockdowns and social distancing are behind us for the time being. Times remain turbulent. This makes it all the more important for Austrian Post to succeed in ensuring that it delivers the highest possible performance and quality of service.

ES

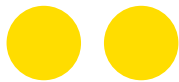
100 %	100 %	
100 %	100 %	
0	0	0

100 %	100 %
100 %	100 %



30,500

parcels per hour were processed at the largest logistics centre during the peak season.



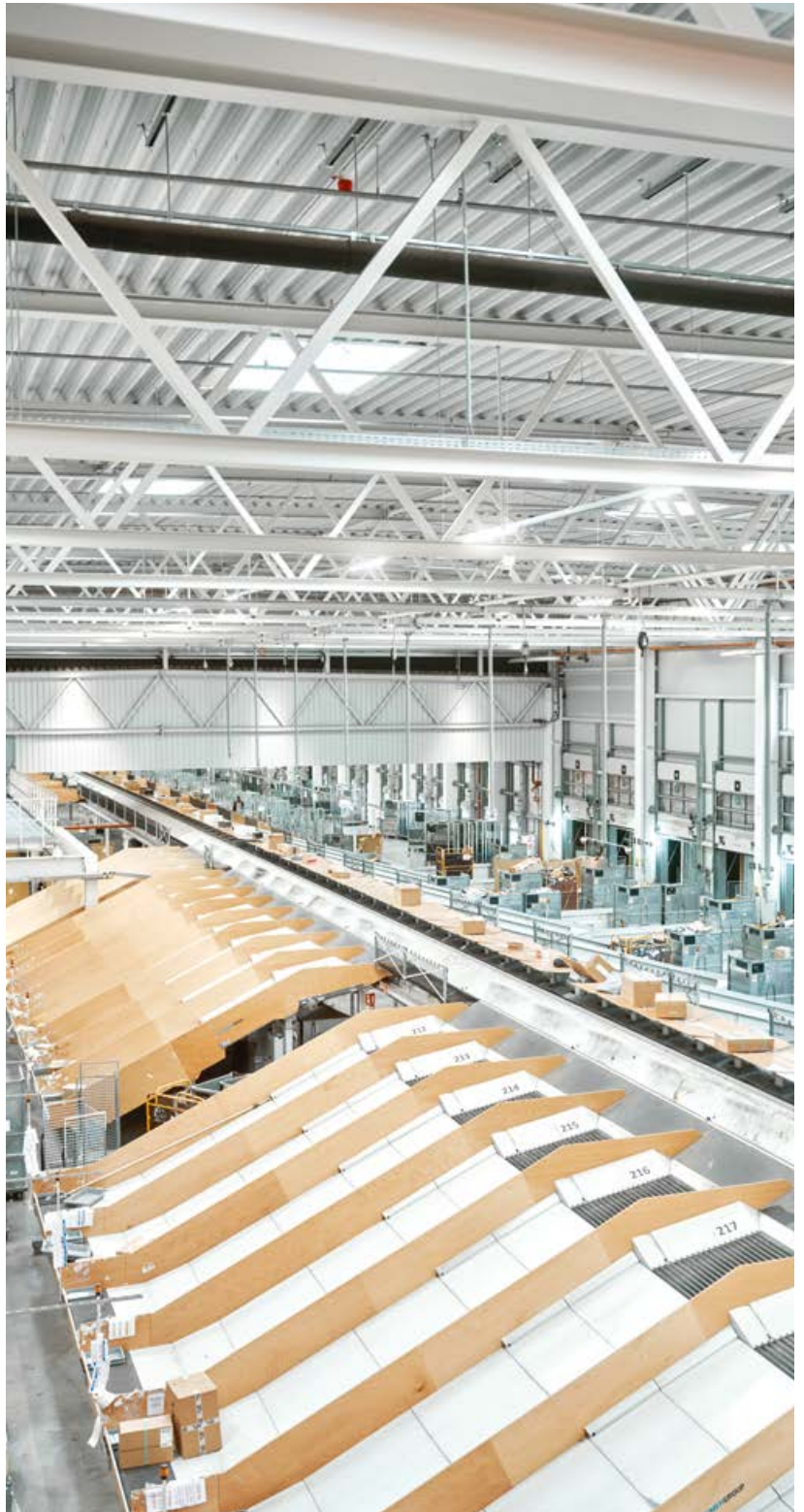
Fit for Peak Season

Mid-October through to January is peak season for Austrian Post. All of the teams in our branches as well as our transport logistics and distribution facilities and our logistics centres work as hard as they can each time this period rolls around to make sure that letters and parcels continue to arrive on time. Team spirit and outstanding preparation play a key role in ensuring that this logistical miracle goes off without a hitch.

To make sure things run smoothly, Austrian Post has established a project team made up of 14 individuals from ten different areas. This team is responsible for logistical coordination and identifying when there is a need for additional staff and vehicles, longer opening hours and special pick-ups from self-service zones.

The extended parcel logistics centre in Upper Austria – Austrian Post's largest logistics centre – opened its doors just in time for peak season. The addition of automated processing systems for bulky items and cutting edge cross-belt sorters have increased the company's capacity significantly and allow the logistics centre to handle up to 30,500 parcels per hour.

Staff from central divisions assisted their colleagues in Logistics, Distribution and the branch network during the busy Christmas period. They spent two days on site assisting their colleagues in making the peak season a success.





Reinhard Scheitl, Head of
Digital Advertising & Innovation



Nicole Schlögl, Head of Marketing
& Product Management



Interview Das Kuvert Gets Even Greener

Austrian Post sends Das Kuvert out twice a week to more than 2.7m readers. How does sustainability come into play here?

●● Reinhard Scheitl_ This medium shows that unaddressed direct mail is compatible with even the most demanding sustainability standards. Das Kuvert has been produced in line with the stringent UZ24 guidelines for printed and recycled paper products published by the Austrian Ecolabel since September.

How do you get advertisers to buy into sustainability?

●● Nicole Schlögl_ We set a good example and reward environmentally friendly behaviour. This year we started providing a sustainability discount for any business customer whose flyers have eco-labels or sustainability labels like the EU Ecolabel, Blue Angel or Austrian Ecolabel.

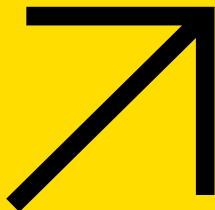
How important do you think sustainability is when it comes to advertising?

●● Nicole Schlögl_ Our latest Dialog Marketing Report took a close look at the attitudes of generation Z and the future of advertising. We found that communicating about sustainability-related issues provides competitive advantages when it comes to younger target markets.



Interview

Social Compliance



What role does social compliance play at Austrian Post?

●● **Judith Pilles**_ As a leading logistics and postal service provider, we have a considerable responsibility to society. Social compliance – making sure that the rules surrounding our social responsibility are followed throughout the entire organisation – has a crucial role to play in terms of justifying the trust that has been placed in us and ensuring that we can always fulfil the responsibility that we have. Social compliance is not about simply enforcing a rigid set of rules – it's actually a process which we use on an ongoing basis to find new and effective ways to protect society and the environment, as well as the health, safety and fundamental rights of our employees.

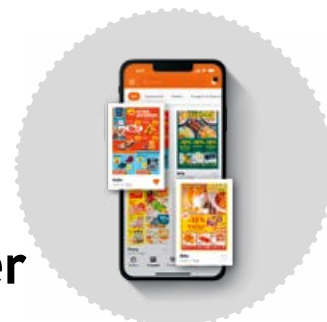
That is a big task – how does Austrian Post go about implementing that in practice?

●● **Judith Pilles**_ All of our efforts in the area of social compliance are based on Austrian Post's Declaration of Principles on Human Rights and our Code of Conduct and Ethics. The Code of Conduct and Ethics sets out our values. The Declaration of Principles on Human Rights builds on the Code of Conduct and Ethics and represents our commitment to respect human rights in accordance with the principles of the United Nations and the OECD.

We have a social compliance policy to ensure that our values and principles are observed by our business partners and throughout the Austrian Post Group. This policy defines specific measures which need to be implemented, such as analysing our risk of providing working conditions which might violate human rights as part of our Group-wide compliance risk analysis process. We also conduct evaluations, monitor processes and provide reports on a regular basis. We also provide training and run awareness-raising campaigns to help keep the important issues in people's minds across the Group.



Judith Pilles, Head of Compliance & Risk Management



Aktionsfinder Relunched

The online flyer platform "Aktionsfinder" is becoming increasingly popular as inflation rises. With around 1.8m visits per month, the website continues to strengthen its leading position in the Austrian retail marketing space. The platform relaunched in summer 2022 with a new design and innovative features, and now has around 360,000 active users per month.

A survey found that more than two thirds of respondents don't look for offers and discounts anywhere other than Austrian Post's platform. 83% said that the offers on the platform save them money, while 64% go on to buy products based on offers that they find on the platform.





Green Travel

No matter what else a yellow parcel might go through on the way from Vienna to Graz, the trip itself is bound to be green. To hear an amusing take on the steps involved and join a parcel on its journey from A to B, have a listen to the "Postcast" – the official podcast of Austrian Post. The fact that the parcel's journey is so green is all down to the variety of measures which Austrian Post has implemented. Take green packaging for example. From March to September 2022, the company conducted a pilot trial to address one of the biggest problems to come out of the boom in e-commerce: packaging waste. After performing a comprehensive review of the trial, Austrian Post decided to launch a reusable packaging service for retail companies starting in spring 2023. Companies will be able to hire or buy the packaging from Austrian Post before offering it to their customers as an option at checkout. Once a customer has received their product, they can simply collapse the packaging and return it to Austrian Post in the mail, at a branch or at a self-service zone. The packaging is then prepared to be reused.

The company also incorporated some innovative ideas from the "Re:Postboxing" project into its design of the reusable packaging. Over the summer, Austrian Post partnered with the Graz Innovation Service Network (ISN) to survey Austrians about what they think the future of packaging should look like. Prizes were awarded for the best ideas.

[_ see page 45](#)

Austrian Post Delivers Climate Bonus

A climate bonus was paid out to nine million Austrians under the Austrian Ecosocial Tax Reform Act. 1.3m citizens were sent a hybrid official letter with a Sodexo voucher instead of having the money paid directly into their account. These letters have to be handed directly to the recipient, with all delivery status updates handled electronically. Various areas across Austrian Post worked together effectively to make the delivery process as smooth as possible in order to ensure the Austrian people were awarded the climate bonus.

"Both senders and recipients are actively demanding more sustainability and trust Austrian Post to deliver due to its strong history of innovation. With over 181m parcels delivered in Austria every year, we have great scope for leverage if we can make shipping packaging reusable."



Marc Sarmiento, Head of Research & Innovation, Parcel Austria



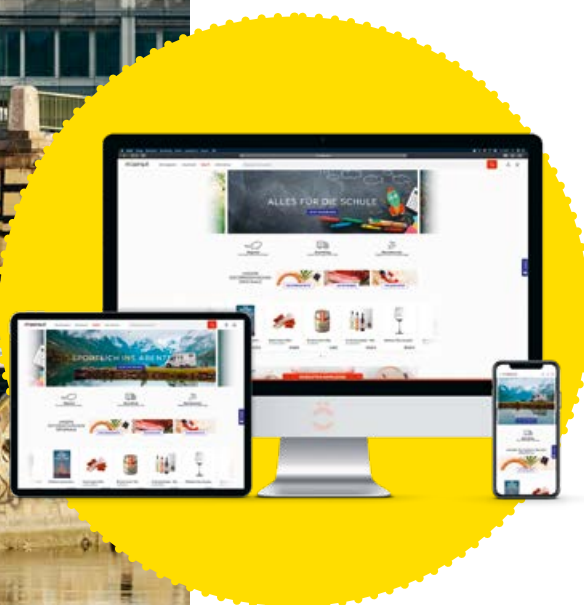


Austrian Retailers Trust shopping.at

After launching in 2017, shopping.at is now Austria's best-known online marketplace for domestic products. Austria's premier retailers have more than three million products for sale on the user-friendly portal. Customers appreciate the fact that deliveries are quick, carbon neutral and handled by Austrian Post.

The marketplace gained in popularity in recent years as lockdowns and global supply chain issues made regional alternatives a more attractive choice for both retailers and consumers. "We would have ceased trading if shopping.at didn't exist," said Gerhard Nitzlader, Managing Director of Spielzeugwelt Graz-Weiz, a traditional company with a regional focus. "shopping.at has given me countless new customers who keep coming back on a regular basis."

During the year under review, the marketplace focused on optimising its quality of service. The Austrian Retail Association joined together with Austrian Post and shopping.at to launch the regional "Growing online together" initiative for SMEs. The purpose of the initiative is to boost e-commerce within Austria and help Austrian companies make the move into online retail.



JUUHU! is Austria's Largest Price Comparison Platform

With the nation's largest price comparison platform, Austrian Post provides consumers with transparent information and peace of mind in these financially challenging times.

Visitors have been able to compare the price of millions of products and services from the biggest retailers on juuhu.at since summer 2022. In addition to product and price comparison features, the website also provides a wide range of deals and promotions in electronics, fashion & beauty, home and travel.

Editorial content like stories, tips and creative ideas inspire users and make juuhu.at more than just a price comparison platform.

[_ see page 93](#)



Users can find suitable online offers [at juuhu.at](https://juuhu.at).



Patricia Liebermann, Head of Philately

> "Postal Uniform"

What is so special about the stamp?

Patricia Liebermann_ As you might be able to tell from the blue fibres, it used to be part of a postal uniform. We created the stamp as part of our Re:Post recycling and upcycling project, which we launched in 2020 to make consumables out of old uniforms. We made a total of 150,000 special stamps out of 950 shirts. They represent the circular economy and Austrian Post's commitment to sustainability in quite a unique way.



ECO & Customers NOMY

› What Moves Us

GRI 3-3

As a leading logistics company, we want to play an active role in shaping a sustainable future. The current economic situation is heavily influenced by the trend towards digitalisation and market globalisation. Globalised trade is increasing the competitive pressure on all market players. Beside the development of staff costs, factor cost increases are the primary influencing and success factors Austrian Post has to deal with both in the short-term and long term. Climate action has gained in importance over the course of the energy and gas price crisis. The earlier and more intensively companies invest in alternative energies, the more competitive advantages they secure for themselves and the more sustainable their business models will be.

Austrian Post's target groups are also becoming increasingly complex. Consumers are changing their behaviour and becoming more idiosyncratic and environmentally conscious. The new societal environment requires ongoing customer-focused adjustments on the part of Austrian Post if we want to continue to provide postal services at a high level. The products and developments we create today are tailored to meet the requirements of tomorrow.

We are opening up new business areas and markets to compensate for the general decline in 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.

Austrian Post faced challenging overall conditions in 2022. The war in Ukraine is having an indirect impact on Austrian Post's business model. Inflation is becoming entrenched due to the rising price of energy and commodities and the ongoing disruption to supply and value chains. Inflation is putting upward pressure on personnel and energy costs while also having a negative impact on consumer behaviour.

Major global megatrends are influencing the economy at every level of society. These trends are developing slowly, but fundamentally. The following megatrends are particularly relevant for Austrian Post:

DIGITALISATION

Pressure on our core business is growing. With communication becoming increasingly digital, the letter mail business is on the decline. Austrian Post has to offset this by means of new and lucrative sources of income. Private customer parcel volumes are high thanks to the steadily growing importance of online commerce. Competition is also intensifying in this area. To stand out, Austrian Post needs to develop new and attractive products and services.

SILVER SOCIETY

People everywhere are getting older and staying healthier for longer. This demographic trend is a significant challenge for us, but is also injecting new sociocultural vitality. Austrian Post has to fulfil all customer requirements in a manner suited to the target group – for customers old and young.

The entire logistics industry is facing major challenges from global megatrends such as neo-ecology, digitalisation and individualisation. Austrian Post is responding to these changes by proactively developing new and sustainable ideas, while keeping its focus on the needs of its customers.

INDIVIDUALISATION

Self-realisation and individual self-determination are extremely important in our society. People's lifestyles have never been more varied. This means that our innovative services have to be available around the clock and on time, both online and in person.

NEO-ECOLOGY

This megatrend is establishing a brand new set of values that reaches into every area – from purchasing decisions to social morals to corporate strategies. Sustainability is reshaping the economy from the bottom up. Austrian Post intends to continue to live up to its role as a pioneer in this area.

› Management Approach of Austrian Post

GRI 3-3

Austrian Post continued to defend its leading position in Austria in 2022 and intends to profitably grow in the markets 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. We aim to provide an ever-increasing level of added value for our customers and improve convenience for recipients. We know that nobody focuses more on the customer than 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 attractive 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 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 (this key area is covered in part in the Company & Responsibility section)
- Stakeholder value

For additional information on these key areas in connection with Economy & Customers and how they relate to the SDGs, please see p. 30.

› Targets, Measures and What We Achieved in 2022

GRI 3-3

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 2022 was 72 points
(Digital) services available 24/7 for all end customers in Austria	Expand various 24/7 services Expand range of online solutions	24/7 services in 2022: more than 66,292 pick-up boxes, 524 pick-up stations with 106,689 post office boxes, 539 drop-off stations and boxes, 198 stamp vending machines
We plan to double the use of self-service solutions by 2030		A total of 18.2m mail items sent using self-service machines

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 Environmentally friendly direct mail	Cooperation with other companies on joint measures to improve products	From 1 January 2023 onwards, Austrian Post will issue rewards to all of its business customers whose flyers have been certified by an environmental or sustainability certification programme like the EU Ecolabel, Blue Angel or the Austrian Ecolabel. These companies will be granted a sustainability discount for flyers in Das Kuvert
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	Based on the life cycle assessment, Das Kuvert is produced according to the specifications of the Austrian Environmental Certificate for Printed Products Life cycle assessment started for pick-up boxes on the basis of a Master's thesis Study looking into economic and ecological impacts of in-store and online retail in Austria commissioned by the Federal Environment Agency

T15 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>37% of main suppliers had recognised sustainability certification in 2022</p> <p>Vendor integrity checks were performed for 200 suppliers in 2022</p>

T16 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 Sustainability targets have been incorporated into Austrian Post's remuneration system for management since 2021</p>	<p>Incorporated into the remuneration policy of the Management Board</p> <p>Inclusion in the respective applicable MbO/sales bonus policy for management</p>	<p>Implemented in the form of an ESG indicator</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 2022</p> <p>158 enquiries from employees through the business and capital market compliance help desk</p> <p>In 2022, employees of Österreichische Post AG and its national Group companies completed 8,662 e-learning courses on business compliance and anti-corruption, and 3,855 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 solution from a technical perspective for quarterly internal collection of sustainability indicators</p> <p>Selected sustainability indicators planned on a Group-wide basis for the first time for the period 2023 to 2027</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 the requirements of the EU Taxonomy</p>	<p>First reports in accordance with TCFD and EU Taxonomy in 2021 financial year. Continuation of the cross-divisional working group on extended reporting in accordance with EU Taxonomy in 2022</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 Group company based on Austrian Post's 2030 sustainability master plan</p>	<p>Sustainability officers in all Group companies</p> <p>Sustainability officers are grouped in the Global Sustainability Team</p> <p>Regular 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>200 suppliers evaluated</p>

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 2022, Austrian Post generated revenue of EUR 2,522.0m</p> <p>Dividend of EUR 1.75 per share subject to the approval of the Annual General Meeting scheduled for 20 April 2023</p>
<p>Number of sites in excess of the 1,650 required by law</p> <p>Ensuring reliable delivery at all times and exceeding legal requirements by Österreichische Post AG</p>	<p>Ensuring a nationwide network of postal service points that exceeds legal requirements</p> <p>High-quality nationwide delivery</p>	<p>Austrian Post had 1,726 branches in 2022, exceeding the legal minimum requirement once again</p> <p>Both delivery indicators outperformed legal universal service obligations in 2022: 94.6% of letters delivered on the next working day, and 97.6% of parcels addressed to private individuals delivered within two working days</p>

Material Topic

› Sustainable Appearance & Services for Private Customers

GRI 3-3

Austrian Post knows what its customers want. This is a key cornerstone of our success. This is the only way to be successful over the long term and develop tailored solutions for private customers. Sustainability is at the heart of our development process for all of our new and tailored solutions.

Innovative and Sustainable Services

We promise to always deliver a solution. That is why we do everything we can to meet the needs of our customers, 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 shopping.at and the Post app to meet these needs. Customers can use the Post app to track their parcels and mail items at all times. The delivery can be planned and tracked directly using the shipment tracking function. Recipients can choose where and how they receive their parcels, whether that be at a pick-up station or having a favourite neighbour receive the parcel. In addition to choosing where parcels should go, customers can use the pick-up code in the app instead of bringing the yellow delivery slip. The app also includes a practical branch finder. This provides

additional flexibility and convenience for customers while also saving them time.

THE RIGHT SOLUTION FOR EVERY SITUATION

The requirements of our customers have changed significantly in recent years. Customers want to be able to have access to postal services anywhere at any time. They want to take care of their postal business as comfortably and quickly as possible, while also maintaining a good level of security.

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 66,292 pick-up boxes, our self-service solutions included 524 pick-up stations with 106,689 lockers, 539 drop-off stations and boxes and 198 stamp vending machines in the year under review. These services are very popular with our customers. A total of 18.2m 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. The new generation of drop-off stations was introduced at the beginning of 2021. 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 the label on their mail item.

We also expanded the services we provide in cooperation with our partners during the year under review.

Five new Austria Post stations have been set up at Hofer stores, bringing the total to 86. We also installed more in-branch pick-up stations.

Our “branches of the future” are designed to foster customer satisfaction and inclusion. The branches combine on-site offerings with the digital world, in-person advice and convenient access to services around the clock. The first “branch of the future” opened in the Simmering district of Vienna in July 2021. Five more branches joined the network in 2022. We use all of these measures to provide a modern, customer-oriented regional infrastructure for postal services.

Making a Sustainable Difference: Right in the Branches

We consider everyone in Austria to be a customer. We are aware of our responsibility and want to use our reach to offer sustainable services which go beyond just delivering and receiving parcels and letters.

We offer green telecommunications services through our in-branch partnership with A1 Telekom Austria. Just like Austrian Post, the communications provider A1 is committed to sustainability and making sure that its infrastructure, digital products and solutions are as environmentally friendly as possible. A1 became the

first communications provider in Austria to have a completely carbon neutral network in 2014, allowing its customers to chat, browse and watch TV with a good conscience.

Plastic waste is one of the biggest challenges facing our environment. Our exchange programme for CO₂ cylinders has a part to play in reducing the use of plastic. Empty CO₂ cylinders can be exchanged at over 300 branches for a full Sodapop cylinder which can make tap water into fizzy water. Each cylinder saves up to 40 large (1.5 litre) PET bottles. Sodapop supports the global 4Ocean movement, which is dedicated to removing plastic waste from the world’s oceans.

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.

Everywhere is an office: the increasing popularity of working from home is presenting many of our clients with challenges, both large and small. Running out of ink for your home printer is just one of these challenges. That’s why we have self-service printers at 325 branches. This offers a simple and sustainable solution. Customers can print, scan and copy their files 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



Our branches offer numerous additional services which go beyond just delivering and receiving parcels and letters.

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

Our tried-and-tested postal partner scheme plays a decisive role in ensuring that people have seamless access to Austrian Post services throughout the country. Our postal partners are a vital part of the branch network. In addition to the current 379 company-operated branches, 1,347 postal partner locations make for a reliable and stable network. The postal partner scheme improves access to local amenities and strengthens existing economic structures, especially in rural areas. Since 1997, our postal partners have been offering postal and banking services in addition to their own products and services across more than 50 different sectors. This business model has proved particularly successful for partners and customers in the food retail sector, at tobacconists and municipal authorities. There are also partnerships in the social sector, e.g. with the self-help association "Lebenshilfe" and charitable organisations. These partnerships are particularly successful because they also help employees to re-enter the unprotected job market. We also support postal partners with structural changes to meet the requirements of barrier-free design.

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

The banking world is in a state of upheaval. Since its launch just under three years ago, bank99 has constantly evolved and remained responsive to the changing needs of its customers. As Austrian Post's bank, bank99 is investing in expanding its range of digital services to complement its established branch network. This included the takeover of ING's retail banking business in Austria in December 2021. The bank has also added new services such as consumer loans, housing finance and investments to its range. bank99 currently has around 1,725 branches and more than 260,000 customers. It provides both in-person services and state-of-the-art 24/7 digital solutions.

shöpping.at – The Austrian Marketplace

After launching in 2017, shöpping.at is now Austria's best-known online marketplace. Austria's premier retailers have more than three million products for

sale on the portal and benefit from the simple service. The marketplace provides retailers with fast and sophisticated access to e-commerce. An online presence and digital expertise have become indispensable for retailers. Hundreds of thousands of Austrians go on shöpping.at every month.


Retailers benefit in two ways from selling their products on shöpping.at. The extensive reach of the website gives them access to new target groups, while the marketing on the portal increases awareness of their offerings among customers.

By shopping on shöpping.at, customers support the domestic retail market and keep purchasing power within the country. They also benefit from environmentally friendly shipping, as all products purchased on shöpping.at are delivered by Austrian Post using carbon-neutral methods.

Customers can use shöpping.at in good conscience, safe in the knowledge that they are supporting Austrian retailers and protecting the environment.

●●  shöpping.at

Customer Satisfaction and Complaint Management

 2-29, 3-3

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



Material Topic

› Sustainable Mail & Parcel Products

GRI 3-3

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 (printing facility).

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 have a strong international presence in Germany, eight countries in Southeast and Eastern Europe and Türkiye. We use our know-how and our long-standing partnerships with networks and postal companies to excel in international parcel shipping. This continually offers us new opportunities for growth. Our Group companies help us to succeed by bringing their expertise and logistics competence to the

Austrian Post family. This versatility makes Austrian Post more varied, more innovative, more creative and stronger.

Letter Mail Business and Digital Services

Austrian Post is the market and quality leader in the letter delivery sector. We are committed to reliability and offer our products at attractive and competitive prices. Austrian Post 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 Group company Austrian Post International Deutschland GmbH (APID) provides traditional letter mail services and e-commerce services in Germany. APID 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. 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 world-wide. 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.



