

Future:
got
it.



AUSTRIAN POST

Sustainability Report 2023



Simply reliable.

Future:
got it.

"We constantly strive
for improvement and
sustainability in the delivery
of letters and parcels."



Georg Pölzl,
CEO of Austrian Post

As the world gets more and more complicated, our mission is clearer than ever: deliver parcels and letters reliably from person to person. It's also clear that we are developing our business model to make Austrian Post fit for the future. With a clear-eyed view of the future, we are as committed as ever to driving sustainability forward. We are perfectly positioned to overcome the challenges facing us.

Future:
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it.



Information on the Non-financial Report

The legally required Non-financial Report has been published as part of the 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.

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Simply reliable.

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Future:
got it.

For a stable future: sustainability, diversity and customer orientation



Future:
got
it.

**Investing in expanding
our capabilities**

The year under review was extraordinarily challenging for companies across Europe. How was 2023 for Austrian Post?

Georg Pölzl_ Slow economic growth, inflation and rising energy and staff costs made things extremely difficult for service providers across Europe – and Austrian Post was no exception. Many of our clients had their own challenges to deal with.

Walter Oblin_ The tough economic environment had a particularly big impact on retailers. Whenever traditional retailers go through difficult times, they cut their marketing budgets and send out fewer flyers. That is something we have really noticed in the Mail Division.

Peter Umundum_ The economic situation was challenging in Austria, but it was just as bad in Southeast and Eastern Europe and even worse in Türkiye. Stagnant economic growth, massive cost increases and inflation – 60% on average in Türkiye – all make it very difficult to plan for the future and are causing a lot of uncertainty in the market environment. In light of this situation, we are extremely satisfied with what we have achieved – it really is a testament to the hard work and commitment of our employees.

Is that reflected in Austrian Post's figures as well?

Walter Oblin_ International business had a big part to play in the revenue growth we achieved in 2023. I feel like a special mention has to go out to our parcel business in Türkiye, where our revenue went up by 41%. We are proud of how good our operational performance was across the company in spite of the challenging conditions. Even though our costs rose significantly, we outperformed the previous year by increasing revenue by 9%.

There have been a lot of challenging developments at a macro level in recent months. Have you noticed any positive trends emerging?

Peter Umundum_ We were able to continue our steady growth trend in every region in 2023. E-commerce is expanding and parcel volumes are growing in many regions, even though times are tough. That helped keep us on track for growth. As a result of the pandemic, new groups within the population have made online shopping part of their day-to-day lives. Online shopping may not be booming like it was, but there is a clear and consistent upward trend across all customer groups and retail sectors. A lot of retailers are coming to the realisation that selling online will be an integral part of their business going forward. This trend is benefiting Austrian Post in all of

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

Peter Umundum has been the Management Board member responsible for Parcel & Logistics at Austrian Post since 1 April 2011. He is responsible for Austrian Post's parcel business in Austria and Group companies in Southeast and Eastern Europe, as well as Türkiye and Azerbaijan. He has overall responsibility for around 22,000 employees across the Group, with more than 13,000 employees in the company's letter and parcel logistics business in Austria.



"We were able to continue our steady growth trend in every region in 2023."

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

**Future:
got it.**

“Our main goals in terms of operations and sustainability for 2024 are to achieve **predictability and stable earnings.**”

Walter Oblin, Deputy CEO, Mail & Finance



Walter Oblin, Deputy CEO, Mail & Finance

Walter Oblin has been the Chief Financial Officer of Austrian Post 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. Walter Oblin will take over from Georg Pölzl as the CEO of Austrian Post in October 2024.

41%

increase in revenue
in Türkiye

the countries in which it does business. In the reporting year, parcel volumes went up by 10% in Austria, 29% in Southeast and Eastern Europe, and 4% in Türkiye and Azerbaijan.

Our amazing team deserves just as much of the credit for this performance as all of the investments we have made in our logistics systems in recent years. We have put around EUR 500m into expanding our parcel logistics infrastructure in Austria since 2018. The fact that we are the market leader in Austria shows that our strategy is paying off. We are also in a strong position in Türkiye and some countries in Southeast and Eastern Europe. We will therefore be keeping a close eye on these growth markets, and will continue to expand our position in these regions in the coming years by investing in our capabilities.

Employees, customers and business partners are just as interested in the how as the what when it comes to Austrian Post's objectives as a company.

Georg Pölzl_ Sustainability, diversity and a focus on the needs of our customers are at the heart of everything we do. We have over 27,000 employees, so the social aspect is extremely important for us as a company. We will remain committed to transforming our corporate culture so that we can perform to the best of our ability and ensure that our workforce is as satisfied as possible. We have already taken some great strides forward in this area.

Peter Umundum_ Our commitment to the environment is just as important, of course. We are revamping our logistics processes across the Group, particularly in Austria. We are extremely proud that the market considers us to be a company that is leading the way in terms of sustainability. Austrian Post has never looked so green – just under 40% of the vehicles we use to make deliveries in Austria are electric and CO₂-free.

**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. He will leave the company at the end of September as its longest-serving CEO.



"Without our employees, we would be nothing and incapable of achieving anything of note. My deepest gratitude goes out to them."

Georg Pölzl, CEO, Chairman of the Management Board

Walter Oblin_ Economic sustainability is the third pillar for us when it comes to sustainable development. We are committed to pursuing a business model which provides long-term stability and generates value and dividends for our owners. We will propose a dividend of EUR 1.78 to the Annual General Meeting, showing that Austrian Post continues to be a stable and dependable dividend stock.

What are your predictions for the next few months?

Walter Oblin_ Our main goals in terms of operations and sustainability for 2024 are to achieve predictability and stable earnings. To maintain our current course, we need our revenue growth to be in the lower to mid-single digit range. This will allow us to counteract inflation and keep earnings at a stable level. Stability will also have a key role to play as we continue to implement our ambitious sustainability strategy.

Mr. Pölzl, this year is set to be a significant one for you personally, as you are leaving the company in September after spending 15 years as Austrian Post's CEO. How does it feel to be stepping down?

Georg Pölzl_ I definitely have mixed feelings about it. The past decade and a half that I have spent as CEO of Austrian Post has been an incredibly exciting and enriching time for me. I have been so proud to lead this very special company with its dedicated employees. It is definitely going to be painful to say goodbye. However, I am happy that all the work we have done over the last few years has set the company up for the future – economically, ecologically, and with a focus on our corporate culture. Just look at our latest employee survey. The results show that, through our commitment to health, occupational safety and our corporate culture, we have created a safe working environment where our team feels comfortable. This is the key to Austrian Post's success – without our employees, we would be nothing and incapable of achieving anything of note. My deepest gratitude goes out to them for their trust and their hard work. Looking ahead, I am confident that Austrian Post will be in safe hands when I pass the baton to Walter Oblin, our experienced CFO, who has played such an instrumental role in our success. In a nutshell, the theme of this report, "Future: got it." resonates with me on a personal level.

High lights

2023

— Economy & Customers



Record: Austrian Post transported 200 million parcels in 2023, 475 million parcels Group-wide

Expansion to Azerbaijan

Aras Kargo has taken an important step towards internationalisation and has opened up new markets in Central Asia and the Middle East.

190
EURm EBIT



New self-service solutions:

Pilot of more compact post stations in sparsely populated communities and repurposing of telephone boxes

— Environment & Climate



POST LOOP: Reusable packaging offered as a standard service for all business customers

2,741
EURm revenue

Kick-off of emission-free delivery in Vienna, Innsbruck & Salzburg



3,975
electric vehicles
in operation¹



Bridging technologies put to the test: Six trucks powered by fossil-free HVO 100 fuel in operation

9.4

MWp of clean solar power is supplied by Austrian Post's PV systems¹

— People & Social

27,254
employees from more than 100 countries

Certification for Lower Austria logistics centre: ISO 45001 – Workplace Health and Safety Certification

Launch of seven diversity network groups: accessibility, ethnicity and origin, women in leadership, age and generations, work and family, LGBTIQ+, religion and ideology.

Ukraine stamps: EUR 47,124 donated to Nachbar in Not and UNICEF Austria



37.1
% of management positions are held by women¹

¹ Österreichische Post AG

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. EFFECTIVE SUSTAINABILITY COMMUNICATOR AWARD

Austrian Post was awarded second place in the Effective Sustainability Communicator Austria Award 2023. 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 AG and the HHL Leipzig Graduate School of Management.

2. AUSTRIAN SUSTAINABILITY REPORTING AWARD

In 2023, the high quality of Austrian Post's sustainability reporting was recognised when the company was awarded second place in the ATX Prime 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.

3. ACCLAIM FOR POST LOOP SUSTAINABLE PACKAGING

Austrian Post's innovative "Post Loop" service, which promotes the use of reusable packaging in e-commerce, has garnered widespread recognition. It received the ICEBERG Innovation Leadership Award 2023 from the Austrian Innovation Forum (AIF). Thanks to its efforts with the Post Loop service, Austrian Post triumphed in the categories of innovation, innovation culture, potential and sustainability, and was delighted to receive the award.

Another significant accolade was the Großer Nachhaltigkeitspreis 2023 sustainability award, an annual

honour bestowed by BVL Bundesvereinigung Logistik in collaboration with the international weekly magazine VERKEHR. Both the expert jury and the public recognised Post Loop's outstanding contribution to sustainability.

4. DELOITTE CEO & CFO AWARDS

In April, Deloitte Austria, in partnership with Börse Express and the CFO Club Austria, honoured Management Board members Georg Pölzl and Walter Oblin in the special ESG 2023 category of the 16th CEO & CFO Awards. The CEO & CFO Awards are given out to the best executives at Austrian listed companies.

5. IV SPECTRUM DIVERSITY AWARD

Austrian Post's commitment to diversity and inclusion and its pioneering role in the industry were honoured with the inaugural IV Diversity Award in November 2023 by the Federation of Austrian Industries (IV). The company was recognised in the category of inclusion of people with disabilities.

6. KURIER – POPULAR EMPLOYER

According to a study conducted by the Institute for Management and Economic Research (IMWF), Austrian Post is once again one of the most popular employers in Austria. Austrian Post is one of only a handful of companies to have achieved the "Popular Employer" seal of approval four years in a row.

7. LEADING EMPLOYER IN AUSTRIA

Austrian Post was also named as one of the "LEADING EMPLOYERS" in July, i.e. one of the top 1% of all employers in Austria. The LEADING EMPLOYERS quality seal is overseen and deliberated by an advisory



Our ESG Ratings



AAA
(range from
AAA to CCC)



Prime Status,
Rating C+
(range from
A+ to D-)



A-
(range from
A to D-)



Low risk (15.4)
(Range from
0 to 50)



53 out of
100 points

board made up of experts from the worlds of science and business. Winners are chosen on the basis of an independent study every year.

8. MARKET INSTITUTE – BEST EMPLOYER IN AUSTRIA

Austrian Post was recognised as a top employer in the “Best Employer in Austria 2023” study conducted by the MARKET Institute. The Institute assesses how attractive different Austrian employers are based on criteria such as working conditions and employee well-being.

9. BRANDS 4YOUNG TALENTS – APPRENTICESHIP AWARDS

The Apprentice Academy is part of the Austrian Post Academy and is a central pillar of our apprentice training. The project won the silver “Brands 4Young Talents 2023” award at the Lehrlingsmarketing Awards for apprenticeships in 2023.

10. POPULAR APPRENTICESHIP COMPANY 2023/24

Austrian Post received two awards in recognition of its outstanding commitment to training apprentices in 2023. Austrian Post was awarded the “Popular Apprenticeship Company 2023/24” quality label, singling it out as one of the most popular companies for Austrian apprentices.

11. BEST IN AUSTRIA

The Kurier daily newspaper presents the “Best in Austria” award to companies that have a clear commitment to innovation and sustainability and an excellent reputation as an employer.

12. CIO MAGAZINE – DIVERSITY AWARD “CIO OF THE YEAR”

The panel of the “CIO of the Year” award honoured the Chief Information Officer (CIO) of Österreichische Post AG with the first-ever Diversity Award.

**Define targets,
spearhead progress?**

**got
it.**

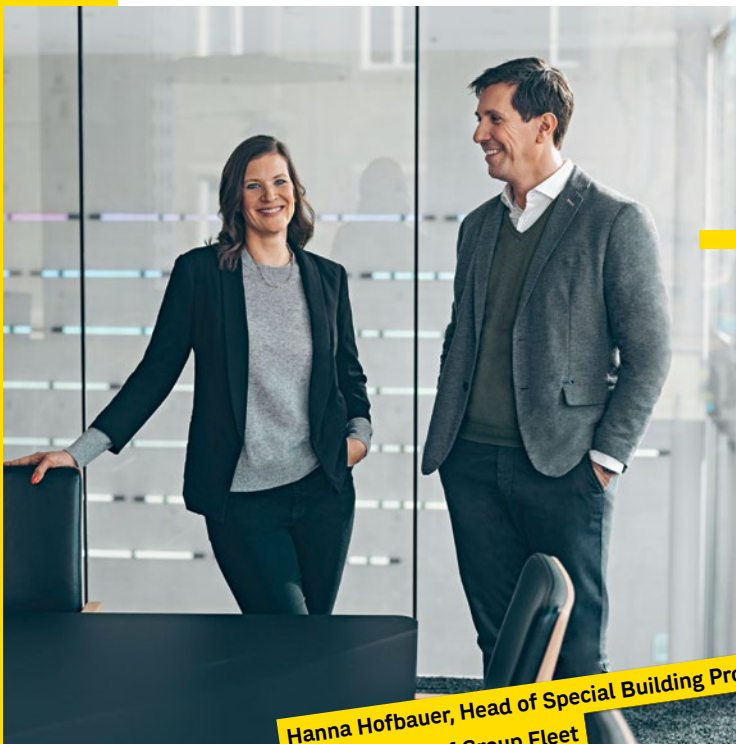
As a company, we take responsibility – towards our customers, partners, employees, stakeholders and society. Clarity about the path we have taken and the goals we have set ourselves is therefore of central importance to Austrian Post in all areas.



Andreas Thöni, Head of Group Strategy, Digital & Innovation
Manuela Bruck, Head of Corporate Communications
& Customer Relationships

For Austrian Post, its future viability lies in the combination of its many years of experience, its knowledge of customer needs and its commitment to continuous development. Manuela Bruck and Andreas Thöni talk about sustainable innovation in an interview.

___ Page 54



Hanna Hofbauer, Head of Special Building Projects
Paul Janacek, Head of Group Fleet

Innovative logistics sites, the expansion of e-mobility, the ecological optimisation of buildings – in an interview, Hanna Hofbauer and Paul Janacek shed light on why Austrian Post is a pioneer in the field of sustainability, with a clear strategy and a wide range of initiatives.

___ Page 80

Every day, Kaniye Sahin and Melanie Gritscher see how Austrian Post brings people together, nurtures and supports them as an employer. In an interview, they explain the role that diversity and different perspectives play in this.

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Kaniye Sahin, Lustenau site manager
Melanie Gritscher, delivery driver in Fritzens

Austrian Post at a Glance

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

Österreichische Post AG 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. 90% of our services can be attributed to the traditional mail and parcel business. Austria accounts for the largest share of revenue at 79%, followed by Türkiye at 13%.



Parcel & Logistics Division in Austria

200_m
parcels and express mail items

97.9%
of all parcels are delivered
within two working days

97.2%
of all parcels are delivered
to the recipient
the next working day

Our Areas of Business

GRI 2-1, 2-6

Austrian Post's core business includes the delivery of letters, direct mail items, print media and parcels. We group our operations 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 print media. The offering is rounded off by additional physical and digital services in customer communications as well as optimisation in document processing. The revenue of the division came to EUR 1,190.4m in 2023, 97.2% of which was generated in Austria. This represents 42.9% of the Group's total revenue.

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 delivery services, Austrian Post also provides a wide range of value-added services. These include fulfilment solutions such as warehousing, order picking, returns management, the transport of valuable goods and cash, web shop logistics and web shop infrastructures.

This division generated EUR 1,416.5m in revenue due to the upwards trend in online retail, and is now the division which generates the most revenue (51.0% of total revenue). 61.1% of the division's revenue was generated in Austria, 25.1% in Türkiye and Azerbaijan and 13.6% in Southeast and Eastern Europe.

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 company's home market of Austria along with the Group company bank99. Its revenue came to EUR 168.6m in 2023, equivalent to 6.1% of Group revenue.



Mail Division in Austria

541_m
letters

292_m
print media items and
322m regional media items

335_m
addressed direct mail items
and 2.6bn unaddressed direct
mail items

96.2%
of all letters posted via
Austrian Post reach their recipients
the next working day



Retail & Bank Division in Austria

1,701
postal service points

280,000
bank99 customers

575
pick-up stations with

113,731
lockers

Adding Value

1. Collection

As a logistics service provider, Austrian Post accepts mail items from both private and business customers. In Austria, private customers can send letters and parcels from 15,789 different locations (Austrian Post branches, postal partners and letterboxes). We have over 3,906 drop-off points in Türkiye. Business customers usually send mail items directly to Austrian Post's logistics centres due to the large volumes involved. Business customers account for more than 90% of revenue generated in Austria.

2. Transport & sorting

Our logistics process is roughly the same in every region. We sort letters and parcels at logistics centres and get them ready to be distributed to delivery bases. We operate

15 logistics centres and 252 delivery bases in Austria for this purpose. In an ideal situation, items will be ready for the delivery staff to pick up from the respective delivery base the next day.

We use both our own vehicles and external transport service providers to transport items between drop-off points, logistics centres and delivery bases.

Our goal is to make the sorting and transportation process as fast and efficient as possible. This approach meets the needs of senders, who want to send their items as late as possible, and recipients, who want to get their items as soon as possible.

3. Delivery

The “last mile” is handled by 8,372 delivery staff (FTE) in Austria and 8,391 employees (FTE) in Southeast and Eastern Europe, Türkiye and Azerbaijan. These individuals are responsible for receiving mail and parcels at their delivery bases and making sure that they are delivered.

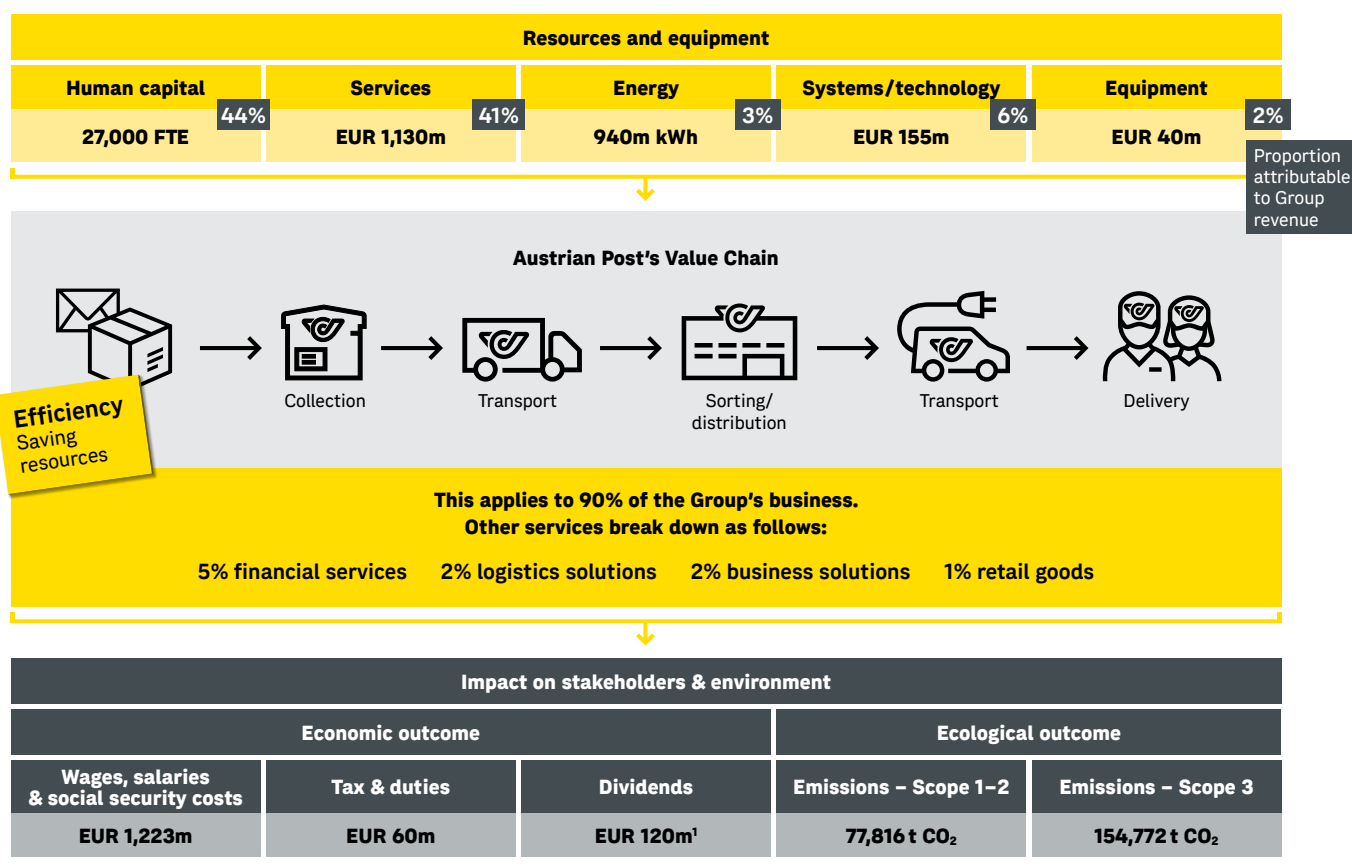
Our Resources and Equipment

Austrian Post's workforce is its most important and valuable asset. It is the skills and dedication of each one of our employees which put us in a position to provide a high level of service. In 2023, Austrian Post employed around 27,000 people, the majority of whom were involved in delivery roles or customer-facing roles at service counters.

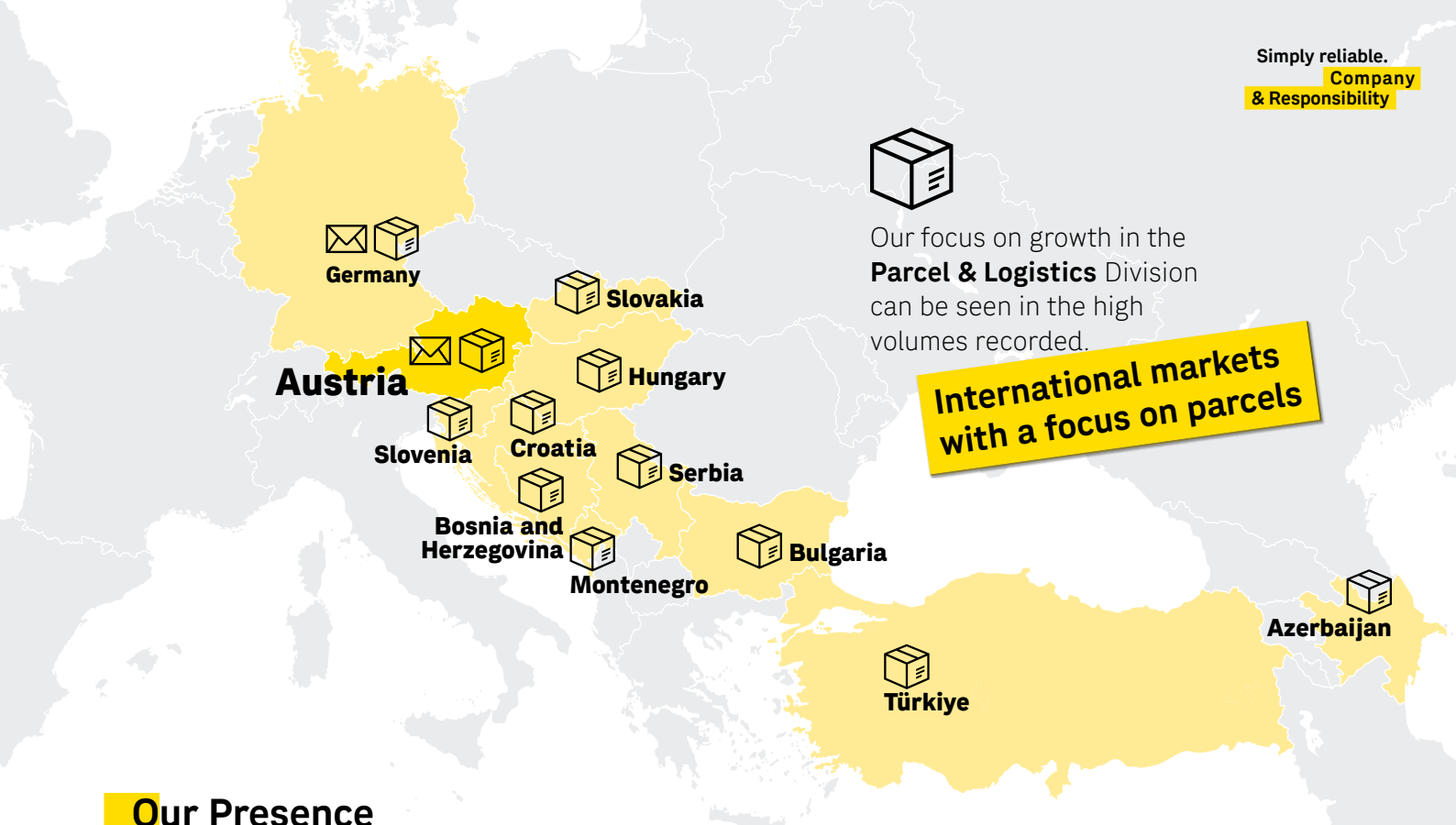
We rely on equipment to conduct our core business. These include vehicles, buildings, and various items of machinery that play a critical role in our ability to provide services. To operate these, we need electricity and thermal energy, as well as combustibles and fuels.

We also use IT solutions to manage our services. These solutions are vital for maintaining efficiency and tracking and tracing shipments. Other equipment is of lesser importance.