The people of Austria put their trust in Austrian Post as the market and quality leader in the letter delivery sector.

Austrian Post primarily develops new business models with its national Group companies.

Post Business Solutions GmbH combines all of the solutions in the area of information and business processes under a common brand. The merger between the four previous Group companies Scanpoint, EMD, D2D and sendhybrid in June 2022 has made Post Business Solutions one of the biggest players in the Austrian document outsourcing market. More than 100m pages are digitised each year for 450 business customers from eight countries, with 2.1m pages processed daily.

Post Business Solutions acts as a sparring partner for its customers, providing them with all of the services they need from a single source and supporting them as they move into a digital and sustainable future. Post Business Solutions is committed to a range of sustainability initiatives, including one of the largest transactional printing companies in Austria. At the request of customers, the company's carbon emissions from printing can be offset, making production carbon neutral. In addition to printing on PEFC-certified paper, Post Business Solutions

is ISO 14001 Environmental Management certified and bears the Austrian Ecolabel.

In addition, we are the majority owner of ACL advanced commerce labs GmbH (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 with service expertise in operational business processes from a single source.

Analogue and Digital Advertising

We have a wide range of analogue and digital products and services available to help our advertising customers achieve success and sustainability at the same time. Addressed and unaddressed direct mail items constitute a significant part of the company's success. In order to also be able to use our analogue advertising products online, we offer our customers the self-service tool "EinfachWerben Print". Customers can use this

service to design and commission addressed and unaddressed direct mail online. Austrian Post arranges for the printing (all mail items are printed using environmentally certified paper at Austrian printing facilities) and takes over the delivery of direct mail.

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 Group company Medien.Zustell GmbH (MZG). Austrian Post has set itself the goal of producing Das Kuvert even more sustainably. That is why MZG 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 entire product life cycle of Das Kuvert. Das Kuvert is now produced according to the specifications of the Austrian Environmental Certificate for Printed Products and delivery is carbon neutral with Austrian Post. Since the beginning of 2023, Austrian Post has also supported its customers in producing more sustainable leaflets. All leaflets which are produced in accordance with defined environmental and sustainability certificates are therefore rewarded with a sustainability discount.

Since January 2023, physical flyers have been supplemented by a digital component and are also displayed online via banners.

feibra is another Group company 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. Under the title feibra complete, the company offers its customers more reach by additionally offering digital payout of unaddressed advertising mail campaigns. Preparatory work was carried out in 2022 to ensure carbon neutral delivery. The carbon emissions calculated for the year 2022 will be offset by the purchase of carbon certificates from selected climate protection projects in Austria and other countries.

Digital advertising is another important area. Austrian Post launched its 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 and pick-up stations, where footfall is particularly high. Stand-alone pillars in public spaces and shopping centres extend the range of services, which is constantly being expanded. Sites are being expanded on an ongoing basis. Austrian Post has added the online digital banner advertising service "Einfach-Werben Banner" to its range of self-service tools. Since

the summer of 2022, Austrian Post has been running the smart comparison website for online shopping juuhu.at.

The digital portfolio also includes the Group company adserve, a full-service agency for marketing technology and digital & classic media. Austrian Post works with a number of marketing companies in the German-speaking region (Germany, Austria and Switzerland) to develop and implement cross-media marketing campaigns and sustainable advertising strategies. The aim is to use the innovative power of state-of-the-art advertising technologies and to optimally combine the strengths and opportunities of digital advertising with the advantages of traditional advertising to provide cost-effective targeted brand communication with maximum impact.


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

Austrian Post transported 181m parcels in 2022, almost on a par with the previous year's high level. While lock-downs accelerated a boom in e-commerce in 2021, 2022 was marked by economic uncertainty, price rises and inflation triggered by the war in Ukraine. Parcel volumes declined in the first half of the year before re-bounding in the second half. More than 720,000 parcels were transported throughout Austria on average every day. In the pre-Christmas period, there were several days where this number rose to over one million. This is where our comprehensive investment programme comes into play. By expanding our capacities, modernising our vehicle fleet and hiring additional staff, we are able to process even such high parcel volumes effectively and quickly without compromising on quality. We keep sustainability at the heart of all of our expansion and investment projects. Find out more on page 48. Sustainability is also extremely important to our customers, and we had an opportunity to award our popular carbon-neutral delivery certificate to several of our major customers in 2022.

-  For more about our carbon-neutral delivery concept, turn to p. 16

This outstanding level of commitment was recognised with the MARKET Quality Award 2022. Austrian Post was the clear winner in the overall rankings. The award is a sector-specific market survey for parcel delivery services in Austria, and is presented by the market research institute "market". Austrian Post received an above-average assessment in the area of sustainability. Every second respondent (46%) was of the opinion that Austrian Post is already acting sustainably – putting it far ahead of the runner-up on just 14%.

Austrian Post has also launched the "GreenPack" project in partnership with the University of Applied Sciences in Upper Austria, which has the potential to significantly reduce the environmental impact of e-commerce. The aim of the project is to save packaging waste and offer reusable solutions for parcel shipping.

●●  Find out more on p. 93

In addition to providing professional receipt of goods, storage, picking, packaging, shipping and fulfilment solutions, Post Systemlogistik also manages returns for its

customers. Thousands of items leave Post Systemlogistik's two depots every day. It ships online orders on behalf of major customers – using Austrian Post, of course.

Austrian Post offers a business pick-up service for smaller companies, which allows customers to collect multiple labelled parcels or returns at one location. Post Express is the perfect solution for time-critical deliveries within Austria and overseas. Items sent by Post Express are delivered by 1 p.m. the next day at the latest within Austria.

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

International Parcel Services

Our parcel business also spans eight countries in Southeast and Eastern Europe, and Türkiye. These companies have also benefited from the e-commerce boom, allowing us to compensate for the decline in letter mail business. Austrian Post has an extensive network at its



181m

parcels were transported in 2022 – an average of 720,000 a day.



disposal in these countries. Our customers can therefore count on reliable parcel delivery services.

Austrian Post acquired an 80% stake in Aras Kargo in 2020. The company is the number one in the Turkish logistics market and has 76 logistics locations, as well as 2,800 out-of-home locations, including parcel shops, pick-up stations and branches. Aras Kargo handles around 198m parcels and documents every year. Türkiye is a dynamic market with potential.

Austrian Post's Group companies in Southeast and Eastern Europe specialise in express parcel delivery services and are some of the key 24-hour couriers in their local markets. They have been expanding from their B2B base in recent years to provide deliveries to private customers. B2C now accounts for the majority of their deliveries. As a result, Austrian Post's subsidiaries in Southeast and Eastern Europe have become major e-commerce partners, not just in their local markets, but also to large international e-commerce players.

Material Topic

› Sustainable Procurement

GRI 3-3, 204-1 **SDG 12**

Responsible conduct and integrity are very important – not just in the company's own processes within the Group, but in all business relationships.

We are aware of our responsibility towards our own suppliers and our role as a service provider to business customers. We take on these roles proactively. 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 direct and indirect business partners to meet the high standards of its Code of Conduct for Contractors. Vendor integrity checks and supplier audits are used to monitor compliance.

Focus on Sustainable Regional Procurement

GRI 2-6 **SDG 8**

Responsible purchasing is a top priority for Austrian Post. The company considers environmental and social factors in addition to price, quality and delivery time. The 2030 sustainability master plan defines targets and an action plan for sustainable procurement. A monetary benefit will be granted to potential contractors for

selected major procurements from 2023 onwards if they can demonstrate that they meet certain minimum criteria in an accepted sustainability rating agency. The internal ordering system was also improved to make sustainable product categories easier to recognise. Environmentally friendly office supplies are highlighted in the internal ordering system to make them recognisable at a glance.

Österreichische Post AG had an order volume of around EUR 790m in 2022, making it one of the leading contracting entities in the country. We already rely on regional structures in our procurement policy – around 92% of the approximately 6,500 suppliers we use are located in Austria. This means that around 85% of the order volume is accounted for by companies in Austria.

CODE OF CONDUCT FOR CONTRACTORS

GRI 2-23, 2-26

Austrian Post is aware of its role in the supply chain and the associated consequences of its purchasing decisions. It demands consistent compliance with environmental and social standards from all suppliers. These requirements are set out in the Code of Conduct for Contractors.

The Code of Conduct for Contractors of Austrian Post has been part of the standard documents included in tendering procedures since 2012. Suppliers are required to adhere to the minimum social standards stipulated in the Code of Conduct for Contractors.

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.

POLICIES

The Group-wide and local procurement policies further stipulate that all business relationships must be aligned with ethical principles and adhere 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, in addition to procurement activities that are handled on a decentralised basis by the operating divisions.

The compliance requirements and standards also apply for cases on the exceptions list which are subject to special rules in line with the procurement policy of Austrian Post.

The Code of Conduct for Contractors is a binding part of our contracts and specifies the compliance requirements which apply to our business partners. It sets out the environmental, social and governance standards of the Austrian Post Group, as well as monitoring rights and consequences in the event of non-compliance.

VENDOR INTEGRITY CHECK

GRI 2-26, 308-2, 414-2 **SDG 5, 8**

We use the vendor integrity check (VIC) and other supplier checks to achieve our compliance targets. These tools are used to monitor compliance with the Code of Conduct for Contractors and ensure that human rights are upheld.

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 Contractors. 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 uses a system-supported process for the VIC. 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.

As a logistics service provider, Austrian Post relies on support from freight service providers and temporary workers. Austrian Post implements more extensive due diligence measures for companies in these sectors in order to identify potential risks associated with these sectors and address the consequences of these risks at an early stage.

Business partners are subjected to spot checks on a regular basis and are required to provide extensive evidence that they are in compliance with their obligations.

Group companies 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.

Material Topic

> Sustainable Governance & Compliance

GRI 2-9, 2-12, 2-15, 2-16, 2-24, 3-3

As a listed company, Austrian Post believes it has a duty to follow the principles of good corporate governance and conduct itself in a compliant manner. Good corporate governance ensures that an organisation can create long-term value. Effective compliance involves ensuring that all of the Group's employees act in line with legal requirements, internal policies and moral and ethical principles. This includes taking steps to avoid corruption, ensure compliance with antitrust law and protect data.

By implementing these measures, Austrian Post meets the expectations of national and international investors, which include protecting the interests of shareholders and communicating with all stakeholder groups in a transparent manner. The Management Board and Supervisory Board of Austrian Post play a key role in sustainable corporate governance. The Management Board of Austrian Post is responsible for the strategic and operational management of the company. The Supervisory Board is responsible for overseeing all strategic projects. In addition to monitoring and steering, the Supervisory Board plays an advisory role and therefore bears part of our corporate social responsibility.

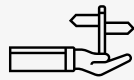
The remuneration provided to management is based on both extensive sustainability goals and economic aspects in order to foster a culture of responsible management geared towards sustainable and long-term value creation. This is set out in the remuneration policy for the Management Board adopted in 2020 as well as

G 08 Leading with Wisdom



Take responsibility

- Ensure long-term results
- Seize opportunities
- Implement decisions



Provide guidance

- Set targets
- Drive innovation
- Provide clarity



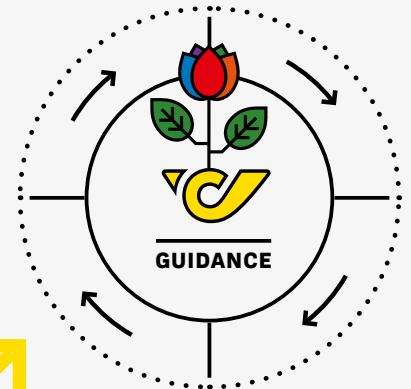
Promote teamwork

- Take an interdisciplinary approach
- Consider issues from other perspectives
- Live out diversity



Foster trust

- Be a role model
- Help employees achieve their potential
- Give feedback



the MbO/sales bonus policy for management in force at the time. The targets agreed for the variable remuneration components are derived from the integrated corporate and sustainability strategy and taken into account in the form of an ESG indicator.

Austrian Post reports extensively on corporate governance annually in its Corporate Governance Report.

●● see Annual Report 2022 p. 33ff

The Joint Mission Statement

GRI 2-23, 3-3

What stakeholders and actors on the capital market expect from us is transparency and honesty. As a responsible company that acts with integrity, Austrian Post expects ethically impeccable and exemplary behaviour from all employees, regardless of their position.

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 2-9

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. Working collaboratively and sharing expertise give Austrian Post innovative strength and make the company successful.

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.

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. We implement wide-ranging measures and processes to ensure that our values are complied with. The annual cycle of risk analysis followed by compliance programmes ensures the continuous development of the CMS. The CMS covered capital market compliance and business compliance issues, which includes combating corruption. In 2022, the CMS was expanded to include the topic of social compliance, which primarily covers human rights aspects (Turn to the Human Rights section and the People & Social chapter for more information). 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 Austrian Post were reviewed and recertified in 2022.

As part of the CMS, we have named compliance officers in specialist departments and at Group companies 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 end of the year, there were 23 compliance officers in Austria and eight compliance officers in foreign Group companies. 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. 57 for more information about compliance targets.


COMPLIANCE AND ANTI-CORRUPTION GUIDELINES FOR RESPONSIBLE CONDUCT

2-23

How we view our responsibilities is documented in a Group-wide Code of Conduct and Ethics, which guides everything we do. The Code, which was updated in the previous year, was translated into all Group languages in 2022 and republished throughout the Group. The contents of the Code also reflect the commitment of Austrian Post to comply with the principles of the UN Global Compact, and related standards, 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 for Contractors. The requirements and values in the Code of Conduct for Contractors reflect the values of Austrian Post and its commitment to international standards. Vendor integrity checks are used to monitor compliance with the Code of Conduct for Contractors.

-  See p. 72 for more information.

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.


-  post.at/en/ir/c/compliance

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. 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. The annual compliance programme cycle is offset from the financial year and runs from April in one year to April of the following year. The 2022 compliance risk analysis covers the period from Q4 2022 up to and including Q1 2023, and was performed at the time of the report. The compliance risk analysis, which served as a foundation for the "April 2021 to April 2022" compliance programme, achieved a coverage rate of 83% of the Group companies.

- ●  Material business and capital market compliance risks in 2022 can be found in the "ESG Risk Management" section on p. 33ff.

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 2022, we continued to roll out our capital market compliance and business compliance e-learning courses. We also added videos to the training and communication portfolio to drive up awareness of compliance issues.

This additional training will be provided in a new virtual format between Q4 2022 and Q1 2023 inclusive. 61% of the defined target group will be provided with training by the end of 2022 in this way, with the out-standing training to be provided in Q1 2023. 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 2022.

In addition to training for employees, the further education of compliance officers is also a part of training activities. The Compliance Academy ran for the second time in 2022. Four people were certified as compliance officers after going through the Academy. 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.

Human Rights

GR 2-25

As the leading logistics and postal service provider in Austria, with Group companies in Germany, Southeast Europe, Eastern Europe and Türkiye, the Austrian Post Group has a great responsibility to society – and it wants to live up to this responsibility. For this reason, Österreichische Post AG has been a member of the UN Global Compact for many years. It is also involved in the Business & Human Rights Accelerator.

The Austrian Post Group wants to ensure that it acts in an ethically sound and exemplary manner at all times, while having an unwavering commitment to upholding human rights. Overall responsibility for this lies with the Management Board, while each and every employee and manager has a duty to make this happen in their areas of activity. People are the focus of our international Group, and we take the needs of all of our stakeholders – including employees, customers and business partners – into account.

This is reflected in Austrian Post Declaration of Principles on Human Rights and social compliance policy, in addition to the Code of Conduct and Ethics, which was adopted by the Management Board in 2011 for the first time as a binding Group-wide policy. The Code was fundamentally revised and up-dated in 2021 and translated into all Group languages in 2022. Both the Declaration of Principles on Human Rights and the Code of Conduct and Ethics are available on the website of Austrian Post. The contents of the Code of Conduct and Ethics and the declaration of principles reflect the commitment of the Austrian Post Group to the principles contained in the UN Global Compact and related standards. All other Group policies and guidelines for conduct are based on and derived from the Code of Conduct and Ethics, including the social compliance policy, which covers issues related to human rights.

●● post.at/en/i/c/declaration-of-principles

Austrian Post is committed to respecting human rights, in particular in accordance with:

- The principles of the UN Global Compact
- The UN Guiding Principles on Business and Human Rights
- The Universal Declaration of Human Rights
- The fundamental conventions of the International Labour Organization (ILO)
- The OECD Guidelines for Multinational Enterprises

— The Sustainable Development Goals (SDGs) of the United Nations

In 2022, Austrian Post professionalised how it handles the topic of human rights and integrated the social compliance pillar – which covers this topic – into the CMS (for more information, refer to the Capital Market and Business Compliance section).

Austrian Post does not tolerate any working conditions within the Group or its supply chain 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 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.

This topic is reflected in many ways at a corporate level.

Social compliance is integrated into the compliance management system for business and capital market compliance. A wide range of measures and processes have been put in place to implement our values and standards in the area of social compliance (see also the sections on the material topics mentioned above as well as the “Sustainable Procurement” and “Vendor Integrity Check” sections). These measures are supported by the annual cycle of risk analysis followed by compliance programmes with the aim of ensuring continuous further development. Risk analyses are performed on a regular basis to provide a foundation for continuous improvement. The findings of the risk analysis are used to prepare measures that are incorporated into the compliance programme. The results of the risk analysis are reported to the Management Board, which then approves the compliance programme. In 2022, the social compliance risk analysis focused primarily on processes that help us to meet our due diligence obligations in relation to business partners. As part of this analysis, high risk groups were defined and processes were implemented to review these groups.

●● [S](#) Social compliance risks considered material in 2022 can be found in the “ESG Risk Management” section on p. 33ff.

The compliance help desk can be contacted in person, by telephone, on the intranet or by email.



Whenever violations are reported, we follow defined processes to make sure they are resolved thoroughly and as quickly as possible. We take appropriate action in a timely manner and implement further measures to undo the impact of violations and prevent them in future.

Compliance Help Desk/Whistleblowing System

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 2022, a

total of 158 employee enquiries regarding business and capital market compliance were processed by the compliance help desk.

- ● post.at/en/ir/c/compliance

MEASURES TAKEN IN RESPONSE TO CASES OF CORRUPTION

● ● **GRI 205-3**

No cases of corruption occurred at Austrian Post in 2022. 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 2022.

Transparency in Safeguarding Political and Economic Interests

GRI 3-3

Österreichische Post AG engages in a continual exchange of views with political interest groups and decision-makers. 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. Austrian Post 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 stakeholders in order to increase acceptance, gather support and take their concerns into consideration 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).

Material Topic

Stakeholder Value

GRI 3-3 SDO 5, 7, 8

Only a financially successful company can live up to its responsibility to society and share that success with its employees, shareholders and the state. Solid

The Code of Conduct for Contractors covers the following areas

GRI 2-23

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**
- 12 ●● **Data protection and data security**



- 📄 Further details are available in the "Sustainable Procurement" section on p. 65ff

revenue development, sustainably high profitability and the continuation of the attractive dividend policy are our declared goals. Fundamentally, we believe that sustainably successful business management must take account

of both financial and non-financial 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 high-quality postal services throughout the country.

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 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 2022 p. 06f, 16ff, 20ff

Reliability of Supply

GRI 2-6, 2-7, 3-3, 203-1 **SDG 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 8,542 delivery staff (FTE), 379 company-operated branch offices and 1,347 postal partners, we provide reliable services for customers throughout Austria. 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 237 letter and 21 parcel delivery bases. In 2022, 94.6%

of all letters were delivered on the next working day, and 97.6% of parcels addressed to private individuals within two working days. Both levels are higher than what is legally stipulated within the context of the universal service obligation.

As in the previous year, Österreichische Post AG achieved good ratings with respect to the first time delivery success rate for parcels, a very important factor in determining customer satisfaction. In 2022, 93.9% of parcels were successfully delivered on the first attempt.

GRI 2-6

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 the requirements by a significant amount. We are represented throughout the country with 1,726 postal service points, of which 379 are company-operated branch offices and 1,347 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 2,629.3m generated by Austrian Post in 2022 (incl. other operating income) was offset by advances in the amount of EUR 1,281.1m. The resulting added value of Austrian Post totalling EUR 1,348.2m was mainly distributed to employees directly in the form of wages and salaries and indirectly via social contributions. The total amount assigned to employees was EUR 1,148.3m.



Austrian Post is an international Group which has a considerable influence on the Austrian economy. According to the calculations of the Economica economic research institute, this influence can be quantified as follows:

Austrian Post is one of Austria's largest employers and also plays a significant role in indirectly securing jobs in the wider economy. For every ten employees at Austrian Post, there are four additional jobs in the value network. This means that one in every 173 jobs in Austria has a connection to the business activities of Austrian Post.

As a decentralised and personnel-intensive company, Austrian Post also creates value and jobs throughout Austria's federal states and regions.

According to Economica's figures (which differ somewhat from the figures in the annual report because they are calculated using a different methodology), Austrian Post generates an annual value added of about EUR 1.9bn domestically, with EUR 1.3bn coming directly from Austrian Post, EUR 385m from intermediate consumption in other companies and just under EUR 200m from the consumption of employees' wages and salaries. In other words, one in every EUR 187 generated in Austria is attributable to Austrian Post's domestic business. This means that most of our revenues flow into creating value domestically – to the benefit of other companies and consumers.

The taxes and levies that we pay to the state are also comparatively high. According to Economica 2021 calculations, these amounted to EUR 838m – twice as much as the revenue from the NoVA and also higher than the revenue from property tax.

-  For more information about value creation, please refer to p. 125
-  For more information about the earnings situation, please refer to p. 83ff of the 2022 Annual Report

Austrian Post's Tax Strategy

207-1, 207-2, 207-3

Austrian Post is well aware of its responsibility to society. The company is committed to complying with tax laws and to meeting all of its tax obligations in all of the countries in which it does business. Austrian Post does not engage in aggressive tax avoidance schemes and does not tolerate any tax-related misconduct. Integrity and lawful conduct are firmly integrated into Austrian Post's business practices. As a majority state-owned listed company, Austrian Post has a particular responsibility to meet its tax obligations.

Austrian Post takes a conservative and transparent approach to tax planning, tax structuring and tax risks. The Management Board is well aware of the company's social responsibility as well as the need for adequate public financing.

We are committed to complying with tax regulations in all of the countries in which we do business. The statutory regulations in each case form the basis for this.

Our Group tax department ensures compliance with tax regulations, tax optimisation within the scope of the law, and tax risk avoidance or minimisation. The various departments of Austrian Post are provided with support on tax-related issues on a regular basis.

We maintain structures, processes and "quality gates" which allow us to continuously monitor requirements under tax law and minimise tax risks. In-depth and ongoing training provide an effective foundation for an appropriate assessment of tax risks. We also use external consultants for assistance.

The local managing directors of the individual legal entities are responsible for compliance with tax regulations with the support of the company's tax advisors and, if necessary, the Group Tax department. Our Management Board is provided with information of tax-related matters on a regular basis. We do not tolerate any misconduct in this regard and assume that any tax optimisation strategies are implemented in accordance with business needs and that profits are taxed in line with the value chain. We follow the internationally recognised profit distribution rules defined by the OECD ("arm's length"). Accordingly, all intra-group transactions have commercial or economic substance.

The company submits tax information for all Group companies to the Austrian tax authorities in line with its legal obligations (country-by-country reporting). This information is based on the consolidated financial statements audited by an independent auditing firm.

We file tax returns on time, maintain a good and fair relationship with the tax authorities and cooperate with tax audits in a respectful manner ("good corporate citizenship"). We do not attempt to influence tax legislation at a national or international level. We take up any proposals or concerns from stakeholders (e.g. investors and the public) related to the area of taxation in order to find a good solution for all parties involved.

A brief summary of the most important tax principles of Austrian Post:

- We have no involvement with tax havens as defined by the "EU list of non-cooperative jurisdictions for tax purposes".
- All intra-Group transactions have economic or commercial substance.
- We do not tolerate any breaches of the rules or fraud.
- We pay taxes in all countries where we create value.
- We have a good relationship with the tax authorities.
- We continuously improve our tax compliance through the automation and digitalisation of our processes.

Payments by Austrian Post to the Republic of Austria

GRI 201-1 SDG 5, 7, 8

For the 2022 financial year, the majority owner (52.8%) of Österreichische Post AG, namely Österreichische Beteiligungs AG (ÖBAG), will receive EUR 62.5m in dividends from the total dividend payout of EUR 118.2m (subject to approval by the Annual General Meeting on 20 April 2023). Moreover, EUR 41.2m was paid to the Republic of Austria as taxes and duties.


Payments by the Republic of Austria to Austrian Post

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

Thanks to government and European subsidies, Austrian Post is able to implement projects which involve a high level of research and innovation, in addition to being highly relevant from an environmental perspective.

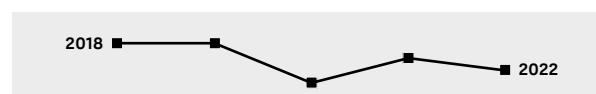
A number of Austrian Post's projects focus on this. With the "Green Packaging" project – which was funded by the packaging coordination office (VKS) – we are trying to make our delivery operations more resource-efficient in their use of packaging materials. Other projects have a research focus and are subsidised by funding from the Austrian Research Promotion Agency (FFG). These include the QuanTD project which is using an algorithm to assess the quality of data sets and the Green Diversity Linz pilot project, which is developing potential innovative greening technologies for the construction project at Linz railway station. A large number of projects are funded by the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology through the funding bodies Kommunalkredit 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 point of contact, this unit provides assistance with everything from finding suitable sources of funding through to submitting applications and the invoicing of project costs.

-  For more information on individual projects, refer to Investing in Innovation and Future Technologies p. 44

G 09 Dividend per share

EUR



2022	1.75
2021	1.90
2020	1.60
2019	2.08
2018	2.08

Capital Market – Reliable Dividends

GRI 201-1 SDG 5, 7, 8

Austrian Post's attractive dividend policy is a key cornerstone of the company's investment story, as well as 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 2022 financial year, the Management Board will propose the distribution of a dividend totalling EUR 118.2m (EUR 1.75 per share) to shareholders at the Annual General Meeting scheduled for 20 April 2023.

Our dividend policy is based on a predictable business model and solid cash flow from operating activities. We generated earnings before financial result and income tax (EBIT) of EUR 188.4m in 2022. In 2022, the operating free cash flow came to EUR 183.1m following EUR 64.3m 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 6.0% at the end of 2022, we rank among the most attractive dividend stocks both in Austria and internationally of the last few years.

-  see Annual Report 2022 p. 24ff

A Sign of Trust

2460/1
Samstagszustellung

198

199

TR
BL



KN 155020 ZB 2020
06:10 Uhr Reihe 1 / STELLPLATZ 1

ENVIRONMENT & CLIMATE

ZB 2020

MAIL AZER

197

with Tradition

Breaking new ground is in our DNA. As one of Austria's largest logistics companies, we are now also a role model when it comes to climate protection. For this reason, we are planning to operate a fleet of purely electric vehicles and generate most of the energy required for operations using our own photovoltaic systems.



Environmentally Friendly Locations

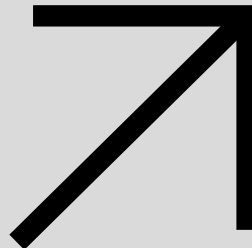
Austrian Post believes that the only way for its properties to be fit for the future is for them to be sustainable. The company launched a pilot scheme at Austrian Post's base in Bruck an der Leitha during the year under review to trial how photovoltaic systems, energy storage systems and e-mobility can work together. Proof that there is plenty of "green" at our "yellow locations" can also be seen in the fact that the new logistics centre in Vorarlberg was recognised as a "Best Practice Company" in 2022 in the area of sustainability by the Verein Netzwerk Logistik (VNL).

Austrian Post is also running some pioneering sustainability projects at the recently opened logistics centres in Upper Austria and Tyrol. In Allhaming, Austrian Post has implemented a green area plan with a natural habitat as well as a green roof with an extensive photovoltaic system. These will make a long-term contribution to biodiversity in the region and provide a secure source of green energy. Austrian Post has also implemented a number of sustainability measures in Vomp which benefit the natural environment and the area as a whole. By setting up green areas, using soil responsibly and installing its own photovoltaic system, Austrian Post has mitigated the site's negative impact on the environment.

[_ see page 90f](#)



Climate-friendly construction is important to us – at our corporate headquarters, our branches and our logistics centres.



Interview Clean Solar Energy



Austrian Post has its own photovoltaic systems – surely that's a big advantage for the company as electricity prices continue to rise ...

●● **Katja Hebenstreit_** It definitely is, but photovoltaic systems are part of our long-term strategy. Our customers and our employees are trusting us to do everything we can in the interest of sustainability. That's why we have to be in this for the long haul. We have been producing electricity from our own renewable energy sources since 2013. Our rooftop photovoltaic system at the Vienna Inzersdorf Mail Logistics Centre boasts a rating of 882 kilowatt peak (kWp). We have photovoltaic systems installed at 13 sites capable of generating a total of around 4.3 MWp of clean solar energy. We use this energy for a number of purposes, including running our fleet of electric vehicles. New systems with a rating of 4.5 MWp are in the planning stages or under construction, and the expansion of a further 9 MWp has already been planned. We will equip all newly built delivery bases with photovoltaic systems as standard in future.

What is Austrian Post's position on green hydrogen?

●● **Andreas Frey_** In November, we signed a declaration of intent to use green hydrogen for our heavy goods vehicles with Wien Energie. That represented an important step towards making the segment more sustainable and more environmentally friendly. We are focused on procuring green hydrogen, developing the required infrastructure and integrating fuel cell trucks into the Austrian Post fleet.



Katja Hebenstreit, Strategy & Group Development



Andreas Frey, Sustainability & Building Compliance



Electric Car Sharing Scheme for Private Use

Austrian Post employees have been able to hire the company's electric utility vehicles for their own personal use since September. Staff can use the "Sharetoo" app to hire these environmentally friendly vehicles for EUR 9 per day, and can pick them up and drop them off whenever they like. The new scheme is currently being trialled at four different locations: the Styria logistics centre in Kalsdorf, the Tyrol logistics centre in Vomp, the Lower Austria logistics centre in Hagenbrunn and the "Post am Rochus" corporate headquarters in Vienna. Given the success of the scheme so far, work is underway to expand the service to other locations.

Austrian Post Testing Innovative Filters

Austrian Post's delivery fleet in Graz has been fully electric since October 2021, with more than 200 electric vehicles on the road every day. As part of a pilot project with Mercedes-Benz and filtration experts MANN+HUMMEL, Austrian Post fitted two Mercedes eSprinter vans with sensors and specialised filters in August to remove particulate matter from the air. Since then, these vehicles have served as mobile air quality measuring stations. The filtration technology has the potential to improve the sustainability of the logistics sector to a whole new level.

[_ see page 88](#)



An artistic symbol for greater sustainability at Siebensternplatz in Vienna.

Ambitious Environmental Protection Goals

In the interest of making its operations more environmentally friendly, Austrian Post has set itself the target of having all of its logistics centres in Austria, its company headquarters and all of its delivery bases with more than 70 employees ISO 14001 certified by 2025. The company will use environmental management systems to ensure that reusable materials are sorted correctly and to save energy and water. Nine sites became ISO 14001 certified in 2022 thanks to the outstanding commitment of the employees involved. Sites operated by Group companies Post Business Solutions, Medien.Zustell GmbH and Aras Kargo are also ISO 14001 certified.



Franz Leitner, Division Head of
Logistics Centres & Transport



Interview Wide-Ranging Energy Efficiency Programme

Jutta Benedek, Head of
Property Management



The war in Ukraine has unleashed an energy crisis. What has Austrian Post done in response?

●● **Franz Leitner_** The first action we took was to change the temperature that we set the thermostat to in our buildings: 20 degrees for rooms occupied by people whose jobs involve little or normal levels of physical activity, and 15 degrees for rooms used by employees with more physically demanding roles. Our wide-ranging energy efficiency measures also included technical steps like making changes to our interior and external lighting.

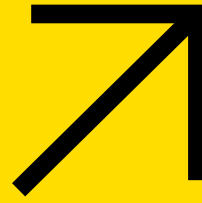
Is the company planning to make these changes permanent?

●● **Jutta Benedek_** The war in Ukraine has certainly had an impact, but sustainability and saving energy have always been a priority for Austrian Post. We therefore frequently take action to raise our employees' awareness of these issues. We are putting out information and documents which will encourage people to think about their habits and be more energy-efficient as part of the company-wide energy efficiency programme which launched in November. Initial success can already be seen.



Matthias Hofmann, Head of Strategic Network Planning & Steering

Austrian Post is investing
EUR 80m
in electric-powered vehicles and charging infrastructure in 2022 and 2023.



Interview Driving e-mobility

Austrian Post has the largest fleet of electric vehicles in the country, including around 1,100 electric bikes, cargo bikes, mopeds and trikes, and almost 1,900 electric utility vehicles. What does the company have lined up next for its fleet?

●● **Matthias Hofmann_** We will strengthen our position in Austria as a leading pioneer of e-mobility. By 2030, we will provide emission-free deliveries for all parcels, letters, print media and advertising throughout Austria. To achieve this, Austrian Post will be investing in excess of EUR 80m in electric vehicles and charging infrastructure over the course of 2022 and 2023. In spring 2022, we instituted a policy that every delivery vehicle we order has to be electric. We added 800 electric vehicles to the fleet in the reporting year. Up to 1,300 more will be added over the course of the current year.

Does continuing to switch the fleet over to electric vehicles still make sense in light of rising electricity prices?

●● **Matthias Hofmann_** Austrian Post is becoming increasingly independent of the electricity market in the operation of its e-fleet by continually increasing the number of photovoltaic systems on the roofs of its logistics facilities. But that's not the only relevant factor. We have been using electric vehicles day in and day out since 2011. They are perfect for multi-stop delivery routes, and are very popular with our delivery staff. The long-term cost of using an electric vehicle is already less than the cost of using an equivalent vehicle with a combustion engine for Austrian Post. Wear and energy costs are also much lower.



By 2030, all parcels, letters, print media and direct mail will be delivered emission-free throughout Austria.



Austrian Post Produces CO₂ Certificates

Since 2011, Austrian Post has provided its customers with certificates to document the fact all of its deliveries in Austria are carbon neutral. Following an annual review by TÜV Austria, the company handed out CO₂ NEUTRAL DELIVERY certificates to major customers at a sustainability event in May. After a two-year hiatus imposed by the coronavirus pandemic, the event was held in person at the Weltmuseum Wien in Vienna and attended by Federal Minister for Climate Action Leonore Gewessler. With 62% of Austrians being familiar with the CO₂ NEUTRAL DELIVERY initiative, awareness is high among the general population.

> Sustainability at Aras

What is Aras doing to become more sustainable?

Utku Ayyarkin_ In addition to developing a sustainability strategy, we have established a sustainability governance model with measurable performance indicators that we can use to determine whether or not we are meeting our sustainability targets. The model also provides a solid foundation for the three main action areas that we are focusing on in terms of sustainability.

Barbara Hagen_ We really wanted to put together a sustainability strategy with a holistic perspective. The sustainability strategy is put into practice by our sustainability committee, which evaluates the measures we take from a number of different angles.

Barbara Hagen, CFO of Aras Kargo
Utku Ayyarkin, General Manager of Aras Kargo



F. Pretenthaler, J. Gassner, L. Gewessler, W. Oblin and P. Umundum at the presentation of the CO₂ NEUTRAL DELIVERY certificates

ENVIRONMENT & Climate

› What Moves Us

GRI 3-3

We are convinced that taking a holistic view of responsibility will secure our long-term economic success, instead of standing in its way. The boom in the logistics sector is being driven by increased globalisation and a huge rise in online shopping. 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 green-house gases such as carbon dioxide that change the climate.

For this reason, as one of Austria's largest logistics companies, Austrian Post has a responsibility to actively contribute to efforts to achieve national and international climate protection targets. The main challenge facing us is to not only reduce climatechanging greenhouse gases like carbon dioxide but to also avoid them to the greatest possible extent. This in turn should reduce our environmental impact – despite the high transport volume being driven by the e-commerce boom.

Neo-ecology is the one megatrend that has the most impact on everything we do to protect the environment and climate. Environmental awareness is a social movement now, not just a lifestyle choice; it's also a key economic factor that influences every area of business that you can think of. Consumers and employees are establishing a new value system. The climate crisis we face is global, and everyone has to play their part. Large logistics companies like Austrian Post are committed to saving energy, purchasing green electricity and generating their own electricity. 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. Long-term price increases for resources require the company to continually assess whether these resources are being used efficiently enough. This issue is an extremely important one for Austrian Post's modern fleet and buildings.

The issues of the day are coming to a head in urban areas. The urbanisation megatrend is making it clear that cities are where the battle against climate change will be won or lost. As cities get larger and denser, Austrian Post is finding smart, eco-friendly ways to get from one place to another quickly and efficiently. Making logistics services more precise and on-time will reduce their impact on the environment.

› Management Approach of Austrian Post

GRI 3-3

As a large logistics company, Austrian Post has set itself the target of reducing its environmental impact and ecological footprint. We have consistently integrated climate and environmental protection measures into our core business for many years, in addition to establishing Group-wide environmental protection measures. These are tailored to reflect the material topics and designed to minimise environmental risks and take advantage of opportunities:

Austrian Post is taking responsibility for the environment. We are pursuing ambitious targets to minimise our carbon footprint. We are always looking for new solutions – these include making our properties greener and ensuring that all of our deliveries in Austria are made on foot, by electric bikes or trikes, or electric utility vehicles by 2030.

- 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. 30. For more information about Austrian Post's environmental and climate strategy, turn to p. 13.

› Targets, Measures and What We Achieved in 2022

GRI 3-3

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. 126.

Overview of Environmental Targets

T18 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.b</p> <p>Add exclusively electric vehicles to our delivery fleet in Austria from 2023 onwards</p> <p>100% electric vehicles for the last mile of delivery in Austria 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 utility vehicles) to new areas</p>	<p>At the end of 2022, Austrian Post had a total of 3,039 electric vehicles in use, 2,955 of which were used for delivery. This corresponds to a proportion of 31.3% of all vehicles for internal deliveries.</p> <hr/> <p>Shift to electric vehicles for all mail and parcel deliveries in Graz complete</p> <hr/> <p>Shifting all mail and parcel deliveries in Innsbruck and Salzburg to electric vehicles by the end of 2023</p> <hr/> <p>Shifting all mail and parcel deliveries in Vienna to electric vehicles by the end of 2025 →</p>

<p>SDG 13.1, 13.2, 13.3, 13.b 100% electric management and sales fleet in Austria 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>84 electric management vehicles were in use in 2022. This number is going up continuously</p> <p>Company bicycle-sharing stations were installed at six sites in 2022. Employees can use the bicycles for short business trips</p> <p>Employee mobility concepts developed and implemented for the logistics centres in Vienna Inzersdorf and Vomp</p>
<p>SDG 7.3, 12.2 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 others</p> <p>Five trucks have been fitted with photovoltaic systems since 2020 to reduce fuel consumption. These were installed on box bodies and swap bodies, which are connected by a plug-in connection between the cab and the swap body</p> <p>Memorandum of understanding with OMV and Wien Energie regarding hydrogen, member of various initiatives focused on introducing alternative fuels, founding member of the "H₂ Mobility Austria" consortium. One truck powered by liquid natural gas (LNG) in the fleet</p> <p>Electric truck trialled on a route in Vienna to obtain data which can be used to evaluate possible use cases</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.b 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 Group companies have been gradually switching to green electricity from Austria since 2018</p>
<p>SDG 7.2 Double proportion of internally generated electricity from renewable energy sources by 2030</p>	<p>Expand photovoltaic systems</p>	<p>13 photovoltaic plants built with around 4.3 MWp. New systems with a rating of 4.5 MWp are being built or due to come online; Austrian Post intends to add a further 9 MWp</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 six energy efficiency measures related to room heating and renovation of buildings to make them more efficient to heat</p> <p>Gradual phasing out of oil as a heating fuel →</p>

SDG 12.2, 12.5 Use a variety of projects to implement sustainable infrastructure standards by 2026	Increased focus on sustainable new buildings	Use of regional wood from Austria to build the halls at new logistics centres
	Promotion of biodiversity measures	Inclusion of green area plans when constructing or expanding logistics centres Continue funding for eight bee colonies at the Vienna letter mail logistics centre Research partnership with Innsbruck University "Flat Roof Biodiversity – Monitoring at Inzersdorf and Vomp Logistics Centres" Maintenance of the green roof at the Vienna letter mail logistics centre which provides a habitat for endangered crested lark (red list) and wild bee swarms

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
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	Ensure more sites are ISO 14001 certified	Nine sites were ISO 14001 certified in 2022 Sites operated by Group companies Medien. Zustell GmbH, Post Business Solutions GmbH and Aras Kargo are also ISO 14001 certified
SDG 7.3, 12.5, 13.3 Awareness-raising for all employees at all locations to promote efficient use of resources	Energy efficiency programme	The cross-divisional energy efficiency programme was launched in autumn 2022 to reduce thermal and electrical energy consumption at all Österreichische Post AG sites. The focus is on both behavioural and simple technical adaptation measures
	Focus on sustainability for meetings and events	New catering for "Post am Rochus" corporate headquarters using regional and seasonal products; deliveries made using electric vehicles 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

T 21 Targets for the Material Topic: Circular Economy

Our strategic sustainability target:

→ Contribute to the circular economy


Objectives	Measures	Status
SDG 12.5 Start selling reusable packaging solutions from Austrian Post by 2023	Partnerships with customers, research institutions, etc. to promote the circular economy	Completion of the "GreenPack" trial The "GreenPack" reusable packaging scheme launches in spring 2023
SDG 12.5 Optimisation of internal recycling management by 2022	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

Green & Efficient Mobility

GR1 3-3, 302-4 SDG 7, 8, 12, 13

If Austrian Post wants to avoid or reduce carbon emissions, transport operations offer the most promising leverage. Each year, our mail and parcel carriers deliver 5.0bn mail items to more than 4.8m companies and households 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 focusing on structuring our transport operations to be as environmentally friendly as possible.

Austrian Post deploys thousands of 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. We make sure that new additions to the fleet are as environmentally friendly as possible. From spring 2022, all new delivery vehicles added to the fleet 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 can be procured, we will purchase vehicles in the least polluting emission class available (Euro 6).

●●  see Sustainability – Facts and Figures p. 127

Alternative Drive Systems for Delivery Operations and Company Cars

To improve our carbon footprint, we have set ourselves the clear target of delivering all mail and parcels to customers in Austria using emission-free and electric vehicles by 2030. At present, the share of electric vehicles used for delivery at Österreichische Post AG is 31.3%, and we want to take consistent action to increase that share.

In 2022, Austrian Post increased the number of electric vehicles in its fleet by 26% compared to the previous year. We receive support from the funding programme "klima:aktiv mobil" of the Austrian Federal Ministry for 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 3,039 electric vehicles, including 1,183 single-track electric vehicles and special vehicles (quads and trikes) as well as 1,856 electric cars and one LNG truck. This makes us the largest e-fleet operator in Austria. The Austrian Post Group deployed 3,121 electric vehicles in the year 2022.

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 electric parcel transport vehicles for the first time.

The provincial capitals of Innsbruck and Salzburg are due to switch over to emission-free deliveries in 2023. To do this, we will need another 200 or so electric vehicles and charging points. We have started the process of guaranteeing emission-free parcel deliveries in Vienna. The first 50 electric parcel transport vehicles were put on the road in Vienna at the end of the year.

More than 1,000 electric delivery vehicles will join the fleet in 2023.

Austrian Post is also focused on using new technologies and running pilot projects related to electric vehicles. The company partnered with Mercedes Benz to fit two electric delivery vehicles with fine dust filters in September 2022. In addition to being emission-free, these vehicles also remove particles from the air.

Austrian Post is also involved in a project addressing the issue of second life batteries. The first preliminary prototype is due to be completed and connected to the electricity network in 2023. The batteries of Austrian Post's electric vehicles are conserved due to how the company operates these vehicles. Because of that, they are well-suited for long-term use in stationary electricity storage systems. This means that the battery pack – which has an extremely energy-intensive manufacturing process – can remain in operation for a considerable amount of time before being recycled.

Austrian Post is also committed to adding electric vehicles to its fleet of company cars and gives its staff the option of having an electric vehicle. Bicycle stations have been in place at six sites since 2020 so that employees can borrow bikes and helmets for short business trips.

Austrian Post is making an important contribution to climate protection with a wide range of



Modernising our vehicle fleet contributes to the reduction of emissions.

measures – and this has been recognised. Austrian Post's mobility projects have already received a number of prizes.

Optimising the Freight Transport Fleet

Austrian Post has also undertaken major efforts to rejuvenate its freight transport fleet and increase its use of modern technology in recent years to protect the environment and the climate. All of the vehicles in the transport logistics fleet comply with Euro 6, the most modern emissions technology available on the market. In 2022, we purchased 13 new trucks with extremely efficient and clean engines. The combination of highly effective catalytic converters, the additive AdBlue and closed particulate filters reduces soot particles and fine dust from being emitted from the engine.

We also attempt to improve how we use the space available on trucks to reduce fuel consumption and emissions. This includes optimising routes and switching vehicle capacities to routes with lower levels of utilisation.

Österreichische Post AG provides training for drivers to help them drive safer and more efficiently. The driver training sessions have been running since 2021 and are periodically included in the training schedule. One measure derived from this is the mandatory checking of tyre pressure on a regular basis for more efficient fuel use and lower noise emissions.

We want to improve safety on our roads and make sure that more vulnerable road users are protected. We have therefore equipped our entire truck 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. 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.



> Austrian Post's Commitment to Climate Action

TCFD | TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Austrian Post is an official TCFD supporter

CLIMATE GROUP
EV100

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



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Austrian Post set itself a science-based target in 2017

sciencebasedtargets.org

TRIALLING NEW TECHNOLOGIES

In 2020, we installed solar panels on three trucks in our fleet as part of a pilot scheme. In 2021, two further solar panels were installed on trucks with a chassis for swap bodies. The energy generated by the solar panels is fed into the vehicle battery, reducing fuel consumption and lowering carbon emissions. We will be looking at other systems from alternative suppliers in the future to find a system which is even more efficient. Our first LNG-powered truck has been in operation since 2021.

As part of our partnership with the CNL (Council for Sustainable Logistics), we used an electric truck on a Vienna delivery route that our drivers cover several times a day over the course of a month. The data gathered during this test will provide valuable insights into potential future use cases for electric trucks.

OUTLOOK: ALTERNATIVE DRIVES FOR AUSTRIAN POST TRANSPORT LOGISTICS

In 2020 and 2021, we signed a declaration of intent to use green hydrogen for our heavy goods vehicles with OMV and Wien Energie. This represents an important milestone in our climate action strategy. We are focused on procuring green hydrogen, developing the infrastructure required for hydrogen tracks 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 and synthetic fuels (e-fuels).

Material Topic

> Green & Efficient Buildings

GRI 3-3, 302-4 **SDG 7, 8, 12, 13**

We are committed to making our buildings sustainable – not least because of the high level of energy that they consume and how dependent they are on fossil fuels such as oil and gas. We have implemented various measures to reduce our ecological footprint and to become greener on a consistent basis – without compromising on the quality of our services or our mandate to provide postal services.

●● see Sustainability – Facts and Figures p. 126ff

Building Management

Austrian Post is constantly working on measures to optimise the energy consumption of its buildings. We consistently monitor energy consumption and are 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.

Energy audits and the potential savings they identify represent one important element of this policy. We implemented a number of measures in 2022 off the back of these audits, such as swapping out oil heating systems and installing efficient heating and warm water systems at different locations.

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. The Austrian Group companies have been gradually switching to green electricity from Austria since 2018.

The electricity used by Austrian Post contains only a small proportion of electricity from unknown sources – and only at locations where the power supply is unknown or cannot be directly influenced.

Austrian Post also produces its own electricity from renewable energy sources. Our current largest rooftop photovoltaic plant at the Vienna Inzersdorf letter mail logistics centre has been in operation since autumn 2013 and boasts a rating of 882 kilowatt peak (kWp). We have now installed 13 photovoltaic systems with a total rating of around 4.3 MWp. New systems with a rating of 4.5 MWp are in the planning stages or under construction, and the expansion of a further 9 MWp has already been planned. Photovoltaic systems will be installed at all new delivery bases in future. In 2022, our systems generated around 2.9m kWh of clean solar power, some of which was used to charge the company's fleet of electric vehicles.

Promoting Biodiversity

The buildings of Austrian Post also provide a habitat for a number of different animal and plant species. The green roof of the Vienna letter mail logistics 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 fourth batch of Austrian Post organic bee honey was harvested in the autumn of 2022.

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. New green areas were also created at the Thalgau logistics centre in the state of Salzburg and at our base in Bruck an der Leitha. A large-scale green space plan was incorporated into the expansion of the logistics centre in Allhaming.

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.

Certification for "Post am Rochus"

Groundbreaking solutions: In addition to innovative building technology with the use of thermal ground-water, the corporate headquarters "Post am Rochus" uses concrete core activation for room cooling. The building is also equipped with energy-saving LED technology and sensor-controlled automatic sun protection. The building's design and 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 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. The building is also playing its part in society's move towards e-mobility and contains one of the first fast charging stations in all of Austria, with 150 kW of power.

> Resource-efficient Processes

GRI 3-3

As transport services increase, so does the challenge of making optimum use of the resources required in order to save energy and reduce our ecological footprint. In addition to using ISO 14001 certified environmental management systems, we also have a sustainable event management policy and energy efficiency scheme 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 its logistics processes. We closely analyse the resources required for logistics services, such as reusable roller containers, transport packaging, electricity for electric vehicles and thermal and electric energy, in addition to input materials for routine office tasks, such as minimal use of paper.

To manage the responsible use and handling of these materials, we started introducing environmental management systems in accordance with ISO 14001 in 2016. Nine 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 logistics centre and overseas centre, the Lower Austria logistics centre and sorting facility for bulky items in Hagenbrunn and the parcel logistics centre in Vienna Inzersdorf. The two Styrian logistics centres in Graz and Kalsdorf were also certified this year. The Carinthia parcel logistics centre in Wernberg and the Salzburg Thalgau logistics centre are also ISO 14001 certified. Out of our national Group companies, Medien.Zustell GmbH and certain Post Business Solutions GmbH sites are ISO 14001 certified. Internationally, certain sites of the Group company Aras Kargo 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 taking steps to ensure our employees are aware of environmental issues and organise various activities on this theme within the company. We have launched a company-wide energy efficiency programme, steered by a cross-functional programme management structure. It consists of the energy efficiency team, which uses departmental coordinators to coordinate the energy ambassadors at different locations in the company's distribution facilities, branches and logistics centres. We put out material to encourage people to think about their habits and be more energy-efficient. The comprehensive energy efficiency programme which we launched in 2022 included technical measures like lowering the temperature in different rooms and making changes to our interior and external lighting.

Austrian Post uses media such as internal information screens, the intranet and the employee magazine to provide regular updates about initiatives. 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 the "Actions speak louder than words" sustainability campaign which we launched in 2021 showed that the issue of sustainability is extremely important to our employees

Responsible Use of Resources at Corporate Headquarters

Sustainability down to the last detail: When 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. All major events – including the annual management kickoff, the "Prospekt Award" event for customers, the Annual General Meeting and the CO₂ NEUTRAL DELIVERY certificate handover event – meet the criteria for green events and are certified with the Austrian Ecolabel. 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.

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 virtual events meet sustainability criteria and are certified. The annual kick-off for 2022, for example, was held virtually as a certified green event once again.

Material Topic

› Circular Economy

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

Waste prevention is a high priority for us. We implement a variety of measures to raise awareness of the circular economy both internally and externally. 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 Österreichische Post AG's waste is classified as non-hazardous. Approximately 86% of this can be 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 letter mail and parcels of our business customers are delivered. Factors like reusable 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. One of our biggest business customers reused more 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. 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 appetite for these products.