G 01 Austrian Post's Business Model/Value Chain



¹ Proposal to the Annual General Meeting on 18 April 2024



Our Presence

Through its Group companies, Austrian Post's Mail Division and Parcel & Logistics Division not only operate in Austria but in Germany, Türkiye, Azerbaijan and eight countries in Southeast and Eastern Europe. The majority of Group revenue, 79%, 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.

There are currently 1,701 postal service points in Austria. Of these, 361 are branch offices operated by Austrian Post itself and 1,340 are postal partners. As a result, we offer a comprehensive range of services throughout Austria, and have one of the largest branch networks for private customers in the country.

Our Partners

Austrian Post maintains long-term partnerships with national and international service providers to ensure that we can deliver a consistently high level of service. We work with reliable freight companies in delivery and transport logistics.

Austrian Post also works with partners to ensure that people have access to amenities throughout the country. Our postal partners in Austria and our international agencies provide postal and banking services on our behalf in addition to their own goods and services.

Our Customers

Business customers are a major source of the revenue we generate from mail and parcel services. Most of the revenue derived from mail comes from public sector organisations, banks, insurance companies, and traditional retail businesses using it for advertising purposes. Major online retailers account for the majority of parcel-related revenue.

Our key customers also include other postal companies, who we work with under the Universal Postal Union Agreement.

In addition to the dispatch customers who contribute to revenue, Austrian Post also provides a wide range of services to numerous recipient customers in all of the regions in which it operates.

Our Economic and Ecological Outcomes

Austrian Post pursues the goal of generating sustainable added value on behalf of its stakeholders and society as a whole, while also keeping its impact on the environment to a minimum. Direct financial impacts include wages, salaries and social security costs, taxes and duties, and our dividend. The most significant environmental impacts are emissions.

For further information and a list of all Group companies, please see p. 152

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 Focuses



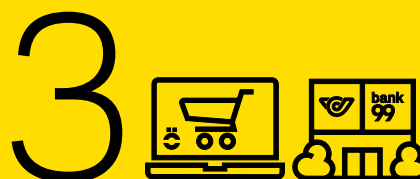
Defending Market Leadership and Profitability in the Core Business



Sustainability, diversity and customer orientation as guideline for all activities



Profitable Growth in Near Markets



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

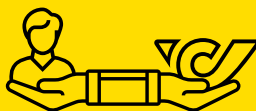
Top employer with a safe and respectful working environment and a commitment to social responsibility



Our Vision

We are more than just a postal service.

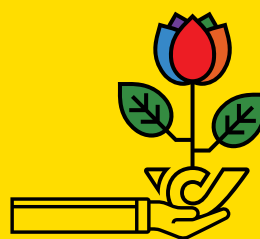
We are a pioneer successfully connecting people and markets with the world of tomorrow.



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 a motivated approach to our tasks. 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.

We

Our Purpose

We always deliver a solution.

 To find out more about Austrian Post's mission statement, see p. 69f.

Integrated Corporate & Sustainability Strategy

In today's world, companies can only hope to be successful if they incorporate sustainability into all aspects of their business. Taking this approach significantly strengthens the future viability of companies and has a decisive impact on their long-term success. Austrian Post is as committed to living up to its responsibility in this area as it is in any other. Far from being limited to economic considerations, our strategy also includes the ecological and social factors involved in corporate governance.

G 02 Ambitious, Science-based Group Targets for CO₂ Reduction

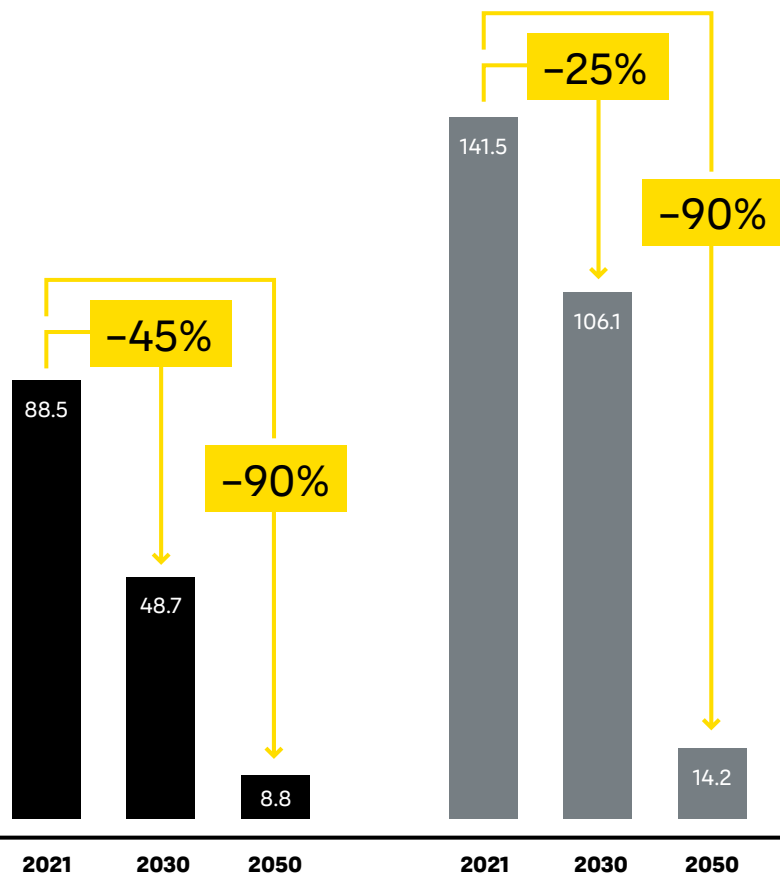
Group CO₂ emissions
(thousand tonnes)

■ Scope 1 and 2 direct emissions
■ Scope 3 indirect emissions
(excl. fuel- and energy-related emissions)

1.5°C

Decarbonisation –
aiming for the Paris
targets

- 1 Improve energy efficiency of operations
- 2 Set up the electric vehicle fleet and alternative technologies for trucks
- 3 Procure green electricity and install own PV systems



GRI 2-23, 2-9

Austrian Post is constantly striving to improve and strengthen its position. We see changes in the market, society and the environment as opportunities to do just that. Take digitalisation, for example. Although the trend 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.

As a company, we want to be sustainable in everything that we do and live up to all of the responsibilities that we have. Over recent years, we have continued to raise our standards when it comes to sustainable business practices. This issue is also becoming increasingly pressing for politicians, consumers and society as a whole.

In order to take account of these developments 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 & analogue services for retail/private customers
- 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

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 Business

GRI 3-3

Major logistics companies have a special responsibility towards the environment and the climate. We live up to this responsibility by being fully committed to all of the global climate targets and being proactive. We launched the CO₂ NEUTRAL DELIVERY initiative back in 2011. Ever since then, we have calculated our Scope 1, Scope 2 and Scope 3 gas emissions on an annual basis and arranged for reports to be reviewed by external independent auditors. We compensate for all of Österreichische Post AG's unavoidable CO₂ 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 transitional 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).

Austrian Post developed its comprehensive strategy "On the Road to Paris" with the aim of decarbonising its core business. The strategy includes stringent CO₂ reduction targets for 2025 and 2030 in line with scientific research and the Science Based Targets initiative (SBTi). We have defined measures which will be used to reduce our CO₂ emissions in stages. The majority of these measures are focused on reducing CO₂ emissions, such as increasing our use of electric vehicles. However, we have also included measures which will reduce the impact of climate change (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 turning point in our "On the Road to Paris" climate strategy will be reached in 2030, when every vehicle in our Austrian delivery fleet will be electric and emission-free. This means that there will be no more CO₂ emissions from the combustion of fossil fuels directly attributable to the delivery process. The company's target of switching to a fully 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 CO₂ emissions. In 2017, Österreichische Post AG joined 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. A commitment to achieve a 1.5 °C-compliant target for CO₂ reduction by 2030 and reach net zero was submitted in early 2022. Both targets were submitted to the Science Based Targets initiative in January 2024 and are currently undergoing validation. 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 holistic and scientific targets requires a decrease in CO₂ emissions. These encompass emissions within Austrian Post's direct sphere of influence (Scope 1 and Scope 2), as well as indirect emissions (Scope 3) from sources like the transport and delivery activities of shipping companies.

With the help of the CO₂ reduction targets and a variety of operational measures, we want to reduce our direct and indirect CO₂ emissions by 90% by 2050. We will achieve this significant level of decarbonisation in stages using the environmental technology that is available. We aim to compensate for the remaining emissions through recognised climate protection projects in order to reach net zero as it is currently understood.


■  The indicators and further information are available from p. 121 onwards.

Reduction Measures: CO₂-neutral Deliveries

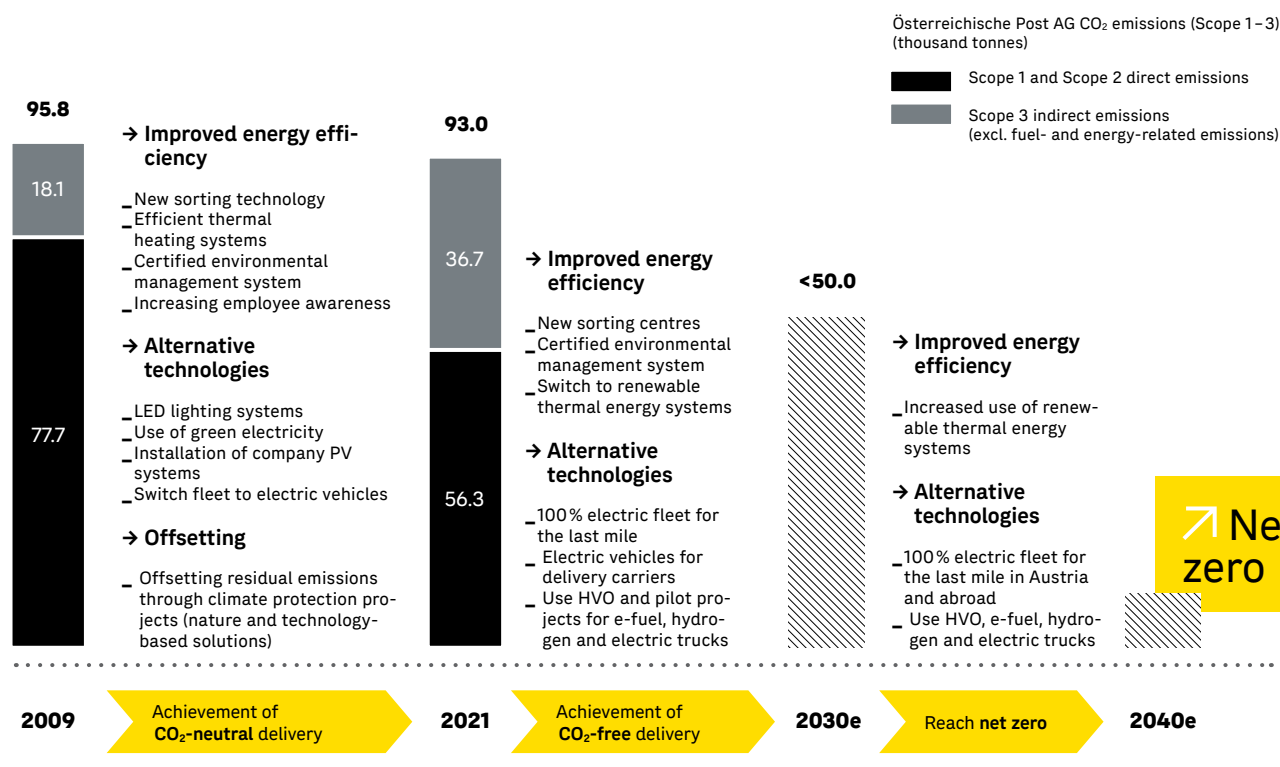
3-3

The CO₂ NEUTRAL DELIVERY initiative was launched in 2011, and is at the heart of our efforts in the Environment & Climate key area. We are making consistent progress with meeting our targets for reducing our own greenhouse gas emissions as part of the initiative (see figure on right).

The first stage involves improving the efficiency of our core processes. This includes optimising the energy efficiency of buildings and lighting, running our delivery fleet in an energy-efficient manner and continually modernising the vehicle fleet from a transport logistics perspective. 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. 78) for more information

G 03 Detailed Roadmap to Net Zero at Österreichische Post AG



The second step involves switching to alternative forms of energy. When it comes to reducing CO₂ emissions, we believe that two changes have the biggest potential to make a difference: increasing the use of electric vehicles for deliveries and switching over to trucks powered by alternatives to fossil fuels. Österreichische Post AG has been using electricity from renewable energy sources only since 2012. Since the beginning of 2017, Österreichische Post AG has been using electricity from renewable energy sources in Austria. Our Group companies have been gradually switching over to green electricity since 2018. We have also installed 27 photovoltaic systems with a rating of around 9.4 megawatt-peak (MWp).

➡ Turn to the Environment & Climate section (p. 78) for more information

All the remaining unavoidable emissions of Österreichische Post AG are offset in a third step by support provided to international climate protection projects. These are CO₂ emissions related to collection, sorting, delivery and overhead processes which are unavoidable at this time. This will make the value chain CO₂ 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% CO₂-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.



CO₂ Neutral in Austria Since 2011 – Free of CO₂ by 2030

- 1. Improved energy efficiency:** Increased effectiveness of core processes, e.g. a modern vehicle fleet and improved energy efficiency of processes and buildings
- 2. Increased use of alternative technologies:** e.g. generating and procuring electricity from renewable sources, expanding the electric vehicle fleet and running HVO, e-fuel and hydrogen pilot projects
- 3. Offsetting all unavoidable CO₂ emissions:** All CO₂ 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 will make the value chain CO₂ 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% CO₂-neutral deliveries within Austria since 2011.



Climate Protection on an International Level

Austrian Post is actively involved in a number of climate protection and environmental protection projects as part of the CO₂ NEUTRAL DELIVERY initiative. We choose projects which meet high quality standards, e.g. Gold Standard and VCS. We also support smaller research projects conducted in partnership with universities. The primary aim of all of these projects is to offset Austrian Post's unavoidable emissions.

Outside of Austria, we support a wide range of certified climate protection projects, such as using solar, wind or geothermal systems to generate renewable energy. We are equally committed to supporting social projects, e.g. developing more cost-effective and more efficient ovens for use in the Global South. These ovens will reduce fuel consumption and be less of a risk to people's health. In India, we are supporting a project which is developing an innovative method for disinfecting water. In addition to reducing the amount of firewood used to heat up water, this method will provide clean water for the local population. We also support biodiversity projects, including 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 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. 116ff). This approach raises awareness of the climate crisis among our employees and encourages them to stay with the company.

The CO₂ initiatives are extremely popular with our workforce, the public, customers and other stakeholder groups. This is demonstrated by the high level of awareness indicated in our customer satisfaction surveys. By ensuring that their mail items are delivered in a CO₂-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 CO₂-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: CO₂ Reduction Targets

GRI 3-3

Our strategic sustainability target:

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

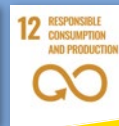
Objectives	Measures	Status
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Austrian Post science-based CO₂ reduction target: reduce Scope 1, 2 and 3 emissions by 14% by 2025 (base year: 2013)</p>	<p>Energy-efficiency programme to reduce the amount of energy used for operations</p>	<p>Österreichische Post AG's CO₂ emissions have increased by 20.7% compared to 2013 due to parcel volumes rising by around 187% between 2013 and 2023</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Austrian Post Group science-based CO₂ reduction target: Scope 1 and Scope 2 emissions by 45% by 2030 (base year: 2021) Reduce Scope 3 emissions by 25% 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 Updated Group-wide CO₂ emission targets submitted to the SBTi for review at the beginning of 2024</p>
<p>SDG 7.2, 7.3, 13.1, 13.2, 13.3, 13.b Net zero targets: Reduce Scope 1, Scope 2 and target-related Scope 3 emissions by 90% at Österreichische Post AG by 2040 and at Austrian Post by 2050</p>		<p>Commitment letter submitted to Science Based Targets initiative and The Climate Pledge Updated Group-wide CO₂ emission targets submitted to the SBTi for review at the beginning of 2024</p>

2030 Sustainability Master Plan



Sustainability, diversity and customer orientation as guideline for all activities

Sustainable and customer-focused products and services



Economy & Customers

Environmentally friendly and energy-efficient logistics and operations



Environment & Climate

Top employer with diverse staff and a commitment to social responsibility



People & Social

Objectives

Financial targets

- Steady increase in revenue (revenue of EUR 3bn in 2030)
- Sustainably high profitability
- Continuation of attractive dividend policy (>75% of net profit)

Customer orientation/ service portfolio

- Increase in customer satisfaction
- Environmental efficiency and socially responsible products and services

Material Topics

- 1 Sustainable appearance & services for private customers**
Increase in customer satisfaction, strengthening Austrian Post in public perception and seamless customer experience
- 2 Sustainable mail & parcel products**
Developing products and services in line with social and environmental requirements
- 3 Sustainable procurement**
Best practices for sustainable procurement among ATX companies
- 4 Sustainable governance & compliance**
Best practices for sustainable governance & compliance among ATX companies
- 5 Stakeholder value**
Creating value for our stakeholders in the short, medium and long term

Objectives

Group-wide reduction in fossil energy sources

- Saving energy in our vehicle fleet and properties

Reduction in CO₂ emissions by 2030

- Reduce Scope 1 and Scope 2 emissions by 45% by 2030 (base year: 2021)
- Reduce target-related Scope 3 emissions by 25% by 2030 (base year: 2021)
- 100% electric vehicles for the last mile of delivery in Austria by 2030
- Net zero by 2040 in Austria

Material Topics

- 6 Green & efficient mobility**
Mobility based on renewable and low-CO₂ 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 the circular economy

Objectives

Corporate & work culture

- Improve employee satisfaction

Diversity

- Increase the proportion of women in leadership positions to 40%

Occupational health & safety

- Reduce occupational accidents by 15%

Material Topics

- 10 Corporate & work 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

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 CO₂-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** – Success based on sustainable and customer-focused products and services
- **Environment & Climate** – Decarbonisation of logistics and adding value through eco-efficiency
- **People & Social** – Top employer providing a safe and respectful working environment

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 lies with Investor Relations & Corporate Sustainability, Audit & Compliance. The Corporate Sustainability, Environmental and Funding Management department is also integrated into this division. The head of the division is the Chief Sustainability Officer. Because corporate sustainability plays a role in a number of different areas within the company, divisions need to be able to communicate cross-functionally about sustainability strategies and the implementation of measures.

An end-to-end corporate sustainability process was developed in 2023 to facilitate this communication. This process improves how sustainability is currently incorporated into the company's organisational structure. A fundamental distinction must be made between strategic and operational sustainability management.

Strategic Sustainability Management

The company's main tasks in this area are to define the strategy, and set goals and measures. The Austrian Post Sustainability Board was set up for this purpose.

The Sustainability Board is an internal body that ensures that the strategic imperatives of sustainability, diversity and customer orientation are implemented

as part of the integrated corporate and sustainability strategy. The Sustainability Board sets strategic goals and defines the measures which are needed to achieve these goals. This is done in dialogue with the members of Austrian Post's top management who are responsible for different strategic areas. The status of the integrated corporate and sustainability strategy is documented and reported on at regular meetings of the Management Board. This ensures that the entire Management Board is involved in strategic sustainability management on a regular basis. The Supervisory Board is also 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. The corporate and sustainability strategy are discussed once a year at a Supervisory Board meeting.

Operational Sustainability Management

The company's main tasks in this area involve implementation, measurement, reporting and controlling. Sustainability officers have been appointed in the various departments of Österreichische Post AG and in the Group companies and charged with implementing the targets and measures adopted at a strategic level. All sustainability officers based outside of Austria are allocated to the Global Sustainability Team.

The Sustainability Indicators and Reporting team was established to ensure that we can measure our progress and prepare reports for management purposes. This team is made up of staff from Group Accounting and Controlling, and Corporate Sustainability. Experts from other areas – such as Risk Management or the company's internal control systems – are brought in if necessary. The main tasks of this interdisciplinary team are to:

1. Provide and maintain the system used to measure non-financial performance indicators
2. Continuously improve the set of indicators used to measure non-financial performance
3. Manage the planning and reporting process
4. Ensure that operational sustainability management is integrated appropriately into the company's targets and management system
5. External and internal reporting (non-financial reporting and EU Taxonomy)










G 04 Corporate Sustainability/Well-structured and Integrated ESG Governance



¹ Team NikeBe: Nachhaltigkeitskennzahlen Berichtswesen

2030 Master Plan – Selected Targets

Austrian Post aims to continually improve its sustainability efforts. We have therefore set ourselves ambitious targets for the future with the 2023 master plan, which we regularly review. Below you will find selected targets for our three action areas through to 2030, as well as information on what we have achieved so far. All targets and measures can be found in the corresponding chapters: "Economy & Customers" from p. 56, "Environment & Climate" from p. 82, "People & Social" from p. 98

		Target Indicator	2022	2023	2030 Target
Economy & Customers					
Commercial success driven by sustainable and customer-oriented services		Financial performance	2.5 EUR bn revenue	2.7 EUR bn revenue	3.0 EUR bn revenue
			1.75 EUR dividend (6.0% dividend yield)	1.78 EUR dividend (5.4% dividend yield) ¹	Continuation of attractive dividend policy (>75% of net profit)
		Customer satisfaction – Customer Satisfaction Index (CSI)	72 CSI	71 CSI	73 CSI
		Number of items processed using self-service solutions	18.2 million items	20.9 million items	26.6 million items
Environment & Climate					
Decarbonisation of logistics thanks to environmental efficiency at all stages of the value chain		Reduction of Scope 1–3 emissions ²	91.1 thousand tonnes	85.8 thousand tonnes	<50.0 thousand tonnes
		Proportion of electric vehicles in delivery fleet	31.3 percent	39.7 percent	100 percent
		Photovoltaic capacities	4.3 MWp	9.4 MWp	20.0 MWp
People & Social					
Top employer providing a safe and respectful working environment		Employee satisfaction – employee engagement	75.0 per cent ³	84.0 per cent	82.0 per cent
		Accident frequency ⁴	27	27	23
		Proportion of women in leadership positions ⁵	36.1 percent	37.1 percent	40.0 percent

¹ Proposal made to the Annual General Meeting on 18 April 2024: dividend per share divided by share price at the end of December of the financial year in question

² Österreichische Post AG Scope 1–3 CO₂e emissions (excl. fuel- and energy-related activities)

³ Employee survey 2021

⁴ Österreichische Post AG; Number of occupational accidents (starting with one working day lost) in relation to the hours worked, per one million working hours.

⁵ Österreichische Post AG; 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.

Challenges We Face in Implementing Our Sustainability Targets

High levels of inflation and 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. Volatile energy costs and consistently high levels of inflation 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 somewhat limited due to high levels of demand and supply bottlenecks, coupled with

the relatively low manufacturing capacity compared to conventional vehicles. 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. Expanding our charging infrastructure and use of PV systems is also being hampered due to contractors being extremely busy.

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

The availability of new employees on the labour market is also a major challenge. We need employees in many different areas, such as logistics services, freight transport and delivery.

These are all factors that impact Austrian Post's sustainability efforts. Despite these challenges, we remain committed to transforming our company in line with our strategic objective of keeping sustainability, diversity and a focus on the needs of our customers at the heart of everything we do.



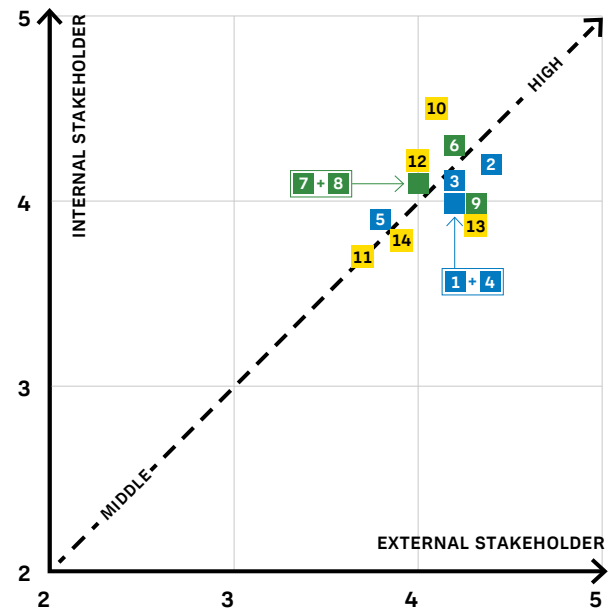
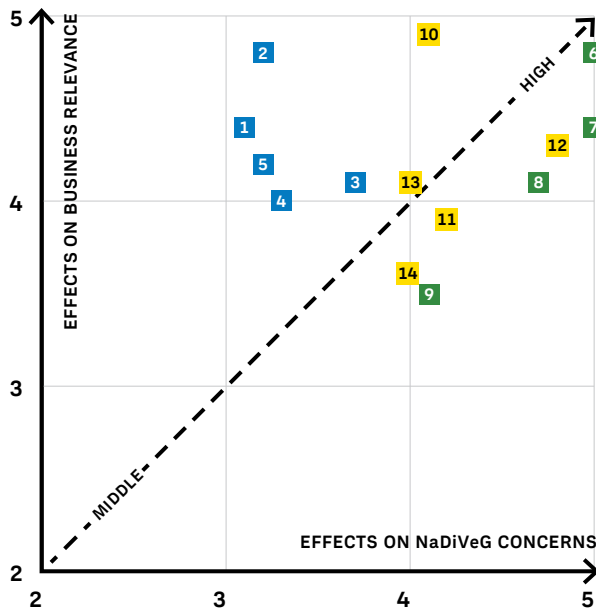
Material Topics

A materiality analysis was performed in 2020 in order to determine which sustainability topics are most relevant for Austrian Post and its stakeholders. The material topics have been reviewed on a regular basis since then.

GRI 3-1, 3-2

G 05 Effects on Business Relevance and Concerns Laid Out in the Sustainability and Diversity Improvement Act (NaDiVeG)

G 06 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 & cooperation

GRI 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). A stakeholder survey was also conducted. 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. 38) 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 concerns, corruption and 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 Corporate Sustainability Reporting Directive (CSRD) and the related European Sustainability Reporting Standards (ESRS) will bring about fundamental changes in sustainability reporting when they come into effect in 2024. At the heart of these new reporting standards is the concept of double materiality. A new materiality analysis was launched at a stakeholder roundtable in autumn 2023 as part of the measures that the company is taking to prepare for the changes in our sustainability reporting procedures going forward. This analysis incorporates the principle of double materiality (outside-in and inside-out).

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.

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 concerns — Environmental concerns
2 Sustainable mail & parcel products	This area focuses on the range of products related to letters, direct mail items and parcels used by business customers. All products should be designed to not only benefit the customer but also to have a positive impact on the environment, society and the economy.	<ul style="list-style-type: none"> — Social and labour concerns — Environmental concerns
3 Sustainable procurement	This area focuses on the application of sustainability criteria and principles to our procurement practices. This includes evaluating suppliers. 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 concerns

T 03 Environment & Climate


Material topic	Description	NaDiVeG concerns
6 Green & efficient mobility	Our efforts in this area focus on making our fleet modern and sustainable by using vehicles with alternative drives in all areas. We are reducing our fuel consumption in order to lower CO ₂ 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 CO ₂ 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 concerns
11 Integrated diversity management	We take steps to promote diversity both within our own company and among all of our stakeholders. We do this by establishing appropriate central logistics and service processes (e.g. barrier-free branches), making services available online and using inclusive language.	— Social and labour concerns — Respect for human rights
12 Occupational health & safety	Our success as a company is driven by our employees. This area focuses on keeping them safe from risks and hazards at work. It also includes measures aimed at improving the health of all our employees and their ability to work.	— Social and labour concerns
13 Digital responsibility	This area deals with how we protect personal data and make sure that it is handled in line with all relevant legal requirements. This includes keeping it confidential. It also focuses on the data security of our IT systems in terms of their integrity, availability and safety.	— Social and labour concerns — 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 concerns — 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 anti-corruption. Austrian Post is also committed to the global objectives of the United Nations, the Sustainable Development Goals (SDGs). To see how the individual Sustainable Development Goals and their sub-targets are allocated to the material topics of Austrian Post, please see p. 36. The sections of this report marked with the symbol  outline how Austrian Post is putting the Sustainable Development Goals into practice.



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

	SDG	Allocated to the key area of sustainability
	SDG 3: Good health and well-being Target 3.6: By 2030, halve the number of global deaths and injuries from road traffic accidents	→ People & Social, p. 98ff
	SDG 5: Gender equality 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	→ People & Social, p. 98ff
	SDG 7: Affordable and clean energy Target 7.2: By 2030, increase substantially the share of renewable energy in the global energy mix Target 7.3: By 2030, double the global rate of improvement in energy efficiency	→ Environment & Climate, p. 82ff → Environment & Climate, p. 82ff
	SDG 8: Decent work and economic growth 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 Target 8.10: Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	→ People & Social, p. 98ff → Economy & Customers, p. 56ff
	SDG 10: Reduced inequalities 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	→ People & Social, p. 98ff
	SDG 12: Responsible consumption and production Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse Target 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	→ Economy & Customers, p. 56ff → Economy & Customers, p. 56ff → Economy & Customers, p. 56ff
	SDG 13: Climate action Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries Target 13.2: Integrate climate change measures into national policies, strategies and planning Target 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning 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	→ Environment & Climate, p. 82ff → Environment & Climate, p. 82ff → Environment & Climate, p. 82ff → Environment & Climate, p. 82ff
	SDG 16: Peace, justice and strong institutions Target 16.5: Substantially reduce corruption and bribery in all their forms Target 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements	→ Economy & Customers, p. 56ff → Economy & Customers, p. 56ff
	SDG 17: Partnerships for the goals Target 17.17: Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	→ People & Social, p. 98ff

Stakeholder Management

Austrian Post's stakeholders represent many different areas of society. As a result, they have different requirements and expectations when it comes to deciding which aspect of sustainability to focus on. We remain in continuous dialogue with our stakeholders to get a clear view of their wishes and needs. We analyse their input, identify areas where we could improve as a company and define the strategic steps that we are going to take to make these improvements happen.

Focusing on All Interests

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

We are committed to working closely with our stakeholders and maintaining positive relationships with them. We use a range of dialogue formats to develop and discuss strategic goals, 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

We use a number of different formats to engage in dialogue with our stakeholders. In addition to daily, direct customer contact with Austrian Post employees, the stakeholder roundtable is a pivotal format for dialogue. This event has been held every year since 2010 – with the exception of 2020 due to the COVID-19 pandemic – and provides various stakeholders such as customers, suppliers, employees, NGOs and investors with the opportunity to share their needs and concerns directly with Austrian Post and get to know each other. In organising the stakeholder roundtable, Austrian Post attaches great importance to providing a balance among the participating stakeholder groups as well as between genders. This diversity leads to a dynamic exchange which benefits both Austrian Post and the stakeholders themselves.

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 Corporate Sustainability Reporting Directive (CSRD) and the related European Sustainability Reporting Standards (ESRS) will bring about fundamental changes in sustainability reporting when they come into effect in 2024. At the heart of these new reporting standards is the concept of double materiality. Because we want the company's stakeholders to be involved in this materiality

analysis, the stakeholder roundtable on 19 October was used to assess how relevant different sustainability issues were to our stakeholders. Participants worked in groups to discuss the positive and negative impacts of Austrian Post and its value creation model based on the ESRS topics – environment, social and governance – and provide a rough outline of the affected parties. These results will be included in Austrian Post’s materiality analysis.

The next and thirteenth stakeholder roundtable is scheduled to be held in the autumn of 2024.

See Material Topics, p. 34f

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.

- 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)

We also remain in contact with political representatives and other centrally organised interest groups.

G 07 Stakeholder Groups

GRI 2-29

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. Due to the overriding importance of sustainability and the integrated corporate and sustainability strategy, ESG issues feature heavily in Austrian Post's risk management. 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 ESG-related opportunities and risks 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 2023 Annual Report.

 See 2023 Annual Report (p. 64ff)

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).

Risk Management and Corporate Sustainability, Environmental and Funding Management continued to work closely together in 2023 on their joint task of analysing, structuring and assessing opportunities and risks.

The company also continued to consult experts in different areas, with a particular focus on the field of 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.

Risk Assessment

The sustainability risks identified as part of the risk management process are analysed and assessed, and reviewed every six months. Risks are assessed using the following methodology:


- Assessment for probability of occurrence and impact
- Three different timescales are used in line with CSRD/ESRS requirements: short term (one year), medium term (four years) and long term (ten years). A 30-year timescale is also used for climate risk analysis purposes (see Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy Regulation and TCFD).

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

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

- Gross (status quo in 2023)
- 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.

There are currently 36 ESG-related risks and opportunities recorded in the risk management tool (outside-in, inside-out, and risks and opportunities where both apply). 22 ESG-related risks exceeded the reporting threshold in 2023. The thresholds for reporting to the Management Board are evaluated on an annual basis and adjusted if necessary.

—  See Annual Report 2023, p. 64ff

Risk Management

We are making sure that ESG-related issues become an increasingly integral part of 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 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.

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. Risks related to similar areas are presented as a single topic.

Economy & Customers

One inside-out risk topic, one outside-in risk topic, and five risks with outside-in and inside-out effects were identified in the Economy & Customers area.

T 06 Economy & Customers: Gross Risks

Outside-in

NaDiVeG concerns	Risk	Impact	Measures
Employee concerns	Provision for underutilisation/ Internal Labour Market	<p>Risk: A significant change in the business model of Austrian Post could lead to far-reaching restructuring measures, which could result in an increased need for provisions for civil servants and an increased provision for employee underutilisation.</p> <p>Opportunity: The provisions may be reduced as a result of more people leaving the Internal Labour Market, e.g. due to re-entry into the labour market or retirement sabbaticals.</p>	Austrian Post pursues a long-term corporate strategy to safeguard its core business, increase productivity and ensure sustainable revenue and earnings.

Inside-out

NaDiVeG concerns	Risk	Impact	Measures
Society/social concerns	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.



Outside-in and inside-out

Material topic; NaDiVeG concerns	Risk	Description of risk and impact on concerns	Measures
Sustainable governance & compliance 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. 69f
Sustainable procurement Human rights	Changes in costs related to freight companies	<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. 68
Sustainable procurement Human rights	Failure to meet standards in the supply chain	<p>Outside-in perspective: As a public company, the reputation of Austrian Post in society is a sensitive issue. 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>	Vendor integrity check, supplier assessment, additional supplier audits for freight service providers. See "Sustainable Procurement" and "Vendor Integrity Check" p. 68
Society/social concerns	Possible fine for abuse of a dominant position	<p>Outside-in perspective: Fair competition is a key aspect of legislation introduced to promote sustainability (e.g. EU Taxonomy, CSRD) and a criterion used by sustainability rating systems. Failing to meet standards in this area could lead to fines and damage to the company's reputation.</p> <p>Inside-out perspective: 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.</p>	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.
Corruption, human rights	Violations of anti-corruption regulations	<p>Outside-in perspective: Protecting society, competition and the state are the key objectives of anti-corruption legislation. Austrian Post is one of the country's flagship companies and partly state-owned. It therefore has an obligation to act as a role model for others. Violations in this area could result in fines and a loss of reputation.</p> <p>Inside-out perspective: A violation of anti-corruption regulations by Austrian Post would have a negative impact on society, competition and the state.</p>	ISO 37001 certified compliance management system See p. 69ff

Environment & Climate

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

CARBON TRANSITION RISKS³

Material risks: new legislation or the amendment/tightening of existing legislation, changes to market conditions (increased prices, changes in demand). These factors have the potential to result in significant direct costs (e.g. CO₂ tax, emissions trading) or a reduction in revenue.

We have consistently set ourselves ambitious climate targets for over a decade in order to improve our energy efficiency and minimise carbon transition risks. We submitted a science-based target for limiting global warming to 2 °C to the Science Based Target initiative in 2017. A commitment to achieve a new 1.5 °C-compliant target for CO₂ reduction by 2030 and reach net zero was submitted in early 2022. The new targets were submitted to the SBTi at the beginning of 2024, and are being

³ Risks which can occur when moving towards a greener economy

validated. 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.

See Company & Responsibility, p. 14ff.

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 (due to hot summers becoming more frequent, for example). 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 using the four RCP scenarios.

See Climate Risk and Vulnerability Assessment in Accordance with the EU Taxonomy Regulation and TFCF, p. 48ff.

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.

T 07 Environment & Climate: Gross Risks

Outside-in

Material topic; TCFD	Risk	Description	Measures
TCFD: Policy and Legal Risks Green & efficient mobility Green & efficient buildings	Changes in electricity and fuel prices	CO ₂ pricing and the transition to renewable energies have an impact on electricity and fuel 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. 63ff
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: Market Risks Circular economy	Changes 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. Improvements and partnerships with customers, competence centre for sustainable packaging/circular economy within Austrian Post. See p. 63ff
TCFD: Market Risks Sustainable Mail & Parcel Products	Further downturns in letter, direct mail and media post volumes	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.
Inside-out			
NaDiVeG concerns	Risk	Impact	Measures
Environmental concerns	Increase in the company's CO ₂ emissions	This increase has a negative impact on the nation's carbon footprint and on climate change.	Promotion of e-mobility and other alternative drive systems, delivery and transport logistics partnerships with shipping companies, energy/fuel saving measures, ISO 14001 certified environmental management systems. See p. 82ff, 86ff.
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 and other alternative drive systems, 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. 82ff, 86ff.

People & Social

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

T 08 People & Social: Gross Risks

Inside-out			
NaDiVeG concerns	Risk	Impact	Measures
Employee concerns Social concerns Human rights	Potentially high (seasonal) workload for the company's employees, drivers and temporary workers, both in terms of hours and the nature of the activity (parcel weight/size/volumes).	Health issues for staff and third parties due to an increase in the accident rate resulting from the higher workload.	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 111ff



Employee concerns	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 concerns	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. See p. 116.
Outside-in and inside-out			
Material topic; NaDiVeG concerns	Risk	Description of risk and impact on concerns	Measures
Digital responsibility Society/social concerns	Additional administrative fines related to data protection violations	<p>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, cyber-security and data security issues.</p> <p>Inside-out perspective: The misuse or illegal disclosure of sensitive data (cyberattack) could have a negative impact on society in terms of data protection.</p>	IT security measures, enhancements to data protection organisational structure, awareness-raising measures for employees. See p. 115ff
Occupational health & safety Employee concerns	Potential absences and costs due to inefficient implementation of health and safety measures for employees	<p>Outside-in perspective: Potential increase in sick leave numbers due to inefficient implementation of health and safety measures for employees.</p> <p>Inside-out perspective: Ineffective worker safety measures could have a negative impact on the health of our employees.</p>	Health services (health days, vaccinations), safety measures for employees (PPE, etc.), training for drivers See p. 111ff
Occupational health & safety Social concerns	Changes in staffing requirements for Österreichische Post AG	<p>Outside-in perspective: The expectations of existing/potential employees related to working conditions, wages and corporate culture could cause Austrian Post to be in a position where it is unable to recruit/retain a sufficient number of staff and has to compensate by hiring temporary staff.</p> <p>Inside-out perspective: Failure to meet expectations in terms of working conditions, wages, corporate culture could have a negative impact on temporary staff; the uncertain nature of temporary contracts could cause temporary staff to feel less secure than permanent employees, which could have follow-on negative effects.</p>	The company prepares detailed volume and personnel deployment plans to reduce the level of uncertainty about the company's personnel requirements.

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	<p>— 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 allows 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 refer to p. 28ff.</p> <p>— Climate-related issues are factored into management decisions and covered in the Environment & Climate area of the integrated corporate and sustainability strategy. As a result, climate-related issues also feed into the financial planning process. For more information, please see p. 18ff.</p> <p>— 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. 59, 69.</p> <p>— 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.</p> <p>— 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.</p>
b) Describe management's role in assessing and managing climate-related risks and opportunities	<p>— 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, please refer to T 07 the ESG Risk Management section. Gross risks in the Environment & Climate key area are provided on p. 42f.</p> <p>— The risk management process, which includes climate-related risks and opportunities, is repeated every six months so that the Management Board can be informed of the most significant opportunities and risks in the opportunity and risk report.</p> <p>— 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.</p>

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	<p>— The short term has been defined as one year, the medium term has been defined as four years (this is in line with the definition used for medium-term planning), and the long term has been defined as a ten year period. The timeframes used for climate-related opportunities and risks are the same as those used for Group risk management purposes. 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.</p> <p>— An overview of the risks and opportunities identified by Austrian Post relating to ESG risk management is available on p. 40ff. 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.</p> <p>— The market risk of the increased digitisation of letter, direct mail and media post for environmental reasons was identified as the most significant climate-related risk.</p> <p>— Based on the TCFD categories, the risk will generally be higher over the long term than in the short term or medium term as climate change has an increasing effect. →</p>

b) Describe the impact of climate-related risks and opportunities on the organisation's business, strategy, and financial planning	<ul style="list-style-type: none"> — 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. 18, 26. — 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 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. 42f.
c) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2 °C or lower scenario	<ul style="list-style-type: none"> — All of Österreichische Post AG's deliveries within Austria have been CO₂ 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. A commitment to achieve a 1.5 °C-compliant target for CO₂ reduction by 2030 and reach net zero was submitted in early 2022. Both targets were submitted to the Science Based Targets initiative in January 2024 and are currently undergoing validation. 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 p. 82ff, 86ff, 89ff. — 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. 82ff — Transition risks take into account political, market-related, technological and regulatory measures implemented to achieve the 1.5 °C target, as well as changes in the attitudes of consumers and society as a whole. Market risk is the main source of potential factors which could prevent us from implementing our strategy and achieving our SBT. The most significant risks are the possibility of stagnation in the development of alternative drives for transport logistics purposes and price trends. See T 07 Environment & Climate: Gross Risks on p. 42f.

T 11 Risk Management

TCFD recommendations	Implementation at Austrian Post
a) Describe the organisation's processes for identifying and assessing climate-related risks	<ul style="list-style-type: none"> — 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 2023 Annual report p. 64ff. The ESG Risk Working Group of the Risk Management and Corporate Sustainability, Environmental and Funding Management departments performed a scheduled analysis of these opportunities and risks in 2023 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. Existing opportunities and risks are also discussed with risk managers to determine if they have any connection to ESG or TCFD. For more information about this process, please refer to p. 39ff. — 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: <ul style="list-style-type: none"> — Assessment for probability of occurrence and impact — Three different timescales are used in line with CSRD/ESRS requirements: short term (one year), medium term (four years) and long term (ten years). A 30-year timescale is also used for climate risk analysis purposes (see Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy Regulation and TFCD) — Gross (status quo in 2023) — 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
b) Describe the organisation's processes for managing climate-related risks	<ul style="list-style-type: none"> — Climate-related ESG opportunities and risks are managed, disclosed and prioritised in line with general Group risk management processes. Climate-related opportunities and risks are also prioritised in terms of their impact. — Risks are managed by defining appropriate measures aimed at avoiding or reducing risks or otherwise transferring them to third parties, alongside measures which put the company in a position to seize opportunities. The business areas examine the potential measures on the basis of a cost-benefit analysis, and subsequently implement them. These measures are monitored and adjusted within the context of a biannual analysis undertaken by the risk managers.



	<ul style="list-style-type: none"> — The materiality of relevant climate-related opportunities and risks is analysed in line with Group risk management processes. All opportunities and risks within the Group are updated every six months. Any risks or opportunities which exceed internally defined qualitative and quantitative thresholds are reported to the Management Board. Short-term, medium-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 2023. See A 2023 Annual Report, p. 67. — 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.	<ul style="list-style-type: none"> — As previously stated in point a) of the section covering our processes for identifying, assessing and managing climate-related ESG opportunities and risks, the processes for climate-related and ESG opportunities and risks are identical to the Group's general risk management processes. The processes for climate-related and ESG opportunities and risks are therefore fully 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	<ul style="list-style-type: none"> — The main indicators which Austrian Post uses to measure and manage climate-related opportunities and risks are: <ul style="list-style-type: none"> — Scope 1 to Scope 3 emissions — Proportion of energy from renewables — Proportion of delivery fleet that is electric — Energy consumption <p>Additional indicators related to water, land use and waste management are currently being investigated internally to determine if they are relevant and available.</p> <p>Since the 2021 financial year, our reporting related to the EU Taxonomy has included disclosures regarding the proportion of our turnover, CapEx and OpEx which is considered to be Taxonomy-eligible or Taxonomy-aligned. See p. 134ff</p> <ul style="list-style-type: none"> — 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. 59, 69. — Indicators for Austrian Post are published in the Sustainability – Facts and Figures section. See p. 121ff
b) Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas emissions and the related risks.	<ul style="list-style-type: none"> — Austrian Post discloses its Scope 1, Scope 2 and Scope 3 emissions in its annual Sustainability Report. See p. 124f. — CO₂ 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. If CO₂ emissions cannot be calculated on the basis of primary data, Austrian Post uses data from its own consumption units (fleet and property) instead. — There are no significant risks related to GHG emissions.
c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets	<ul style="list-style-type: none"> — At the beginning of 2024, Austrian Post submitted a new target in line with the SBTi goal of limiting global warming to 1.5 °C for review. <ul style="list-style-type: none"> — Reduce Scope 1 and Scope 2 emissions by 45% by 2030 (base year: 2021) — Reduce Scope 3 emissions by 25% by 2030 (base year: 2021) (see p. 20) — EV100 target: All deliveries in Austria 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. 25, 83ff.

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

In order to comply with the Appendix A of the Climate Delegated Act under the EU Taxonomy⁴, 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

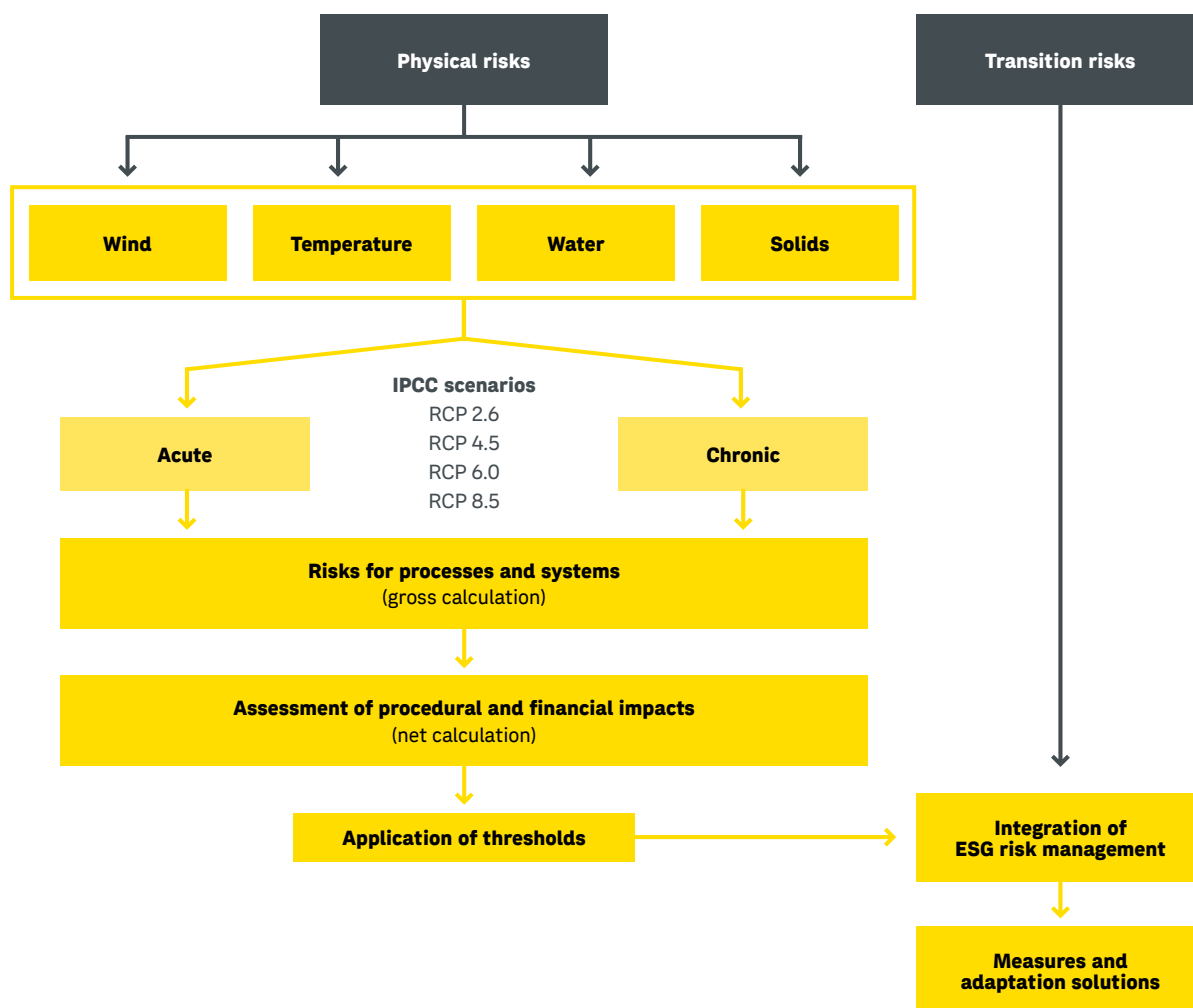
requirements of the EU Taxonomy Regulation. The analysis requirement of the TCFD was also taken into consideration.

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 limited to >4 °C by the end of the century)

⁴ Climate Delegated Act (EU) 2021/2139 in conjunction with (EU) 2023/2485

G 08 Climate Risk and Vulnerability Assessment in accordance with the EU Taxonomy and TCFD



All 28 physical risks presented in the Climate Delegated Act were considered in the context of the climate risk and vulnerability assessment. These risks cover both chronic and acute physical risks in connection with temperature, wind, water and solids.

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 spans a wide 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 Climate Delegated Act under the EU Taxonomy Regulation were analysed and categorised in terms of their relevance for the activities and geographical locations of Austrian Post and its subsidiaries. A distinction was made here between business activities in Central and Southeast Europe, and Türkiye, and separate risk profiles were drawn up for these two regions. 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 analyses were performed once the survey was complete. 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 operates 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 Austrian Post's processes. The quantitative threshold value of the vulnerability assessment to determine the need for adaptation solutions is identical to the threshold value 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.

5. Findings: 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 southern regions like Türkiye in future, particularly in the warmest months of the year between June and September. This could pose a cost risk.
- An increase in electricity consumption and operating expenses (OpEx) for air conditioning due to an increase in cooling degree days as well as additional investment costs (CapEx) for retrofitting the necessary infrastructure are possible.
- Austrian Post will continue to perform scenario analyses in future.

6. Adaptation solutions: No adaptation solutions are necessary from a net point of view in Central and Southeast Europe or Türkiye. 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 the projections made. The current site and process design in Central and Southeast Europe and Türkiye is currently 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. Austrian Post's

business model did not change between 2022 and 2023, and the company's main activities continued to relate to transport and logistics infrastructure in accordance with the EU Taxonomy.

For this reason, the climate risk analysis was carried out on the basis of the projections available. New sites were analysed for their vulnerability to physical climate risks, and sites no longer in use were removed from the analysis. On top of this, the company

maintained regular dialogue with climate risk analysis experts in accordance with the EU Taxonomy Regulation, discussing developments in methodology and data trends. The fully consolidated Group company from Azerbaijan, which joined the Group during the reporting year, has not yet been integrated into the analysis.

Investing in Innovation and Future Technologies



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

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.

In our pursuit of sustainability, it goes without saying that Austrian Post feels a responsibility to not simply deliver letters and parcels, but also develop innovative solutions for the challenges of tomorrow. Our internal innovation and development activities, better known as R&D, are the driving force behind our trailblazing ideas, which are often developed in close collaboration with partners. Together, we are setting new standards for the entire logistics industry.