In March 2022, we launched the six-month “green packaging” pilot scheme, which investigated a number of reusable and sustainable shipping packaging solutions for online retail. Selected products from project partners dm, INTERSPAR weinwelt, INTERSPORT, Tchibo and Thalia were sent out in reusable packaging. A detailed preliminary study performed by the University of Applied Sciences Upper Austria showed that using reusable packaging is the most effective way to reduce emissions. Since all of the different types of packaging are made of renewable raw materials or recycled PET, the ecological break-even point is reached after just a few cycles, far earlier than with conventional disposable cardboard.

During the test phase, the participating retailers shipped selected goods ordered online in the reusable packaging. Once a customer received their product, they simply collapsed the packaging and returned it to the retailer in the mail, at a branch or at a self-service zone. The packaging could also be handed in at any branch of dm, Thalia or Tchibo. The packaging was then cleaned and sent out again. The project will go live in 2023.

Austrian Post would also like to minimise the amount of waste that it produces. One project in this area involves reusing old uniforms. 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. We found manufacturing partners in 2021, and our upcycled items went into production in 2022. The first products are now available from the Austrian Post fan shop at www.shoepping.at. We also held a brainstorming session to come up with ideas for new products made from old mail delivery bags. The first of these products will be manufactured and made available in 2023.

A Sign of Trust

→ CONFID

is yellow



In colour theory, yellow is the colour of light, warmth and creativity. At Austrian Post, it also represents the joy with which we tackle even the greatest challenges – beyond the bounds of our company.



EXPERIENCE





Andrea Koller, Communications,
Compliance Officer & Cultural Ambassador

Austrian Post unveiled its new vision for its corporate culture in January 2022 – what was the purpose behind the change?

●● **Andrea Koller_** We want our employees to be satisfied, healthy and feel comfortable in their place of work. We are committed to constantly finding ways to make Austrian Post an even better employer. That's why the new corporate culture is based around the three values of joy, purpose and performance, all of which have a strong focus on the "We". That "We" represents our commitment to teamwork and cooperation. After all, the only way that we can continue to improve Austrian Post in the eyes of our customers and employees is by working together.

What role does language have to play in creating the new culture?

●● **Elke Sommer_** We are using the informal "Du" to address each other at every hierarchy level of the company. This is a clear indicator of the change that we want to see in how we work together on a daily basis. By communicating as equals, we foster a collegial working environment. Everyone has a responsibility to make sure that the way we do business reflects the new culture. This is reflected in our motto: "How it happens is up to you."



Interview "Joy, purpose and performance"



Elke Sommer, Communications Operations
and Cultural Ambassador

And how is the change going down with our employees?

●● **Andrea Koller_** Our employee survey showed that time constraints, pressure and wages are some of the issues our staff are most concerned about. We are constantly working on different solutions at a number of levels within the company in an effort to resolve these issues. However, it is also clear that Austrian Post is an attractive place to work because of the wide range of development opportunities that we make available to our employees as a modern company and our ability to provide secure jobs in challenging times – like a pandemic. Living out, enhancing and communicating these values is part of our new corporate culture.



Richard Köhler, Chair of Central Committee

> Our Corporate Culture

What role does corporate culture play at Austrian Post?

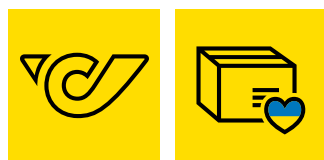
Richard Köhler_ The company's employees are its most valuable asset. Success depends on good pay and fair working conditions, as well as fostering a workplace where we all treat each other with respect, regardless of our background, education, social status or position in the company.

What do Austrian Post's employees like about working for the company?

Richard Köhler_ Austrian Post is a company which combines tradition with a vision for the future. Trust is a key issue for our employees; everyone is familiar with the success that Austrian Post has had and the company's commitment to fostering a positive environment for its employees. That gives our staff the confidence that comes from having a secure job in a robust economic sector.

Aid for People from Ukraine

Austrian Post has been committed to helping people affected directly by the war in Ukraine since March 2022. The company partnered together with Caritas to launch Austria's largest donation scheme. People across Austria used the www.wirhelfen.shop website to find out what people needed and used Austrian Post shipping labels to send desperately needed items to Caritas free of charge. Around 29,000 humanitarian aid parcels were transported in total. Austrian Post also issued a charity stamp bearing the Ukrainian flag in partnership with UNICEF and Nachbar in Not. The EUR 1 stamp costs EUR 3, with the extra two euros going directly to the two charities.



Caritas and Austrian Post Helping People to Enter the Job Market

The Caritas project "Arbeit.Stiften" helps people in Styria with migrant or refugee backgrounds to enter the job market. In addition to providing a secure income, finding a job gives people a sense that they are needed and part of society. The initiative is aimed at people over 18 with a migrant or refugee background who have access to the Austrian job market but have little knowledge of the German language. Caritas supports people at every step of their journey into work – including making sure that they have a valid work permit. Austrian Post covers the cost of any German courses which new hires might require, along with all of the training they need to develop into effective employees.

40%
of management
positions held
by women by 2030.
That is our goal.



Ready for New Challenges

The coronavirus pandemic has made the hybrid working model the new normal for many employers, including Austrian Post. The company made a number of changes to the office facilities at its headquarters during the reporting year to reflect this transformation. Austrian Post focused on establishing rooms devoted to specific activities to make the office into a place where people come together. Employees were surveyed to determine their needs and requirements, and their feedback guided the construction work performed at the end of 2022. New facilities include rooms devoted to project work and hybrid meetings with movable furniture, and an “ideas workshop” which different departments can use for design thinking, brainstorming, team-building activities and exchanging information. The addition of 50 new rooms increases the amount of space available for employees to collaborate by one-third. Using hybrid models will allow us to add up to 500 people to the workforce at the “Post am Rochus” site. Hybrid working is also making it necessary for us to rethink and redesign how we all work together. Our New Normal handbook and our seminars on digital meetings, Microsoft tools, mental health and self-management offer support in transitioning to this new way of working.

[_ see page 107](#)



Outstanding Commitment to Gender Balance

Austrian Post has used the Women’s Career Index (FKI) as a management tool since 2018 to measure the opportunities women have to advance within the company. The index improved once again in 2021, following on from Austrian Post’s outstanding performance in 2020. Based on the results published in 2022, Austrian Post’s performance is now above average in all sub-indices compared to all participating companies. This represents another significant step towards the company reaching its own gender balance targets. The company wants to see at least 40% of all executive positions occupied by women by 2030.

[_ see page 114](#)

Stem Cell Donations Save Lives

Leukaemia affects around 1,000 people a year in Austria alone. In many cases, a stem cell transplant may well be the only thing that stands between these people and death. The more potential donors submit their stem cells for tissue-typing, the greater the chance of finding a match for somebody in need. For this reason, Austrian Post organised tissue-typing events at two locations in Vienna last September in partnership with the “Geben für Leben” Association. A total of 68 people took the opportunity to have their stem cells sent off for tissue-typing over the course of three days.

Ingeborg Schinninger, Head of Human Resources Strategy & Business Partners



Interview

"An employer that can be trusted"

Competition for good employees is fierce at the moment. What is Austrian Post doing to stand out from the crowd?

●● **Ingeborg Schinninger_** We are all pulling together to make Austrian Post an attractive employer. We have a number of schemes which help us to retain satisfied employees. Austrian Post also optimises its recruiting processes on a continuous basis to meet requirements and is effective at employer branding. Our PULS programme was launched to address the staffing challenges that we are facing in operations and our branches. The programme includes a number of projects aimed at retaining employees and reducing their workload, while also fostering a culture of appreciation and improving the satisfaction levels of our staff.

The challenges we face in the labour market mean that retaining employees is more important than ever ...

●● **Franz Nigl_** What we really want to do is to bolster Austrian Post's image as an attractive employer over the long term. We are already in quite a good position in that respect, as Austrian Post is considered to be a reliable employer with a wide range of interesting positions and attractive benefits. We also provide our employees with a wide range of training opportunities to help in their careers and with their personal development, such as our ten-month trainee programme for talented Bachelor's and Master's degree holders, which celebrated its ten-year anniversary in 2022. Over the last decade, this programme has provided 148 trainees with a deep insight into a variety of different departments within the company.

Performance is one of the core values of the new corporate culture. What kind of impact do you think this issue has on employee satisfaction levels?

●● **Franz Nigl_** Our internal surveys have repeatedly demonstrated that our employees have quite a specific understanding of what performance means. Instead of being an abstract term, it's all about reaching specific targets or learning a particular skill. Team spirit is another factor that improves our employees' feeling of pride and satisfaction. Performance isn't just something that you achieve on your own – it's a team effort.

Franz Nigl, Head of Human Resources





Interview

Protecting and Promoting Health



Ursula Bachmair, Head of Health Management



Martina Binder, Head of Employee Protection

Occupational health and safety is a top priority for Austrian Post. What did the company do in this area in the year under review?

●● **Martina Binder_** Health and safety is a varied field. We continued to provide all new hires with training about safety risks and potential hazards in 2022. We also implemented a management system that meets ISO 45001 standards at the logistics centre in Hagenbrunn as part of our health and safety strategy. The first step will be to extend the certifications to all logistics centres.

●● **Ursula Bachmair_** Our workplace health schemes focus on preventive measures. These include vaccines, eye exams, regular health consultations and Health Days on topics like preventing heart disease. Employees can also get in touch with our occupational physicians if they have any questions about their personal health. We also care about the mental health of everyone at Austrian Post. We continued our evaluation of psychological stress in the workplace at our branches in 2022. Our findings will be published this year, after which we will decide on the measures that we need to implement in response.

Were there any schemes or programmes related to COVID-19 in 2022?

●● **Ursula Bachmair_** As in the previous year, vaccinations were our main focus. We made boosters available for every employee of Austrian Post and our domestic Group companies throughout Austria. We provided a total of 2,500 boosters and secured a large quantity of flu vaccines to cover the surge in interest.



Confidence in the Next Generation

Austrian Post restarted its "Lezzz Go Apprentice Branches" scheme in July and August after a two-year break due to COVID-19. This gave talented junior staff a chance to manage branches in Vienna, Salzburg and Graz for a week. The scheme is part of Austrian Post's targeted efforts to nurture apprentices and highlights the exciting opportunities available to future top performers within the company's branch network. This also includes our newly launched Apprentice Academy. With this new training scheme, we want to continue to improve the quality of the training we provide for apprentices and provide young people with ongoing support as they progress through their training.

[_ see page 111](#)



First Cohort Graduates from the IT Academy

Austrian Post significantly expanded its range of IT training opportunities when the IT Academy opened in 2021. The Academy provides training programmes for seven different roles for people looking to specialise in a particular area, and had its first intake in October 2021. Over a period of eleven months, the trainees rotated through three different IT teams every three months to broaden their IT expertise. All of the trainees graduated from the Academy programme in August 2022.

Women in Technology

Austrian Post was once again heavily involved in the University of Applied Sciences Technikum Vienna's "More Women in Technology" programme in the reporting year. This programme supports women during their studies and provides a preparatory course for a variety of Bachelor's degrees in partnership with the Austrian Public Employment Service. This course includes field trips to companies. Austrian Post opened its doors and welcomed a group of female students to its IT department in May.

The company also provided around 80 girls with a peek behind the curtain at the Vienna Inzersdorf Logistics Centre in April as part of Vienna Daughters' Day – an annual event which hopes to encourage girls to consider working in STEM or a skilled trade. A group of 20 girls took the opportunity to visit the IT department.



Developing new ideas together.

PEOPLE

↗ & Social

› What Moves Us

GRI 3-3

As digitalisation, demographic change and diversity change the needs of our customers and employees, we need to take a long-term view, while continuing to act reliably and sustainably in a rapidly changing world. Mobility and flexibility have never been more in demand. To meet these expectations, Austrian Post needs a highly qualified workforce that plays an active role in shaping the company and creating innovative services.

The trend of digitalising processes and procedures continued to accelerate further due to the coronavirus pandemic. Because of this, we need to be continuously training up all of our employees in new skills. New approaches are required. 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 employees are also changing. Which company they choose to work for will depend how attractive they are as an employer. Additional benefits such as occupational healthcare and 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 becoming an increasingly important tool for identifying needs and meeting the challenges faced by both companies and society at large.

› Management Approach of Austrian Post

GRI 3-3

An appreciative 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 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 and after analysing the impacts. They are as follows:

In its role as a service provider, employer and company, people are Austrian Post's priority. In these globally challenging times, the company is equally committed to representing the interests of its customers, employees and society.

- 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. 30.

› Targets, Measures and What We Achieved in 2022

GRI 3-3

The following table provides an overview of these targets and measures:

Overview of People & Social Targets

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</p> <p>Increase employee engagement from 76% to 82% by 2030 (indicator based on 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 in the most recent survey held in 2021</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 7.6m</p> <p>helfens.wert: paid support contributions EUR 467 thousand</p> <p>fair.reisen overnight stays: 51,548</p> <p>sehens.wert: discounted entrance fees 4,200</p> <p>sehens.wert: events held 352</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>Elly gender balance project</p> <p>Renewed participation in the Women's Career Index and 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>Latest figures for the Elly gender balance project</p> <p>Management positions held by women¹</p> <p>2020: 33.9%</p> <p>2021: 35.1%</p> <p>2022: 36.1%</p>

¹ Only the 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
<p>Diversity Management organisational unit</p>	<p>Integration of the Diversity Management organisational unit</p>	<p>Established</p>
<p>SDG 5.5, 10.2 Systematic integration of diversity activities at the centre of Austrian Post's core processes and support functions</p>	<p>Tracking of existing and potential approaches to diversity management in different product, service and logistics areas</p> <p>Involvement in diversity-focused company networks</p> <p>Partnerships with diversity-focused organisations such as Specialisterne or MyAbility</p>	<p>Measures being implemented</p>
<p>SDG 5.5, 10.2 Conducting internal case studies on selected diversity topics within the framework of the Excellence Programme</p>	<p>Raising awareness, supporting and mentoring the next generation as part of the Excellence Programme within the context of selected internal company case studies</p>	<p>Implemented</p>

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

Our strategic sustainability target

→ Focus on health and safety

Objectives	Measures	Status
<p>SDG 3.6</p> <p>No fatal accidents during the delivery of letters or parcels</p> <p>Reduce frequency of accidents (per 1m productive hours) by 15% by 2030 (base year 2020)</p>	<p>Occupational safety committees established</p> <p>Input provided by employee protection bodies</p> <p>Organisational rules, operating instructions and leaflets to promote safety at work</p> <p>Regular training on safety risks and potential hazards</p> <p>Regular inspections and evaluations to identify potential hazards</p>	<p>Around 600 safety at work training sessions</p> <p>Around 4,200 site visits and evaluations</p> <p>One fatal occupational accident occurred in 2022. A delivery driver crashed in wintry road conditions</p> <p>As a result of this accident, all employees at the affected delivery base were given special training. This training was extended to other delivery bases in Carinthia, East Tyrol, Salzburg and Styria</p>
<p>SDG 3.6</p> <p>Implementation of a management system that meets ISO 45001 standards and Austrian Post certified by 2030</p>		<p>Launch at the Lower Austria logistics centre in Hagenbrunn in 2022</p>

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
<p>Data protection:</p> <p>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 external agencies</p>	<p>Enhance data protection activities</p> <p>Improve processes to ensure high-quality and efficient processing</p>	<p>The existing data protection management system was updated in 2022</p>
<p>Data security:</p> <p>Minimise the risk of damage caused by cybersecurity incidents</p> <p>Expand the use of appropriate security measures to prevent the unauthorised use of data</p>	<p>Information security management and IT security based on ISO 27001</p> <p>Technical measures to prevent, detect and respond to IT security incidents</p> <p>Organisational monitoring and awareness raising measures</p>	<p>Measures aimed at enhancing and updating IT security standards and risk analysis tools were implemented</p> <p>Technical and organisational improvements were implemented in security vulnerability detection and response, and incident response</p>

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</p> <p>Hold at least one central and one regional stakeholder roundtable per year</p>	<p>Central stakeholder roundtable once a year in Vienna</p> <p>At least one regional stakeholder roundtable in a different state every year</p>	<p>The central stakeholder roundtable was held in Vienna on 17 October 2022</p> <p>The regional stakeholder roundtable plan was not implemented in 2022 →</p>

<p>SDG 5.5, 10.2, 17.17</p> <p>Involvement in one environmental campaign and one social campaign</p>	<p>Active support for social projects through our core business</p> <hr/> <p>Post Generator</p>	<p>As in previous years, Austrian Post provided support for numerous social projects in 2022, such as the "Pakete fürs Christkind" Christmas gift initiative and the "Ö3 Wundertüte" phone donation drive. Austrian Post made a special humanitarian commitment to Ukraine in 2022 (e.g. free transport of humanitarian aid packages to Ukraine, distribution of donated items in Austria)</p> <hr/> <p>The "Re:Post" upcycling project to find ways to reuse old Austrian Post uniforms was continued in 2022</p> <p>The first designs went into production in 2022 in partnership with an inclusive manufacturer who employs people with disabilities</p>
<p>SDG 13.b</p> <p>Establish an Austrian Post company forest in order to foster climate action and conservation</p>	<p>Explore other avenues</p>	<p>Austrian Post held discussions with a number of providers in 2022. A final decision has yet to be made</p> <p>The Turkish Group company Aras Kargo completed another reforestation project</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 1.3</p> <p>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>The plan was developed and implemented in parts (special edition of the staff newspaper, various internal publications, news and events published on the intranet). The company is planning to implement further measures in 2023</p>

Material Topic

› Corporate & Work Culture

GRI 3-3

Austrian Post is committed to positioning itself as a modern employer with a clear value system. We take steps to create a working environment that is attractive, open and encouraging. Committed and highly qualified employees play a vital role in the success of our company. Attracting and retaining employees is extremely important. We take steps like offering additional social benefits and comprehensive training to make sure our employees are satisfied. This commitment is paying off. In the year under review, Austrian Post won seven different awards for its performance as an employer, including the "Popular Employer 2022" seal of approval and the "Best in Austria" award which the Kurier daily newspaper gives to companies that have a clear commitment to innovation and sustainability and an excellent reputation as an employer. Austrian Post was also named as one of the "LEADING EMPLOYERS" in 2022, i.e. one of the top 1% of all employers in Austria, according to an independent study which is performed every year. This award is only given to companies that perform above average across the board. As an employer, Austrian Post has now received the "berufundfamilie" certificate for the 4th time in recognition of its commitment to families. The berufundfamilie audit process helps companies to define, evaluate and plan family-friendly measures. The

company was also awarded "Best Employer Brand of the Year 2021/2022". The Employer Brand Managers Club presented the award to more than 40 companies in the DACH region (Germany, Austria, Switzerland) who had submitted exciting projects. Austrian Post also recently received two awards in recognition of its outstanding commitment to training apprentices.

Enhancing Our Corporate Culture

GRI 2-29

The world of work is being transformed by global megatrends. Employees are increasingly looking for more meaningful jobs, and the demand for flexibility is growing. The ongoing coronavirus pandemic has fundamentally changed work models for many people. Hybrid models – where employees combine working remotely with going to their workplace – provide new challenges and numerous opportunities for workers. Austrian Post needs to keep its finger on the pulse in order to meet the expectations of current and future employees.

We want to remain flexible and continue to make changes which will allow us to harness the opportunities of this new model for the benefit of the company and its employees. With this in mind, Austrian Post launched the "New Normal" project in 2021 to take a close look at work spaces, technology, people and communication. This project continued in 2022. We provide executives and employees with guidance and support as they get

used to new ways of working together. The “New Normal Handbook” is a step in the direction of setting new rules for hybrid work models. The handbook is divided into two sections: one covering hybrid collaboration and another covering hybrid meetings. It includes a number of measures like making meetings five minutes shorter, holding mandatory team days to strengthen cohesion and guidelines for organising and holding hybrid meetings and events. Austrian Post’s comprehensive training plan helps executives and staff to build and strengthen competencies in this area. Austrian Post was awarded the special “Future of work” prize for its work on the topic of the “new normal”.

Austrian Post also presented a new vision for its corporate culture Group-wide at the beginning of 2022. The values of joy, purpose and performance guide how we work together.

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, of course, also conducting interviews remotely. Austrian Post is also a progressive company when it comes to the day-to-day work of our employees. 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 berufundfamilie audit was recertified, representing our continued commitment to reconciling work and family life. A number of family celebrations were held at the logistics centres throughout Austria in 2022. All employees on parental leave were invited to take part in two online parental leave breakfasts. 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. We made childcare available for the employees at our company headquarters during the school holidays in autumn and at Easter. Austrian Post put out short videos showcasing 50 different exercises that office staff can do during their breaks to counteract the sedentary nature of their role. We want to provide a working environment that allows our employees to have a healthy work-life balance. Over the next few years, we will continue to implement long-term measures in the areas of mobile

work, information and communication policies, leadership culture, personnel development and parenthood, parental leave and re-entering the job market.

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 at Austrian Post. On the one hand, it provides guidance about how we should interact with business partners and colleagues as part of our 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.

After making a start in 2021, we rounded out the vision for our corporate culture in 2022. Clearly defined principles provide clear guidance. We have also set up culture talks – a live online format in which different cultural topics are discussed with managers and representatives of the organisation. We also established a cultural community consisting of approximately 80 representatives from all over Austria and every division in the company to help us remain in constant contact with our employees. We are also addressing the issue of corporate culture within the context of our leadership development programme in a variety of new formats. Workshops provide an opportunity for employees to reflect on the impact of the new culture in their own working environment and to play an active role in shaping it.

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.

This culture will put Austrian Post 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. We conducted our fourth employee survey in 2021. 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 assessment of our corporate culture. We derived a range of comprehensive action plans for different departments based on this feedback.

RESPECTFUL LEADERSHIP CULTURE

This challenging period means that respectful management is more important than ever. It is crucial 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 evaluated our leadership guidelines in light of our new vision for the company's corporate and leadership culture and revised them accordingly. 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 an Austrian Post Executive Academy since 2012. The long-term professional development programme supports executives and key employees in implementing our leadership guidelines in their daily work. We launched a number of new leadership formats in 2022. Our values of joy, purpose and performance have been incorporated into our seminar programme. Additional avenues like the logistics academy, opportunities in the branch network and the leadership journey for Group IT managers focus on the requirements and needs of different departments.

●● **Leadership guidelines** – These guidelines form the framework for our leadership competency model. In a participatory process, we redefined the role model concept for executives and adapted it to meet the challenges of the future and foster the culture we want to see. 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.

●● **360-degree feedback** – The competency model provides a foundation for regularly assessing the leadership qualities of our employees with 360-degree feedback. We worked with executives to improve the quality of feedback and additional development programmes for executives on an ongoing basis. We are constantly making improvements to the 360-degree feedback process. This included making the survey process more user-friendly in 2022.

●● **Onboarding process** – A strong culture of making people feel welcome helps quickly seal their commitment to the company and ensures they are satisfied. The onboarding process at the corporate headquarters helps with the professional, organisational and cultural integration of new employees. 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. Having a standardised process and a wide range of information available make it easier for new

post.sozial 2022

EUR **9.6** m

●● Total material resources

EUR **467** thousand

●● **helfens.wert:** paid support contributions worth



EUR **7.6** m

●● **helfens.wert:** food coupons worth

51,548

●● overnight stays through **fair.reisen**

4,200

●● **sehens.wert:** discounted entrance fees

352

●● **sehens.wert:** events held

employees to get started at Austrian Post and help the company fulfil its role as a modern employer.

●● **Customer Day** – This annual event gives executives an insight into the work of their customer-facing colleagues. Executives are on-site and improve their ability to assess the challenges they face. 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.

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 allows employees to participate directly in our company’s success and is a recognition of their joint effort.

●● **post.sozial** – The nonprofit association post.sozial was established in 2005. It provides tailored social support to active employees of Austrian Post 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 at discounted rates.

post.sozial also supports Austrian Post’s 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 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



We want to strengthen Austrian Post's position as a socially responsible, sustainable and inclusive employer.

question that we need to answer is how we can present ourselves on the market as an attractive employer for new talents.

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 directly 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.).

We want to strengthen Austrian Post’s position as a socially responsible, sustainable and inclusive employer. The steps we are taking to do this include a partnership with Caritas, a project working with the Austrian Integration Fund to integrate Ukrainian refugees, and our cooperation with NEBA, the vocational assistance network which supports young people with disabilities as they progress through their apprenticeship training.

OPPORTUNITIES AND DEVELOPMENT

GRI 404-2 SDG 8

We provide our employees with professional and personal development opportunities. This involves offering training which focuses on different target groups and skills, from specialised training courses through to coaching. We continued this training approach in 2022 in addition to the Leadership Academy. 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 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. In 2022, we introduced a new plan for performance reviews and rolled this out in the Operations department.



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.

L.E.A.D. Programme

The latest project in our talent programme was launched in 2023 as a development scheme for our top management. Participants are nominated by the Management Board together with the strategic management team. We want to help committed leaders to enhance and develop their skills so that they are ready to face the challenges of tomorrow.

The seminars we run provide participants with the knowledge they need to be top leaders. Participants also have the option to benefit from the guidance of internal mentors from the Executive Board and the strategic management team. The demanding and varied programme includes setting individual goals for participants, external tailor-made seminars, fireside evenings with the Management Board and related events.

Excellence Programme

The Excellence Programme helps to prepare motivated and talented individuals to take on roles with a certain level of responsibility, whether that be for staff, budgets, or a particular project or subject area. The programme uses group activities, regular dialogue, varied team tasks, self-reflection and guest lectures to support people in their professional development.

With our new training scheme, the "Apprentice Academy", we want to improve the already high-quality of our training.



Talented individuals gain a wide range of leadership knowledge through tailored seminars, interviews with executives and coaching from their own managers. We were happy to see the first cohort of 28 motivated and talented employees complete the programme in October 2022. Our foreign Group companies will also be included in the Excellence Programme from 2023 onwards.

Trainee Programme and Apprenticeship Training

Our attractive trainee programme is tailored towards talented Bachelor's and Master's degree holders, and the participants receive an attractive further training option. The programme is now being made available in cooperation with Austrian Post's international Group companies for the first time. In September 2022, 20 Austrian and eight international trainees entered the programme. 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.

Austrian Post welcomed a new cohort of apprentices in September 2022. With around 250 apprentices in the company, we welcome the opportunity to bring the next generation through and retain young, motivated employees. We train apprentices in the area of distribution, logistics and transport to be local and distribution logistics specialists and electrical engineers. In September 2022, we launched a new logistics specialist apprenticeship programme in this area.

We also train apprentices to be retail salespeople with a focus on telecommunications, administrative assistants, e-commerce assistants and IT system technicians.

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

Apprentice Jump-In Event

The Apprentice Jump-In event was held in September 2022 to welcome our new apprentices. Former apprentices moderated the welcome event and shared valuable tips with the newcomers. Around 120 new apprentices were given a fun insight into the various apprenticeships provided by Austrian Post and different areas within the company.

Apprenticeship Academy

In autumn 2022, we launched our new Apprenticeship Academy. The Academy provides training for apprentices, trainers and other people who are closely involved with apprentices.

With this new training scheme, we want to continue to improve the quality of the training we offer to

apprentices and provide young people with. We provide training opportunities for specific career tracks alongside training courses on topics such as mental health, career planning and communication.

Recognised for Excellence in Training

Austrian Post received two awards in recognition of its outstanding commitment to training apprentices in 2022. Austrian Post was awarded the "Popular Apprenticeship Company 2022/23" quality label, singling it out as one of the most popular companies for Austrian apprentices. Austrian Post was also awarded the Vienna "TOP Apprenticeship Scheme" quality seal.

Switching to a New Role Within the Company

Österreichische Post AG has roles available in a wide range of different areas. Switching to a new role within the company provides employees with excellent opportunities to develop and grow. Current employees have a clear home advantage over external applicants because of their familiarity with Austrian Post, its processes and their colleagues. The company's internal careers portal provides detailed information about the options which are available and the vacancies within the company.

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 high-quality supplementary training programme from the Delta Academy of Montan University Leoben. Around 23 students had an opportunity to see what it's like to work at the "Post am Rochus" building as part of an open day in September 2022. In addition to presentations from departments such as Human Resources, Corporate Communications and Strategy, the day included a tour of the Mail and Parcel logistics centres in Vienna. This gave the students an insight into the theory and practice of working at a company like Austrian Post.

The 2022 internship programme gave 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.

Logistics Academy

The Logistics Academy provides a number of professional development programmes for employees involved in distribution, logistics centres and transport

logistics. Of particular note are the modular management training courses and other courses which provide German skills and teach driving technique. A wide range of interesting training programmes are available for all target groups, from trainees to managers, lateral career movers and young talents.

Branch Academy

The company also has set up pathways to help employees in the branch network advance in their careers. One such pathway would involve progressing from an apprentice to an A1 expert or from counter staff to branch manager and on to sales manager. Training branches and train-the-trainer courses provide practical insights into established processes and make sure that new employees are welcomed effectively. Training courses are revised on a regular basis to make sure that they are fit for purpose. Employees have a wide range of individual training measures to choose from. Talents and individuals with a lot of potential are also fostered by the company's special programmes.

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. It provides employees with e-learning courses and online training on a variety of topics. Around 7,800 people currently have access to LENA. The content will be rolled out to more target groups in future. Some Group companies and the desktop workplaces in the logistics centres were connected to the system in 2022. An alternative video learning format has been provided for the non-desktop workstations in the logistics centres.

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 Internal Labour Market department provides career guidance and counselling, in addition to other services. It provides

assistance for Austrian Post employees who are 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 2022, over 700 former postal employees 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.

Material Topic

> Integrated Diversity Management

GRI 3-3

Diversity and equal opportunity: Austrian Post is playing an active role in fostering an inclusive society in which all people can develop to their full potential and have access to the same opportunities. Diversity is at the heart of everything that we do as a company. We are committed to promoting diversity and equality of opportunity for our employees, customers and stakeholders.

We strive to offer the same opportunities to all of our employees at every level of the company in areas such as personal development, career development and maintaining a healthy work/life balance. Austrian Post is committed to having diverse teams because diversity boosts innovation and creativity in companies.

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 diverse genders and sexual orientations, religions and ideologies, age groups and mental and physical capabilities, ethnic and social origins and cultural groups, all of whom bring their own unique perspectives, abilities and experience. 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.

Our aim is to take an integrated approach to diversity management to ensure that diversity is incorporated into the company's processes. Austrian Post drew up and implemented various measures in a number of different areas in 2022:

- **New organisational unit:** By establishing a cross-functional "Diversity Management" organisational unit, diversity has been established as part of the company's organisational structure and processes.
- **Excellence Programme:** The Excellence Programme focused on two different areas in the context of the company's integrated approach to diversity management. Firstly, raising awareness of specific topics and providing further training for young people with high potential and future specialists and managers. And secondly, identifying and developing possible routes which Austrian Post could pursue in the interest of driving innovation. These two objectives were achieved over the long term by preparing company-specific case studies, including potential analyses and development plans.
- **Code of Conduct:** The company's efforts to integrate diversity issues into Austrian Post's strategy, culture and communications began when the previous Code of Conduct was revised. This approach ensured that diversity was firmly integrated into Austrian Post's Code of Conduct and Ethics.
- **External partnerships:** The company takes action to expand and intensify its partnerships when networking with stakeholders in different areas. New partnerships were established and existing ones deepened in the field of ability and disability, such as the social enterprise Specialisterne

and the MyAbility job platform – all with a focus on people with disabilities or chronic illnesses. This has opened up a new set of diversity-specific recruitment channels for the company.

- **Group companies:** Implementing diversity and equal opportunities at a Group level means taking the Group companies into account as well. In 2022, Austrian Post took some initial steps to raise awareness of these issues and increase the competencies of selected Group companies. Comprehensive measures were initiated and supported at feibra, including the appointment of a diversity officer, the introduction of an inclusive language standard and language guidelines, the creation of a guide for part-time and parental leave models, and the dedication of an interdenominational room for prayer and contemplation at feibra headquarters. Our Turkish Group company Aras Kargo participated once again in the UN Global Compact Network's Target Gender Equality Programme for 2022/23 – an important step forward in ensuring that its employees have equal opportunities, regardless of their gender or position in the company.

CHARTER OF DIVERSITY

Österreichische Post AG signed up to the Charter of Diversity in 2013. In line with this, the company has firmly committed itself 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, mental or physical 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

Austrian Post should be a place where people with disabilities are able to take part in professional life on equal terms. We have fulfilled this obligation above and beyond the legally stipulated conditions for many years. In 2022, 1,125 employees with disabilities were employed by Österreichische Post AG.

Gender Balance – Increasing Female Representation

GENDER BALANCE MEASURES

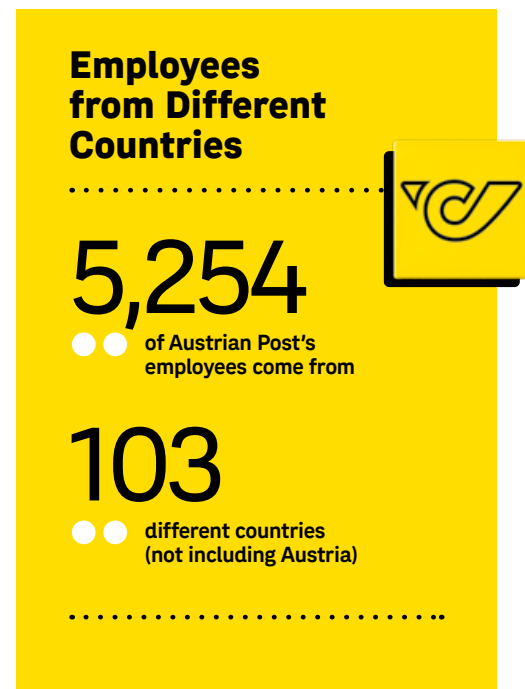
Austrian Post demonstrated its commitment to gender balance by launching the Elly project in 2018. The purpose of this project is to make Austrian Post an attractive employer for any talented employee, regardless of gender. A variety of measures have been implemented within the company as part of a comprehensive strategic plan 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 36.1% of all management positions. 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 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 held for employees on parental leave, our ongoing commitment to a gender-inclusive language standard and participation in the Women's Career Index and the Target Gender Equality Programme set up by the UN Global Compact Network also represent important measures designed to promote equal opportunities for our employees – of all genders and at all levels.

Benchmarking

Austrian Post used the Women's Career Index (FKI) as a management and benchmarking tool for what is already the fourth time running. Using this established independent measuring instrument, 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 its fourth year of participation, Austrian Post received 81 out of a possible 100 points, putting it above the average of the indexed companies for the first time since the index was first calculated. Indexing is currently under way as part of the 2022 FKI.

Austrian Post also took 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. In 2022, employees and managers from Austrian Group companies were invited to take part in the parental leave breakfasts for the first time.

Childcare

In the year under review, we were able to provide childcare for our employees' children at our corporate headquarters for the first time since the beginning of the COVID-19 pandemic. Employees benefited from a day of childcare in the Mini-Post and Maxi-Post rooms at the company's headquarters during the Easter and autumn holidays. We looked after children between 3 and 12 years of age for the first time.

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.

●●  see Annual Report 2022, p. 31ff


Material Topic

> Occupational Health & Safety

GRI 3-3

Austrian Post takes the health and safety of its employees very seriously. 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. We take a lot of care to help our employees perform to their fullest potential. Austrian Post also takes action to prevent accidents and work-related illnesses. All underlying conditions are regulated in the directive "Safety and Health at Work – Employee Protection". This document provides an overview of the core principles and rules of conduct applied within the company, including the positions which are responsible for implementing and monitoring safety measures. The inspection and control system takes the form of a cascade. This ensures that Austrian Post can provide a consistent system of controls across all of its divisions and management levels. We also provide checklists to make sure that executives who are responsible for protecting employees have the best possible support. A brochure containing the main points of the policy has been made available for convenience.

Health and safety in the workplace should be an integral part of the day-to-day work of our employees and executives.

●●  see Sustainability – Facts and Figures p. 125

Health Management

GRI 403-6 SDG 3

Preventive healthcare and workplace health schemes: Austrian Post provides preventive health measures at a number of locations in Austria, including vaccines, eye exams, regular health consultations and Health Days. The "Healthy Heart and You" campaign continued in 2022 after a two-year break due to the pandemic. The vaccination bus that we purchased was converted into a health bus and toured locations throughout Austria – including some smaller sites – in order to reach as many employees as possible.

Austrian Post launched a further workplace health scheme project at the logistics centre in Wals and at the postal base in Thalgau in 2022. The data collection phase, which included an employee survey, is now complete and some initial measures have already been implemented.

Employees were also able to speak to company doctors about their health and any questions, concerns or worries they might have in connection with COVID-19. We continued to focus on offering vaccinations, as we did in 2021. Austrian Post used pop-up vaccination sites to provide every employee of Österreichische Post AG and its Group companies across Austria with the opportunity to have a COVID-19 booster vaccination. These pop-up sites were located at logistics centres and delivery bases. Deploying our health bus at some select locations helped us to provide a total of around 2,500 booster vaccinations. We also secured a large quantity of flu vaccines to cover the surge in interest among employees. In addition to flu jabs, we once again offered TBE vaccinations free of charge across Austria.

We also care about the mental health of everyone at Austrian Post. Österreichische Post AG continued its evaluation of psychological stress in the workplace in 2022. The data collection phase of the re-evaluation process for the branch network is now complete. Representative employee groups were formed for various areas of activity in order to survey the specific stress levels for each group through job evaluation scale workshops. We will disseminate the results and begin to implement measures at the beginning of 2023.

Implementing a Management System that Meets ISO 45001 Standards – Occupational Health and Safety Certification

Austrian Post is committed to the health and safety of its employees. That is why the company started to implement a management system that meets ISO 45001 standards at the Lower Austria logistics centre in Hagenbrunn in 2022. We plan to have the other logistics centres and all other areas of Österreichische Post AG certified over the next few years.

●● **Progress at the Hagenbrunn Site** We have identified all of the requirements that the company needs to meet for certification, established appropriate project structures and started the process of developing and implementing the individual measures. The employees at the site have also played a significant role – which is one of the requirements for being certified. The first employee workshops were held to address problem areas related to health and safety in the workplace in August and September 2022. The employees at the site submitted a wide range of proposals to improve the situation at the workplace and work processes, in addition to maintaining and optimising the health and safety of employees over the long term.



Employee Health 2022

2,500

●● COVID-19 booster vaccines

1,400

●● flu vaccinations

2,000

●● TBE vaccinations

20

●● Health Days

1,500

●● health consultations

●● **What Has Been Done** We have already implemented some of the proposals which came out of these workshops, such as adding role-based T-shirts to the work clothing catalogue. Additional break room facilities have been provided, and food vending machines are being monitored more closely and filled more frequently to make sure that employees have enough food. In light of the ongoing staff shortages, we now hire more people through a temporary agency at peak times to support our employees, and have optimised our holiday booking procedures.

●● **What's Next** Austrian Post's departments are working hard to prepare for the certification process,

collating the documentation needed for certification and making sure that all of the necessary measures have been implemented within the company. Additional proposals from the employee workshops will be subjected to a comprehensive review – the employees at the site came up with more than 100 ideas in total. We will implement as many of these proposed solutions as possible over time.

Extensive Range of Health and Hygiene Measures Implemented Since Beginning of Pandemic

Austrian Post put together a comprehensive package of measures in 2020. We determined that it was particularly important to keep our employees well informed about correct hygiene behaviour and measures to combat COVID-19. This information was provided via our specialists on prevention, managers and internal media. By doing this, we minimised the impact on our operations during the pandemic.

We updated these measures in 2022 in the form of service instructions, building on the COVID-19 manuals and specific infection control strategies for locations with more than 51 employees. Locations with more than 51 employees have a designated COVID-19 officer who is responsible for implementing COVID-19 safety measures on site.

The purpose of the system was to prevent new coronavirus infections. In the first few months of 2022, different measures were implemented depending on the vaccination rate, the Austria-wide COVID-19 situation and the number of positive cases at a site. Austrian Post performed spot checks to monitor compliance with the 3G rule (tested, vaccinated or recovered) in the workplace.

The measures implemented by our logistics centres included employees being required to wear FFP2 face masks and taking people's temperature when they enter the logistics centres. We translated all important information, such as the typical symptoms of COVID-19, into the languages which are most commonly used by our linguistically diverse workforce.

Our delivery services also implemented a range of additional measures based on the vaccination rate and epidemiological situation. These included measures such as staggered shifts and employees being required to wear FFP2 face masks when in contact with customers.

Wearing FFP2 face masks was also required in our branches for the first few months of 2022. All of our branches were fitted with Plexiglas partitions and floor

50

new rooms offer our employees more space for collaboration.



markings. Plexiglas partitions were also in use at all of our postal partners' premises. High-risk surfaces such as touchscreens in self-service areas were cleaned and disinfected on a regular basis.

The majority of the roughly 2,000 office staff were able to start working from home. Safety measures at the company headquarters were revised to reflect the situation on the ground. Meetings were held virtually whenever possible. Cleaning was carried out more frequently throughout the building. We also installed a sufficient number of soap and disinfectant dispensers.

We provided all of our employees with kit to reduce the risk of COVID-19 infection, such as FFP2 masks and disinfectant.

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 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

GRI 403-1, 403-2, 403-3, 403-4, 403-5 SDO 3, 8

Occupational safety is of great importance to Austrian Post and is firmly integrated into the company's organisational structure. It is dealt with in formal occupational safety committees made up of safety experts, occupational physicians, safety officers, employee representatives and employer representatives.

In 2022, Österreichische Post AG held one central occupational safety committee meeting and 18 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). During these meetings, members put together suggestions for improving

individual safety and health-related areas and discuss measures which could be taken. Last year, 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, additional roller containers were ordered and the repair service was improved. 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 2022. All attendees maintained a safe distance.

Regular inspections and evaluations are carried out to gather new findings and identify new potential hazards. If necessary, specialists in prevention work together with executives 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 confidentially to the head of healthcare management or to an ombudsperson.




SICK LEAVE AND ACCIDENT STATISTICS

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

A total of 771 occupational accidents were reported at Österreichische Post AG in 2022. One fatal occupational accident occurred in 2022. A delivery driver crashed in wintry road conditions. As a result of this accident, all employees at the affected delivery base were given special training. This training was extended to other delivery bases in Carinthia, East Tyrol, Salzburg and Styria. The training covered topics such as the duties of drivers, the correct securing of loads in company vehicles, the instruction leaflet for drivers, extraordinary weather conditions and road users who are exempt from the principle of trust. 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 and the Management Board

receive information about the number 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 2022, 69 accidents involving temporary workers occurred at work.

●●  see Sustainability – Facts and Figures p. 125f

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.

Material Topic

> Digital Responsibility – Data Protection & Data Security

 3-3

Meeting stringent data protection and data security standards is part of our brand identity. 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 Austrian Post 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 Austrian Post, 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



We are constantly updating our IT systems.

due to unresolved questions of law, some of 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 ongoing digitalisation trend is increasing our operational need for reliable IT systems. For this reason, we place a strong focus on IT and cybersecurity issues and address them on a consistent basis in line with the increasing cybersecurity risk. 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.

To achieve this goal, we need to analyse our organisation, technology and personnel from a holistic perspective. Expertise is needed to draw up Group-wide security standards and policies for effective information security management and IT security. These requirements are based on ISO 27001 and other relevant standards and will be implemented at the Austrian Post Group's Group

companies in cooperation with the relevant information security managers. At a technical level, our priorities include the prevention and early detection of IT security incidents as well as ensuring a quick response to incidents. We enhance our organisational and technical IT security measures based on the risks that we face within the framework of a security programme. This programme includes IT and cybersecurity-related projects and is put together in cooperation with the responsible (IT) departments. The programme and the IT security standards are audited by external experts at regular intervals. 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 or on the road. The company provides a training and awareness programme to inform users about how to handle information and IT equipment properly at the workplace and online. Exercises and practice attacks are used to assess the success of the training measures.


As a financial services provider, bank99 is also subject to particularly stringent regulatory requirements – the most important factor, however, is making sure that customers trust their bank. We therefore focus on ensuring the confidentiality and integrity of all customer data while also making sure that payment services are available at all times. As a result, bank99 has implemented an extremely comprehensive holistic security management system to keep its digital payment services working reliably in the long term and to safeguard the company's operational resilience. bank99's 24/7 IT risk management system and regular internal and external audits ensure that measures are reviewed consistently to make sure they are still effective and adapted to reflect new risks whenever necessary.

Material Topic

› Social Dialogue & Cooperation

SDG 3-3

The choices we make today will define what kind of world we will have in the future. Austrian Post is leading the way as one of the leading companies in Austria with deep roots in society. Because we play an important role in society, we remain in constant contact with stakeholders and make an important contribution to shaping the future.

●●  see Stakeholder Management, p. 31f

Austrian Post believes that it has a responsibility to support people who are disadvantaged and require special support. That is why we take responsibility in the areas in which we are economically active and where help is needed. 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 letter mail and parcels are delivered nationwide. We work with strong partners who have the experience they need to provide help where it is most needed.

Constructive Dialogue

Austrian Post is committed to driving sustainable development in a number of different ways.

We take part in associations, initiatives and events to remain in contact with other companies, such as the International Post Corporation (IPC), the Cercle

Investor Relations Austria (CIRA), the Österreichische Beteiligungs AG (ÖBAG), the Sustainability Workshop of the Council for Sustainable Logistics and the 1.5° Economy project. A stakeholder roundtable is held annually to discuss recent developments related to key topics with internal and external experts.

●●  see Stakeholder Management, p. 31f

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 helps creative people with learning difficulties to publish literary texts. We are 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 accessibility. 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. The company runs the Ö3 miracle bag scheme which people can use to donate their old mobile phones to a good cause 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, more than 7m old mobile phones have been converted into donations worth.

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. Once again, around

20,000 such parcels were sent all over Austria in the previous year.

FOCUS ON AID FOR UKRAINE

Austrian Post focused its humanitarian efforts on Ukraine in 2022. Just under 29,000 humanitarian aid packages were transported to Ukraine free of charge in six months. We are partnering with Caritas to collect urgently needed donations and distribute them to Ukrainian refugees in Austria. Accommodation for 300 refugees was provided in the former logistics centre in Linz in cooperation with the Red Cross and the city of Linz.

Austrian Post also issued a charity stamp in partnership with the ORF "Neighbour in Need" campaign and UNICEF. A portion of the price paid for each stamp goes directly to providing aid for Ukraine. bank99 also provided aid by facilitating free transfers to Ukraine, while our Group companies in Slovakia and Hungary ran their own humanitarian campaigns.

SUPPORT FOR CULTURE AND THE ARTS

Austrian Post also plays an active role in culture and the arts. We 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. Austrian Post has signed up to a number of well-known international climate action initiatives. Setting a climate action target was a prerequisite for joining these initiatives.

- **Science Based Targets Initiative:** In 2017, Austrian Post became 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.

- ● [§](#) Turn to the Company & Responsibility section (p. 08ff) for more information.

- **The Climate Pledge:** "The Climate Pledge" was established by Amazon and other parties in 2019 to bring companies, organisations, individuals and partners together from across the economy to address the climate crisis. The purpose of the Climate Pledge is to solve the challenges of decarbonising the global economy. 253 companies signed up last year alone – among them Austrian Post. Over 300 companies and organisations from 51 industries and 29 countries have joined the Climate Pledge since 2019.

- **Climate Group EV100 initiative:** 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. 08ff) for more information.

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 company completed a pilot trial that we ran in partnership with five renowned Austrian retail companies to determine the feasibility of using a range of different reusable packaging solutions. Austrian Post will start offering "green packaging" as a regular service for all of its shipping customers in 2023.

- ● [§](#) Turn to the Environment & Climate section (p. 76ff) and the Economy & Customers section (p. 46ff) for more information.



FURTHER

INFOR

MATION >




30%

of Österreichische
Post AG's vehicles
are electric.

- 125** Sustainability – Facts and Figures
- 138** EU Taxonomy
- 154** Reporting Principles
- 156** GRI Content Index
- 166** Glossary
- 167** Independent Assurance Report
- 170** Contact & Legal Notice



Knowing what matters.



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 **114**



➤ 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.

The Austrian Post Group's revenue (excl. other operating income) rose slightly by 0.1% to EUR 2,522.0m in 2022. After a subdued first half of the year (-4.0%) compared to the excellent development in the previous year, there was a positive trend in the second half (+4.2%). The parcel business in Türkiye was hit hard by inflation and currency effects after an extraordinarily successful year in 2021. 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 (2019–2022: parcel growth from 127m parcels to 181m parcels (>40%)).

The amount of data collected within the Group's scope of consolidation was increased in 2022 due to environmental indicators for the Group companies Aras Digital and Express One Slovenia 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

GR1 201-1 SDG 5, 7, 8

EUR m	Österreichische Post AG ¹			Austrian Post Group ²		
	2020	2021	2022	2020	2021	2022
Origin						
Revenue and other operating income	1,927.1	2,008.4	2,039.2	2,253.3	2,614.8	2,629.3
less advances	-825.8	-876.4	-908.3	-1,039.1	-1,232.9	-1,281.1
thereof materials and purchased services	-464.7	-491.4	-507.8	-596.2	-715.7	-750.1
thereof expenses for financial services	-	-	-	-	-5.4	-11.3
thereof other operating expenses	-286.1	-304.5	-315.6	-300.7	-346.2	-335.3
thereof depreciation and amortisation	-75.0	-80.6	-84.9	-142.2	-165.6	-184.3
➤ Added Value	1,101.3	1,132.0	1,130.9	1,214.2	1,381.8	1,348.2
Distribution						
to employees (salaries, social contributions)	940.8	986.9	950.3	1,044.0	1,163.1	1,148.3
to shareholders (dividends)	108.1	128.4	118.2 ³	108.1	128.4	118.2 ³
to the Republic of Austria (taxes)	41.5	44.9	33.0	44.4	76.3	41.2
to creditors (interest)	0.2	0.1	2.7	5.1	12.9	14.5
Balance	10.8	-8.0	26.7	12.7	1.2	26.0
➤ Added Value	1,101.3	1,132.0	1,130.9	1,214.2	1,381.8	1,348.2

¹ Pursuant to Austrian Commercial Code (UGB)

² Pursuant to IFRS

³ Proposal to the Annual General Meeting on 20 April 2023

› 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 decreased year-on-year by almost 7.3m kWh to around 436m kWh. Energy consumption for buildings fell by 1m kWh. Energy consumption for the vehicle fleet fell by around 6.4m kWh to around 299m kWh.

Energy consumption reported by the Austrian Post Group in 2022 is up on the previous year at around 968m kWh. Energy consumption for buildings fell to around 181m kWh. Energy consumption for the vehicle fleet rose to around 787m kWh.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2020	2021	2022	2020	2021	2022
› Energy Consumption Buildings and Vehicle Fleet	m kWh	419.5	443.3	436.0	531.1	920.8	967.5
Total energy consumption – buildings ²	m kWh	128.2	138.5	137.5	148.9	181.7	180.5
Total energy consumption – vehicle fleet ³	m kWh	291.3	304.9	298.5	382.2	739.0	787.0

¹ **Austrian Post Group 2020:** The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: The indicators apply to the entire Austrian Post Group.

² The energy indicators for property and buildings include all Austrian Post space (net floor area without outdoor areas). 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 Group companies 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 Group companies 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 SGG 7, 8, 12, 13

The increase in area covered by Österreichische Post AG buildings is attributable to the construction of new logistics centres and the expansion of existing centres in order to increase sorting capacities.