Combining central management with decentralised innovation teams working in different business areas remains a successful approach. Our centralised innovation management system plays an important role in this by driving innovation in every area in which we do business.

High parcel volumes not only
call for higher capacities,
but also intelligent solutions
for the logistics of tomorrow.

We take action to recognise the needs of the market and identify future trends at an early stage so that we can launch initiatives in response. In 2023, we ran accelerator programmes to seek out start-up partnerships for new use cases in the fields of energy management and energy generation.

A partner screening process was established in the central innovation department to ensure that we have an efficient procedure in place for deciding which partnerships to enter into. This GATE process involves identifying effective partnerships and possible M&A targets based on criteria submitted by different business areas. This structured approach allows us to identify the best partnership opportunities in a targeted, efficient and transparent manner.

We also have a long history of partnerships with reputable Austrian universities, technical colleges and other research facilities. These partnerships are an excellent forum for exchanging expertise and spur us on to push the limits of what is possible. 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.

Austrian Post consistently seeks out opportunities to drive innovation and investment. The funding management team of the Corporate Sustainability & 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. In addition to the COVID-19 investment grant scheme run by Austria Wirtschaftsbetriebe GmbH (AWB) – which is due to come to an end in 2024 – the ENIN funding programme operated by the Austrian Research Promotion Agency (FFG) plays a particularly important role in the Group's funding efforts, as funds from the scheme are being used to increase the proportion of electric vehicles in Austrian Post's fleet.

Austrian Post plays a proactive role in consortia with a strong research focus. Many of these research partnerships are awarded funding. In the "QuantTD" project, for example, Austrian Post is working with research partners to develop an algorithm for evaluating the quality of data records, while the "ISAAC" project is providing valuable insights into methods which could be used to model the movement of small parcels in order to improve sorting systems.

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

1. Austrian Post and the University of Applied Sciences in Upper Austria have spent the last few years researching reusable packaging. Post Loop was launched this year – a brand new service that allows business customers to offer their customers reusable packaging for shipping purposes.

➤ Turn to the Environment & Climate section (p. 92f) and the Economy & Customers section (p. 65) for more information.

2. The "Flat Roof Biodiversity – Monitoring at Vomp Postal Logistics Centre" project was launched in partnership with the University of Innsbruck to analyse the importance of green roofs for biodiversity using the logistics centre in Vomp (Tyrol), which was built in autumn 2022, as an example. The project yielded some impressive results in its first year. 64 plant species and over 1,000 insect species were identified, including 51 species of butterfly. The meteorological conditions on the site's flat roof, with temperatures of over 44 degrees Celsius, do not appear to be an obstacle to establishing a viable habitat for different species. This project demonstrates Austrian Post's commitment to the environment and will be rolled out to other logistics centres over the coming years so that we can continue exploring the positive contribution that green roofs can make to sustainability.

3. As a pioneer in sustainable transport, Austrian Post is running six trucks in its fleet using renewable Hydrotreated Vegetable Oils (HVO). This fuel is made from waste, grease and agricultural residues, and can reduce a vehicle's CO₂ emissions by up to 90% compared to using diesel. Austrian Post is trialling the vehicles on daily routes in Vienna and Graz to evaluate their fuel consumption and handling and the extent to which CO₂ emissions can be reduced. The trucks are refuelled with HVO in partnership with Eni Sustainable Mobility and Biofuel Express.

Austrian Post is using this technology as a bridging solution. The company is planning to use zero emission electric and hydrogen trucks in the near future with the support of funding programmes operated by the European Union and national authorities in order to make the future of heavy goods vehicles more sustainable. Two diesel trucks are due to be replaced with electric trucks, which will be able to travel around the clock between the Vienna-Inzersdorf site and Vienna International Airport thanks to a dedicated rapid charger. Another research project involves the practical testing of two hydrogen trucks.





**We
get it!**

**We know what
the market needs.**

Digital, sustainable and
ever faster: Senders
and recipients have high
expectations of Austrian
Post and actively call
on our innovative strength.
Here you go.

Innovative Together



■ **Austrian Post's slogan #zusammenbringen was a guiding principle for us all last year. Can you tell us a little about its significance for Austrian Post and its customers?**

Manuela Bruck_ #zusammenbringen is about connection, and is a key part of the company's identity. It reflects our mission, vision and core values. It's a principle that drives us forward. Austrian Post makes every effort to connect people, products, services and the environment in a sustainable manner. As a service provider, it combines a commitment to innovation with a wealth of experience and a deep understanding of our customers' needs. Austrian Post takes a proactive approach to bring people together as an employer. Our community of 27,000 hands-on employees works together for the greater good. These people are the beating heart of Austrian Post. Their ideas and dedication are what makes us a company with a proud track record of sustainability and innovation. That's what #zusammenbringen stands for.

■ **Innovation is becoming an increasingly important issue in the market. What is Austrian Post doing to maintain its edge?**

Andreas Thöni_ The secret to our success is our successful and open approach to innovation management, in which central management works together with different innovation teams in our business units. This strategy allows us to identify market needs and trends early on so that we can launch impactful initiatives. In 2023, we actively sought out start-up partnerships to explore new avenues in energy management and generation. We have

established a methodical partner screening process in our central innovation department to make sure that we have an efficient procedure for selecting partnerships.

We also have a long history of partnerships with reputable universities, technical colleges and other research facilities. By sharing our expertise, we push the boundaries of what is possible together. Our goal is to develop products and services on a solid scientific foundation so that our solutions can meet the needs of society both now and in the future. Our Innovation Day – held for the first time in November in this format – also helps us to come up with innovative solutions. The 800 people who attended in person or online gained a valuable insight into innovation and were given an exciting look at what different business units and group companies are up to in this area.

"Everything we do is guided by our mission to bring people, products and services together: **#zusammenbringen.**"

Manuela Bruck, Head of Corporate Communication & Customer Relations



Can you name some of the sustainable innovations Austrian Post has put in place?

Andreas Thöni_ The Post Loop service was launched by the Austria parcel services division in July, and allows mail order companies to ship their products in reusable packaging and bags made from wood fibre material or recycled PET. Recipients can use letterboxes, postal partners, post office branches or self-service facilities to return the packaging. We process the packaging so that it can go through up to 30 shipping cycles. This project demonstrates that, in addition to being a pioneer in its core business, Austrian Post is also committed to motivating and enabling others to become more sustainable.

Manuela Bruck_ Our Post app is another example. It works with other self-service solutions and significantly simplifies the process of sending and receiving mail for our customers. It provides a wide range of services, like the ability to plan and track deliveries. Recipients can decide where, how and when they want to get their parcels. The popularity of this service is obvious when you look at the numbers. The app was used to redirect deliveries 2.4 million times in 2023, accounting for 89% of all redirections. We added a pick-up service and an online parcel stamp to the app in the year under review. These were the first paid services added to the app and provided more options for senders. Senders can now use the app to stamp parcels, arrange for them to be picked up and track their shipments. This gives them control over their shipments from beginning to end and allows them to handle the entire process wherever they are and at a time that suits them. This provides additional flexibility and convenience for customers while also saving them time.

"We **drive innovation** with an open attitude as a sustainable partner for the logistics sector."

Andreas Thöni, Head of Group Strategy, Digital & Innovation



Eco- & Customers nomy

Despite the challenging overall conditions, Austrian Post continued to invest significantly in its infrastructure, capacity and processes in 2023. Our investment strategy focused on meeting the needs of our customers and all other stakeholders.

Future:
got
it.

What Moves Us

GRI 3-3

High levels of inflation, fluctuating energy costs and slow GDP growth had a significant impact on the markets in which Austrian Post operates and made 2023 an extremely challenging year. The weak economy had an impact on consumer buying behaviour and affected retail in some segments. All of these factors will continue to have an impact as Austrian Post takes steps to become increasingly sustainable. We remain committed to transforming as a company and investing further in our logistics processes and sustainability. Our top priority remains implementing efficiency measures and making use of opportunities to grow in line with our strategic objective of keeping sustainability, diversity and a focus on the needs of our customers at the heart of everything we do.

We have expanded our use of electric vehicles in our fleet in recent years. Parcel logistics is another key focus area of our investment strategy. We are opening up new business areas and markets in light of the general decline in letter mail business. At the same time, we are creating innovative digital solutions so that we can continue to meet the needs of our customers effectively around the clock under these new conditions. We know that 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 our services at a high level. The products and developments we create today are tailored to meet the requirements of tomorrow.

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:

VUCA

VUCA stands for volatility, uncertainty, complexity and ambiguity – all factors which companies are having to adjust to in an ever-changing world. Austrian Post needs to reassess its products and services on a regular basis and respond to changes in the market.

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 trend by means of new and lucrative sources of income. Private customer parcel volumes are high thanks to the steadily growing importance of online commerce. However, this is another area where the amount of competition is becoming increasingly intense. To stand out, Austrian Post needs to develop new and attractive products and services.

AN EVOLVING LABOUR MARKET

The labour market is going through some difficult changes. The labour pool is stagnant or dwindling, skilled workers are in short supply, and employees young and old are facing significant challenges. Austrian Post is taking steps to adapt to these changes and remain an attractive employer for a wide range of employees.

CONVENIENCE

Customers want easy access to products and services now more than ever, and that is equally true for business customers and private customers. People's lifestyles have never been more varied, and customers expect us to respect and adapt to these differences. This means that our innovative services have to be available around the clock and on time, both online and in person.

SUSTAINABILITY

The megatrend of sustainability is establishing a brand new set of values that reaches into every area – from purchasing decisions to social morals to corporate strategies. It 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 remained the market leader in its sector in Austria in 2023. Our Group companies outside of Austria are also well-positioned in their markets. We are shoring up our position by continuing to invest in expanding our infrastructure, increasing our capacity and establishing cutting-edge processes. This approach opens up opportunities for profitable growth in our markets.

We always aim to provide an increasing level of added value for our customers and optimise convenience for recipients. We are perfectly placed to do this, as we are keenly aware of what customers want and expect – even in today’s constantly changing world. Innovative and tailored solutions are more important than ever. 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 being successful as a company and ensuring that postal services can be supplied reliably.

This focus is reflected in 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. 36

Targets, Measures and What We Achieved in 2023

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

T13 Targets for the Material Topic: Sustainable Appearance & Services for Private Customers

Our strategic sustainability target:

→ Increase in customer satisfaction, strengthening public perception of Austrian Post 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 2023 was 71 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 2023: more than 73,440 pick-up boxes, 575 pick-up stations with 113,731 lockers, 561 drop-off stations, 93 stamp vending machines
We plan to double the use of self-service solutions by 2030 (base year: 2020)		A total of 20.9 million mail items sent using self-service machines

T14 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 and business customers to improve the sustainability of products	On 1 January 2023, Austrian Post started issuing sustainability discounts to all of its business customers whose flyers have been certified by an ISO Type 1 environmental labelling programme like the EU Ecolabel, Blue Angel or the Austrian Ecolabel
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 additional life cycle assessments	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 Presentation of the study looking into economic and ecological impacts of in-store and online retail in Austria commissioned by the Environment Agency Austria in March 2023

T15 Targets for the Material Topic: Sustainable Procurement**Our strategic sustainability target:**

→ Best practices for sustainable procurement among ATX companies

Objectives	Measures	Status
SDG 12.2, 12.5 80% of main suppliers to have recognised sustainability certification by 2025	Perform supplier assessments as part of the vendor integrity check process	46% of main suppliers had recognised sustainability certification in 2023 Vendor integrity checks were performed for 232 suppliers in 2023

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
SDG 12.6 Sustainability targets have been incorporated into Austrian Post's remuneration system for management since 2021	Incorporated into the remuneration policy of the Management Board Inclusion in the respective applicable MbO/sales bonus policy for management	Implemented in the form of an ESG indicator



<p>SDG 12.6, 16.5</p> <p>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>Group-wide coverage of 85% in the risk analysis associated with the 2023 compliance programme</p> <p>Follow-up audit confirmed compliance with ISO 37301 and 37001 certification in 2023</p> <p>In 2023, employees of Österreichische Post AG and its Group companies that use the LENA learning platform completed 14,785 e-learning courses on business compliance and anti-corruption, and 3,775 courses on capital market compliance</p> <p>195 enquiries from employees through the business and capital market compliance help desk</p>
<p>SDG 12.6</p> <p>Update internal sustainability indicator reporting process for management purposes</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 a 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</p> <p>Make improvements to stakeholder-oriented reporting</p>	<p>Improve sustainability reporting by incorporating current and future reporting obligations (particularly the EU Taxonomy and the CSRD)</p>	<p>Continue the interdisciplinary working group on sustainability reporting and management, with a focus on preparing for the CSRD (binding from 2024 financial year) and improving reporting in line with the EU Taxonomy (Taxo4 and changes to climate targets)</p>
<p>SDG 12.6</p> <p>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 corporate sustainability 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>SDG 12.6, 16.5</p> <p>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 for Contractors</p> <p>Introduction of a system for the monitoring and management of due diligence</p>	<p>232 suppliers evaluated</p>

T17 Targets for the Material Topic: Stakeholder Value

Our strategic sustainability target:

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

Objectives	Measures	Status
<p>SDG 8.5, 8.10</p> <p>Steady increase in revenue (revenue of EUR 3bn by 2030)</p> <p>Sustainably high profitability and continuation of the attractive dividend policy (>75% net profit)</p>	<p>Measures related to three strategic focus areas and six markets to increase revenue while maintaining our commitment to sustainability, diversity and customer orientation</p> <p>Ongoing optimisation of structures and processes to enhance efficiency</p>	<p>In 2023, Austrian Post generated revenue of EUR 2,740.8m</p> <p>Dividend of EUR 1.78 per share subject to the approval of the Annual General Meeting scheduled for 18 April 2024</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 1,701 branches in 2023, exceeding the legal minimum requirement once again</p> <p>Both delivery indicators outperformed legal universal service obligations in 2023: 96.2% of letters delivered on the next working day, and 97.9% of parcels addressed to private individuals delivered with two working days</p>

280,000

banking customers benefit from
local access to our services.



Material Topic

Sustainable Appearance & Services for Private Customers

GRI 3-3

Our success as a company depends on how well we serve our customers. Knowing exactly what they want and need puts us in a position to develop sustainable solutions which are tailored to them.

Innovative and Sustainable Services

We will continue to put the needs of our customers at the heart of everything we do, even in these challenging times. We always deliver a solution. We provide services such as the online marketplace Shopping 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 track and trace function can be used to plan and track deliveries. Recipients can choose where, when and how they receive their parcels, whether that be at a self-service station or having a neighbour take the parcel for them. 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 handy branch finder. A pick-up service and an online parcel stamp were added to the app in the year under review.

These were the first paid services added to the app and provided more options for senders. 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 becoming increasingly popular. In addition to more than 73,440 pick-up boxes, our self-service solutions included 575 pick-up stations with 113,731 lockers, 561 drop-off stations and 93 stamp vending machines in the year under review. These services are very popular with our customers. A total of 20.9 million mail items were sent using machines accessible 24/7. We are hard at work making the process of sending parcels and letters even easier and more convenient.

We also expanded the services we provide in cooperation with our partners during the year under review. Four new Austria Post stations have been set up at Hofer stores, bringing the total to 90. We are also adding new in-branch pick-up stations.

Our branches of the future are designed to foster customer satisfaction and inclusion. The branches combine on-site and digital services, face-to-face advice and convenient access to services around the clock. The first "branch of the future" opened in July 2021, and we now have ten in service. We use all of these measures to provide a modern, customer-oriented regional infrastructure for postal services.

Making a Sustainable Difference at Our Branches

We consider everyone in Austria to be a customer. We live up to this responsibility every day. We 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. Sustainability is a top priority for A1, something that is clearly evident from the communication company's corporate strategy, products and services. In 2014, A1 became the first communications provider in Austria to use renewables for all of its network's energy needs. The company has also taken steps to reduce the amount of energy it uses despite handling ever-increasing amounts of data.

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 280 branches for a full Sodapop cylinder which can turn tap water into sparkling 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 126 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, by using KAURIO at home or by using a QR code on-site. 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 postal partner scheme was born out of our obligation to provide access to postal and banking services throughout Austria. In addition to the current 361 company-operated branches, 1,340 postal partner locations provide key support and guarantee a reliable and stable network. The scheme plays a particularly important role in securing access to local amenities for people in rural areas. Our postal partners have been offering postal and banking services in addition to their own products and services across more than 50 different sectors for more than 20 years. 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 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.

bank99: While Others Retreat, We Remain.

As an omnichannel bank, bank99 combines an attractive range of digital services with Austria's largest branch network of over 1,700 postal partners and branches. This allows us to provide cutting-edge online banking and in-person banking services throughout the country. Our branches guarantee that all of our customers have access to cash and payment transaction services. As a full-service bank, bank99 provides a wide range of products, including bank accounts, payment transaction and transfer services, consumer loans, investment and savings options, housing finance and insurance. bank99 intends to maintain its nationwide branch network even as other banks are taking the decision to shut up shop across the country. Sites which offer local access to both postal and banking services provide added value to the approximately 280,000 people we consider customers.

Shöpping – the Austrian Marketplace

After launching in 2017, Shöpping is now Austria's best-known online marketplace and is visited hundreds of thousands of times every month. In a time where having an online presence and digital expertise have become indispensable in retail, Shöpping provides retailers with fast and sophisticated access to e-commerce opportunities. Retailers benefit in two ways from selling their products on Shöpping. The extensive reach of the website gives them access to new target groups, while the marketing on the portal increases people's awareness of their offerings.

Through their purchases, customers support regional retailers and strengthen the national economy. They also play their part in making the shipping process more environmentally friendly, as all products purchased on Shöpping are delivered by Austrian Post using CO₂-neutral methods. The platform also plays its part in our sustainability efforts by offering refurbished items for sale. Shöpping also makes it easy for visitors to donate parcels to children at risk of poverty through the "Pakete fürs Christkind" Christmas gift initiative.

Customer Satisfaction and Complaint Management

GRI 2-29, 3-3

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 a new innovative service. Our consistently high customer satisfaction scores show that these efforts are paying off. 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 71 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 via our contact form, chat, Facebook or phone if they have any questions, comments or concerns.

Material Topic

Sustainable Mail & Parcel Products

GRI 3-3

We bring digital and analogue offerings together to provide business customers with services which go beyond traditional logistics in order to optimise the process of delivering parcels and letters. 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 also have a significant international presence in Germany, eight countries in Central and Eastern Europe, Türkiye and Azerbaijan. We also 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 contribute to our sustainable success by bringing their know-how and logistics expertise into 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.

Group company Austrian Post International Deutschland GmbH (APID) provides traditional letter mail services and e-commerce services in Germany. APID has had many years of success offering postal services in the German market. Companies can rely on their tailored shipping solutions to send business mail, direct mail items and e-commerce deliveries to recipients in Germany and in more than 200 countries worldwide. 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.

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. Around 90 million pages are digitised each year for more than 450 business customers from eight countries, with 2.1 million pages processed daily. Our aim is to help customers to do business in a way that is both more economical and better for the environment. Post Business Solutions is one of the largest players in the Austrian document outsourcing market, and provides its customers with all of the services they need from a single source and support 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. The CO₂ emissions from printing can be offset at the request of customers, making the production process CO₂ 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, a leading provider of e-commerce solutions in the German-speaking region (Germany, Austria and Switzerland) and CEE. As a solution provider, the company supports retailers and businesses in their efforts to create a seamless omnichannel experience. The full-service package includes IT architecture consultancy, implementation and the operation of e-commerce solutions. This combination of effective solutions for growing omnichannel retailers and service expertise for complete operational business processes enriches our e-commerce offering.

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. 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). MZG uses an ISO 14001 certified environmental management system at all of its facilities so that the product can be manufactured in an even more sustainable manner. 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 CO₂ 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 such as 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 playout of unaddressed advertising mail campaigns. feibra now offsets delivery-related CO₂ emissions to make the process CO₂ neutral. The company is also committed to energy efficiency measures, using green electricity and electric vehicles.

Austrian Post runs its own digital out-of-home network in the digital advertising market. 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. In addition to providing a self-service online tool called "EinfachWerben Banner" for digital banner advertising, we also run juuhu.at, a smart comparison website for online shopping.

The digital portfolio also includes the Group company adberserve, a full-service agency for marketing technology and digital & classic media with offices in Vienna and Zagreb. adberserve works with a number of well-known companies 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.


Parcel Austria

The past year brought Austrian Post a new parcel record: 200 million parcels were transported in Austria in 2023, an increase of 10%. On the one hand, this growth shows the increasing trend towards online orders, and on the other hand, it demonstrates the confidence that large senders have in Austrian Post's logistical and sustainable capabilities. On an average day in 2023, Austrian Post transported almost 800,000 parcels throughout Austria, with this figure rising to around one million in December. The peak figure for a single day was more than 1.4 million parcels transported.


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 p. 89ff

Sustainability is also extremely important to our customers. We had the opportunity to award our popular CO₂ NEUTRAL DELIVERY certificate to several of our major customers in 2023.

———  For more about our CO₂-neutral delivery concept, turn to p. 24.

A new eco-friendly service has been available to our e-commerce shipping customers since 2023. The Post Loop value-added service can be used to ship products to customers in reusable packaging. After receiving their items, customers can fold up the empty packaging – available in various designs for different products and sizes – and return it using Austrian Post's convenient network of contact points, e.g. post boxes, postal partners, branches and our convenient self-service stations. The packaging is then cleaned and prepared for reuse. This packaging was developed with partner companies, and is made from wood fibre or recycled PET. Austrian Post offers two different versions of this service, including an option called Post Loop Service Plus through which the packaging is rented and Austrian Post handles all of the steps involved. A number of large mail-order companies are gearing up to use this sustainable shipping service following a successful initial launch with a select group of customers.

———  Turn to the Environment & Climate section (p. 92f) for more information

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

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. Post Systemlogistik has also incorporated its first AutoStore® system. This system is a smart, automated solution for storing and picking small items, and allows the company to provide an even more efficient e-commerce service to its customers. AutoStore® technology provides a cutting-edge intralogistics solution that meets the demands of today's fast-paced omnichannel economy. The AutoStore® system is a perfect match for Post Systemlogistik as it makes it possible to manage the e-commerce boom in an efficient manner that benefits its retail customers.

Austrian Post has a range of solutions for its customers 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.

The impact that online retail has on both national and international parcel shipping cannot be overstated. Recognizing this, Austrian Post commissioned a study by the Federal Environment Agency, focused on comparing the climate impacts of online and traditional brick-and-mortar retail. The study showed that, in the majority of shopping scenarios, online retail has a lower climate footprint compared to traditional retail. It also found that online retail involves fewer greenhouse gas emissions per product than brick-and-mortar retail. This was determined to be the case in both rural and urban areas, and when product returns were factored in to the equation. Consolidated parcel deliveries have the potential to reduce greenhouse gas emissions by up to 56% compared to traditional retail methods. The benefits become even greater as return processes are optimised and shipping companies transition their fleets to electric vehicles, as Austrian Post is doing. Customers who choose to shop with domestic online retailers also provide a boost to the Austrian economy.

International Parcel Services

On an international level, our parcel business focuses on Southeast and Eastern Europe, Türkiye and Azerbaijan. We have also benefited from the e-commerce boom in these regions, allowing us to compensate for the decline in letter mail business. Austrian Post has an extensive network at its 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 3,900 out-of-home locations, including parcel shops, pick-up stations and branches. Aras Kargo handles around 206 million parcels and documents every year. Aras Kargo strengthened its presence in the region by acquiring a 75% stake in the Azerbaijani delivery company Star Express in 2023. 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 SDO 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 SDO 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. In 2023, a policy was developed in which potential suppliers are granted a commercial advantage of 3% for tenders over EUR 5m if they can present a valid sustainability certificate recognised by Austrian Post. The aim here is to create an incentive for suppliers to increase their focus on sustainability.

The internal ordering system was also improved to make sustainable product categories easier to recognise, and is being constantly updated. Above all, 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 850m in 2023, making it one of the leading contracting entities in the country. We already rely on regional structures in our procurement policy – around 91% of the approximately 6,700 suppliers we use are located in Austria. This means that around 85% of the order volume is accounted for by companies in Austria.

97.2%

of all parcels
are delivered
the next working day.



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, social and governance standards from all suppliers. These requirements are set out in writing 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 ethical, social and ecological standards stipulated in the Code of Conduct for Contractors.

Austrian Post performs regular risk assessments for all external suppliers with which it has strategically important, financially material or long-term business relationships. The goal is to minimise purchasing risks, and in particular default and dependency risks, while providing an incentive for suppliers to improve their compliance with environmental, social and governance standards.

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 valued under EUR 100,000.

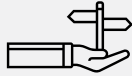
The policies also take sustainability into account. Another principle calls for environmentally and socially responsible procurement and supplier relationships in line with the sustainability strategy. The rules in the procurement policy relating to procurement excellence (quality standards, reporting 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.



Take responsibility

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



Provide guidance

- Set targets
- Drive innovation
- Provide clarity



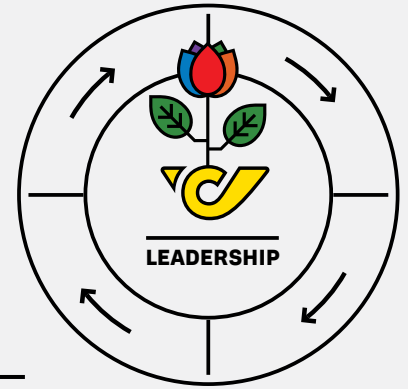
Promote teamwork

- 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 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 VIC if they are in a high risk category or account for a significant annual net purchasing volume. 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.

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. Suppliers are required to explain any deficiencies. When appropriate, measures are agreed in collaboration with the Compliance department and their implementation is verified. Under certain circumstances, Austrian Post may choose to sever ties with a supplier if it deviates significantly from the required standards. As part of the reviews conducted in 2023, deviations from Austrian Post's supply chain compliance standards were identified and improvements are being worked on in collaboration with the companies concerned. There were no findings that would have led to the immediate termination of contracts.

A central monitoring system will be set up in 2024 to improve the monitoring and management of due diligence.

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

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.

In today's world, good corporate governance is only fit for purpose if it incorporates sustainability into the remuneration policy for the Management Board and executives. That is why the policy for the Management Board and executives includes a number of sustainability targets alongside economic targets. 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.

■ ^A See 2023 Annual Report, p. 27ff

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. 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.

We have established a Group-wide compliance management system (CMS) and processes based on our values. The central Compliance Office handles all enquiries related to compliance. We take appropriate measures on a regular basis to integrate compliance into everyday practice. We update the CMS based on the findings of risk analyses performed at regular intervals.

The CMS covers capital market compliance, social compliance and business compliance issues, which includes combating corruption. The CMS for business compliance meets the requirements of ISO 37001 (anti-bribery management systems), while the CMS for capital market compliance meets the requirements of ISO 37301 (compliance management systems). Both of the management systems used by Austrian Post were reviewed and recertified in 2023.

The central Compliance Office is supported by the compliance officers in our divisions and Group companies. At the end of the year, there were 26 compliance officers in Austria and nine compliance officers at Group companies outside of Austria. 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. 59f for more information about compliance targets.

COMPLIANCE AND ANTI-CORRUPTION GUIDELINES FOR RESPONSIBLE CONDUCT

GRI 2-23

How we view our responsibilities is documented in a Group-wide Code of Conduct and Ethics, which guides everything we do. 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 across the Group. 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. 73 for more information, please see p. 73.

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 2023 compliance risk analysis covers the period from Q4 2023 up to and including Q1 2024, and was performed at the time of the report. The compliance risk analysis, which served as a foundation for the April 2022 to April 2023 compliance programme, achieved a coverage rate of 85% of the Group companies.

■  Material business and capital market compliance risks in 2023 can be found in the "ESG Risk Management" section on p. 39ff.

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 run a number of training programmes 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. These 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 2023, we continued to provide capital market compliance and business compliance e-learning courses. We also added a video to the training and communication portfolio.

This additional training was provided in a new virtual format in 2023. This allowed us to train 73% of the defined target group. As in every year, the employee magazine "Meine Post" also provided information about the most important points relating to business and capital market compliance in 2023.

In addition to employee training, we also train and certify compliance officers. We observed International Compliance Day in 2023, and took the opportunity to focus on business compliance training.

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

 2-25

As the leading logistics and postal service provider in Austria, with Group companies operating domestically and internationally, the Austrian Post Group has a significant 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 also took part in the Business & Human Rights Accelerator programme in 2023.

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 Österreichische Post AG's 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 updated 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 within the supply chain.

■  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 2023, Austrian Post professionalised how it handles the topic of human rights within its supply chain and expanded the social compliance pillar – which covers this topic – in 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 and bullying and sexual harassment.

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

■  For more information, please refer to the “People & Social” section on p. 98ff


Social compliance in the supply chain 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 2023, 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.

■  Social compliance risks considered material in 2023 can be found in the ESG Risk Management section on p. 39ff.

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 2023, 195 employee enquiries on business and capital market compliance were processed by the compliance help desk.


■  post.at/en/ir/c/compliance

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. 66ff



MEASURES TAKEN IN RESPONSE TO CASES OF CORRUPTION

GRI 205-3

No cases of corruption occurred at Austrian Post in 2023. 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 2023.

Transparency in Safeguarding Political and Economic Interests

GRI 3-3

Österreichische Post AG maintains open dialogue with political interest groups and decisionmakers. As a leading logistics company, we monitor a number of different areas, from postal market regulations, through to transport and logistics, digitalisation, energy and sustainability, the labour market and safeguarding the country's critical infrastructure. Austrian Post conveys its concerns in these areas to social partners and political decision-makers at a government, parliamentary, state, city and municipality level. It is in Austrian Post's interest to ensure that the political framework is in line with the company's strategic objectives as well as the needs of its customers.

That is why it is so important for us to foster a culture of open dialogue with all of our stakeholders.

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).

External consultants monitor political developments which are of relevance to Austrian Post on a national and European level and make sure that the company's interests are represented. 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 Universal Postal Union, 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 ec.europa.eu/transparencyregister (ID 726916114945-91).

Material Topic

Stakeholder Value

GRI 3-3 SDG 5, 7, 8

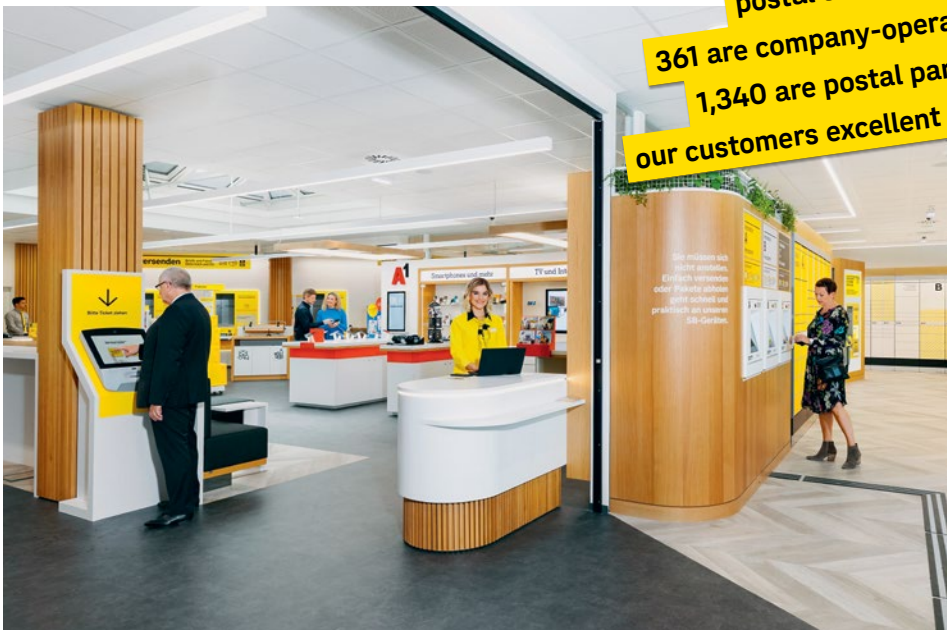
Only a financially successful company can live up to its responsibility to society and share that success with its employees, shareholders and the state. Solid revenue development, sustainably high profitability and the continuation of the attractive dividend policy are our declared goals. Fundamentally, 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.

— See Ratings on p. 10f, and Austrian Post at a Glance, p. 14f

— See 2023 Annual Report, p. 06f, 14ff, 18ff

1,701

postal service points, of which
361 are company-operated branches and
1,340 are postal partners, offer
our customers excellent access to services.



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 is committed to continually upgrading its nationwide network of postal service points. With 8,372 delivery staff (FTE), 361 company-operated branch offices and 1,340 postal partners, we provide reliable services for customers throughout Austria. We are responding to increasing parcel volumes by boosting our capacity. We have been expanding our Austrian logistics centres over the last few years. We will continue to invest in our logistics network to maintain a high-quality and rapid parcel delivery service within Austria despite volumes being on the rise.

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 nine parcel logistics centres, as well as 252 delivery bases, 21 of which are parcel delivery bases. In 2023, 96.2% of all letters were delivered on the next working day, and 97.9% of parcels addressed to private individuals within two working days. Both levels are higher than what is legally stipulated in 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 2023, 93.6% 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. This is another area in which we exceed requirements. We are represented throughout the country with 1,701 postal service points, of which 361 are company-operated branch offices and 1,340 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 is committed to generating sustainable added value in order to benefit stakeholders and society as a whole. The revenue of EUR 2,841.2m generated by Austrian Post in 2023 (incl. other operating income) was offset by advances in the amount of EUR 1,423.3m. The resulting added value of Austrian Post totalling EUR 1,417.9m 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 1,223.4m.

■  For more information about value creation, please refer to p. 121

■  For more information about financial performance, please refer to p. 75ff of the 2023 Annual Report

Austrian Post's Tax Strategy

GRI 207-1, 207-2, 207-3

We take a conservative and transparent approach to tax planning, tax structuring and tax risks. As a majority state-owned listed company, we have a particular responsibility to meet our tax obligations. We are committed to complying with tax laws and to meeting all of our tax obligations in all of the countries in which we does business. Austrian Post does not engage in aggressive tax avoidance schemes and does not tolerate any tax-related misconduct.

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 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 fully consolidated 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 SDO 5, 7, 8

For the 2023 financial year, the majority owner (52.8%) of Österreichische Post AG, namely Österreichische Beteiligungs AG (ÖBAG), will receive EUR 63.5m in dividends from the total dividend payout of EUR 120.2m (subject to approval by the Annual General Meeting on 18 April 2024). Moreover, EUR 59.7m 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 SDO 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. The "Green Packaging" pilot was extremely successful and established a way to reuse packaging and be more efficient with resources. This innovative approach was funded by the packaging coordination agency VKS. It has already won a number of awards and went live in 2023 as the Post Loop service.

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 Öffi-Packerl project, which is looking in new delivery formats such as crowdsourced delivery (i.e. private individuals using public transport systems). We are also applying for funding to assist with our move to an electric fleet, with a focus on the FFG's zero emission heavy goods vehicles and infrastructure subsidy program, ENIN. Applications related to our property and buildings are moving in a similar direction. Kommunalcredit Public Consulting (KPC) is funding projects dedicated to improving the company's energy efficiency by replacing lighting with LED systems. We are also applying for funding from the Abwicklungsstelle für Ökostrom AG (OeMAG) which will go towards the installation of photovoltaic systems.

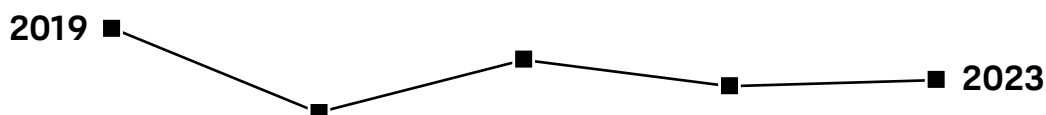
We have created a central funding management unit to optimally support project managers. As a competent point of contact, this unit provides assistance with everything from finding suitable sources of funding through to submitting applications and the invoicing of project costs.

■ [S](#) For more information on individual projects, refer to Investing in Innovation and Future Technologies (p. 50f)

120.2

EURm

proposed
dividend payout



G 10 Dividend per Share
EUR



Capital Market – Reliable Dividends

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

Österreichische Beteiligungs AG (ÖBAG) holds the majority, or 52.8%, of the Österreichische Post AG shares issued. Detailed information about the company and the Austrian Post share and shareholder structure can be found in the 2023 Annual Report.

An attractive dividend policy is the foundation for our successful investment story. In concrete terms, this means at least 75% of the Group's net profit should be distributed to shareholders each year. For the 2023 financial year, the Management Board will propose the distribution of a dividend totalling EUR 120.2m (EUR 1.78 per share) to shareholders at the Annual General Meeting scheduled for 18 April 2024.

Our dividend policy is based on our robust business model and consistent cash flow from operating activities. We generated earnings before financial result and income tax (EBIT) of EUR 190.2m in 2023. In 2023, the operating free cash flow came to EUR 221.6m following EUR 105.9m in maintenance investments and can therefore cover the planned dividend payout. The operating free cash flow thus forms a solid base on which the company will be able to make investments and pay dividends in the future. With a dividend yield of 5.4% at the end of 2023, Austrian Post ranks among the most attractive dividend stocks in Austria and internationally.

See 2023 Annual Report, p. 22ff

Future:
got it.

We get it!

**We know how green
efficiency works.**

Effective climate action requires experience. We know how to get e-mobility moving and design and manage buildings in an energy-efficient way. This is the expertise that will allow us to achieve our ambitious CO₂ reduction targets.



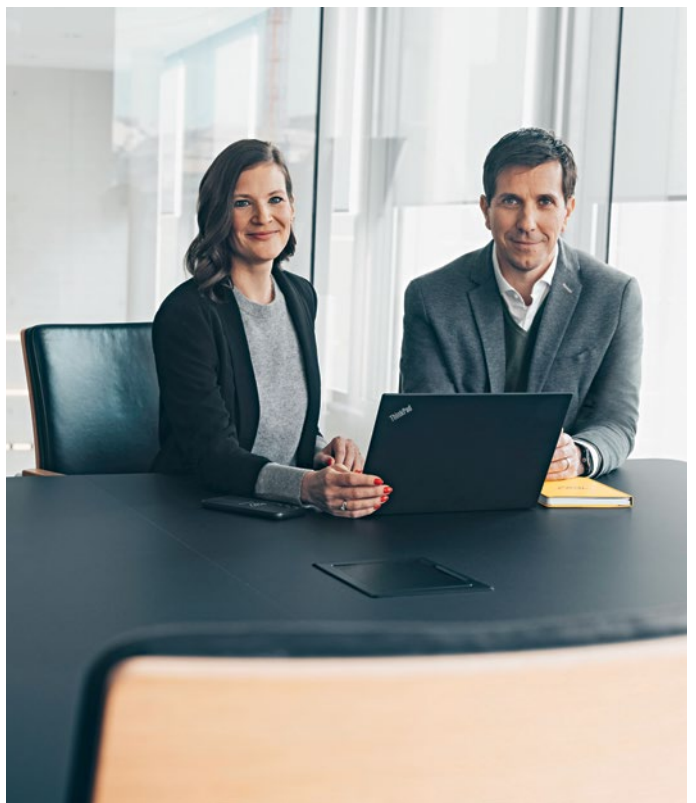
Sustainability of Our Fleet and Sites

■ Austrian Post opened its most advanced parcel logistics centre in Vienna-Inzersdorf at the end of the year. Is it as sustainable as it is innovative?

Hanna Hofbauer_ Just in the first phase of expansion, we've managed to double our sorting capacity at the site to up to 25,500 parcels per hour. That's an important step, but we didn't want to neglect our commitment to environmental sustainability as we expanded our logistics infrastructure. We've taken steps such as incorporating green areas, setting up nesting boxes, and introducing wild bees. Our new centre also boasts a green roof equipped with a nearly two-megawatt peak (MWp) photovoltaic system. We have also put a strong emphasis on sustainable transport options for our employees, with company buses, carpooling, bicycles and electric vehicle charging stations.

■ Electric mobility is extremely important to Austrian Post across the board ...

Paul Janacek_ We already had 3,975 electric vehicles on the road by the end of 2023, and we want to make the last mile completely CO₂ free throughout Austria by 2030. In Vienna, we hope achieve this by 2025. We are expanding our charging facilities at logistics sites in the



Austrian capital so that around 600 vehicles with combustion engines can be replaced with electric vehicles. In Salzburg, our delivery fleet will be fully electric from March 2024 onwards. We are setting up the charging infrastructure and adding 120 electric vehicles to make that happen.

In Innsbruck, the entire delivery fleet will be switched over to electric vehicles by February 2024. We did this by adding 70 electric vehicles and enhancing the charging and photovoltaic facilities at our logistics sites.

Adding photovoltaic systems isn't the only step that Austrian Post is taking to make its locations sustainable.

Hanna Hofbauer_ We have ambitious aims in sight for our buildings. A prime example is the new Tyrol logistics centre in Vomp, where we launched the Flat Roof Biodiversity project in partnership with the University of Innsbruck. The green roofs which have come out of the project are highly sophisticated and have a remarkable level of biodiversity, with 64 plant and 1,000 insect species identified in just the first year. These results prove that green roofs have a vital role to play in increasing biodiversity as part of our green infrastructure, which is made up of a network of natural and semi-natural areas.

"Making our buildings more eco-friendly has a vital role to play as we move towards greater sustainability."

Hanna Hofbauer,
Head of Special Building Projects



"As a trailblazer in sustainability, we champion innovative approaches."

Paul Janacek, Head of Group Fleet



What part does innovation play in Austrian Post's approach to sustainability?

Paul Janacek_ A crucial one, especially as we pursue our goal of an emission-free truck fleet. We're exploring every possible avenue to reduce our emissions, including hydrogen and electric trucks. Last year, we trialled running six trucks on hydrotreated vegetable oil (HVO) in Vienna and Graz under the leadership of our transport logistics teams. This renewable fuel made from waste, grease, agricultural residues and oils can reduce a vehicle's CO₂ emissions by up to ninety per cent and can be used by existing diesel engines without any alterations.

Austrian Post is also involved in an innovative project addressing the issue of second-life batteries. Austrian Post, as a project partner, is planning to put the first prototype of an electricity storage system made from second-life batteries from used electric vehicles into operation in Vienna in the first half of 2024. This project is looking at ways to significantly extend the lifespan of these batteries, which are extremely energy-intensive to produce.

Environ- ment

& Climate

Austrian Post is taking responsibility for the environment. We are pursuing ambitious targets to minimise our carbon footprint and take better care of the environment. We are always looking for new solutions – these include making our properties more energy-efficient and ensuring that all of our deliveries in Austria are made on foot or with electric vehicles by 2030.

Future:
got
it.

What Moves Us

GRI 3-3

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.

However, what we do also has an effect on the environment and climate – particularly in the form of emissions of greenhouse gases like CO₂ that change the climate. For this reason, as one of Austria's largest logistics companies, Austrian Post wants to actively contribute to efforts to achieve national and international climate protection targets. We are committed to reducing CO₂ emissions in line with the Science Based Targets initiative's plan for limiting global warming to 1.5 °C. Our primary aim is to reduce and avoid greenhouse gas emissions such as CO₂ whenever possible while still being able to handle the increase in 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. A few decades ago, doing good business had very little to do with being good to the environment. Nowadays, environmental awareness is a social movement and a key economic factor that influences every area of business that you can think of. We are increasingly convinced that having a keen awareness of your responsibilities towards the environment and society is one of the keys to a company's long-term success, not an impediment.

Urbanisation is another highly relevant megatrend for us as a leading logistics company, as it is in our ever-expanding cities that the battle against climate change will be won or lost. As urban spaces get denser, Austrian Post is always looking for smart and

eco-friendly ways to get from point A to point B 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

We have consistently integrated climate and environmental protection measures into our core business for many years, in addition to establishing Group-wide measures designed to reduce our impact on the environment. These are tailored to reflect the material topics and designed to minimise environmental risks and take advantage of opportunities:

- Green & Efficient Mobility
- Green & Efficient Buildings
- Resource-efficient Processes
- Circular Economy

For more information on the key environmental issues and how they relate to the Sustainable Development Goals (SDGs), see p. 36. For more information about Austrian Post's integrated corporate and sustainability strategy, turn to p. 18.

Targets, Measures and What We Achieved in 2023

GRI 3-3

We use targets and measures to manage and evaluate our services and progress.

All indicators relating to the environment can be found starting on p. 122.

Overview of Environmental Targets

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

Our strategic sustainability target:

→ Mobility based on renewable and low-CO₂ energy

Objectives	Measures	Status
SDG 13.1, 13.2, 13.3, 13.b 100% electric vehicles for the last mile of delivery in Austria by 2030	Steady addition of electric vehicles to delivery fleet	At the end of 2023, Austrian Post had a total of 3,975 electric vehicles in use, 3,823 of which were used for delivery. This corresponds to a proportion of 39.7% of all vehicles for internal deliveries

<p>SDG 13.1, 13.2, 13.3, 13.b 100% electric vehicles for the last mile of delivery in Austria by 2030</p>	<p>Expanding green deliveries (on foot, electric bicycles, electric mopeds, electric utility vehicles) to new areas</p>	<p>Shift to electric vehicles for all mail and parcel deliveries in Graz complete</p> <p>Shifting all mail and parcel deliveries in Innsbruck and Salzburg to electric vehicles in Q1 2024</p> <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>152 electric management vehicles were in use in 2023. This number is going up continuously</p> <p>There were bicycle-sharing stations at four sites in 2023. 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</p> <p>One truck powered by liquid natural gas (LNG) in the fleet</p> <p>Electric trucks trialled on a route in Vienna to obtain data which can be used to evaluate possible use cases</p> <p>Six trucks powered by hydrated vegetable oil (HVO) being trialled as a transitional measure to reduce our CO₂ emissions. The company is planning to introduce more trucks in 2024</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 CO₂ emissions produced by Austrian Post real estate</p>	<p>Procuring electricity from renewable energy sources for our buildings and electric vehicle fleet</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 since 2018</p>

<p>SDG 7.2</p> <p>Double proportion of internally generated electricity from renewable energy sources by 2030 (base year: 2020)</p>	<p>Expand photovoltaic systems</p> <p>Run electricity storage trials and screen a number of renewable energy options</p>	<p>27 photovoltaic plants built with 9.4 MWp. The overall expansion plan includes expanding PV capacity to approx. 20 MWp</p> <p>We are trialling electricity storage systems at a base together with a PV system, charging stations and a heat pump. We are screening innovative renewable energy sources to identify viable options</p>
<p>SDG 7.3</p> <p>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 12 energy efficiency measures related to lighting, room heating and renovation of buildings to make them more efficient to heat</p> <p>Gradual phasing out of fossil fuels used for heating and switch to district heat, pellet heating systems and heat pumps</p>
<p>SDG 12.2, 12.5</p> <p>Use a variety of projects to implement sustainable infrastructure standards by 2026</p>	<p>Increased focus on sustainable new buildings</p>	<p>Use of regional wood from Austria to build the halls at new logistics centres</p> <p>Inclusion of green area plans when constructing or expanding logistics centres</p> <p>Continue funding for eight bee colonies at the Vienna letter mail logistics centre</p> <p>Research partnership with Innsbruck University "Flat Roof Biodiversity – Monitoring at Inzersdorf and Vomp Logistics Centres"</p> <p>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</p> <p>Development of sustainability strategies for a new development on Bahnhofplatz in Linz as part of the "Green Diversity Linz" research project. The purpose of the project is to implement measures to create attractive habitats for flora and fauna</p>

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

Our strategic sustainability target:

→ Make sure our processes are efficient in terms of resources

Objectives	Measures	Status
<p>SDG 7.3, 12.5, 13.3</p> <p>Company headquarters, all logistics centres and delivery bases with more than 70 employees ISO 14001 certified by 2025</p>	<p>Ensure more sites are ISO 14001 certified</p>	<p>12 sites were ISO 14001 certified in 2023</p> <p>Sites operated by Group companies Medien.Zustell GmbH, Post Business Solutions GmbH and Aras Kargo are also ISO 14001 certified</p>
<p>SDG 7.3, 12.5, 13.3</p> <p>Awareness-raising for all employees at all locations to promote efficient use of resources</p>	<p>Energy efficiency programme</p> <p>Focus on sustainability for meetings and events</p>	<p>The cross-divisional energy efficiency programme launched in autumn 2022 for the purpose of reducing thermal and electrical energy consumption at all Österreichische Post AG sites was continued in 2023. The focus is on both behavioural and technical adaptation measures</p> <p>All major events (e.g. annual kick-off, summer party and Annual General Meeting) have been held and certified as Green Events since 2019. The internal policy for sustainable events is used for smaller or internal events</p>

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	"Green Packaging" pilot scheme completed The "Post Loop" reusable packaging scheme was launched in July 2023
SDG 12.5 Optimisation of internal recycling management	Waste optimisation and quality assurance projects at some sites	Collection, separation and disposal of waste optimised at logistics centres and delivery bases in Styria and Upper Austria

Material Topic

Green & Efficient Mobility

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

If Austrian Post wants to avoid or reduce CO₂ emissions, transport operations offer the most promising leverage. Each year, our mail and parcel carriers deliver around 4.3 billion mail items to around 4.8 million 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.

Our climate efforts are based largely around the vehicles which are in use on an everyday basis. The efficiency of our fleet is primarily dependent on the type of vehicles we use, along with their age and condition. 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. Since spring 2022, all new delivery vehicles added to the fleet in Austria have been electric. With regard to transport logistics for trucks, if vehicles with alternative drive systems are unavailable for any reason, we purchase fuel-efficient vehicles of the lowest emission class available (Euro 6).

See Sustainability – Facts and Figures p. 126

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. Österreichische Post AG operates 3,975 electric vehicles today, including 1,082 single-track electric

vehicles and special vehicles (quads and trikes) as well as 2,893 electric cars. The electricity used to power the electric vehicles comes from renewable energy sources. The Austrian Post Group deployed 4,133 electric vehicles in the year 2023. This makes us the largest e-fleet operator in Austria. The share of electric vehicles used for delivery at Österreichische Post AG is now 39.7%, and we want to take consistent action to increase that share. We strengthened our efforts in this area last year. In 2023, our electric fleet increased significantly in size year-on-year thanks to subsidies from the EU subsidy programme ENIN, the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK) and the Austrian Research Promotion Agency (FFG).

Electric vehicles are currently mainly used in congested urban areas. We already provide almost completely noise and CO₂ emission-free letter deliveries in many state and district capitals.

We have provided 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.

The provincial capitals of Innsbruck and Salzburg are set to switch to emission-free delivery in the first quarter of 2024. To do this, we will need another 200 or so electric vehicles and charging points. We started the process of guaranteeing emission-free parcel deliveries in Vienna in 2022. The first 50 electric parcel transport vehicles were put on the road in Vienna at the end of 2022. Around 1,000 electric delivery vehicles joined the fleet in 2023.

Austrian Post is also focused on using new technologies and running pilot projects related to electric vehicles to meet its sustainability targets. The company worked with Mercedes Benz to fit two electric delivery vehicles with fine dust filters by October 2023. In addition to being emission-free, these vehicles also removed particles from the air. The outcomes of this pilot project are currently being evaluated and should be available in the first half of 2024.

Austrian Post is also involved in a project addressing the issue of second life batteries. The first preliminary prototype was completed in 2023 and is set to be connected to the electricity network in 2024. Austrian Post is the perfect partner for a project of this kind. 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 also monitors the state of health of the batteries in its vehicles on an ongoing basis. This up-to-date data provides an insight into battery degradation levels and the maximum service life of our electric vehicles. We can also use this information to deploy vehicles in different regions to make sure that they remain in service for at least ten years as planned.