Energy consumption in the Austrian Post Group fell slightly in 2022, primarily due to the energy efficiency programme initiated by Österreichische Post AG in the third quarter.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2020	2021	2022	2020	2021	2022
Area Covered By Buildings	m ²	1,141,285	1,187,791	1,255,827	1,357,034	1,686,860	1,779,098
› Total Energy Consumption – Buildings²	m kWh	128.2	138.5	137.5	148.9	181.7	180.5
Diesel	m kWh	-	-	-	-	0.1	0.1
Natural gas	m kWh	33.7	41.6	41.9	42.2	56.5	54.1
Liquid gas	m kWh	0.7	1.0	1.0	0.7	1.0	1.0
Heating oil	m kWh	2.1	2.2	1.7	2.1	2.3	1.7
District heat	m kWh	33.0	35.3	31.5	34.7	37.9	33.9
Electricity (total)	m kWh	58.7	58.4	61.4	69.2	84.0	89.7
thereof electricity from renewable energy sources	m kWh	56.0	54.9	54.4	60.1	60.5	76.2
thereof electricity from company's own photovoltaic plants	m kWh	1.6	1.9	2.9	1.6	1.9	2.9
thereof grey electricity	m kWh	1.1	1.6	4.1	7.5	21.7	10.6

¹ **Austrian Post Group 2020:** The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: The indicators apply to the entire Austrian Post Group.

² The energy indicators for property and buildings include all Austrian Post space (net floor area without outdoor areas). 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 Group companies 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.

The energy consumption of Österreichische Post AG's vehicle fleet (own and external vehicle fleet) fell by around 6.4m kWh in 2022. A reduction of 4.2m kWh was achieved in the company's own vehicle fleet. At the same time, the electricity requirement for electric vehicles has increased by 1.3m kWh. The parcel volume of 181m parcels in 2022 was thus roughly at the previous year's level. 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 (2019–2022: parcel growth from 127m parcels to 181m parcels).

The energy consumption of the Austrian Post Group's vehicle fleet rose in 2022. This increase is due to changes in the logistics processes of Aras Kargo and the Group companies Aras Digital and Express One Slovenia being incorporated for the first time.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2020	2021	2022	2020	2021	2022
> Total Energy Consumption – Vehicle Fleet²	m kWh	291.3	304.9	298.5	382.2	739.0	787.0
thereof company's own vehicle fleet	m kWh	160.0	161.9	157.7	194.1	234.0	236.7
thereof electricity consumption for e-mobility	m kWh	2.3	3.1	4.4	2.3	3.3	4.7
thereof external vehicle fleet	m kWh	131.2	143.0	140.8	188.1	505.0	550.3

¹ Austrian Post Group 2020: The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: 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 Group companies 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

Österreichische Post AG's carbon emissions (Scope 1–3) fell by around 2% compared to the previous year. Carbon emissions within the company's direct sphere of influence (Scope 1 and 2 emissions) went down by around 3% compared to the previous year. The carbon emissions that can only be influenced indirectly (Scope 3) remained constant at the previous year's level. Business trips and IT services, on the other hand, recorded a significant increase. The reason behind this is travel activity picking up following the end of the COVID-19 pandemic restrictions and infrastructure changes at an external

IT service provider. The parcel volume of 181m parcels in 2022 was thus roughly at the previous year's level. The slight decrease or stabilisation of carbon emissions is due to the expansion of the fleet of electric vehicles (+26%) and the energy efficiency project launched in the third quarter of 2022.

The Austrian Post Group's carbon emissions (Scope 1–3) rose by around 2% compared to the previous year. Carbon emissions within the company's direct sphere of influence (Scope 1 and 2 emissions) went down by around 9% compared to the previous year. This is due

to the purchase of green electricity from Aras Kargo. However, there was an increase in Scope 3 emissions, which Austrian Post is unable to influence directly, of

around 8%. This increase is due to a change in the collection system for outsourced transport services at Group companies.

		Österreichische Post AG		Austrian Post Group ¹			
	Unit	2020	2021	2022	2020	2021	2022
> Total CO₂e Emissions (Scope 1-3)² According to the Greenhouse Gas Protocol	t CO ₂ e	86,949	92,964	91,135	115,509	230,008	233,853
> Total CO₂e Emissions (Scope 1-2)² According to the Greenhouse Gas Protocol	t CO ₂ e	53,485	56,243	54,391	67,586	88,476	80,846
> Total CO₂e Emissions (Scope 3)² According to the Greenhouse Gas Protocol	t CO ₂ e	33,464	36,721	36,745	47,923	141,532	153,008
CO₂e Emissions Buildings	t CO ₂ e	13,316	15,764	15,309	18,761	29,700	21,723
CO ₂ e Scope 1 – buildings	t CO ₂ e	7,584	9,440	9,467	9,300	12,472	11,940
thereof diesel aggregates	t CO ₂ e	-	-	-	-	29	20
thereof natural gas	t CO ₂ e	6,741	8,311	8,380	8,444	11,306	10,828
thereof liquid gas	t CO ₂ e	151	225	229	151	227	229
thereof heating oil	t CO ₂ e	556	607	461	569	612	466
thereof coolant in air conditioning systems	t CO ₂ e	136	297	397	136	297	397
CO ₂ e Scope 2 – buildings ³	t CO ₂ e	5,732	6,324	5,842	9,461	17,228	9,783
thereof district heating	t CO ₂ e	5,445	5,904	5,019	5,790	6,424	5,474
thereof electricity	t CO ₂ e	287	420	823	3,670	10,804	4,310
CO₂e Emissions Mobility	t CO ₂ e	73,633	77,147	75,669	96,749	200,256	211,972
CO ₂ e Scope 1 – company's own vehicle fleet	t CO ₂ e	40,169	40,479	39,066	48,826	58,776	59,094
CO ₂ e Scope 2 – company's own vehicle fleet	t CO ₂ e	-	-	16	-	-	28
CO ₂ e Scope 3 – external vehicle fleet	t CO ₂ e	33,464	36,515	35,991	47,923	141,326	152,254
CO ₂ e Scope 3 – business trips	t CO ₂ e	-	154	596	-	154	596
CO₂e Scope 3 – IT Services	t CO ₂ e	-	52	158	-	52	158

¹ Austrian Post Group 2020: The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: 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 and SBTi requirements, Österreichische Post AG's CO₂e emissions for the base year 2013 are listed as follows: CO₂e Scope 1 – road transport (company's own transport): 35,199 t; CO₂e Scope 1 – buildings: 8,887 t; CO₂e Scope 2 – buildings: 6,346 t; CO₂e Scope 3 – partner companies: 19,951 t. These figures are for Österreichische Post AG only. The difference to previously published CO₂e emissions for the year 2013 arises from not taking account of Post Wertlogistik GmbH.

³ The calculation of Scope 2 emissions (electricity and district heat) for Österreichische Post AG is carried out in line with the market-based method. This means supplier-specific emission factors are used if available. When Scope 2 emissions are calculated using the location-based method (no supplier-specific emission factors, no green electricity), carbon emissions for the year 2022 come to 17,840 t. This demonstrates the impact of procuring electricity from renewable energy sources. The calculation of Scope 2 emissions (electricity, district heat) for the national Group companies 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 Group companies is carried out in line with the location-based method.

Relative Emissions

GRI 302-1, 305-4 SDG 7, 12, 13

Carbon emissions per transported tonne at Österreichische Post AG fell by around 3% in 2022. In relation to revenue, these values are also slightly below the previous year's level.

There was an increase of around 2% in relation to revenue at the Austrian Post Group.

Relative Indicators	Unit	Österreichische Post AG ³			Austrian Post Group ¹		
		2020	2021	2022	2020 ⁴	2021 ⁵	2022 ⁶
> CO ₂ e emissions per freight weight ²	kg CO ₂ e/t	120	117	114	-	-	-
> Scope 1–2 CO ₂ e emissions per revenue ³	t CO ₂ e/m EUR	28	28	28	32	35	32
> Scope 1–3 CO ₂ e emissions per revenue ³	t CO ₂ e/m EUR	46	47	46	55	91	93

¹ Austrian Post Group 2020: The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: The indicators apply to the entire Austrian Post Group.

² Tonnes transported in 2020: 726,111 t; 2021: 794,103 t; 2022: 802,619 t. (This data is not available at Group level.)

³ Revenue of Österreichische Post AG pursuant to Austrian Commercial Code: 2020: EUR 1,897m; 2021: EUR 1,977m; 2022: EUR 1,973m

⁴ Revenue in accordance with IFRS consolidated financial statements (excl. Aras Kargo a.s.): 2020: EUR 2,088m

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

⁶ Revenue in accordance with IFRS consolidated financial statements: EUR 2,522m

Vehicles

Out of Österreichische Post AG's 10,116 vehicles, 3,039 (30%) are electric. This represents an increase of around 26% compared to the previous year and an important step towards achieving our target of using

only electric vehicles for all deliveries in Austria by 2030. At present, electric vehicles are used for around 31% of internal deliveries.

	Österreichische Post AG			Austrian Post Group ¹		
	2020	2021	2022	2020	2021	2022
> Vehicles (total)	9,669	9,963	10,116	11,060	12,286	12,561
Bicycles	748	727	790	790	766	832
thereof electric bicycles	672	653	717	673	654	718
Mopeds	840	670	704	884	720	767
thereof electric mopeds	408	384	466	408	384	481
Vehicles up to 3.5 t	7,911	8,402	8,449	9,153	10,162	10,618
thereof conventional vehicles up to 3.5 t	6,944	7,021	6,593	8,180	8,659	8,628
thereof hybrid vehicles up to 3.5 t	-	-	-	-	78	68
thereof electric vehicles up to 3.5 t	967	1,381	1,856	972	1,424	1,922
Vehicles over 3.5 t	170	164	173	233	638	344
thereof vehicles with alternative drive systems of over 3.5 t	-	1	1	-	24	1

¹ Austrian Post Group 2020: The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: 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.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2020	2021	2022	2020	2021	2022
> Motor Vehicles by Emissions Standard							
Euro 2	Number	8	3	3	81	126	124
Euro 3	Number	17	9	8	61	92	85
Euro 4	Number	425	282	232	589	426	356
Euro 5	Number	2,097	1,656	1,278	2,410	2,754	2,336
Euro 5 EEV	Number	56	2	1	61	5	4
Euro 6	Number	4,943	5,519	5,482	5,688	6,309	6,421

¹ **Austrian Post Group 2020:** The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: The indicators apply to the entire Austrian Post Group.

Paper

GRI 301-1 SDG 8, 12

The share of paper from sustainable resources (FSC and PEFC) is approximately 97% at Österreichische Post AG. At the Austrian Post Group, the share of paper from sustainable resources rose by 5 percentage points in 2022 to 85%.

	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2020	2021	2022	2020	2021	2022
> Paper Consumption (total)	t	5,670	5,754	6,158	6,855	9,145	8,351
thereof sustainably produced paper (PEFC and FSC paper)	t	4,987	5,517	5,966	5,025	6,685	7,054

¹ **Austrian Post Group 2020:** The indicators apply to the entire Austrian Post Group, with the exception of the Group company Aras Kargo a.s.

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

Austrian Post Group 2022: The indicators apply to the entire Austrian Post Group.

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		
		2020	2021	2022	2020	2021	2022
> Non-Hazardous Waste	%	-	99.75	99.99	-	-	-
thereof residual waste	%	-	5.89	14.03	-	-	-
thereof for reuse and recycling	%	-	93.81	85.97	-	-	-
thereof paper/cardboard	%	-	70.23	67.74	-	-	-
thereof waste wood	%	-	19.3	13.93	-	-	-
thereof plastic	%	-	2.59	2.74	-	-	-
thereof remaining fractions (glass, metals, etc.)	%	-	1.69	1.57	-	-	-
> Hazardous Waste	%	-	0.25	0.01	-	-	-

¹ Austrian Post Group 2021: Indicators not available for the Austrian Post Group.
 Austrian Post Group 2022: Indicators not available for the Austrian Post Group.

> Employee Indicators

Employees

The number of employees in the 2022 reporting year is lower than in the previous year, both at Group level and at Österreichische Post AG, due to lower transport volumes in the reporting year.

Österreichische Post AG finds itself in a challenging labour market situation and is addressing this with targeted measures in order to position itself as an attractive employer and offer employees long-term prospects. Maintaining a good work-life balance and adhering to values are important cornerstones of these efforts.

It is important to Austrian Post to preserve and protect the health of its employees – especially with the pace of work picking up, delivery times getting increasingly tight, workloads peaking and stress rising. Taking measures to counterbalance this and work towards

greater awareness of mental and physical health issues is of great importance.

Temporary staff numbers at Österreichische Post AG increased in the year under review due to higher staffing requirements, in particular to cover fluctuating workloads in the operational area. However, a decline was recorded in the entire Austrian Post Group, which was mainly attributable to the Group company Aras Kargo. By investing in sorting and conveying technology, the need for temporary workers has been reduced here.

Österreichische Post AG employed an average of 17,303 people in 2022 (annual average; full-time equivalents). Of these, 4,208 were civil servants, 13,017 were salaried employees and 78 were temporary workers pursuant to the Austrian Civil Code (ABGB) in the reporting

year. With the exception of the temporary workers pursuant to the Austrian Civil Code (1%), all employees (99%) are governed by an Austrian collective agreement.

The temporary workers are governed by the provisions of the Austrian Civil Code pursuant to the Postal Services Structure Act (Section 19(5) PTSG).

	Österreichische Post AG		Austrian Post Group			
	2020	2021	2022	2020 ⁵	2021	2022
> Total Employees (FTE¹)	17,465	17,654	17,303	22,966	27,275	27,132
thereof women	5,459	5,585	5,510	6,977	7,725	7,765
thereof women (FTE in %)	31.3	31.6	31.8	30.4	28.3	28.6
thereof men	12,007	12,070	11,793	15,989	19,551	19,367
thereof men (FTE in %)	68.7	68.4	68.2	69.6	71.7	71.4
Civil Servants (FTE)^{2,3}	4,858	4,554	4,208	-	4,578	4,243
thereof women	666	620	577	-	620	578
thereof men	4,192	3,934	3,631	-	3,959	3,665
Salaried Employees (FTE)³	12,465	12,975	13,017	-	15,742	16,146
thereof women	4,725	4,905	4,900	-	6,008	6,165
thereof men	7,740	8,070	8,117	-	9,734	9,981
Employees Pursuant to the Austrian Civil Code (FTE)^{2,3}	143	126	78	-	366	275
thereof women	68	60	33	-	113	86
thereof men	75	65	45	-	253	189
Workers (FTE)⁴	-	-	-	-	6,589	6,468
thereof women	-	-	-	-	984	936
thereof men	-	-	-	-	5,605	5,532
Full-time Employees (Headcount)	15,279	15,538	15,269	20,580	25,160	24,843
thereof women	3,964	4,162	4,107	-	6,197	6,187
thereof women (in %)	25.9	26.8	26.9	-	24.6	24.9
thereof men	11,314	11,376	11,162	-	18,963	18,656
thereof men (in %)	74.1	73.2	73.1	-	75.4	75.1
Part-Time Employees (Headcount)	3,817	3,816	3,672	4,167	4,171	4,070
thereof women	2,646	2,582	2,503	-	2,823	2,771
thereof women (in %)	69.3	67.7	68.2	-	67.7	68.1
thereof men	1,171	1,234	1,169	-	1,348	1,299
thereof men (in %)	30.7	32.3	31.8	-	32.3	31.9
> Average Tenure of Civil Servants (Years)	35	36	37	-	36	37
> Average Tenure of Salaried Employees (Years)	9	9	9	-	9	9
> Average Tenure of Workers (Years)⁴	-	-	-	-	7	7
Temporary Staff (FTE)	581	554	640	-	2,253	1,878

¹ FTE = Full-time equivalents

² Not governed by the collective agreement due to a provision in the Postal Services Structure Act (Section 19(5) PTSG).

³ 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. 951 people (FTE) were employed for fixed periods of time in 2022 (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.

⁴ The figure for "workers" only applies to Group companies and was included in our reporting for the first time in 2021.

⁵ In 2020, the Group company Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis.

Employee Turnover

GRI 2-4, 401-1

The employee turnover rate at Österreichische Post AG was 17.6% in the 2022 financial year and increased further compared to the previous year in the face of a challenging labour market. At Group level, too, the employee turnover rate increased to 17.5% in 2022.

Due to the internal Austrian Post definition, figures on new permanent staff employed for at least six months cannot be published for the 2022 financial year and will be reported in the Sustainability Report in the subsequent year.

	Österreichische Post AG			Austrian Post Group		
	2020	2021	2022	2020 ⁴	2021	2022
› Turnover (Total Staff Departures, Headcount)¹	2,189	3,105	3,329	2,910	4,956	5,149
thereof women	904	1,255	1,364	1,136	1,614	1,765
thereof men	1,285	1,850	1,965	1,774	3,342	3,384
By age group						
under 30	823	1,266	1,289	1,071	2,133	2,026
30–50	795	1,160	1,334	1,166	1,941	2,204
over 51	571	679	706	673	882	919
› Turnover (Staff Departures in %)^{1, 2}	11.6	16.0	17.6	11.8	16.9	17.5
thereof women	41.3	40.4	41.0	39.0	32.6	34.3
thereof men	58.7	59.6	59.0	61.0	67.4	65.7
By age group						
under 30	37.6	40.8	38.7	36.8	43.0	39.4
30–50	36.3	37.4	40.1	40.1	39.2	42.8
over 51	26.1	21.9	21.2	23.1	17.8	17.9
› New Employee Hires (Total Headcount)¹	2,975	2 920	–³	3,857	4 072	–³
thereof women	1,196	1 283	– ³	1,467	1 597	– ³
thereof men	1,779	1 637	– ³	2,390	2 476	– ³
By age group						
under 30	1,622	1 631	– ³	2,034	2 188	– ³
30–50	1,232	1 159	– ³	1,641	1 666	– ³
over 51	121	130	– ³	182	218	– ³
› New Employee Hires (in %)^{1, 2}	15.6	15.2	–³	15.6	14.0	–³
thereof women	40.2	43.9	– ³	38.0	39.2	– ³
thereof men	59.8	56.1	– ³	62.0	60.8	– ³
By age group						
under 30	54.5	55.9	– ³	52.7	53.7	– ³
30–50	41.4	39.7	– ³	42.6	40.9	– ³
over 51	4.1	4.5	– ³	4.7	5.4	– ³

¹ Departures/hires of permanent staff employed for at least six months. All forms of staff departures are taken into account.

² Departures/hires in relation to the employee average for the period (headcount).

³ Hires of 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.

⁴ In 2020, the Group company Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis.

Diversity

GR 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 35.1% in 2021 to 36.1% in the 2022 financial year. The continuous target agreements and evaluations with the top executives thus have a lasting effect.

Only the 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 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		2022	Austrian Post Group		2022
	2020	2021		2020 ³	2021	
> Employees with Disabilities	1,136	1,172	1,125	-	1,381	1,362
> Employees (FTE¹) by Age Group	17,465	17,654	17,303	22,966	27,275	27,132
under 30	3,174	3,442	3,300	4,511	5,712	5,407
30-50	7,542	7,644	7,391	10,871	13,719	13,740
over 51	6,750	6,568	6,613	7,584	7,844	7,985
> Employees by Age Group in %						
under 30	18.2	19.5	19.1	19.6	20.9	19.9
30-50	43.2	43.3	42.7	47.3	50.3	50.6
over 51	38.6	37.2	38.2	33.0	28.8	29.4
> Total Employees (Headcount, Elly Definition)²	18,718	18,903	18,444	-	28,979	28,542
thereof women	6,784	6,929	6,813	-	9,286	9,263
thereof women (Headcount in %)	36.2	36.7	36.9	-	32.0	32.5
thereof men	11,933	11,974	11,632	-	19,693	19,278
thereof men (Headcount in %)	63.8	63.3	63.1	-	68.0	67.5
> Employees in Management Positions (Headcount, Elly Definition)²	996	991	984	-	1,697	1,319
thereof women	338	348	355	-	576	458
thereof men	659	643	629	-	1,121	861
By age group						
under 30	57	54	53	-	84	65
30-50	419	415	398	-	1,016	657
over 51	521	522	533	-	597	596

Table continued on following page →

	Österreichische Post AG			Austrian Post Group		
	2020	2021	2022	2020 ³	2021	2022
› Employees in Management Positions (in %, Elly Definition)²	5.3	5.2	5.3	-	5.9	4.6
thereof women	33.9	35.1	36.1	-	33.9	34.7
thereof men	66.1	64.9	63.9	-	66.1	65.3
By age group						
under 30	5.7	5.4	5.4	-	4.9	4.9
30-50	42.0	41.9	40.4	-	59.9	49.9
over 51	52.3	52.7	54.2	-	35.2	45.2

¹ FTE = Full-time equivalents

² 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.

³ In 2020, the Group company Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis.

Sick Leave and Accidents

GRI 403-9 SGB 3, 8

The sick leave numbers of Österreichische Post AG rose to 9.9% in 2022 due to an outbreak of flu and increased COVID cases. The sick leave rate increased to 7.5% at Group level. Days lost per sick leave absence were down slightly in the same period.

The number of occupational accidents at Österreichische Post AG decreased from 843 in 2021 to 771 in the 2022 reporting year. Thanks to targeted measures and training, it was possible to bring down the number of occupational accidents in the categories of falls and operating work equipment.

The main causes of accidents and the greatest risk factors for serious accidents are accidents due to

falling, traffic accidents and injuries while operating work equipment. One fatal occupational accident occurred in 2022. A delivery driver crashed in wintry road conditions.

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. Targeted preventive measures are developed and implemented for departments where certain causes of accidents frequently occur or increase.

	Österreichische Post AG			Austrian Post Group		
	2020	2021	2022	2020 ⁵	2021	2022
› Employee Sick Leave (FTE¹ in %)	7.6	8.3	9.9	6.8	6.5	7.5
thereof women (in %)	31.4	30.4	31.1	-	30.6	31.1
thereof men (in %)	68.6	69.6	68.9	-	69.4	68.9
Days Lost due to Sick Leave (Working Days)	9.5	9.1	9.0	-	8.7	8.4
thereof women	8.3	7.7	7.6	-	7.8	7.5
thereof men	10.2	9.9	9.9	-	9.2	8.9
Number of Occupational Accidents²	791	843	771	917	1,096	1,103
thereof women	314	344	339	-	364	362
thereof men	477	499	432	-	732	741
thereof serious accidents ³	3	5	9	-	6	10

Table continued on following page →

	Österreichische Post AG			Austrian Post Group		
	2020	2021	2022	2020 ⁵	2021	2022
thereof women	1	1	3	-	2	3
thereof men	2	4	6	-	4	7
thereof fatal accidents	0	0	1	0	1	1
thereof women	0	0	1	-	0	1
thereof men	0	0	0	-	1	0
> Accident Frequency^{2,4}	27	28	27	-	22	23
> Frequency of Serious Accidents^{2,3,4}	0.1	0.2	0.3	-	0.1	0.2

¹ FTE = Full-time equivalents

² Accidents starting with one working day lost incl. subsequent sick leave (incl. commuting accidents).

³ 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.

⁴ 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.

⁵ In 2020, the Group company Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis.

Training and Education

GRI 404-1 SDG 5

In 2022 there was a significant rise in the number of seminars, seminar participants and training hours at in-person and online training sessions both at Österreichische Post AG and the entire Austrian Post Group.

The increase at Österreichische Post AG is due to the expansion of the range of e-learning seminars and

the target group that has access to the LENA learning platform. In addition, the range of training courses for managers was expanded as part of the Logistics Academy. A number of supporting workshops were also held in 2022 as part of the implementation of the new corporate culture.

	Österreichische Post AG			Austrian Post Group		
	2020	2021	2022	2020 ²	2021	2022
> Number of Seminars¹	1,577	1,333	1,470	1,804	2,313	2,890
> Number of Seminar Participants	33,539	52,067	61,883	37,406	104,272	129,423
thereof women (in %)	53.2	58.0	52.0	-	41.5	36.2
thereof men (in %)	46.8	42.0	48.0	-	58.5	63.8
> Training Hours	95,397	133,342	137,275	111,330	215,825	261,614
Average Annual Number of Training Hours – Women	6.8	9.7	8.4	-	9.5	10.1
Average Annual Number of Training Hours – Men	4.0	5.4	6.7	-	6.4	8.6

¹ Including e-learning courses

² In 2020, the Group company Aras Kargo was fully consolidated as at 25 August 2020; the values are therefore included on a proportional basis.

EU Taxonomy

Information About the EU Taxonomy Regulation and Qualitative and Quantitative Disclosures About how Austrian Post Calculates Taxonomy-eligible and Taxonomy-aligned Turnover, CapEx and OpEx.

The purpose of the EU Taxonomy is to provide a shared understanding of the sustainability of economic activities in the EU. It is one of the measures defined in the EU's Sustainable Finance Action Plan to support environmentally friendly technologies and activities and channel capital flows towards sustainable activities. The EU Taxonomy provides a standardised EU-wide classification system. It 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, provided certain minimum social and governance standards (Article 18 of the EU Taxonomy Regulation) are met. The EU Taxonomy covers six environmental objectives: climate change mitigation (1); climate change adaptation (2); the sustainable use and

protection of water and marine resources (3); the transition to a circular economy (4); pollution prevention and control (5); and the protection and restoration of biodiversity and ecosystems (6). Technical screening criteria are used to determine the extent to which objectives have been achieved. These criteria are only applicable for the first two environmental objectives in the 2022 financial year, as the criteria for the other environmental objectives have yet to be published.

> 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 to include information on how and to what extent the company's activities are associated with economic

G 10 Three-step test for taxonomy alignment



For classification as ecologically sustainable, an economic activity must:



1 Make a significant contribution to at least one of the six environmental goals

→ 6 Environmental goals



2 Do not harm the other environmental objectives

→ "Do no significant harm"



3 Comply with minimum standards regarding social criteria and governance criteria at group level.

- OECD Guidelines for Multinational Enterprises
- UN Guiding Principles on Business and Human Rights
- International Bill of Human Rights
- ILO Declaration on Fundamental Principles and Rights at Work

Significant contribution

Do no significant harm

Minimum safeguards

activities that qualify as environmentally sustainable under Article 8 (1) of the Taxonomy Regulation. Austrian Post intends to disclose the proportion of its turnover, CapEx and OpEx which is considered to be Taxonomy-eligible and Taxonomy-aligned for the 2022 financial year. The Taxonomy-eligible proportion reflects the allocation to potentially ecologically sustainable economic activities covered by the EU Taxonomy. In the 2022 financial year, Austrian Post will be required to report the proportion of its turnover, CapEx and OpEx which is considered to be Taxonomy-aligned. This will show the proportion of our turnover, CapEx and OpEx which is 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 the requirements for the environmental objectives of climate change mitigation and climate change adaptation have to be analysed for the 2022 financial year, as no criteria have been published for the other environmental objectives yet.

The reporting scope specified under Article 8 of the Taxonomy Regulation includes Österreichische Post AG and its fully consolidated Group companies. 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 (NaDiVeG) of the Austrian Commercial Code (UGB). Indicators for these two entities are presented separately in the tables. In accordance with Article 10 (4) of the Delegated Regulation 2021/2178, 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 Group company, 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 in 2021 to implement the requirements of the EU Taxonomy for reporting purposes. The different departments were involved in the project on an ongoing basis. The project began the process of analysing Commission Delegated Regulation (EU) 2021/2139 in 2021. The economic activities attributable to the environmental objectives of climate change mitigation and climate change adaptation were analysed in the same year. The project drew up definitions for the turnover, CapEx and OpEx indicators and developed models for the numerator and denominator for each indicator for use within Austrian Post. The definitions and models established in the previous year were retained in 2022 and the requirements for Taxonomy alignment were added.

The established models were used to calculate the denominator on a centralised basis, while the numerator was based on data collected from the divisions and Group companies. Working groups 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 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. In 2021 the project team conducted an initial assessment of the activities with input from internal experts from various departments. The assessment was updated in 2022 and was also carried out for the newly added Group companies. This has not resulted in any changes in the list of Taxonomy-eligible economic activities, however. For the assessment of Taxonomy eligibility, the economic activities were extensively screened on the basis of their description and the NACE codes were used as an aid for classification. Only activities allocated to the environmental objective of climate change mitigation are currently included in our reporting under the EU Taxonomy Regulation. The detailed analysis of determining how economic activities relate to environmental objectives also identifies and prevents duplicates.

The delivery of letters, parcels and direct mail accounts for the majority of Austrian Post's business

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)

model. This requires both transport and sorting services (see figure below). 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. The majority of the activities identified relate 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 mopeds (activity 6.5), bicycles and on-foot delivery (activity 6.4) as well as the infrastructure (buildings and facilities) for the delivery and sorting (activity 6.15).

Capital and operational expenditure was also identified in the Taxonomy-eligible areas of buildings and energy. The pre-selection was made on the basis of Austrian Post's activities and a screening of the activities of the Group companies. Details of the identified economic activities in addition to the changes compared to the previous year are given in the Table on the right.

› Taxonomy Alignment Criteria

Economic activities are considered Taxonomy-aligned if they contribute substantially to at least one environmental objective without causing significant harm to any of the other environmental objectives (DNSH – “do no significant harm”). The company must also comply with minimum social and governance standards (minimum safeguards) in order to be able to report economic activities as Taxonomy-aligned.

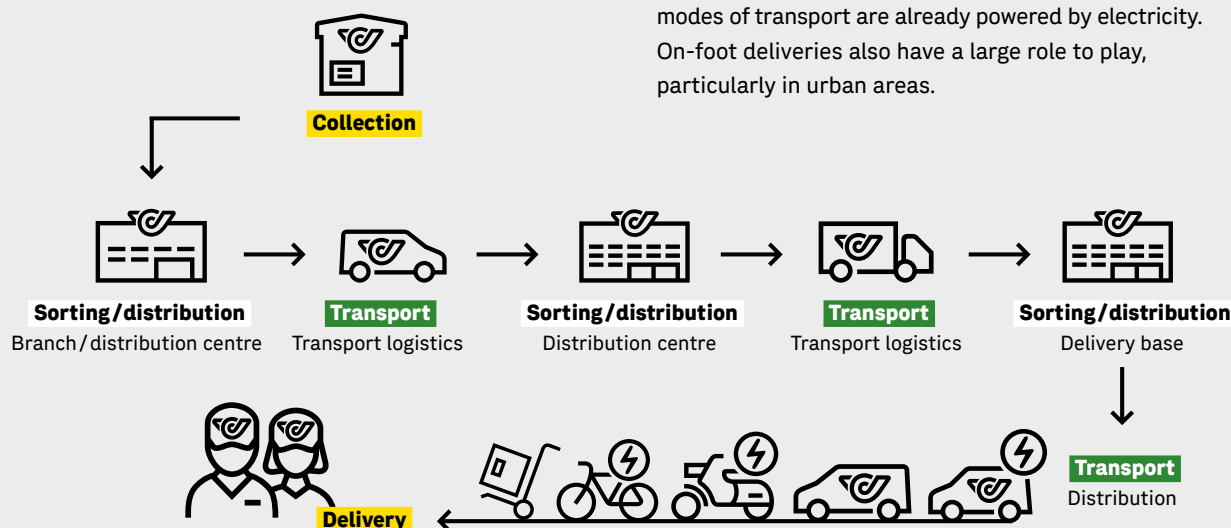
Evidence of the substantial contribution and compliance with the DNSH criteria must be provided on an activity-by-activity basis. The most important activities related to our business model are those related to transport and logistics infrastructure; these activities are also directly related to turnover generation.

The substantial contribution that our transport activities make to the environmental objective of climate change mitigation is connected with the evidence that low-carbon or zero-carbon modes of transport are used. This criterion is met by deliveries made on foot, by bicycle, with electric vehicles and using our state-of-the-art

G 11 Our Value Chain

↗ **The sorting process** includes sorting shipments at our logistics sites for delivery to recipients. This stage also includes reloading shipments onto the most suitable means of transport (e.g. truck, car, moped, 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 delivery of 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.



Code	Climate change mitigation economic activities	Austrian Post activities	2021	2022
4.1	Electricity generation using solar photovoltaic technology	Photovoltaic systems for electricity generation at logistics centres and delivery bases	✓	✓
4.16	Installation and operation of electric heat pumps	Heat pumps in buildings	⊗	✓
6.4	Operation of personal mobility devices, cycle logistics	Delivery on foot or by (electric) bike	✓	✓
6.5	Transport by motorbikes, cars and light commercial vehicles	Cars, mopeds, quads, trikes and light commercial vehicles used for distribution or as management vehicles	✓	✓
6.6	Freight transport services by road	Light commercial vehicles which exceed a reference mass of 2.6t, and trucks used for distribution and transport logistics	✓	✓
6.15	Infrastructure enabling low-carbon road transport and public transport	Logistics infrastructure for the transshipment and distribution of letters and parcels (logistics buildings and machinery therein, as well as infrastructure for first-mile and last-mile delivery)	✓	✓
7.1	Construction of new buildings	Development of real estate for further utilisation (sale or lease)	✓	✓
7.3	Installation, maintenance and repair of energy efficiency equipment	Energy efficiency measures in buildings	✓	✓
7.4	Installation, maintenance and repair of charging stations for electric vehicles (in buildings and parking spaces attached to buildings)	Charging stations for electric vehicles	✓	✓
7.5	Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	Automatic heat/ventilation control	✓	✓
7.6	Installation, maintenance and repair of renewable energy technologies	In 2021, the maintenance of photovoltaic systems was allocated to this economic activity. As of 2022, these expenses will be allocated to activity 4.1	✓	⊗
7.7	Acquisition of ownership of buildings	Administrative and office buildings were included for the first time in 2022 ¹	⊗	✓
9.3	Professional services related to energy performance of buildings	No strategic energy consultations were carried out in 2022; implementation projects were assigned to the relevant activities	✓	⊗

¹ For the time being, only Österreichische Post AG and Aras Kargo have been considered. This will be expanded to include all companies in the future.

diesel-powered trucks. The DNSH criterion related to the circular economy requires Austrian Post to have a plan for dealing with retired vehicles and specifications for re-use or recycling. The DNSH criterion related to environmental protection provides strict specifications regarding the tyres of electric vehicles and trucks. The tyres in use must be the best products available on the market in terms of fuel efficiency (top two classes) and external rolling noise (top class). Because not all tyres meet these specifications, all of Österreichische Post AG's small electric delivery trucks currently have to be categorised as non-Taxonomy-aligned. Changes in this area are only possible to a limited extent and with a corresponding lead time due to the length of the test periods we use to ensure the performance of vehicles and the safety of our employees, as well as the fact that our order periods cover several years. The long-term objective is to switch to tyres that meet the DNSH criteria.

In the area of logistics infrastructure, all buildings, facilities and machinery make a substantial contribution to climate change mitigation. The decisive factor is that the infrastructure serves the purpose of transferring

goods between different means of transport. The DNSH criteria can be met both for machinery and for infrastructure for first-mile and last-mile delivery. The evaluation applied the technical evaluation criteria relevant to machinery in the context of economic activity 6.15.² For logistics buildings where all DNSH criteria of activity 6.15 are applied, it was not yet possible to collect the required evidence across the board in the 2022 financial year. For this reason, buildings are only reported as Taxonomy-eligible on a Group-wide basis. For this reason, buildings are only reported as Taxonomy-eligible on a Group-wide basis. A project will be launched in the 2023 financial year to gather complex evidence for logistics buildings in order to increase Taxonomy compliance.

The other activities reported in connection with CapEx and OpEx are shown in the tables on pages 150 and 152.

One of the DNSH criteria related to climate change adaptation requires a climate risk and vulnerability

² European Commission: Draft Commission Note on the interpretation and implementation of certain legal provisions of the EU Taxonomy Climate Delegated Act [...], Question 9, 19 December 2022

assessment to be performed for all relevant activities. These assessments cover physical climate risks on the basis of the latest climate scenarios and evaluate their impact on economic activities. Adaptation measures must be developed whenever a material risk is identified. A Group-wide climate risk and vulnerability assessment was performed in 2022. The results are available on page 33ff.

Compliance with minimum social and governance standards is assessed as part of the process of determining the Taxonomy-compliance of activities. The minimum safeguards addressed in the Taxonomy Regulation are based on the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, the eight fundamental conventions of the ILO and the International Bill of Human Rights. Even though the Regulation gives special focus to human and labour rights, the guidelines also address the areas of compliance, tax, procurement and the environment. The guidelines related to the various topics are integrated into our Group-wide Code of Ethics and Conduct as well as our Declaration of Principles on Human Rights which were published in 2022. The Code of Conduct for Contractors was updated and social compliance guidelines were published. The increasingly stringent social compliance requirements have also been integrated into the Group-wide Compliance Management System (CMS), risk management and the vendor integrity check.

Details about management approaches and due diligence measures can be found in the Compliance (p. 66ff), Human Rights (p. 70f), Taxes (p. 74f), Purchasing (p. 65f) and Environmental Management (p. 84ff) sections.

› Definition and Calculation of Taxonomy KPIs

The required KPIs 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 KPIs 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 KPIs. The definitions of KPIs used for the purpose

of the Taxonomy Regulation differ in some areas from the IFRS definitions of turnover, 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, i.e. the basis of the Taxonomy KPI in question. The numerator is calculated by identifying the Taxonomy-eligible and Taxonomy-aligned items of the denominator based on an allocation to the economic activities defined under the EU Taxonomy.

› Taxonomy-eligible and Taxonomy-aligned Turnover

In line with the definition of the numerator for the Taxonomy turnover KPI, the item "Revenue" (IAS 1.82(a)) in the consolidated income statement is used as a starting point. Income from financial instruments in accordance with IFRS 9 (interest income of bank99) 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 KPIs 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 KPIs 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	1,973.6
Income from leasing included in revenue	EUR m	-35.2
Other income included in revenue	EUR m	-17.2
Different date of revenue recognition under IFRS	EUR m	0.5
Revenue from agency business	EUR m	-4.8
Different timing of revenue realisation – UGB vs. IFRS	EUR m	5.3
› Revenue in accordance with IFRS individual financial statements	EUR m	1,921.7

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

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
> Revenue in accordance with IFRS individual/ consolidated financial statements	EUR m	1,921.7	100%	EUR m	2,522.0	100%
Income from financial instruments in accordance with IFRS 9 included in revenue	EUR m	-	-	EUR m	-33.9	-1.3%
> Turnover in accordance with EU Taxonomy (denominator)	EUR m	1,921.7	100%	EUR m	2,488.1	98.7%

The Taxonomy-eligible portion of turnover for the numerator is identified by allocating turnover to the economic activities defined under the EU Taxonomy. The analysis showed that only turnover from services and products related to transport services can be used. Product turnover which represents mixed turnover 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 Group companies, just under 95% of turnover was allocated to activities in the transport & logistics sector and is therefore subject to the EU Taxonomy. The majority of Taxonomy-non-eligible turnover is related to the financial services, merchandise or business solutions categories.

A distribution model was used to allocate identified turnover to the economic activities defined by the EU Taxonomy. The delivery of letters, direct mail 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.

Turnover 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, mopeds 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 multistage cost, route and vehicle-based distribution method was used to allocate turnover to Taxonomy-eligible and Taxonomy-aligned economic activities. This method allocates revenue to activities based on the proportion of costs, routes³ and

the use of vehicles. This prevents the same turnover from being allocated to different activities.

The procedure used for the cost-based distribution method is illustrated below (see Figure p. 144).

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.

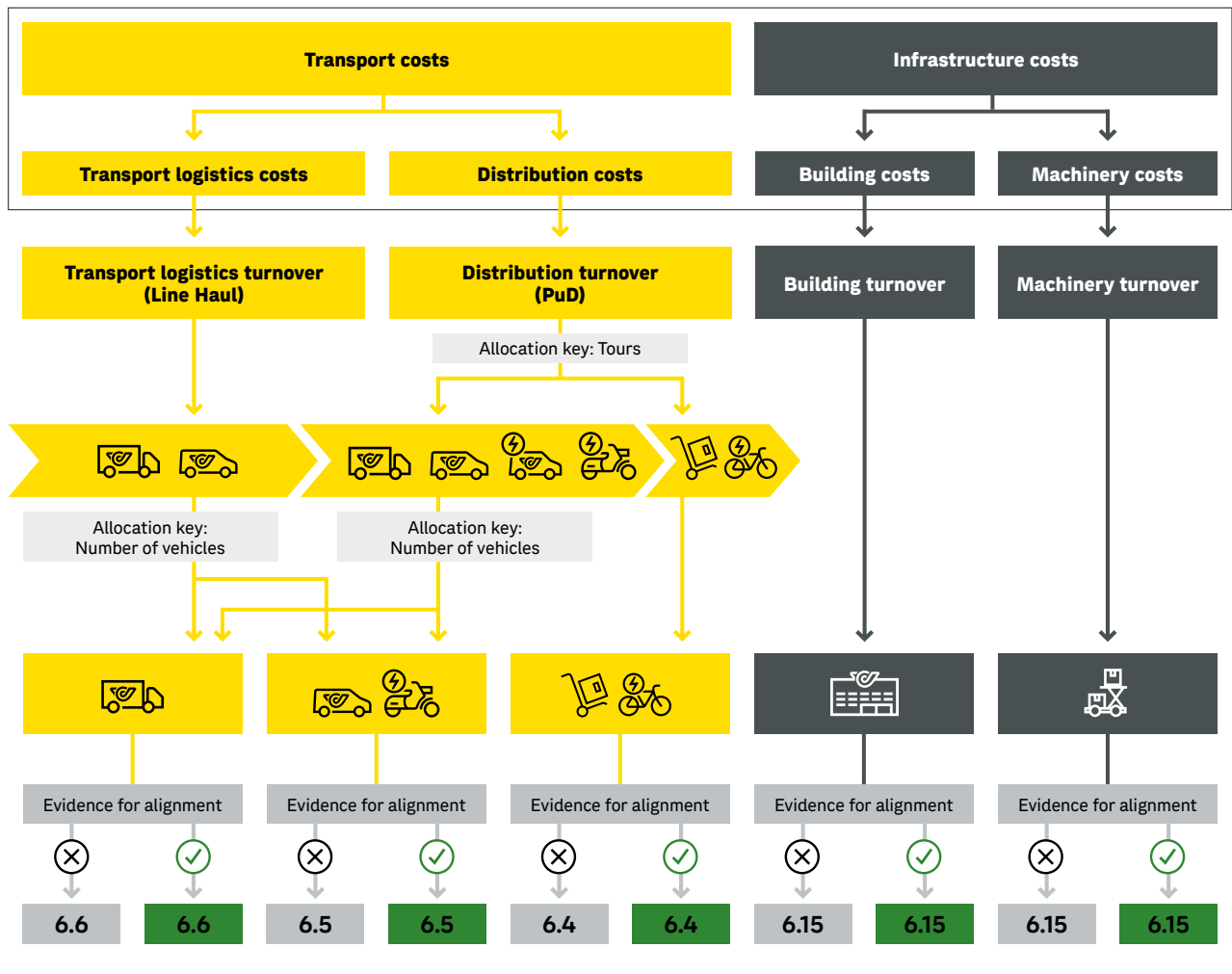
The transport cost item is broken down further into the components of transport logistics and distribution. Transport logistics involves national and international long-distance transport (line haul) as well as transport between branches, logistics centres and delivery bases. Distribution involves the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

Sorting and delivery is part of the infrastructure cost item. This includes the collection, sorting and transshipment of items. This item is divided into buildings and systems/machinery. The cost item incorporates costs related to logistics 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 operational personnel.

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).

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

³ A route 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.



Further distinctions are required in the transport logistics and distribution cost items in order to allocate transport turnover to activities. The number of vehicles is used as the basis for allocating turnover in the transport logistics cost item to Taxonomy-eligible activities 6.6 and 6.5. Turnover is initially distributed between the assigned routes in the distribution cost item. The distribution of routes makes it possible to determine the proportion of turnover generated through physical activity, which is allocated directly to activity 6.4. The remaining turnover 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 t) 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 t; these are allocated to activity 6.6.


The Taxonomy-eligible proportion of turnover is 94.3% for the Austrian Post Group and is thus roughly

at the previous year's level (94.8%). Distribution 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, by bicycle or using electric vehicles by 2030. As the tyres of the vehicles did not comply with strict DNSH criteria, the majority of the electric vehicles did not qualify as Taxonomy-aligned. In 2023, an analysis will be carried out to determine possible alternatives. Switching the Austrian Post vehicle fleet in Austria to electric vehicles offers considerable potential for expanding Taxonomy alignment in the future.

●● [S](#) see Environment & Climate, p. 84ff


Activities related to logistics infrastructure (activity 6.15) generate the second largest proportion of Taxonomy-eligible turnover. The machines at the logistics centres and the facilities for first-mile and last-mile delivery already qualify as Taxonomy-aligned. It was not possible to meet the comprehensive verification requirement for logistics

buildings in the time remaining after the regulatory requirements were published. Intensive work will therefore be done in 2023 to collect the relevant evidence. This provides room for improving the share that conforms to the Taxonomy in the years ahead. Austrian Post is committed to using modern and energy-efficient infrastructure for its logistics 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. 84ff

The transport logistics (trucks) sector represents the third largest share of Taxonomy-eligible economic activities. Österreichische Post AG is already investing in low-emission trucks that meet the thresholds for making a significant contribution to the EU Taxonomy. As with Distribution, it was not possible to identify these vehicles as Taxonomy-aligned as they do not have tyres that meet DNSH criteria. There will also be more in-depth analyses in this area in 2023.

The continued development of low-emission and zero-emission drive technologies for trucks holds further potential for expanding Taxonomy alignment. Austrian Post is, however, dependent on alternatives available on the market – such as hydrogen.

●●  see Environment & Climate, p. 84ff

› Taxonomy-eligible and Taxonomy-aligned CapEx

The definition of CapEx for financial statements in accordance with the Austrian Commercial Code and

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	254.1	100%	EUR m	310.0	100%
Proportion of CapEx not relevant/additional to EU Taxonomy	EUR m	-	-	EUR m	-	-
› CapEx in accordance with EU Taxonomy (denominator)	EUR m	254.1	100%	EUR m	310.0	100%

The numerator of the Taxonomy CapEx indicator is determined by allocating items classified under tangible and intangible assets to the previously identified

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

Österreichische Post AG		
	Unit	
› CapEx in accordance with Austrian Commercial Code individual financial statements	EUR m	97.2
CapEx under IFRS 16 (leases)	EUR m	161.6
CapEx from internally created software	EUR m	0.5
Other reconciliation items	EUR m	-5.2
› CapEx in accordance with IFRS individual financial statements	EUR m	254.1

economic activities defined by the EU Taxonomy. Each addition was only be allocated to a maximum of 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 135.5m
(Österreichische Post AG: EUR 79.6m)
- Investment properties acquired or recognised at the carrying amount: Group: EUR 5.3m
(Österreichische Post AG: EUR 5.3m)
- Capitalised right-of-use assets (IFRS 16):
Group: EUR 132.3m (Österreichische Post AG: EUR 156.3m)

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 2022 financial year. Furthermore, there were no additions from business combinations included in the numerator in the 2022 financial year.

The Taxonomy-eligible share of CapEx increased from 79.4% to 88.1% at Austrian Post (Österreichische Post AG from 90.1% to 94.9%). In addition to investments in logistics infrastructure and the vehicle fleet, this is also due to a change in the method of calculation. Furthermore, investments in administrative buildings were reported for the first time in 2022 (activity 7.7).

Austrian Post is 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 new construction and the expansion of our existing logistics infrastructure such as logistics centres and delivery bases (activity 6.15) and modernising the delivery fleet (activity 6.5). From 2022 onwards, Österreichische Post AG will only procure electric vehicles when making additions to its delivery fleet as part of its contribution towards climate change mitigation. In terms of transport logistics (activity 6.6), our truck procurement process will focus on modern models with minimal emissions, with an emphasis on new drive technologies such as hydrogen. The purchase of tyres that meet the DNSH criteria for low-emission and zero-emission vehicles is being evaluated in order to be able to identify the investments in the vehicle fleet as Taxonomy-aligned across the board in the future. 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.

-  see Environment & Climate, p. 84ff, 88f (Green & Efficient Mobility) and p. 90f (Green & Efficient Buildings)

➤ Taxonomy-eligible and Taxonomy-aligned 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 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 KPIs on an IFRS basis for its individual financial statements, as explained under "Taxonomy-eligible and Taxonomy-aligned Turnover". The table below 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	1,842.2
Reconciliation items for raw materials, consumables and services used	EUR m	-5.7
Reconciliation items for staff costs	EUR m	22.7
Reconciliation items for depreciation	EUR m	61.4
Reconciliation items for other operating expenses	EUR m	-68.1
➤ OpEx in accordance with IFRS individual financial statements	EUR m	1,852.5

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	1,852.5	100%	EUR m	2,442.3	100%
Raw materials, consumables and services used	EUR m	-502.1	-27.1%	EUR m	-750.1	-30.7%
Proportion of OpEx not relevant to EU Taxonomy – staff costs	EUR m	-945.7	-51.0%	EUR m	-1,144.2	-46.9%
Proportion of OpEx not relevant to EU Taxonomy – depreciation	EUR m	-146.2	-7.9%	EUR m	-184.3	-7.5%
Proportion of OpEx not relevant to EU Taxonomy – expenses for financial services	EUR m	-	-	EUR m	-11.3	-0.5%
Proportion of OpEx not relevant to EU Taxonomy – other operating expenses	EUR m	-166.6	-9.0%	EUR m	-245.8	-10.1%
> OpEx in accordance with EU Taxonomy (denominator)	EUR m	91.9	5.0%	EUR m	106.5	4.4%

Thus, according to the above definitions, it is only 5% of the OpEx according to the IFRS individual financial statements and 4% of the OpEx according to the consolidated financial statements that are used for the denominator of the OpEx ratio according to 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 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 OpEx 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. Expenses from each individual item included in the numerator was allocated to the relevant Taxonomy-eligible and Taxonomy-aligned activity. The detailed information used for the purpose of allocating expenses 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 2022 financial year.

The Taxonomy-eligible share of OpEx decreased slightly year-on-year from 58.3% to 55.7% (Österreichische Post AG from 61.1% to 56.6%). 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 7.3–7.7). 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 only be allocated to an activity to a very minor extent.