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

Optimising the Freight Transport Fleet

Austrian Post has refreshed its fleet and deployed cutting-edge freight transport systems in recent years to reduce its impact on the environment. All of the vehicles in the transport logistics fleet comply with Euro 6, the most modern emissions technology available on the market. In 2023, we purchased 60 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 are also committed to road safety and making sure that more vulnerable roads 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.

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 CO₂ 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.

Austrian Post added the first six HVO-powered trucks to its fleet in July 2023. Hydrotreated vegetable oil is a renewable fuel made from waste, grease, vegetable oil and agricultural residues. Diesel vehicles can use HVO without the need for retrofitting. HVO manufacturers claim that using this fuel can reduce a vehicle's CO₂ emissions by up to 90% compared to using diesel.

Between July and September 2023, Austrian Post deployed three trucks with HVO tanks in Vienna and three in Graz. These vehicles were used on their normal daily routes between logistics centres, delivery bases and postal service points and carried parcels, direct mail, letters and print media. The pilot scheme provided valuable

information about fuel consumption, handling and the extent to which CO₂ emissions can be reduced in practice. The trucks were refuelled with fuel from Eni Sustainable Mobility and Biofuel Express at filling stations with their own HVO pumps in Graz and Vienna.

HYDROGEN AND ELECTRIC TRUCKS: SUBSIDY APPROVED, VEHICLES ON THE ROAD NEXT YEAR

Austrian Post wants to trial as many future technologies as possible on Austria's road network as it moves towards a zero emission HGV fleet. That is why we submitted applications for subsidies covering four zero emission trucks to the "Zero Emission Heavy Goods Vehicles and Infrastructure" (ENIN) subsidy program, which is run by the European Union, the Austrian Federal Ministry for Climate Action, Environment, Energy, Mobility, Innovation and Technology (BMK) and the Austrian Research Promotion Agency (FFG). All of these applications have been approved.

The first application covers a pilot scheme involving two electric trucks. These trucks will replace two diesel trucks operating a 24/7 route between the logistics centre in Vienna-Inzersdorf and Vienna International Airport. A dedicated rapid charger is being installed on the grounds of the logistics centre so that the trucks can get back on the road quickly. Austrian Post expects these vehicles to be on the road in the second quarter of 2024 if they are delivered on schedule.

The second application covers a pilot scheme involving two hydrogen trucks. These trucks will be deployed on a route between green hydrogen refuelling stations in Vienna and Tyrol. Additional stations are being planned and should cover all main domestic transport routes in the near future. The vehicles have an expected range of around 400 kilometres on a single refuelling and can be used on any route in Austria given the current nationwide network of hydrogen refuelling stations. Long lead times and green hydrogen supply bottlenecks mean that Austrian Post's first two hydrogen trucks will not be on the road until the end of 2024.



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 e-mobility target

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

sciencebasedtargets.org

Austrian Post set itself a science-based target in 2017

In 2020 and 2021, Austrian Post signed a declaration of intent to use green hydrogen to transport freight with OMV and Wien Energie – 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 level of energy that they consume and how dependent they are on fossil fuels like gas for heating. 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. 123ff

Building Management

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 performed an energy audit in Austria in 2023 and implemented a number of measures, such as swapping out oil heating systems and installing sustainable heating and warm water systems at different locations. We are also implementing energy data management and performance monitoring technology for our photovoltaic systems.

Climate-friendly and Viable for the Future: Renewable Energies

In addition to saving energy, large logistics companies like Austrian Post are committed to purchasing green electricity and generating their own electricity.

Since 2017, all of Österreichische Post AG's electricity for its buildings and the electric vehicle fleet has come from renewable energy sources in Austria. This applies to both company-owned buildings and leased buildings for which it can impact the supply of electricity. The Group companies have been gradually switching to green electricity 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 first rooftop photovoltaic system at the Vienna Inzersdorf letter mail logistics centre went into operation in autumn 2013 and boasts a rating of 882 kilowatt peak (kWp). Our largest PV system is installed on the roof of our logistics centre in Allhaming and has a capacity of around 2 MWp. We have now installed 27 photovoltaic systems with a total rating of 9.4 MWp. The overall expansion plan includes expanding PV capacity to approx. 20 MWp. In 2023, the amount of energy we generate internally went up to around 3 million kWh due to new PV systems going online.

Photovoltaic systems are installed as standard at all new delivery bases, with heating and hot water provided by heat pumps. Our recently completed parcel logistics centre in Vienna Inzersdorf uses a large-scale heat pump and underfloor heating.

We are currently trialling systems to store the energy generated by our PV systems to cover the electricity needed to charge our electric vehicles and power our buildings. We are also in the process of creating prototypes to demonstrate how “second life” batteries from vehicles can be used in buildings. Austrian Post is also assessing the feasibility of innovative renewable energy sources like small wind turbines and H² storage facilities.

Green Area Plans

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 association provides expertise by having trained beekeepers take care of the bee colonies, and Austrian Post provides the location where they can settle. These efforts have clearly been successful, with organic Austrian Post honey being harvested for the last four years.

Since 2020, we have been developing and implementing green area plans to promote biodiversity in the areas around our buildings. We started off with the logistics centre in Styria, followed by our new Tyrol logistics centre in Vomp. Since then, new green areas have been established at our logistics centre in Salzburg Thal-gau and our base in Bruck an der Leitha. A green area plan was also implemented as part of the expansion of our Upper Austria 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.

Our “Green Diversity Linz” research project is looking into how biodiversity can be increased in an urban neighbourhood that is currently under development, with the aim of creating a green, liveable urban environment that is attractive to both humans and animals.

Certification for "Post am Rochus"

In addition to innovative building technology with the use of thermal groundwater, the corporate headquarters "Post am Rochus" uses concrete core activation for room cooling. The building is also equipped with 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 includes one of the first 150 kW rapid charging units in Austria, demonstrating how we are playing our part in society's move towards e-mobility.

Our flexible office plan proved its worth during the pandemic, and – with just a few tweaks – has shown itself to be a sustainable and effective way to provide employees with flexible working conditions.

Material Topic

Resource-efficient Processes

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. We use ISO 14001 certified environmental management systems to improve our resource efficiency. We also have a sustainable event management policy and energy efficiency scheme to raise awareness among external and internal stakeholders.

Responsible Use of Resources in Logistics Processes

306-2 3, 12

Austrian Post invests a lot of effort in deciding which materials and resources to use in its logistics processes. We closely analyse the various components of our logistics services, such as reusable roller containers, 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. Twelve of our logistics centres and our corporate headquarters 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 logistics centres in Vomp and Wolfurt, the parcel logistics centre in Kärnten in Wernberg and the logistics centre in Salzburg-Thalgau are also ISO 14001 certified, as is our head office at the Post am Rochus site. Out of our national Group companies, Medien.Zustell GmbH and the Post Business Solutions GmbH sites are certified accordingly, as is our international Group company Aras Kargo. We use a standardised continuous improvement process in combination with internal and external audits to consistently enhance our environmental performance.

Increasing Awareness of Environmental Issues Among Employees

We know that our motivated and committed employees contribute significantly to the implementation of the environmental protection and efficiency measures. We are therefore always taking steps to ensure our employees are aware of environmental issues. These include publishing documents which explain how our employees can take steps as individuals to save energy. We have launched a company-wide energy efficiency programme, steered by a cross-functional programme management structure. Departments in distribution, logistics centres and our branches coordinate the activities that energy ambassadors are involved in at our sites. The comprehensive energy efficiency programme which we launched in 2022 included technical measures such as 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 amount of internal feedback and responses we received regarding our “Actions speak louder than words” sustainability campaign – 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, customer events such as the “Golden Horn” awards, the Annual General Meeting and the awarding of the CO₂ NEUTRAL DELIVERY certificate – meet the criteria for green events and are certified with the Austrian Ecolabel. In addition, all smaller events at the “Post am Rochus” corporate headquarters 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 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.

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. Our main focus is on preventing or reducing waste.

As is typical for companies in our sector, most of the waste at our logistics centres takes the form of used paper, including cardboard packaging, plastic, waste wood (pallets) and residual waste. The vast majority of this waste 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. That is why

we are committed to working with our business customers to reduce waste. 99.9% of Österreichische Post AG's waste is classified as non-hazardous. Approximately 87% of this can be recycled. All waste is handed over to authorised waste collection and disposal contractors.

Austrian Post is also looking for alternative ways to reuse old uniforms. As part of the revamp of the corporate design, 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 products are now available from the Austrian Post fan shop on the Shopping website. We have also held a brainstorming session to come up with ideas for new products made from old mail delivery bags. A number of different products are being produced and used internally and at events. Products like laptop bags and weather-resistant saddle covers for bicycles are available from the Austrian Post fan shop.

We also want to contribute to the circular economy in areas beyond our 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 that is produced. Business customers decide which materials to use for packaging. Nevertheless, we are taking steps to draw up appropriate measures in order to minimise waste. To this end, we have been working with the University of Applied Sciences in Upper Austria since 2020 on a research project 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 shipped in reusable packaging. A detailed preliminary study performed by the University of Applied Sciences Upper Austria showed that using reusable

2023

Post Loop starts
regular operations.



packaging is the most effective way to reduce emissions. Since all of the different types of packaging are made from wood fibres or recycled PET, the ecological break-even point is reached after the second cycle – far earlier than with conventional disposable cardboard.

During the test phase, the participating retailers shipped selected goods ordered online in the reusable packaging. After receiving their products, customers 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 went live in 2023. Austrian Post offers two different services in this area:

1. Post Loop-Service: If retailers want to provide their own reusable packaging, Austrian Post offers its Post Loop-Service to return empty packaging to the retailers. Cleaning and prepping the packaging is down to the retailers.

2. Post Loop-Service Plus: All retailers that do not want to provide their own reusable packaging can use Austrian Post's packaging pool, Post Loop-Service Plus. They can use this service to book the amount of packaging that they need and dispatch it using the smart deposit system. Consumers are provided with a voucher towards their next purchase from the retailer as soon as they return the packaging. This gives consumers an incentive to help make the circular economy a success. Austrian Post then returns the packaging to the central processing centre for cleaning and storage.

**We
get it!!**

**We know the value
of working together
effectively.**

Austrian Post serves people and thrives on their support. This will always be the case. Respect, openness, trust and appreciation form the cornerstone of this relationship. Upholding these values is paramount in navigating an ever-changing market.



Opportunities for Enthusiastic People

■ Ms Sahin, Ms Gritscher – Can you share what you value most about working at Austrian Post?

Melanie Gritscher_ I joined Austrian Post in 2022, and three things have always kept me coming into work with a smile on my face. First, my role as a delivery driver keeps me active and outdoors. My routes change all the time, so my job is really varied. The team spirit here is nothing short of extraordinary – we're always there to support one another, which was incredibly helpful when I was new. Being able to seek help and receive it without hesitation has made all the difference.

Kaniye Sahin_ For me, it's Austrian Post's genuine commitment to providing employees with development opportunities that stands out. I'm the perfect example! I began as a cleaner and transitioned to delivering part-time by bike when my four children were young. Now I'm a site manager. Austrian Post truly supports anyone who is willing to embrace a challenge, allowing them to reach their full potential, regardless of their gender or background. Your personal strengths hold more value than any diploma.



■ #zusammenbringen is also about having strong teams. Is this something you have seen in action?

Melanie Gritscher_ Definitely! There are 23 of us at the base. We talk all the time to keep each other up to date about what's going on, especially when we're out on deliveries. Whenever someone joins the team, they can rely on us for help and support. When we're done with our routes, we ask around to see if anyone needs a hand. This level of team spirit isn't something you see every day.



"Austrian Post truly supports anyone who is willing to embrace a challenge, allowing them to reach their full potential."

Kaniye Sahin, Lustenau site manager

Kaniye Sahin_ Our team is made up of people from various backgrounds, genders and nationalities, and some of them can't speak German that well yet. As site manager, I make sure that I devote time to my colleagues right from the start. New colleagues are enthusiastic about their training and make progress quickly. We maintain an informal and supportive atmosphere, even to the point where I help out with deliveries if we're short on people.

On the topic of diversity, Austrian Post relies on a diversity network of individual groups that raise awareness of certain topics and help bring about further organisational development at Austrian Post. Gender equality is one of the issues the network addresses. What is your personal experience of this?

Melanie Gritscher_ We have more women than men working at our delivery base, and it's absolutely equal. I don't notice any differences between how men and women are treated on a day to day basis – the same goes for people of different nationalities, religions and age groups.

Looking to the future, what opportunities do you think Austrian Post has in store for you?

Kaniye Sahin_ I have just become a site manager, so I'm currently in a phase where I'm still learning a lot. I feel like I have a lot of support, which is great. I don't think I've achieved everything I'm capable of, but I'm moving in that direction. Austrian Post offers good opportunities for people who are willing and eager to move up.

Melanie Gritscher_ I see a future for myself at Austrian Post. I have only been with the company for two years, but it has already offered me so many opportunities to develop, both professionally and personally. I'm sure that I will always be able to find a position at Austrian Post that suits me.



"I'm sure that I will always be able to find a position at Austrian Post that suits me."

Melanie Gritscher,
delivery driver in Fritzens

People

& Social

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.

Future:
got
it.

What Moves Us

GRI 3-3

Digitalisation, demographic changes and diversity are transforming the needs of both our customers and employees. Mobility and flexibility have never been more in demand. To meet these expectations while still taking a long-term view and acting reliably and sustainably, 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 has continued to accelerate over recent years. Because of this, we need to be continuously training up all of our employees in new skills. Being open to new approaches and innovative work models is becoming increasingly important. This is particularly true with respect to executive development and training and education. We are also seeing a growing emphasis on the importance of data security. 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.

What employees want from their workplace is 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 a vital 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:

- 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. 36.

Targets, Measures and What We Achieved in 2023

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>The Employee Engagement Index is 84%, a significant increase compared to the outcome of the 2021 survey.</p> <p>According to the engagement survey, the main strengths are a trusting and collaborative relationship with executives, a willingness to go the extra mile and equal treatment of employees throughout the company.</p> <p>Our staff are extremely positive about our company's values, with "Purpose" and "Us" leading in approval.</p> <p>The process of evolving the corporate culture continues. Adaptation of institutionalised, strategic personnel development instruments to advance the leadership culture</p>
<p>SDG 8.5</p> <p>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 9.9m</p> <p>Food subsidies: EUR 7.3m</p> <p>Support contributions paid: EUR 354 thousand</p> <p>Overnight stays: 53,119</p> <p>Discounted entrance fees: 4,500</p> <p>Events held: 385</p>
<p>SDG 5.5, 10.2</p> <p>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>Continued involvement in the Women's Career Index</p> <p>Agree targets for women in leadership positions</p> <p>Active parental leave management</p> <p>Unconscious bias training for managers</p>	<p>Measures being implemented</p> <p>Latest figures for the Elly gender balance project</p> <p>Management positions held by women¹</p> <p>2021: 35.1%</p> <p>2022: 36.1%</p> <p>2023: 37.1%</p>

¹ Only the employees of Österreichische Post AG (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
SDG 5.5, 10.2 Systematic integration of diversity activities at the centre of Austrian Post's core processes and support functions	Tracking of existing and potential approaches to diversity management in different product, service and logistics areas Involvement in diversity-focused company networks Establishment of seven network groups to facilitate inter-divisional collaboration on the six core aspects of diversity Partnerships with diversity-focused organisations such as Specialisterne, MyAbility and atempo	Measures being implemented
SDG 5.5, 10.2 Awareness raising workshops as part of the Excellence Programme	Workshops to raise awareness among the next generation as part of the Excellence Programme	Currently being implemented
SDG 5.5, 10.2 Knowledge exchange workshops on gender and diversity management involving international Group companies	Workshops with Group companies to raise awareness of gender and diversity issues and cement the importance of these issues across the company	Measures being implemented
SDG 5.5, 10.2 Planning and implementation of a pilot scheme to investigate "plain language" in our product communication processes	Planning and implementation of a pilot scheme using "plain language" in our communication about a specific product	Currently being implemented

T 24 Targets for the Material Topic: Occupational Health & Safety**Our strategic sustainability target****→ Focus on health and safety**

Objectives	Measures	Status
SDG 3.6 No fatal accidents during the delivery of letters or parcels Reduce frequency of accidents (per 1 million productive hours) by 15% by 2030 (base year 2020)	Occupational safety committees established Input provided by employee protection bodies Organisational rules, operating instructions and leaflets to promote safety at work Regular training on safety risks and potential hazards Regular inspections and evaluations to identify potential hazards	Around 500 safety at work training sessions Around 4,000 site visits and evaluations
SDG 3.6 Implementation of a management system that meets ISO 45001 standards and Austrian Post certified by 2030	Pilot implementation of a management system that meets ISO 45001 standards at the Lower Austria logistics centre in Hagenbrunn	Successful implementation at the Lower Austria logistics centre, expansion to all logistics centres in Austria in preparation and implementation

T 25 Targets for the Material Topic: Digital Responsibility

Our strategic sustainability target

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

Objectives	Measures	Status
Data protection: Reduce number of data protection complaints by over 70% by 2025 (compared to 31 December 2020); speed up handling of requests from data subjects; establish dialogue with relevant authorities and ensure compliance through external agencies	Enhance data protection activities Improve processes to ensure high quality and efficient processing	The existing data protection management system was updated in 2023
Data security: Ongoing expansion and enhancement of suitable and risk-based protective measures to improve our resilience to cybersecurity incidents and minimise the risk of damage from cybercrime	Information security management and IT security based on ISO 27001 Technical measures to prevent, detect and respond to IT security incidents Organisational monitoring and awareness raising measures Targeted external reviews and audits on a regular basis	Measures aimed at enhancing and updating IT security standards and risk analysis tools are updated and enhanced on a consistent basis Ongoing technical and organisational improvements in security vulnerability detection and response, and incident response

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
SDG 17.17 Hold at least one central and one regional stakeholder roundtable per year	Central stakeholder roundtable once a year in Vienna At least one regional stakeholder roundtable in a different state every year	The central stakeholder roundtable was held in Vienna on 19 October 2023 The regional stakeholder roundtable plan was not implemented in 2023
SDG 5.5, 10.2, 17.17 Involvement in one environmental campaign and one social campaign	Active support for social projects through our core business	As in previous years, Austrian Post provided support for numerous social projects in 2023, such as the "Pakete fürs Christkind" Christmas gift initiative and the "Ö3 Wundertüte" phone donation drive
SDG 13.b Establish an Austrian Post company forest in order to foster climate action and conservation	Explore other avenues	Austrian Post held discussions with a number of providers in 2023. A final decision has yet to be made
SDG 7.2, 7.3, 13.1, 13.2, 1.3 From 2022 onwards, raise awareness of climate and conservation issues among our employees with external partners	Draw up a plan to raise awareness of climate and conservation issues	The plan was developed and implemented in parts (special edition of the staff newspaper, various internal publications, news and events published on the intranet). We are working on additional measures for implementation in 2024

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. This attracts committed and highly qualified employees who have a vital role to play in our company's success. We provide additional social benefits and comprehensive training to make sure that our employees are satisfied and want to stay with us over the long term. This commitment is paying off. In the year under review, Austrian Post won six different awards for its performance as an employer, including the "Popular Employer 2023" 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 2023, 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. The MARKET Institute named Austrian Post the "Best Employer in Austria 2023". The Institute assesses how attractive different Austrian employers are based on criteria such as working conditions and employee well-being. They also look at the reputation and regional relevance of companies, in addition to how fit they are for the future. Austrian Post ranked sixth out of 190 companies in Austria assessed by the Institute. We also received awards for our "Austrian Post Apprentice Academy" and "Popular Apprentice Scheme 2023/24" projects, reflecting our 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 coronavirus pandemic fundamentally changed working 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. Austrian Post launched the "New Normal" project in 2021, and kept it running in 2022 and 2023. This project is taking a close look at work spaces, technology, people and communication in the context of hybrid work models. 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 – and was updated in 2023. It includes a number of measures such as making meetings five minutes shorter to allow time to get ready for the next meeting, 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 their skills in this area.

Austrian Post's new vision for its corporate culture has been implemented across the Group. 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 they can identify with. We meet these needs by using innovative recruitment methods and conducting online interviews. 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 measures outlined in the "Work and Family Life" audit were continued in 2023, with a focus on providing a working environment that allows our employees to have a healthy work-life balance. To achieve this aim, 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. A number of family celebrations were held at logistics centres and delivery bases throughout Austria in 2023. All employees on parental leave were invited to take part in two online parental leave breakfasts. Training was also provided on self-management and the mental health-related aspects of working remotely. We provided relevant information and positive stories 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 over the semester break, Easter, summer and autumn school holidays. We expanded the auditing process to include our operational sites in spring 2023, starting with branch 1110 and our Salzburg logistics centre. Both were awarded the quality seal for their outstanding efforts and ambitions as a family-friendly employer. As an Austrian employer, we know that striking a proper balance between the different areas of our lives can significantly improve the well-being of our staff. We intend to gradually roll the process out to more operational sites.

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 have been rounding out the vision for our corporate culture over the last two years. Clearly defined principles provide clear guidance. We held two more culture talks to reinforce our corporate culture. Culture talks are a live online format in which different cultural topics are discussed with managers and representatives of the organisation. We established a cultural community last year to help us remain in constant contact with our employees. The community grew to over 120 representatives in 2023. 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. This is why we held our fifth company-wide employee survey in 2023, and the first to be online-only. Employees could use a QR code or a short URL to access the survey. We also sent out emails inviting employees to take part. We will draw up 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. Working collaboratively and sharing expertise give Austrian Post innovative strength and make the company successful.

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 Executive Academy since 2012. The longterm 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 2023. We added additional seminars on our corporate values of joy, purpose and performance, in addition to training on resilience and leadership in a changing work environment. Additional avenues like the logistics academy, opportunities in the

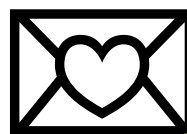
branch network and the leadership journey for Group IT managers focus on the requirements and needs of different departments.

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. In 2023, this helped us make reports for our executives more user-friendly, improve the efficiency of the process and make changes to the leadership model to reflect our new vision for Austrian Post's corporate culture.

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. A wiki was set up in 2023 to help new executives with their day-to-day management responsibilities. The integrated buddy concept also helps new staff to feel at home quickly. In the area of Distribution, we analysed the onboarding process and drew up some action items which will help us improve. Having a standardised process and a wide range of information available make it easier for new employees to get started at Austrian Post and help the company fulfil its role as a modern employer.

Team Post/Christkind – This project was set up so that staff from central divisions can provide voluntary support for employees in operational divisions. Employees are invited to gain an insight into the work of their colleagues on site and provide support during the busy season. The project fosters the feeling that everybody is in it together and provides the employees of central divisions with some perspective about the day-to-day work of their colleagues in operational divisions.



post.sozial 2023

EUR 9.9_m
total material resources

EUR 7.3_m
food subsidies

EUR 354_t
support contributions paid

53,119
overnight stays

4,500
discounted entrance fees

385
events held

Customer Day – The Customer Day gives new employees an insight into the work of their customer-facing colleagues so that they can improve their ability to assess the challenges they face. The Customer Day helps employees 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 childcare services during the holidays. post.sozial has holiday homes and rooms at 15 locations around Austria, which current and retired employees can book at discounted rates.

post.sozial also supports Austrian Post's health and leisure activities by covering registration fees for a variety of running events and helping with Österreichische Post AG's family celebrations.

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. The central and regional recruiting teams use a variety of measures to attract employees in specific target groups, including online advertisements for recruiting purposes on target group-specific job platforms and approaching potential candidates directly on LinkedIn after screening. Our application process has been tailored to suit the specific requirements of different positions – from operational roles and trainee programmes through to management roles – making our selection process both efficient and unbiased.

Employer branding as a recruitment tool: One question that we need to answer is how we can present ourselves on the market as an attractive employer for

new talents. Our efforts in this area are focused on internal and external communication, partnerships with educational institutions and social/charitable organisations, and external and internal careers events. We have had a lot of success with our regional Job Days, where we invite participants from various projects being managed by different organisations to talk about Austrian Post as an employer and the wide variety of roles available within the company. We are also particularly proud of the partnerships we have with institutions such as the Delta Academy of the Montanuniversität Leoben university. This partnership involves an open day at the Post am Rochus building and an opportunity for students to make a valuable contribution to a company project once a year. We run extensive nation-wide advertising campaigns to promote these initiatives and enhance Austrian Post's reputation as an employer in different fields.

OPPORTUNITIES AND DEVELOPMENT

404-2 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 2023 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. Our performance review procedure was analysed from the ground up in 2023 and is due to be revised in 2024.

L.E.A.D. Programme

The L.E.A.D. programme is our latest talent programme. It 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.

Talented individuals gain a wide range of leadership knowledge through tailored seminars, interviews with executives and coaching from their own managers. We were delighted to welcome 58 highly-motivated and talented individuals from Austria and abroad onto the Excellence Programme in March 2023.

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 2023, 15 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 2023. 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 areas of distribution, logistics and transport to be local and distribution logistics specialists, electrical engineers and logisticians.

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 2023 to welcome our new apprentices. Former apprentices moderated the welcome event and shared valuable

tips with the newcomers. Around 100 new apprentices were given a fun insight into the various apprenticeships provided by Austrian Post and different areas within the company. They were also given a tour of a logistics centre.

Apprentice Academy

In 2023, our Apprenticeship Academy provided a set of brand new seminars. The Academy provides training for apprentices, trainers and other people who are closely involved with apprentices.

We are committed to improving the quality of the training we provide for apprentices at Austrian Post and providing young people with ongoing support as they progress through their training. 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 2023. Austrian Post was awarded the "Popular Apprenticeship Company 2023/24" quality label, singling it out as one of the most popular companies for Austrian apprentices. The Apprentice Academy project was recognised with the "brand4youngtalents" silver apprentice marketing award.

Switching to a New Role Within the Company

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.

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.

Internship Programme

Österreichische Post AG offers college graduates from various disciplines exciting areas of activity and diverse professional development opportunities. The 2023 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. The Logistics Academy added a "culture workshop" seminar in 2023. This seminar focuses on our values of joy, purpose and performance.