The following table shows a quantitative breakdown of ●● Turnover between Taxonomy-eligible and Taxonomy-aligned economic activities.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group		Substantial contribution criteria					
		Absolute turnover (in EUR m)	Proportion of turnover (in %)	Absolute turnover (in EUR m)	Proportion of turnover (in %)	Climate change mitigation (in %)	Climate change adaptation (in %)	Water and marine resources (in %)	Circular economy (in %)	Pollution (in %)	Bio-diversity and ecosystems (in %)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. Taxonomy-eligible activities											
A.1. Environmentally sustainable activities (Taxonomy-aligned)											
Operation of personal mobility devices, cycle logistics	6.4	119.1	6.2%	134.8	5.4%	100%	-	-	-	-	-
Transport by motorbikes, cars and light commercial vehicles	6.5	39.2	2.0%	40.7	1.6%	100%	-	-	-	-	-
Freight transport services by road	6.6	0.0	0.0%	0.6	0.0%	100%	-	-	-	-	-
Infrastructure enabling low-carbon road transport and public transport	6.15	524.2	27.3%	639.5	25.7%	100%	-	-	-	-	-
Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)		682.5	35.5%	815.6	32.8%						
A.2 Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)											
Transport by motorbikes, cars and light commercial vehicles	6.5	823.1	42.8%	1,040.6	41.8%						
Freight transport services by road	6.6	214.4	11.2%	331.7	13.3%						
Infrastructure enabling low-carbon road transport and public transport	6.15	141.1	7.3%	158.7	6.4%						
Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		1,178.6	61.3%	1,531.0	61.5%						
> Total (A.1 + A.2)		1,861.1	96.8%	2,346.6	94.3%						
B. Taxonomy-non-eligible activities											
> Turnover of Taxonomy-non-eligible activities (B)		60.6	3.2%	141.6	5.7%						
> Total (A + B)		1,921.7	100%	2,488.2	100%						

DNSH criteria ("do no significant harm")							Österreichische Post AG	Austrian Post Group		Category (enabling activity) (E)	Category (transitional activity) (T)	
Climate change mitigation (Y/N)	Climate change adaptation (Y/N)	Water and marine resources (Y/N)	Circular economy (Y/N)	Pollution (Y/N)	Bio-diversity and ecosystems (Y/N)	Minimum safeguards (Y/N)	Taxonomy-aligned proportion of turnover, 2022 (in %)	Taxonomy-aligned proportion of turnover, 2021 (in %)	Taxonomy-aligned proportion of turnover, 2022 (in %)	Taxonomy-aligned proportion of turnover, 2021 (in %)	(20)	(21)
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(18)	(19)	(20)	(21)
Y	Y	Y	Y	Y	Y	Y	6.2%	-	5.4%	-		
Y	Y	Y	Y	Y	Y	Y	2.0%	-	1.6%	-		
Y	Y	Y	Y	Y	Y	Y	0.0%	-	0.0%	-		
Y	Y	Y	Y	Y	Y	Y	27.3%	-	25.7%	-	E	
							35.5%	-	32.8%	-		
							61.3%	-	61.5%	-		
							96.8%	-	94.3%	-		

The following table shows a quantitative breakdown of ●● CapEx between Taxonomy-eligible and Taxonomy-aligned economic activities.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group		Substantial contribution criteria					
		Absolute CapEx (in EUR m)	Proportion of CapEx (in %)	Absolute CapEx (in EUR m)	Proportion of CapEx (in %)	Climate change mitigation (in %)	Climate change adaptation (in %)	Water and marine resources (in %)	Circular economy (in %)	Pollution (in %)	Bio-diversity and ecosystems (in %)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. Taxonomy-eligible activities											
A.1. Environmentally sustainable activities (Taxonomy-aligned)											
Electricity generation using solar photovoltaic technology	4.1	4.1	1.6%	5.5	1.8%	100%	-	-	-	-	-
Operation of personal mobility devices, cycle logistics	6.4	0.4	0.2%	0.4	0.1%	100%	-	-	-	-	-
Transport by motorbikes, cars and light commercial vehicles	6.5	1.4	0.6%	1.8	0.6%	100%	-	-	-	-	-
Freight transport services by road	6.6	0.0	0.0%	0.4	0.1%	100%	-	-	-	-	-
Infrastructure enabling low-carbon road transport and public transport	6.15	45.0	17.7%	49.7	16.0%	100%	-	-	-	-	-
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	7.4	2.1	0.8%	2.8	0.9%	100%	-	-	-	-	-
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	7.5	0.0	0.0%	0.0	0.0%	100%	-	-	-	-	-
CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		53.0	20.8%	60.6	19.5%						
A.2 Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)											
Transport by motorbikes, cars and light commercial vehicles	6.5	14.9	5.9%	21.1	6.8%						
Freight transport services by road	6.6	3.4	1.3%	7.6	2.5%						
Infrastructure enabling low-carbon road transport and public transport	6.15	163.9	64.5%	177.4	57.2%						
Construction of new buildings	7.1	5.7	2.2%	5.7	1.8%						
Installation, maintenance and repair of energy efficiency equipment	7.3	0.0	0.0%	0.0	0.0%						
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	7.5	0.0	0.0%	0.0	0.0%						
Acquisition of ownership of buildings	7.7	0.3	0.1%	0.7	0.2%						
CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		188.2	74.0%	212.6	68.6%						
> Total (A.1 + A.2)		241.1	94.9%	273.1	88.1%						
B. Taxonomy-non-eligible activities											
> CapEx from Taxonomy-eligible activities (B)		13.0	5.1%	36.9	11.9%						
> Total (A + B)		254.1	100%	310.0	100%						

DNSH criteria ("do no significant harm")							Österreichische Post AG		Austrian Post Group		Category (enabling activity) (E)	Category (transitional activity) (T)
Climate change mitigation (Y/N)	Climate change adaptation (Y/N)	Water and marine resources (Y/N)	Circular economy (Y/N)	Pollution (Y/N)	Bio-diversity and ecosystems (Y/N)	Minimum safeguards (Y/N)	Taxonomy-aligned proportion of CapEx, 2022 (in %)	Taxonomy-aligned proportion of CapEx, 2021 (in %)	Taxonomy-aligned proportion of CapEx, 2022 (in %)	Taxonomy-aligned proportion of CapEx, 2021 (in %)		
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(18)	(19)	(20)	(21)
Y	Y	Y	Y	Y	Y	Y	1.6%	-	1.8%	-		
Y	Y	Y	Y	Y	Y	Y	0.2%	-	0.1%	-		
Y	Y	Y	Y	Y	Y	Y	0.6%	-	0.6%	-		
Y	Y	Y	Y	Y	Y	Y	0.0%	-	0.1%	-		
Y	Y	Y	Y	Y	Y	Y	17.7%	-	16.0%	-	E	
Y	Y	Y	Y	Y	Y	Y	0.8%	-	0.9%	-	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	-	0.0%	-	E	
							20.8%	-	19.5%	-		
							74.0%	-	68.6%	-		
							94.9%	-	88.1%	-		

The following table shows a quantitative breakdown of ●● OpEx between Taxonomy-eligible and Taxonomy-aligned economic activities.

Economic activities	Code(s)	Österreichische Post AG		Austrian Post Group		Substantial contribution criteria					
		Absolute OpEx (in EUR m)	Proportion of OpEx (in %)	Absolute OpEx (in EUR m)	Proportion of OpEx (in %)	Climate change mitigation (in %)	Climate change adaptation (in %)	Water and marine resources (in %)	Circular economy (in %)	Pollution (in %)	Bio-diversity and ecosystems (in %)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. Taxonomy-eligible activities											
A.1. Environmentally sustainable activities (Taxonomy-aligned)											
Electricity generation using solar photovoltaic technology	4.1	0.1	0.1%	0.1	0.1%	100%	-	-	-	-	-
Operation of personal mobility devices, cycle logistics	6.4	0.0	0.0%	0.0	0.0%	100%	-	-	-	-	-
Transport by motorbikes, cars and light commercial vehicles	6.5	0.4	0.4%	0.4	0.4%	100%	-	-	-	-	-
Infrastructure enabling low-carbon road transport and public transport	6.15	6.1	6.6%	7.3	6.9%	100%	-	-	-	-	-
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%	100%	-	-	-	-	-
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	7.5	0.0	0.0%	0.0	0.0%	100%	-	-	-	-	-
OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)		6.7	7.2%	7.9	7.4%						
A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)											
Installation and operation of electric heat pumps	4.16	0.0	0.0%	0.0	0.0%						
Transport by motorbikes, cars and light commercial vehicles	6.5	22.7	24.7%	25.5	24.0%						
Freight transport services by road	6.6	2.0	2.1%	2.3	2.1%						
Infrastructure enabling low-carbon road transport and public transport	6.15	18.2	19.8%	21.1	19.8%						
Installation, maintenance and repair of energy efficiency equipment	7.3	2.1	2.3%	2.2	2.1%						
Acquisition of ownership of buildings	7.7	0.4	0.5%	0.5	0.4%						
OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)		45.3	49.3%	51.5	48.3%						
> Total (A.1 + A.2)		52.0	56.6%	59.4	55.7%						
B. Taxonomy-non-eligible activities											
> OpEx from Taxonomy-non-eligible activities (B)		39.9	43.4%	47.1	44.3%						
> Total (A + B)		91.9	100%	106.5	100%						

Reporting Principles

GRI 3-1

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 2-3, 2-5

Austrian Post's Sustainability Report is published annually. This Report covers the 2022 financial year, and thus is a seamless continuation of the 2021 Sustainability Report, which was published in the spring of 2022. This report was prepared in accordance with the GRI Standards and uses the 2021 GRI Universal Standards.

This sustainability report meets Austrian Post's non-financial reporting obligations under Sections 243a and 267b of the Austrian Commercial Code (Sustainability and Diversity Improvement Act (NaDiVeG)). The disclosures required under Article 8 of the EU Taxonomy are provided in a separate section. The published disclosures were reviewed by an independent third party. The corresponding confirmation by BDO Assurance GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft (formerly BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft) can be found in the Independent Assurance Report at the end of this Sustainability Report. The external audit of the sustainability report was commissioned on behalf of the Supervisory Board. The external auditor was selected on the basis of a public invitation to tender.

There was no change in the methods used to calculate indicators compared to the prior sustainability report. Individual deviations are indicated where they occur in the report.

GRI 2-2, 2-4, 3-2 SDG 13

Reporting encompasses the parent company Österreichische Post AG as well as its consolidated Group companies. Aras Digital and Express One SI joined the Group in the 2022 financial year and were included in the report. The Austrian companies EMD Elektronische- u. Mikrofilm-Dokumentationssysteme, Scanpoint, send-hybrid and D2D were grouped together to form Post

Business Solutions. A list of all the Group companies included in this report is provided on the right. Reports prepared in accordance with the Sustainability and Diversity Improvement Act (NaDiVeG) include separate key indicators for the parent company (Österreichische Post AG) and the Group.

In 2021, the Group-wide data collection system was switched to the Group's reporting data portal, which is also used for financial reporting purposes. In-depth data evaluation methods were provided to ensure that the data could be integrated into the reporting process to the fullest extent possible. Validation and plausibility checks were developed on the basis of these methods and applied. 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 operating procedures and process descriptions. Likewise, control mechanisms were established for all process steps evaluated and identified as subject to risk. In 2022, the processes which were established for the first time in the previous year were improved and expanded to include internal quarterly reporting.

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). Carbon indicators are calculated on the basis of ISO 14064, which specifies requirements for the quantification and reporting of

Group companies

ACL advanced commerce labs GmbH
adverserve digital advertising services GmbH
Aras Digital a.s.
Aras Kargo a.s.
Austrian Post International Deutschland GmbH
bank99 AG
City Express d.o.o.
Express One d.o.o.
Express One Hungary Kft.
Express One Montenegro d.o.o.
Express One SI d.o.o.
Express One Slovakia s.r.o.
feibra GmbH
Medien.Zustell GmbH
M&BM Express OOD
Overseas Trade Co. Ltd. d.o.o.
Post Business Solutions GmbH
Post E-Commerce GmbH
Post Immobilien GmbH
Post IT Services GmbH
Post Systemlogistik GmbH
Post Wertlogistik GmbH
Scanpoint Slovakia s.r.o.
Slovak Parcel Service s.r.o.
Weber Escal d.o.o.

greenhouse gas emissions, in addition to the requirements of the Greenhouse Gas Protocol.

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

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 carbon emissions of Österreichische Post AG 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 Group companies are based on data directly obtained from the respective Group companies.

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 Austria mix from the Environment Agency Austria database is used to calculate the carbon emissions for the remainder of the electricity from unknown sources. All emission factors are expressed as CO₂ equivalents. Other greenhouse gases are thus taken into account in addition to carbon dioxide. It is important to mention here that the terms "CO₂" and "carbon emissions" are to be equated with CO₂ equivalents throughout the report. Exceptions are the emissions from district heating in Vienna, Graz and Hall. For Vienna, the emission factor from the 2005 Environment Agency Austria report on Vienna's district heating is used. Information provided by the operators is used in determining the emission factors for district heating in Graz and Hall. CO₂ equivalents are not used in these three exceptional cases.

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

GRI Content Index

The following GRI index lists the general disclosures reported by Austrian Post and the indicators of the thematic standards. The selection of topic-specific indicators is linked to the material topics from the 2030 sustainability master plan. If a GRI indicator contributes to an SDG, this is specified.

Statement of use	Austrian Post has reported in accordance with the GRI standards for the period from 1 January 2022 to 31 December 2022.
GRI 1	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	No applicable sector standards available

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
 GENERAL DISCLOSURES				
●● 1. THE ORGANIZATION AND ITS REPORTING PRACTICES				
	2-1 Organizational details	p. 08, 09		
	2-2 Entities included in the organization's sustainability reporting	p. 08, 155		
	2-3 Reporting period, frequency and contact point	p. 154, 170	The reporting period covers the financial year 2022 (1 January to 31 December 2022) and is therefore in line with the financial reporting. Planned publication date: 15 March 2023	
GRI 2: General Disclosures 2021	2-4 Restatements of information	p. 126–131, 133, 134, 136, 137, 141, 154		
	2-5 External assurance	p. 167, 154		
●● 2. ACTIVITIES AND WORKERS				
	2-6 Activities, value chain and other business relationships	p. 08, 09, 65, 73	Information on the supply chain and business relationships can also be found in the Annual Report on page 08ff	
GRI 2: General Disclosures 2021	2-7 Employees	p. 73, 132f		SDG 8: Decent Work and Economic Growth
	2-8 Workers who are not employees	p. 132f		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
● ● 3. GOVERNANCE				
	2-9 Governance structure and composition	p. 12, 20f, 66, 67		
	2-10 Nomination and selection of the highest governance body	Corporate Governance Report in the Annual Report 2022: p. 35ff		SDG 5: Gender Equality
	2-11 Chair of the highest governance body	Corporate Governance Report in the Annual Report 2022: p. 35f		
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 20, 66ff Corporate Governance Report in the Annual Report 2022: p. 38f		
	2-13 Delegation of responsibility for managing impacts	p. 20f		
	2-14 Role of the highest governance body in sustainability reporting		The Sustainability Report is approved by the Management Board. The Supervisory Board is supported in its auditing duty by the external audit performed by the auditor and reviews the Sustainability Report within the scope of the Audit Committee	
	2-15 Conflicts of interest	Corporate Governance Report in the Annual Report 2022: p. 37		
	2-16 Communication of critical concerns	p. 20, 66ff		
	2-17 Collective knowledge of the highest governance body	Corporate Governance Report in the Annual Report 2022: p. 36f		
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Report in the Annual Report 2022: p. 39		
	2-19 Remuneration policies	Corporate Governance Report in the Annual Report 2022: p. 40	The remuneration policy can be found on the website post.at/en/ir/c/corporate-governance	
	2-20 Process to determine remuneration	Corporate Governance Report in the Annual Report 2022: p. 40		
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	Corporate Governance Report in the Annual Report 2022: p. 40	Information on remuneration is disclosed annually in the Corporate Governance Report as well as in the Remuneration Report, which is publicly available post.at/en/ir/c/corporate-governance	
● ● 4. STRATEGY, POLICIES AND PRACTICES				
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	p. 04ff		
	2-23 Policy commitments	p. 08, 20, 23, 65, 67f, 70ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
GRI 2: General Disclosures 2021	2-24 Embedding policy commitments	p. 66ff		
	2-25 Processes to remediate negative impacts	p. 70f		
	2-26 Mechanisms for seeking advice and raising concerns	p. 65f, 71f		
	2-27 Compliance with laws and regulations		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).	
	2-28 Membership associations		With regard to labour law provisions (e.g. Austrian Act on the Employment of Foreign Nationals (AuslBG) and Austrian General Social Security Act (ASVG)), three administrative penal proceedings were pending in 2022 (in some cases proceedings on the same facts under different provisions). In one case, a minor administrative fine was issued due to the attributable misconduct of an employee; the other cases are still pending	
			post.at/en/ir/c/csr-sustainability	
● ● 5. STAKEHOLDER ENGAGEMENT				
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	p. 31f, 60f, 106ff		
	2-30 Collective bargaining agreements	p. 132f		SDG 8: Decent Work and Economic Growth
➤ MATERIAL TOPICS				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 08, 24ff, 154		
	3-2 List of material topics	p. 24ff		
● ● ECONOMIC PERFORMANCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 54ff, 72f		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
	201-1 Direct economic value generated and distributed	p. 73f, 75, 125	Not applicable: further information on this disclosure is not applicable	SDG 5: Gender Equality SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	39ff	Limitations due to confidentiality: costs and financial risks or opportunities are not disclosed for reasons of confidentiality	SDG 13: Climate Action
● ● INDIRECT ECONOMIC IMPACTS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 73f, 75, 125		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p. 44f, 73, 75	These investments are commercial in nature	SDG 5: Gender Equality SDG 7: Affordable and Clean Energy
● ● PROCUREMENT PRACTICES				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 54ff, 65ff		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 65	The term "local suppliers" refers to suppliers from Austria. Definition of significant operations: sites in Austria	SDG 12: Responsible Consumption and Production
● ● ANTI-CORRUPTION				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 54ff, 66ff		
	205-1 Operations assessed for risks related to corruption	p. 67f		SDG 16: Peace, justice and strong institutions
	205-2 Communication and training about anti-corruption policies and procedures	p. 69f		SDG 16: Peace, justice and strong institutions
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	p. 71		SDG 16: Peace, justice and strong institutions
● ● ANTI-COMPETITIVE BEHAVIOR				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 54ff, 65ff		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, 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 →	

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		<p>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)</p> <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>	
● ● TAX				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 74		
	207-1 Approach to tax	p. 74		
	207-2 Tax governance, control, and risk management	p. 74		
	207-3 Stakeholder engagement and management of concerns related to tax			
			Limitations due to confidentiality: Austrian Post submits country-by-country (CbC) reporting to the Austrian tax office in accordance with the OECD guidelines (BEPS Action 13) for the entire Group. The information is subsequently transmitted to all relevant tax authorities on the basis of the OECD Guidance, EU Directive 2016/881 and the Austrian Transfer Pricing Documentation Act (VPDG). For reasons of confidentiality, we will refrain from further publication in the Sustainability Report until further notice	
GRI 207: Tax 2019	207-4 Country-by-country reporting			
● ● MATERIALS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 84ff, 92f		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 131		SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production
● ● ENERGY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 84ff, 88ff, 90ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
	302-1 Energy consumption within the organization	p. 126ff, p. 154f		SDG 7: Affordable and Clean Energy SDG 12: Responsible Consumption and Production SDG 13: Climate Action
GRI 302: Energy 2016	302-4 Reduction of energy consumption	p. 90f, 127		SDG 7: Affordable and Clean Energy SDG 8: Decent Work and Economic Growth SDG 12: Responsible Consumption and Production SDG 13: Climate Action
●● EMISSIONS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 84ff, 88ff, 90ff		
	305-1 Direct (Scope 1) GHG emissions	p. 128f, 154f		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action
	305-2 Energy indirect (Scope 2) GHG emissions	p. 128f, 154f		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action
	305-3 Other indirect (Scope 3) GHG emissions	p. 128f, 154f		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action
GRI 305: Emissions 2016	305-4 GHG emissions intensity	p. 130		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production SDG 13: Climate Action
●● WASTE				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 84ff, 92f	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 Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
	306-1 Waste generation and significant waste-related impacts	p. 93, 132		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production
	306-2 Management of significant waste-related impacts	p. 93		SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production
	306-3 Waste generated	p. 132	Information not available: 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 given due to these business relationships	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production
	306-4 Waste diverted from disposal	p. 132	Information not available: 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 given due to these business relationships	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production
GRI 306: Waste 2020	306-5 Waste directed to disposal	p. 132	Information not available: 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 given due to these business relationships	SDG 3: Good Health and Wellbeing SDG 12: Responsible Consumption and Production
● ● SUPPLIER ENVIRONMENTAL ASSESSMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 50ff, 72		
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	p. 66		
● ● EMPLOYMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 102ff, 106ff		
	401-1 New employee hires and employee turnover	p. 134	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 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	p. 109		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
● ● LABOR/MANAGEMENT RELATIONS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 102ff, 106ff	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 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes			SDG 8: Decent Work and Economic Growth
● ● OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 102ff, 115ff		
	403-1 Occupational health and safety management system	p. 117f		SDG 8: Decent Work and Economic Growth
	403-2 Hazard identification, risk assessment, and incident investigation	p. 117ff		SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth
	403-3 Occupational health services	p. 117f		SDG 3: Good Health and Wellbeing
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 117ff		SDG 8: Decent Work and Economic Growth
	403-5 Worker training on occupational health and safety	p. 117f		SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth
	403-6 Promotion of worker health	p. 115		SDG 3: Good Health and Wellbeing
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 118f		SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	p. 136f	Productive hours are not disclosed for reasons of confidentiality. Information not available: Accident frequency for temporary staff: 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	SDG 3: Good Health and Wellbeing SDG 8: Decent Work and Economic Growth

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
● ● TRAINING AND EDUCATION				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 102ff, 106ff		
	404-1 Average hours of training per year per employee	p. 137	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)	SDG 5: Gender Equality
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	p. 110ff		SDG 8: Decent Work and Economic Growth
● ● DIVERSITY AND EQUAL OPPORTUNITY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 102ff, 112ff		
GRI 405: Diversity and Equal Oppor- tunity 2016	405-1 Diversity of governance bodies and employees	p. 135f		SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth
● ● SUPPLIER SOCIAL ASSESSMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 28f, 50ff, 72		
GRI 414: Supplier social assess- ment 2016	414-2 Negative social impacts in the supply chain and actions taken	p. 66		SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth
● ● CUSTOMER PRIVACY				
GRI 3: Wesentliche Themen 2021	3-3 Management of material topics	p. 28f, 102ff, 119ff		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		In 2022, an official investigation was initi- ated and discontinued after Austrian Post issued a statement. Around 10 individual complaints procedures were also recorded. An appeal is pending before the Admin- istrative Court in the case related to an abandoned post bag. The Administrative Court ruled in the administrative review proceedings with regard to the statistical calculation of party preference that their processing was inadmissible. An appeal is pending before the Administrative Court, however, regarding the administrative penal proceedings with regard to the sta- tistical 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. These two administrative penal proceed- ings are currently suspended due to the fact that a question which, in the view of the competent courts, is essential for the assessment, has been referred to the European Court of Justice for a prelimi- nary ruling	SDG 16: Peace, justice and strong institutions

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
OTHER MATERIAL TOPICS WITHOUT AN EQUIVALENT GRI STANDARD				
●● SUSTAINABLE APPEARANCE & SERVICES FOR PRIVATE CUSTOMERS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 58ff		
●● SUSTAINABLE MAIL & PARCEL PRODUCTS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 61		
●● SOCIAL DIALOGUE & PARTNERSHIPS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 121f		

Vienna, 28 February 2023

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.

Copernicus

Copernicus is the European Union's Earth observation programme. It offers information services that draw from satellite Earth Observation and in-situ (non-space) data.

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

ISIMIP

ISIMIP is the "Inter-Sectoral Impact Model Intercomparison Project". The project was initiated by the Potsdam Institute for Climate Impact Research (PIK) and the International Institute for Applied Systems Analysis (IIASA).

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

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)

 2-5

To the members of the Management Board and Supervisory Board of Österreichische Post Aktiengesellschaft, Vienna

We have performed a limited assurance engagement on the consolidated non-financial report ("Sustainability Report") in accordance with Sections 243b and 267a UGB for the 2022 financial year of Österreichische Post Aktiengesellschaft ("the Company"). In the course of the auditing operations of BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft being demerged, the audit mandate was transferred to BDO Assurance GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft with all rights by way of universal succession with effect from 26 January 2023.

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 2022 financial year is not in accordance with the requirements of the Austrian Sustainability and Diversity Improvement Act (Sections 243b and 267a UGB), the standards on sustainability reporting of the Global Reporting Initiative (hereafter "GRI Standards 2021") and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) in all material respects.

Management's Responsibility

The proper preparation of the Sustainability Report in accordance with the requirements of the Sustainability and Diversity Improvement Act (NaDiVeG) (Sections 243b and 267a UGB), the GRI Standards 2021 and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852) is the responsibility of the Company's management.

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 ((EU) 2020/852) in conjunction with Article 10 (4) of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852).

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 2022 is not in accordance with the legal requirements of the Austrian Sustainability and Diversity Improvement Act (Sections 243b and 267a UGB) the GRI Standards 2021 and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with Article 10 para. 4 of the Delegated Regulation ((EU) 2021/2178) in conjunction with Article 9 lit. a and b of the EU Taxonomy Regulation ((EU) 2020/852).

Our engagement was conducted in conformity with the Austrian Professional Guidelines for Other Audits (KFS/PG 13) and 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. The staff survey was conducted through an on-site visit to the headquarters in Istanbul;
- Analytical evaluation of the data and trends related to the non-financial performance indicators for the 2021 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 2021 GRI Standards have been adequately addressed;

- Assessment of whether the requirements laid out in Article 8 of the EU Taxonomy Regulation 2020/852 Article 10 (4) of the Delegated Regulation (2021/2178) in conjunction with Article 9 lit. a and b of the EU Taxonomy Regulation 2020/852 have been adequately addressed;
- Evaluation of the overall presentation of the disclosures by critical reading of the Sustainability Report.

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 fraudulent 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).

Restricted Use

As our report is prepared exclusively on behalf of and in the interest of the client, it does not form the basis for any reliance by other third parties on its contents. As a result, no other third party claims can be derived from this report. We hereby grant our consent for our report to be published along with the Sustainability Report.

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 (Annex II) issued by the Chamber of Tax Advisors and Auditors on a subsidiary basis to cover situations in which the primary provisions (see point 2. of the framework agreement) 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, 28 February 2023



BDO Assurance GmbH

Wirtschaftsprüfungs- und Steuerberatungsgesellschaft (universal successor of BDO Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft)

Gerhard Posautz m. p.

Certified Public Accountant

Peter Bartos m. p.

Certified Public Accountant

➤ Contact & Legal Notice

GRI 2-3

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. 80 © Österreichische Post AG/WARDA/Catism,
p. 83 (Carbon certificate) © Österreichische Post AG,
Credits: Christian Husar

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.

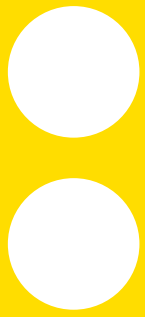
We have prepared this report and checked the figures with the greatest possible care. Nevertheless, rounding, typographical and printing errors cannot be excluded. The aggregation of rounded amounts and percentages may result in rounding differences due to the use of automated computational aids.

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.

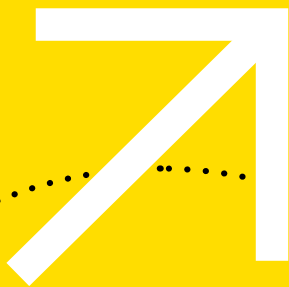
Information on data protection can be found at post.at/data-protection.

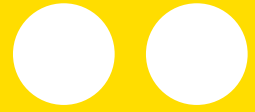
This Sustainability Report is also available in German. In case of doubt, the German version takes precedence.

Editorial deadline: 14 March 2023



**Knowing
what
matters.**





**Knowing
what
matters.**



post.at/csr