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 AI 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 provided with additional training through 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 9,000 people currently have access to LENA. The content will be rolled out to more target groups in future. Access was rolled out to more Group companies in 2023.

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 shortterm and mediumterm temporary assignments.

Material Topic

Integrated Diversity Management

GRI 3-3

Austrian Post values openness, diversity and respect. We are playing our part to build an equal-opportunity and inclusive society in which everybody has an opportunity to develop their potential. We are committed to promoting diversity and equal opportunities for our employees, customers and stakeholders.

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

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 are constantly working 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 treasure the diversity of our employees, customers and stakeholders and make sure they are actively involved in designing processes and services. Austrian Post is home to people with diverse genders and sexual orientations, religions and ideologies, age groups and mental and physical capabilities, ethnic and social origins and cultural groups, all of whom bring their own unique perspectives, abilities and experience. Taking intentional steps to promote this diversity 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 fostered. Austrian Post drew up and implemented various measures in a number of different areas in 2023:

— **Diversity network:** We have established a total of seven network groups to raise our employees' awareness of the issue and improve their expertise in this area, while also incorporating diversity into Austrian Post's organisational structure. The seven groups cover seven different areas: accessibility,



5,766

of Österreichische Post AG's employees come from

105

different countries
(not including Austria)

ethnicity and origin, women in leadership, age and generations, work and family, LGBTIQ+ and religion and ideology. Employees and executives from every area of the company have been hard at work identifying potential improvements and enhancements in these cross-functional groups. This will put us in a position to drive innovation across our divisions while also defining ways in which we can improve from a diversity perspective to make Austrian Post a more sustainable company.

— **Excellence programme:** We have decided to focus on two different levels as part of our integrated approach to diversity management. In addition to providing individuals with high potential and the next generation of specialists and managers with training in specific areas, we use the in-depth work performed by participants to identify ways in which we can innovate and improve as an organisation.

— **Communication:** Corporate Communication launched a pilot scheme in partnership with the non-profit atempo GmbH to investigate the possibility of using “plain language” to make our products more accessible. This allowed us to incorporate an additional aspect of diversity into our product communication strategy.

— **External partnerships:** We take action to expand and intensify our partnerships when networking with stakeholders in different areas. We deepened our partnerships 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. We are expanding our connections in this area by forging partnerships with entities like atempo.

— **Group companies:** We also raised awareness of the topic among employees in selected Group companies and expanded their expertise in this area. Group companies like feibra and bank99 were integrated into the newly established diversity network. The Slovakian parcel company Slovak Parcel Service (SPS) and the Hungarian firm Express One Hungary were also included in the cross-company awareness-raising measures.

CHARTER OF DIVERSITY

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

We oppose 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

Österreichische Post AG 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 2023, 1,123 employees with disabilities were employed by Österreichische Post AG.

RECOGNISED FOR INCLUSION OF PEOPLE WITH DISABILITIES

In 2023, we were recognised for the work we have done to help people with disabilities to take part in professional life at Austrian Post on equal terms, and to focus on them as customers. Last year saw the Federation of Austrian Industries launch its Spectrum diversity prize for companies which exhibit a particular commitment to diversity. Österreichische Post AG was recognised in the “Inclusion of People with Disabilities” category for its outstanding performance in this area. For many years, Österreichische Post AG has been one of the few flagship companies in Austria to meet the legal requirements in this area. The company enters into partnerships with associations to find new ways to improve conditions for these important employees and customers.

Gender Balance – Increasing Female Representation

Österreichische Post AG 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. We have implemented a variety of measures 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 Österreichische Post AG employees are female, while women hold 37.1% of all management positions. The purpose of the measures that have been implemented is to increase the number of women employed by Österreichische Post AG and the number of women in management positions. The company's strategic target is to have 40% of all management positions held by women 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. Events for employees on parental leave, the ongoing use of gender-inclusive language and participation in the Women's Career Index are also important measures 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 the fifth year 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 the results for 2023, Austrian Post was awarded 82 out of a possible 100 points, above the average for all indexed companies.

Active Parental Leave Management

Austrian Post started running biannual Austria-wide parental leave breakfasts in 2020. These breakfasts 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. Employees and managers from our Austrian Group companies have been invited to take part in the parental leave breakfasts since 2022.

Childcare

We provide childcare for our employees' children at our corporate headquarters. Employees were able to take advantage of childcare for their children aged three to twelve on certain days during the semester break, Easter, summer and autumn holidays.

Special Stamp: "No to Violence Against Women"

On 25 November – the International Day for the Elimination of Violence against Women – Österreichische Post AG presented a special stamp to draw attention to the pervasiveness of violence against women and girls and the different forms it can take, in addition to the right to live a life free of violence. The stamp was designed to raise public awareness of this sensitive and important issue.

Gender Balance Programme Recognised

The panel of the "CIO of the Year" award honoured the Chief Information Officer (CIO) of Österreichische Post AG with the first-ever Diversity Award. The award recognised the company's gender balance programme, which provides executives with training to help them avoid unconscious biases, foster fair working conditions within the company and provide men and women with equal opportunities to advance.

Material Topic

Occupational Health & Safety

GRI 3-3

Austrian Post takes the health and safety of its employees very seriously. After all, when they are 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. 132f



Employee Health 2023

750

coronavirus booster vaccines

1,500

flu vaccinations

1,400

TBE vaccinations

70

health days

950

health consultations

Health Management

GRI 403-6 SDG 3

Preventive healthcare and workplace health schemes: Österreichische Post AG provides health schemes at a number of locations in Austria. In addition to providing regular health consultations, the Austrian Post health bus toured through Austria again in 2023 and stopped off at many different sites, including smaller ones. The aim of the tour was to reach as many employees as possible and bring health services relating to nutrition, exercise and mental health to the workplace. This gave employees an opportunity to increase their awareness of health issues, recognise possible risk factors and illnesses and take action as quickly as possible. Austrian Post's free health services included back examinations and exercises, lung function tests, eye examinations, seated shiatsu, advice on healthy eating during (shift) work and blood sugar, cholesterol and blood pressure tests.

In 2023, Austrian Post launched a number of additional projects to promote health in the workplace at the Kärnten (Wernberg) and Vorarlberg (Wolfurt) parcel logistics centres and in the Distribution East division. The employees at the Wernberg logistics centre had already been surveyed about their opinions on work and employment, organisation and their personal resources.

Employees were also able to speak to company doctors about their health and any questions, concerns or worries they might have in connection with health and safety. As in previous years, we provided easy-access vaccination drives. Österreichische Post AG secured a large quantity of flu and COVID-19 vaccines to cover the level of interest among employees. We also offered TBE vaccinations free of charge across Austria. We provided around 3,650 vaccinations in total.

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 2023. Representative groups of employees were formed in the branch network and workshops were held to measure group-specific stress levels in 2022, and a re-evaluation was completed in 2023. We communicated the results and began to implement measures in the same year.

Implementation of a Management System That Meets ISO 45001 Standards – Workplace Health and Safety Certification

In 2022, Austrian Post began the process of implementing a management system that meets ISO 45001 standards at the Lower Austria Logistics Centre in Hagenbrunn. This site was certified in December 2023. ISO 45001 certification is clear evidence of Austrian Post's commitment to the health of its employees and safety in the workplace. We use this management system to establish demonstrably effective processes to reduce the risk of injuries, accidents and work-related illnesses. We also scrutinise our processes on a constant basis to identify potential areas of improvement which could benefit our employees and spur our success as a company.

Measures Launched at the Hagenbrunn Site in 2023

We identified and implemented all of the requirements the company needed to meet in order to be certified. We focused on continuing to implement the health and safety at work measures that had been drawn up in the course of employee workshops.

In order to reduce work-related stress on the musculoskeletal system, a fitness instructor has been appointed at the site to give practical tips on correct movement and posture, individually or in groups, and to show employees exercises that can reduce back pain or tension in the shoulder and neck area. We also prepared a safety guideline which covers four general areas and 21 focus areas. These include instructions for properly lifting, carrying and stacking parcels, guidance on how to use personal protective equipment and rules for dealing with suspicious packages and accidents at work. Our site managers began to communicate these issues to employees at their morning meetings in September 2023 to raise awareness of these issues and prevent risky situations that could lead to accidents. Information points were set up to help provide employees with general information and safety guidance. Accidents and health risks at the workplace were documented and analysed to identify measures which could reduce the risk of accidents and health issues.

What's Next

We will continue to assess the effectiveness of the ISO 45001 occupational health and safety management system in use at the Lower Austria logistics centre in Hagenbrunn. Annual follow-up audits will be performed



Safety at Work 2023

500

safety at work training sessions

4,000

site visits and evaluations

until the system is next certified in three years. The certification programme will be rolled out to other logistics centres over the coming year.

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 2023, Österreichische Post AG held 17 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. 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.

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


All employees can also report subjective hazards 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 751 occupational accidents were reported at Österreichische Post AG in 2023. Falls 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.

A new process introduced in 2023 will allow us to analyse accidents in detail. Whenever an accident occurs, we determine what caused it and re-evaluate the relevant risk factors. We also check whether the relevant process was fully complied with. Appropriate measures are taken depending on the outcome of the analysis process. 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 2023, 59 accidents involving temporary workers occurred at work.

 See Sustainability – Facts and Figures p. 132f

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 is 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.

Wide-ranging measures
ensure the highest standards of
data protection and data security.



Material Topic

Digital Responsibility – Data Protection & Data Security

GRI 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. We provided additional cross-divisional training on data protection in 2023. 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 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 subsidiaries 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 at the same time ensuring that payment services are available at all times. With this in mind, bank99 has implemented an extremely comprehensive and holistic security management system. This system will keep its digital payment services working reliably in the long term and 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

GRI 3-3

The choices we make today will define what kind of world we will have in the future. This is particularly true for Austrian Post, which is 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 our stakeholders and are making an important contribution to shaping the future.

See Stakeholder Management, p. 37ff

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 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°C 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. 37ff

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

SUPPORT FOR SOCIALLY DISADVANTAGED PEOPLE

Austrian Post has been committed to helping socially disadvantaged people for many years. The company runs the Ö3 Wundertüte 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. 310,000 old devices were donated as part of the Ö3 Wundertüte drive in 2023/24. Since the initiative began in 2005, old mobile phones have been converted into donations worth around EUR 10.5m.

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, more than 15,000 parcels were sent all over Austria last year.

#DIERICHTIGEADRESSE: WORKING TOGETHER FOR IMPROVED VISIBILITY

Austrian Post has launched the #DieRichtigeAdresse campaign in partnership with the fire brigade and the Red Cross in Tyrol to encourage the population to check and update their address and name tags – something that could be a matter of life and death. All three organisations depend on people providing residential addresses which are correct and easy to read. In the event of an emergency, having a card that is easy to read can save vital minutes for first responders. Putting a clear and correct address on a parcel or letter makes sure that it will be delivered to the right place without delay.

SUPPORT FOR CULTURE AND THE ARTS

Austrian Post also plays an active role in culture and the arts. We support the Leopold Museum and the Kunsthistorisches Museum Vienna. Up-and-coming and established artists alike can use our company headquarters to exhibit their work.

465

companies and organisations
from 41 countries have joined
the Climate Pledge since 2019.



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 by purchasing instruments and uniforms.

PARTNERSHIPS TO PROTECT THE ENVIRONMENT AND 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. In order to join these initiatives, companies are required to have their own climate change mitigation objectives.

- **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. A commitment to achieve a 1.5 °C-compliant target for CO₂ reduction by 2030 and reach net zero by 2040 was submitted in early 2022.

— Turn to the Company & Responsibility section (p. 22 and 25) 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. 465 companies and organisations from 41 countries have joined the Climate Pledge since 2019.

- **Climate Group EV100 initiative:** This 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. 22 and 25) for more information.

- **Post Loop:** 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. Austrian Post started offering "Post Loop" as a regular service for all of its shipping customers in 2023.

— Turn to the Environment & Climate section (p. 93) and the Economy & Customers section (p. 65) for more information.

Further

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Simply reliable.

One 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 project that focuses on gender balance across the company.

Find out more on page 110

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.

Group revenue (excl. other operating income) rose by 8.7% to EUR 2,740.8m in 2023. The Parcel & Logistics Division reported revenue growth of 16.6% to EUR 1,416.5m, based on increased volumes in all Austrian Post regions. The full-year 2023 saw volume growth of 10% in Austria, 29% in Southeast and Eastern Europe, and 4% in Türkiye and Azerbaijan. Business performance in Türkiye continues to be dominated by high inflation and volatile exchange rate trends. In 2023, the Mail Division recorded a 2.3% drop in revenue to EUR 1,190.4m due to the further decline in the traditional letter mail business, as well as lower volumes in the direct mail business. The Retail & Bank

Division generated strong revenue growth of 37.6% to EUR 168.6m thanks to the improved interest rate environment for banks.

The amount of data collected in the Group's scope of consolidation was increased in 2023 due to the Group companies Starex Global and Star Express Azerbaijan being included for the first time. The Group company Weber Escal is only included in the key figures until its withdrawal from the Group in May 2023. 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 Added Value

GRI 201-1 SDG 5, 7, 8

EUR m	Österreichische Post AG ¹			Austrian Post Group ²		
	2021	2022	2023	2021	2022	2023
ORIGIN						
Revenue and other operating income	2,008.4	2,039.2	2,092.8	2,614.8	2,629.3	2,841.2
less advances	-876.4	-908.3	-974.5	-1,232.9	-1,281.1	-1,423.3
thereof materials and purchased services	-491.4	-507.8	-539.6	-715.7	-750.1	-832.4
thereof expenses for financial services	-	-	-	-5.4	-11.3	-21.6
thereof other operating expenses	-304.5	-315.6	-354.2	-346.2	-335.3	-367.9
thereof depreciation and amortisation	-80.6	-84.9	-80.7	-165.6	-184.3	-201.3
ADDED VALUE	1,132.0	1,130.9	1,118.3	1,381.8	1,348.2	1,417.9
DISTRIBUTION						
to employees (salaries, social contributions)	986.9	950.3	980.6	1,163.1	1,148.3	1,223.4
to shareholders (dividends)	128.4	118.2	120.2 ³	128.4	118.2	120.2 ³
to the Republic of Austria (taxes)	44.9	33.0	39.9	76.3	41.2	59.7
to creditors (interest)	0.1	2.7	6.7	12.9	14.5	11.9
Balance	-8.0	26.7	-29.2	1.2	26.0	2.8
ADDED VALUE	1,132.0	1,130.9	1,118.3	1,381.8	1,348.2	1,417.9

¹ Pursuant to Austrian Commercial Code (UGB)

² Pursuant to IFRS

³ Proposal to the Annual General Meeting on 18 April 2024

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 went down year-on-year by 4% to around 418m kWh. Energy consumption for buildings fell by 12% to 121m kWh. Energy consumption for the vehicle fleet saw a slight 0.4% decline. In light of the strong growth in parcel volumes last year (+10%), this improvement is clear evidence that our internal energy efficiency programme and commitment to switching to more energy-efficient electric cars are having an effect.

Energy consumption reported by the Austrian Post Group in 2023 fell by 3% compared to the previous year to around 939m kWh. Energy consumption for buildings fell by 11% to around 161m kWh. Energy consumption for the vehicle fleet also saw a slight 1% decline to around 778m kWh. This shows that we were able to reduce energy consumption at a Group level despite the significant growth in parcel volumes.

Indicators	Unit	Österreichische Post AG			Austrian Post Group		
		2021	2022	2023	2021	2022	2023
ENERGY CONSUMPTION BUILDINGS AND VEHICLE FLEET	m kWh	443.3	436.0	418.2	920.8	967.5	938.8
Total energy consumption – buildings ¹	m kWh	138.5	137.5	121.0	181.7	180.5	160.8
Total energy consumption – vehicle fleet ²	m kWh	304.9	298.5	297.2	739.0	787.0	778.0

¹ 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 for the reporting year 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 for the reporting year which is 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.

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 for the reporting year which is made available up to the relevant internal reporting date in January of the following year. In some cases, extrapolations were made on the basis of real data.

Energy – Property and Buildings

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

The amount of building space used by Österreichische Post AG and the Austrian Post Group remained stable. Österreichische Post AG and the Austrian Post Group reduced the amount of energy used for buildings by 12%

and 11% respectively. This was mainly achieved by cutting natural gas and electricity consumption as part of our ambitious energy efficiency project.

Indicators	Unit	Österreichische Post AG			Austrian Post Group		
		2021	2022	2023	2021	2022	2023
AREA COVERED BY BUILDINGS	m²	1,187,791	1,255,827	1,260,232	1,686,860	1,779,098	1,784,695
TOTAL ENERGY CONSUMPTION – BUILDINGS¹	m kWh	138.5	137.5	121.0	181.7	180.5	160.8
Diesel	m kWh	–	–	–	0.1	0.1	0.1
Natural gas	m kWh	41.6	41.9	28.4	56.5	54.1	40.1
Liquid gas	m kWh	1.0	1.0	0.7	1.0	1.0	0.7
Heating oil	m kWh	2.2	1.7	1.0	2.3	1.7	1.1
District heat	m kWh	35.3	31.5	31.7	37.9	33.9	33.6
Electricity (total)	m kWh	58.4	61.4	59.2	84.0	89.7	85.3
thereof electricity from renewable energy sources	m kWh	54.9	54.4	53.9	60.5	76.2	73.0
thereof electricity from company's own photovoltaic plants	m kWh	1.9	2.9	3.5	1.9	2.9	3.9
thereof grey electricity	m kWh	1.6	4.1	1.8	21.7	10.6	8.4

¹ 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 for the reporting year 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 for the reporting year which is 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 amount of energy consumed by the vehicle fleet of Österreichische Post AG was stable at around 297 million kWh. The Austrian Post Group reduced the amount of energy consumed by its fleet by 1% compared to the previous year. Both consumption levels must be considered in light of the strong growth in parcel volumes that we have seen in Austria (+10%) and the upward trend noted by our Group companies (CEE/SEE +29%, Türkiye +4%). The

amount of energy required by Österreichische Post AG's own fleet went up slightly as a transport logistics insourcing project caused the fleet to absorb some of the energy requirements of the external vehicle fleet. The amount of energy consumed by electric vehicles went up significantly due to electric vehicles accounting for a greater proportion of the fleet.

Indicators	Unit	Österreichische Post AG			Austrian Post Group		
		2021	2022	2023	2021	2022	2023
TOTAL ENERGY CONSUMPTION – VEHICLE FLEET¹	m kWh	304.9	298.5	297.2	739.0	787.0	778.0
thereof company's own vehicle fleet	m kWh	161.9	157.7	159.0	234.0	236.7	246.2
thereof electricity consumption for e-mobility	m kWh	3.1	4.4	8.1	3.3	4.7	8.5
thereof external vehicle fleet	m kWh	143.0	140.8	138.2	505.0	550.3	531.8
thereof electricity consumption for e-mobility	m kWh	0.0	0.0	0.0	0.0	0.0	0.5

¹ 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 for the reporting year which is 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.

CO₂e Emissions

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

The CO₂e emissions (Scope 1–3 excluding fuel- and energy-related activities) of Österreichische Post AG fell by around 6% year-on-year. Scope 1 and Scope 2 CO₂e emissions went down by around 9% compared to the previous year. Scope 3 CO₂e emissions (excluding fuel- and energy-related activities) went down slightly by 1%.

The downturn in CO₂e emissions was due to the expansion of the electric fleet and our internal energy efficiency project.

The CO₂e emissions (Scope 1–3 excluding fuel- and energy-related activities) of the Austrian Post Group went down slightly year-on-year. Scope 1 and Scope 2 CO₂e emissions went down by around 4% compared to the previous year. Scope 3 CO₂e emissions (excluding fuel- and energy-related activities) increased slightly by around 1%.

These trends must be considered in light of the strong growth in parcel volumes that we have seen in Austria (+10%) and the upward trend noted by our Group companies (CEE/SEE +29%, Türkiye +4%).

		Österreichische Post AG			Austrian Post Group		
Indicators ¹	Unit	2021	2022	2023	2021	2022	2023
SCOPE 1 CO₂e EMISSIONS	t CO ₂ e	49,919	48,533	44,988	71,247	71,035	69,648
thereof Scope 1 CO ₂ e emissions – buildings	t CO ₂ e	9,440	9,467	6,391	12,472	11,940	8,785
thereof Scope 1 CO ₂ e emissions – mobility	t CO ₂ e	40,479	39,066	38,597	58,776	59,094	60,863
SCOPE 2 CO₂e EMISSIONS (MARKET-BASED)²	t CO ₂ e	6,324	5,858	4,402	17,228	9,811	8,168
thereof Scope 2 CO ₂ e emissions – buildings	t CO ₂ e	6,324	5,842	4,323	17,228	9,783	8,036
thereof Scope 2 CO ₂ e emissions – mobility	t CO ₂ e	–	16	79	–	28	131
SCOPE 1–2 CO₂e EMISSIONS	t CO ₂ e	56,243	54,391	49,390	88,476	80,846	77,816
SCOPE 3 CO₂e EMISSIONS	t CO ₂ e	36,721	36,745	62,703	141,532	153,008	219,041
of which Scope 3 CO ₂ e emissions – fuel- and energy-related activities	t CO ₂ e	–	–	26,321	–	–	64,269
of which Scope 3 CO ₂ e emissions – upstream transportation and distribution	t CO ₂ e	36,515	35,991	35,566	141,326	152,254	153,956
thereof Scope 3 CO ₂ e emissions – business travel	t CO ₂ e	154	596	683	154	596	683
thereof Scope 3 CO ₂ e emissions – IT services	t CO ₂ e	52	158	133	52	158	133
SCOPE 3 CO₂e EMISSIONS EXCL. FUEL- AND ENERGY-RELATED ACTIVITIES	t CO ₂ e	36,721	36,745	36,382	141,532	153,008	154,772
SCOPE 1–3 CO₂e EMISSIONS EXCL. FUEL- AND ENERGY-RELATED ACTIVITIES	t CO ₂ e	92,964	91,135	85,772	230,008	233,853	232,587
SCOPE 1–3 CO₂e EMISSIONS INCL. FUEL- AND ENERGY-RELATED ACTIVITIES	t CO ₂ e	–	–	112,092	–	–	296,857

¹ 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 the requirements of the SBTi submission, Österreichische Post AG's CO₂e emissions for the base year 2013 are listed as follows: Scope 1 CO₂e – mobility: 35,199 t; Scope 1 CO₂e – buildings: 8,887 t; Scope 2 CO₂e – buildings: 6,346 t; Scope 3 CO₂e – upstream transport and distribution: 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.

² Scope 2 emissions for Österreichische Post AG are calculated 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), CO₂ emissions for 2023 come to 14,133 tonnes. This demonstrates the impact of procuring renewable energy. 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 CO₂e Emissions

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

At Österreichische Post AG, CO₂e emissions fell by around 13% in relation to transported mail volumes in 2023. In terms of revenue, the figures also fell significantly by 12% and 9% respectively compared to the previous year.

There was also a similar decline in terms of revenue at the Austrian Post Group.

		Österreichische Post AG ²			Austrian Post Group ³		
Relative Indicators	Unit	2021	2022	2023	2021	2022	2023
CO₂e EMISSIONS IN RELATION TO MAIL VOLUMES¹	kg CO ₂ e/m ³	19	19	16	-	-	-
SCOPE 1-2 CO₂e EMISSIONS IN RELATION TO REVENUE	t CO ₂ e/EUR m	28	28	24	35	32	28
SCOPE 1-3 CO₂e EMISSIONS IN RELATION TO REVENUE	t CO ₂ e/EUR m	47	46	42	91	93	85

¹ Mail volumes transported in 2021: 5,007,991 m³, 2022: 4,908,272 m³, 2023: 5,302,683 m³ (this data is not available at Group level)

² Revenue excl. other operating income of Österreichische Post AG pursuant to Austrian Commercial Code: 2021: EUR 1,977m; 2022: EUR 1,973m; 2023: EUR 2,034m

³ Revenue excl. other operating income of Austrian Post Group pursuant to IFRS consolidated financial statements: 2021: EUR 2,520m; 2022: EUR 2,522m; 2023: EUR 2,741m

Vehicles

Out of Österreichische Post AG's 10,353 vehicles, 3,975 were electric as of 31 December 2023. The number of electric vehicles in the under 3.5 t weight category went up by around 56% year-on-year to 2,893. Electric

vehicles are already used for around 40% of internal deliveries. This demonstrates the progress we have made towards achieving our target of using electric vehicles for all of our deliveries in Austria by 2030.

		Österreichische Post AG			Austrian Post Group		
Indicators		2021	2022	2023	2021	2022	2023
VEHICLES (TOTAL)		9,963	10,116	10,353	12,286	12,561	12,919
Bicycles		727	790	694	766	832	699
thereof electric bicycles		653	717	620	654	718	625
Mopeds		670	704	630	720	767	684
thereof electric mopeds		384	466	462	384	481	477
Vehicles up to 3.5 t		8,402	8,449	8,821	10,162	10,618	11,116
thereof conventional vehicles up to 3.5 t		7,021	6,593	5,928	8,659	8,628	8,020
thereof hybrid vehicles up to 3.5 t		-	-	-	78	68	65
thereof electric vehicles up to 3.5 t		1,381	1,856	2,893	1,424	1,922	3,031
Vehicles over 3.5 t		164	173	208	638	344	420
thereof vehicles with alternative drive systems of over 3.5 t		1	1	1	24	1	16

Vehicles by Emissions Standard

In addition to expanding its fleets of electric vehicles, Österreichische Post AG and the Austrian Post Group are committed to ensuring that their fleets of traditional

vehicles are as modern as possible. Around 75% of vehicles are Euro 6 compliant.

Österreichische Post AG				Austrian Post Group			
Indicators	Unit	2021	2022	2023	2021	2022	2023
MOTOR VEHICLES BY EMISSIONS STANDARD							
Euro 2	Number	3	3	3	126	124	113
Euro 3	Number	9	8	2	92	85	86
Euro 4	Number	282	232	169	426	356	298
Euro 5	Number	1,656	1,278	713	2,754	2,336	1,679
Euro 5 EEV	Number	2	1	1	5	4	4
Euro 6	Number	5,519	5,482	5,416	6,309	6,421	6,532

Paper

GRI 301-1 SDG 8, 12

Both Österreichische Post AG and the Austrian Post Group have reduced their paper consumption. The share of paper from sustainable resources (FSC and PEFC) is

approximately 96% at Österreichische Post AG. Around 80% of the paper used by the Austrian Post Group comes from sustainable sources.

Indicators	Unit	Österreichische Post AG			Austrian Post Group		
		2021	2022	2023	2021	2022	2023
PAPER CONSUMPTION (TOTAL)	t	5,754	6,158	5,527	9,145	8,351	8,181
thereof sustainably produced paper (PEFC and FSC paper)	t	5,517	5,966	5,321	6,685	7,054	6,501

At Österreichische Post AG, 99.9% of the waste generated is classified as non-hazardous waste. Recyclable materials such as paper and plastic make up around 88% of the waste generated.

Indicators	Unit	Österreichische Post AG			Austrian Post Group ¹		
		2021	2022	2023	2021	2022	2023
NON-HAZARDOUS WASTE	%	99.8	99.9	99.9	–	–	–
thereof residual waste	%	5.9	14.0	12.4	–	–	–
thereof for reuse and recycling	%	93.8	86.0	87.6	–	–	–
thereof paper/cardboard	%	70.2	67.7	69.2	–	–	–
thereof waste wood	%	19.3	13.9	13.8	–	–	–
thereof plastic	%	2.6	2.7	2.4	–	–	–
thereof remaining fractions (glass, metals, etc.)	%	1.7	1.6	2.2	–	–	–
HAZARDOUS WASTE	%	0.2	0.1	0.1	–	–	–

¹ Indicators not available for the Austrian Post Group.

Employee Indicators

Employees

GRI 2-7, 2-8, 2-30 SGG 8

The average number of employees at Austrian Post in 2023 was 27,254 full-time equivalents. This corresponds to an increase of 122 full-time equivalents compared to the previous year. The majority of the Group's employees work for Österreichische Post AG.

Österreichische Post AG employed an average of 17,020 people in 2023 (annual average; fulltime equivalents). Of these, 3,852 were civil servants, 13,085 were salaried employees and 83 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 is addressing the challenging labour market situation 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.

Indicators	Österreichische Post AG			Austrian Post Group		
	2021	2022	2023	2021	2022	2023
TOTAL EMPLOYEES (FTE)¹	17,654	17,303	17,020	27,275	27,132	27,254
thereof women	5,585	5,510	5,360	7,725	7,765	7,726
thereof women (FTE in %)	31.6	31.8	31.5	28.3	28.6	28.3
thereof men	12,070	11,793	11,660	19,551	19,367	19,527
thereof men (FTE in %)	68.4	68.2	68.5	71.7	71.4	71.7
CIVIL SERVANTS (FTE)³	4,554	4,208	3,852	4,578	4,243	3,892
thereof women	620	577	528	620	578	529
thereof men	3,934	3,631	3,324	3,959	3,665	3,363
SALARIED EMPLOYEES (FTE)³	12,975	13,017	13,085	15,742	16,146	16,475
thereof women	4,905	4,900	4,799	6,008	6,165	6,193
thereof men	8,070	8,117	8,287	9,734	9,981	10,282
EMPLOYEES PURSUANT TO THE AUSTRIAN CIVIL CODE (ABGB, FTE)^{2,3}	126	78	83	366	275	87
thereof women	60	33	34	113	86	34
thereof men	65	45	50	253	189	52
WORKERS (FTE)⁴	-	-	-	6,589	6,468	6,800
thereof women	-	-	-	984	936	969
thereof men	-	-	-	5,605	5,532	5,831
FULL-TIME EMPLOYEES (HEADCOUNT)	15,538	15,269	15,142	25,160	24,843	25,115
thereof women	4,162	4,107	4,025	6,197	6,187	6,216
thereof women (in %)	26.8	26.9	26.6	24.6	24.9	24.8
thereof men	11,376	11,162	11,118	18,963	18,656	18,899
thereof men (in %)	73.2	73.1	73.4	75.4	75.1	75.2
PART-TIME EMPLOYEES (HEADCOUNT)	3,816	3,672	3,458	4,171	4,070	3,848
thereof women	2,582	2,503	2,378	2,823	2,771	2,637
thereof women (in %)	67.7	68.2	68.8	67.7	68.1	68.5
thereof men	1,234	1,169	1,080	1,348	1,299	1,211
thereof men (in %)	32.3	31.8	31.2	32.3	31.9	31.5
AVERAGE TENURE OF CIVIL SERVANTS (YEARS)	36	37	38	36	37	38
AVERAGE TENURE OF SALARIED EMPLOYEES (YEARS)	9	9	9	9	9	9
AVERAGE TENURE OF WORKERS (YEARS)⁴	-	-	-	7	7	6
TEMPORARY STAFF (FTE)	554	640	632	2,253	1,878	1,901

¹ FTE = Full-time equivalents² Not governed by the collective agreement due to a provision in the Postal Services Structure Act (Section19(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. 1,131 people (FTE) were employed for fixed periods of time in 2023 (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.

Employee Turnover

GRI 2-4, 401-1

The employee turnover rate at Österreichische Post AG was 15.7% in the 2023 financial year and fell significantly compared to the previous year. The employee turnover rate fell across the Group as a whole to 17.1% in 2023.

The number of employees leaving the company fell in the under 30 and 30–50 age brackets, but went up in the over 51 age bracket.

Indicators	Österreichische Post AG			Austrian Post Group		
	2021	2022	2023	2021	2022	2023
TURNOVER (TOTAL STAFF DEPARTURES, HEADCOUNT)¹	3,105	3,329	2,902	4,956	5,149	4,784
thereof women	1,255	1,364	1,191	1,614	1,765	1,615
thereof men	1,850	1,965	1,711	3,342	3,384	3,169
By age group						
under 30	1,266	1,289	1,099	2,133	2,026	1,774
30–50	1,160	1,334	1,020	1,941	2,204	1,953
over 50	679	706	783	882	919	1,057
TURNOVER (STAFF DEPARTURES IN %)^{1, 2}	16.0	17.6	15.7	16.9	17.5	17.1
thereof women	40.4	41.0	41.0	32.6	34.3	33.8
thereof men	59.6	59.0	59.0	67.4	65.7	66.2
By age group						
under 30	40.8	38.7	37.9	43.0	39.4	37.1
30–50	37.4	40.1	35.1	39.2	42.8	40.8
over 50	21.9	21.2	27.0	17.8	17.9	22.1
NEW EMPLOYEE HIRES (TOTAL HEADCOUNT)¹	2,920	2,865	–³	4,072	4,765	–³
thereof women	1,283	1,205	– ³	1,597	1,724	– ³
thereof men	1,637	1,660	– ³	2,476	3,041	– ³
By age group						
under 30	1,631	1,528	– ³	2,188	2,430	– ³
30–50	1,159	1,183	– ³	1,666	2,045	– ³
over 50	130	154	– ³	218	290	– ³
NEW EMPLOYEE HIRES (IN %)^{1, 2}	15.2	15.2	–³	14.0	16.9	–³
thereof women	43.9	42.1	– ³	39.2	36.2	– ³
thereof men	56.1	57.9	– ³	60.8	63.8	– ³
By age group						
under 30	55.9	53.3	– ³	53.7	51.0	– ³
30–50	39.7	41.3	– ³	40.9	42.9	– ³
over 50	4.5	5.4	– ³	5.4	6.1	– 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 New permanent staff employed for at least six months. Due to this internal Austrian Post definition, new employee hires cannot be reported for the period under review as this Sustainability Report is published in March.

Diversity

GRI 405-1 SDG 5, 8

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

With various measures in place to promote equal opportunities for all genders, Österreichische Post AG 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 executive positions" indicator, on which this project is based, continued its upwards trend and rose from 36.1% in 2022 to 37.1% in 2023. 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)".

Indicators	Österreichische Post AG			Austrian Post Group		
	2021	2022	2023	2021	2022	2023
EMPLOYEES WITH DISABILITIES	1,172	1,125	1,123	1,381	1,362	1,350
EMPLOYEES (FTE¹) BY AGE GROUP	17,654	17,303	17,020	27,275	27,132	27,254
under 30	3,442	3,300	3,211	5,712	5,407	5,596
30-50	7,644	7,391	7,214	13,719	13,740	13,689
over 50	6,568	6,613	6,594	7,844	7,985	7,968
EMPLOYEES BY AGE GROUP IN %						
under 30	19.5	19.1	18.9	20.9	19.9	20.5
30-50	43.3	42.7	42.4	50.3	50.6	50.2
over 50	37.2	38.2	38.7	28.8	29.4	29.2
TOTAL EMPLOYEES (HEADCOUNT, ELLY DEFINITION)²	18,903	18,444	17,992	28,979	28,542	28,468
thereof women	6,929	6,813	6,572	9,286	9,263	9,138
thereof women (headcount in %)	36.7	36.9	36.5	32.0	32.5	32.1
thereof men	11,974	11,632	11,420	19,693	19,278	19,329
thereof men (headcount in %)	63.3	63.1	63.5	68.0	67.5	67.9
EMPLOYEES IN MANAGEMENT POSITIONS (HEADCOUNT, ELLY DEFINITION)²	991	984	1,031	1,697	1,319	1,376
thereof women	348	355	382	576	458	481
thereof men	643	629	649	1,121	861	895
By age group						
under 30	54	53	66	84	65	78
30-50	415	398	428	1,016	657	691
over 50	522	533	537	597	596	607

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	Österreichische Post AG			Austrian Post Group		
Indicators	2021	2022	2023	2021	2022	2023
EMPLOYEES IN MANAGEMENT POSITIONS (IN %, ELLY DEFINITION)²	5.2	5.3	5.7	5.9	4.6	4.8
thereof women	35.1	36.1	37.1	33.9	34.7	35.0
thereof men	64.9	63.9	62.9	66.1	65.3	65.0
By age group						
under 30	5.4	5.4	6.4	4.9	4.9	5.7
30-50	41.9	40.4	41.5	59.9	49.9	50.2
over 50	52.7	54.2	52.1	35.2	45.2	44.1

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.

Sick Leave and Accidents

GRI 403-9 SDE 3, 8

The sick leave numbers of Österreichische Post AG fell from 9.9% to 9.0% in 2023. At Group level, the sick leave rate fell from 7.5% to 6.6%.

The number of occupational accidents at Österreichische Post AG fell from 771 in 2022 to 751 in the 2023 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" even further than before.

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

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

One fatal occupational accident occurred at Group company Aras Kargo in 2023.

	Österreichische Post AG			Austrian Post Group		
Indicators	2021	2022	2023	2021	2022	2023
EMPLOYEE SICK LEAVE (FTE¹ IN %)	8.3	9.9	9.0	6.5	7.5	6.6
thereof women (in %)	30.4	31.1	30.6	30.6	31.1	31.6
thereof men (in %)	69.6	68.9	69.4	69.4	68.9	68.4
DAYS LOST DUE TO SICK LEAVE (WORKING DAYS)	9.1	9.0	9.0	8.7	8.4	8.0
thereof women	7.7	7.6	7.6	7.8	7.5	6.9
thereof men	9.9	9.9	9.9	9.2	8.9	8.6
NUMBER OF OCCUPATIONAL ACCIDENTS²	843	771	751	1,096	1,103	1,096
thereof women	344	339	345	364	362	368
thereof men	499	432	406	732	741	728
thereof serious accidents ³	5	9	11	6	10	12
thereof women	1	3	6	2	3	6
thereof men	4	6	5	4	7	6
thereof fatal accidents	0	1	0	1	1	1

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Indicators	Österreichische Post AG			Austrian Post Group		
	2021	2022	2023	2021	2022	2023
thereof women	0	1	0	0	1	0
thereof men	0	0	0	1	0	1
ACCIDENT FREQUENCY^{2,4}	28	27	27	22	23	23
FREQUENCY OF SERIOUS ACCIDENTS^{2,3,4}	0.2	0.3	0.4	0.1	0.2	0.3

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 frequency rate for serious accidents.

Training and Education

GRI 404-1 SDG 5

In 2023 there was a significant rise in the number of seminars, seminar participants, training hours, and in-person and online training sessions both at Österreichische Post AG and the entire Austrian Post Group. The number of people taking part in seminars went up by 18% across the Group.

We increased participation levels at Österreichische Post AG by continuing to run our Apprentice Academy, providing training to employees in Distribution and running a large number of workshops as part of our corporate culture project. This included training for our cultural ambassadors. We also expanded our range of e-learning courses.

Indicators	Österreichische Post AG			Austrian Post Group		
	2021	2022	2023	2021	2022	2023
NUMBER OF SEMINARS¹	1,333	1,470	1,682	2,313	2,890	3,282
NUMBER OF SEMINAR PARTICIPANTS	52,067	61,883	82,710	104,272	129,423	153,071
thereof women (in %)	58.0	52.0	53.7	41.5	36.2	41.9
thereof men (in %)	42.0	48.0	46.3	58.5	63.8	58.1
TRAINING HOURS	133,342	137,275	152,384	215,825	261,614	303,690
AVERAGE ANNUAL NUMBER OF TRAINING HOURS – WOMEN	9.7	8.4	10.0	9.5	10.1	11.7
AVERAGE ANNUAL NUMBER OF TRAINING HOURS – MEN	5.4	6.7	7.2	6.4	8.6	10.0

¹ Including e-learning courses

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, provided certain minimum social and governance standards are met. The EU Taxonomy covers six environmental objectives: climate change mitigation (1); climate change adaptation (2); sustainable use and protection of water and marine resources (3); transition to a circular economy (4); pollution prevention and control (5); and protection and restoration of biodiversity and ecosystems (6). Technical screening criteria are used to determine the extent to which objectives have been achieved.

Legal Basis

Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 (EU Taxonomy) on the establishment of a framework to facilitate sustainable investment 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 activities that qualify as environmentally sustainable. In the 2023 financial year reporting, Austrian Post intends to disclose

the Taxonomy-eligible and Taxonomy-aligned proportion of its turnover, CapEx and OpEx for the climate objectives (Climate Delegated Act (EU) 2021/2139 in conjunction with (EU) 2023/2485) and the Taxonomy-eligible proportion for its other environmental objectives (Environmental Delegated Act (EU) 2023/2486). The Taxonomy-eligible proportion reflects the allocation to potentially ecologically sustainable economic activities covered by the EU Taxonomy. The Taxonomy-aligned proportion is linked to the fulfillment of technical assessment criteria and minimum social standards, and shows the actual ecologically sustainable proportion of turnover, CapEx and OpEx. The ecological sustainability of an economic activity is assessed on the basis of the six environmental objectives which have been prioritised by the EU.

The reporting scope specified under the EU Taxonomy 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 requirements of the European Non-Financial Reporting Directive and Sections 267a and 243b of the Austrian Commercial Code (Sustainability and Diversity Improvement Act (NaDiVeG)). The indicators for these two entities are presented separately in the tables. Reports are prepared in accordance with the Disclosure Delegated Act,¹ which supplements the EU Taxonomy. This 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 Commission² on conglomerates.

¹ (EU) 2021/2178 in conjunction with (EU) 2023/2486

² **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)



G 11 Three-stage Test for Taxonomy Alignment

To be classified as environmentally sustainable, an economic activity must:



Project

An interdisciplinary project team with representatives from Corporate Sustainability, 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 are involved in the project on an ongoing basis. In 2021, an analysis of the economic activities under the Climate Delegated Act was conducted to analyse "Climate Change Mitigation" and "Climate Change Adaption". The project drew up definitions for the turnover, CapEx and OpEx KPIs and developed models for the denominator and numerator for each indicator for use within Austrian Post. These definitions and models were expanded by Austrian Post in 2022 to reflect requirements related to Taxonomy alignment. In 2023, the amendments to the Climate Delegated Act, the Disclosure Delegated Act and the newly added activities of the Environmental Delegated Act were included in the analyses.

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 fully consolidated Group companies. Working groups provide opportunities to interact on a regular basis with other financial market participants and international postal organisations. The goal is 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. However, not all of these interpretation issues have been fully

resolved. As a result, Austrian Post has chosen to take a conservative approach when assessing Taxonomy criteria and adapts its view in line with the FAQs published by the EU Commission.

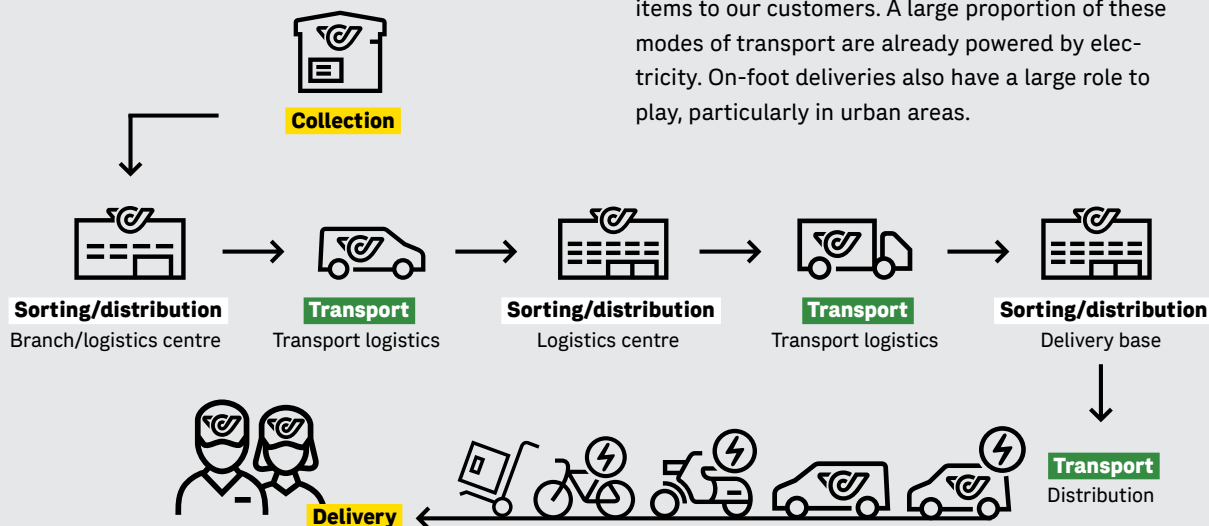
Identification of Taxonomy-eligible Economic Activities

Taxonomy-eligible economic activities were identified by screening the Climate Delegated Act and the Environmental Delegated Act for all six environmental objectives. In 2021, the project team conducted an initial assessment of the activities with input from internal experts from various departments. This assessment is updated on an annual basis and performed for any fully consolidated companies which join the Group. Freight air transport was added as a new activity in 2023. All economic activities are screened on the basis of their descriptions to determine the extent to which they are Taxonomy-eligible. Currently only activities of the Climate Delegated Act and thereof the Climate Change Mitigation Objective are Taxonomy-eligible for Austrian Post. 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 model. This requires both transport and sorting services (p. 136). 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

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.



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 CCM 6.6), small trucks, cars and mopeds (activity CCM 6.5), bicycles and on-foot delivery (activity CCM 6.4) as well as the infrastructure (buildings and facilities) for the delivery and sorting (activity CCM 6.15).

CapEx and OpEx was also identified in the Taxonomy-eligible activities related to Construction & Real Estate as well as Energy. The pre-selection was made on the basis of Österreichische Post AG's activities and a screening of the activities of the fully consolidated Group companies. Details of the identified economic activities in addition to the changes compared to the previous year are provided in the table on p. 137.

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-emission or zero-emission 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 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 Pollution Prevention and Control provides strict specifications regarding the tyres of vehicles. 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 (best class), taking into account specific tyre specifications defined by the company (e.g. size, summer/winter tyres). Because not all tyres currently meet these specifications, the majority of electric delivery trucks only have to be classified as Taxonomy-eligible but not Taxonomy-aligned. Some of the new vehicles procured in 2023 have already been fitted with tyres that meet the DNSH criteria. We are currently looking into upgrading other vehicles.

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 transshipment of goods between different means of transport. The DNSH criteria are met both for machinery and for infrastructure for first-mile and last-mile delivery. The evaluation of Taxonomy-alignment only applied the technical criteria relevant to machinery for activity CCM 6.15.³ For logistics buildings where further DNSH criteria are applied, it was not yet possible to collect the required evidence across the board. A project to collect the relevant evidence was carried out in the fully consolidated Group companies in Austria in 2023, which led to a significant increase in the proportion of Taxonomy-aligned turnover and OpEx.

³ European Commission: Draft Commission Note on the interpretation and implementation of certain legal provisions of the EU Taxonomy Climate Delegated Act [...] (C/2023/267), Question 9, 20 October 2023

Code	Climate Change Mitigation economic activities	Austrian Post activities	2022	2023
CCM 4.1	Electricity generation using solar photovoltaic technology	Photovoltaic systems for electricity generation at logistics centres and delivery bases	✓	✓
CCM 4.16	Installation and operation of electric heat pumps	Heat pumps in buildings; reported under CCM 7.6 after a clarification of the EU Commission in the FAQs	✓	✗
CCM 6.4	Operation of personal mobility devices, cycle logistics	Delivery on foot or by (electric) bike	✓	✓
CCM 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	✓	✓
CCM 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	✓	✓
CCM 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)	✓	✓
CCM 6.19	Passenger and freight air transport	Air transport within own network	✗	✓
CCM 7.1	Construction of new buildings	Development of real estate for further utilisation (sale or lease)	✓	✓
CCM 7.3	Installation, maintenance and repair of energy efficiency equipment	Energy efficiency measures in buildings	✓	✓
CCM 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	✓	✓
CCM 7.5	Installation, maintenance and repair of instruments and devices for measuring, regulating and controlling energy performance of buildings	Automatic heat/ventilation control	✓	✓
CCM 7.6	Installation, maintenance and repair of renewable energy technologies	Heat pumps in buildings; previously activity CCM 4.16	✗	✓
CCM 7.7	Acquisition and ownership of buildings	Separate administrative and office buildings ¹	✓	✓

¹ Only Österreichische Post AG and Aras Kargo reported in 2022; expansion to Group-wide reporting in 2023

✓ Activity reported ✗ Activity not reported

It was only possible to collect specific evidence on the recycling of construction waste for CapEx for individual large-scale projects. For the time being, logistics buildings in fully consolidated Group companies outside of Austria will continue to be recognised only as Taxonomy-eligible and not Taxonomy-aligned. We will continue to work on collecting data in the 2024 financial year.

The other activities reported in connection with CapEx and OpEx are shown in the tables on pages 148 and 150.

One of the DNSH criteria related to climate change adaptation requires a climate risk and vulnerability assessment to be performed for all relevant activities. These assessments cover physical climate risks on the basis of the climate scenarios defined by the regulatory framework and 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 and updated in 2023 to include new sites. The fully consolidated Group company in Azerbaijan, which joined the Group in the course of the year, has not yet been included in the analysis, and therefore the associated turnover, CapEx and OpEx are not Taxonomy-aligned. The results are covered from page 48 onwards.

Compliance with minimum social and governance standards is assessed as part of the process of determining the Taxonomy alignment of activities. The minimum safeguards addressed in the EU Taxonomy 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 Universal Declaration of Human Rights. Even though the EU Taxonomy 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 Conduct and Ethics as well as our Declaration of Principles on Human Rights which were published in 2022. The Code of Conduct for Contractors was updated and a Social Compliance Policy was 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. 69ff), Human Rights (p. 71f), Taxes (p. 75f), Purchasing (p. 66f) and Environmental Management (p. 82ff) sections.

Definition and Calculation of Taxonomy KPIs

The required indicators were defined in accordance with the requirements of the Disclosure Delegated Act, which explains the methodology and reporting 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 for the Austrian Post Group and the data from the separate financial statements of Österreichische Post AG in accordance with the Austrian Commercial Code (UGB) following a reconciliation with IFRS are used as the starting point. The definitions of KPIs used for the purpose of the EU 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 Taxonomy-relevant items or figures 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 denominator 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 services under the scope of IFRS 9 (interest income of bank99) is not included and is therefore deducted from the item.⁴

⁴ For further details, please refer to Note 3 Accounting policies, Note 8 Revenue from contracts with customers and Note 9 Result from financial services in the consolidated financial statements.

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 (UGB) INDIVIDUAL FINANCIAL STATEMENTS	EUR m	2,033.8
thereof income from leasing	EUR m	-39.0
thereof other revenue	EUR m	-18.0
Different date of revenue recognition under IFRS	EUR m	0.3
Revenue from agency business	EUR m	-3.7
Different timing of revenue realisation – UGB vs. IFRS	EUR m	0.0
REVENUE IN ACCORDANCE WITH AUSTRIAN COMMERCIAL CODE (IFRS) INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,973.5

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

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
REVENUE IN ACCORDANCE WITH IFRS INDIVIDUAL/ CONSOLIDATED FINANCIAL STATEMENTS	EUR m	1,973.5	100%	EUR m	2,740.8	100%
thereof income from financial instruments in accordance with IFRS 9	EUR m	-	-	EUR m	-80.1	-2.9%
TURNOVER IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	1,973.5	100%	EUR m	2,660.7	97.1%

The Taxonomy-eligible proportion 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 fully consolidated Group companies, just under 95% of revenue 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, light commercial vehicles above 2.6t reference mass (activity CCM 6.6), light commercial vehicles, cars and mopeds (activity CCM 6.5), bicycles and on-foot delivery (activity CCM 6.4) and the necessary infrastructure for sorting and distribution (activity CCM 6.15). A multi-stage 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, routes⁴ and the number of vehicles. This prevents the same turnover from being allocated to different activities (double counting).

⁴ 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.

The procedure used for the cost-based distribution method is illustrated in the chart on p. 140f.

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, distribution and freight air transport. 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. New activities have been added to the Climate Delegated Act, making freight air transport (activity CCM 6.19) Taxonomy-eligible for the first time. As a result, this activity is included in the cost distribution method. Freight

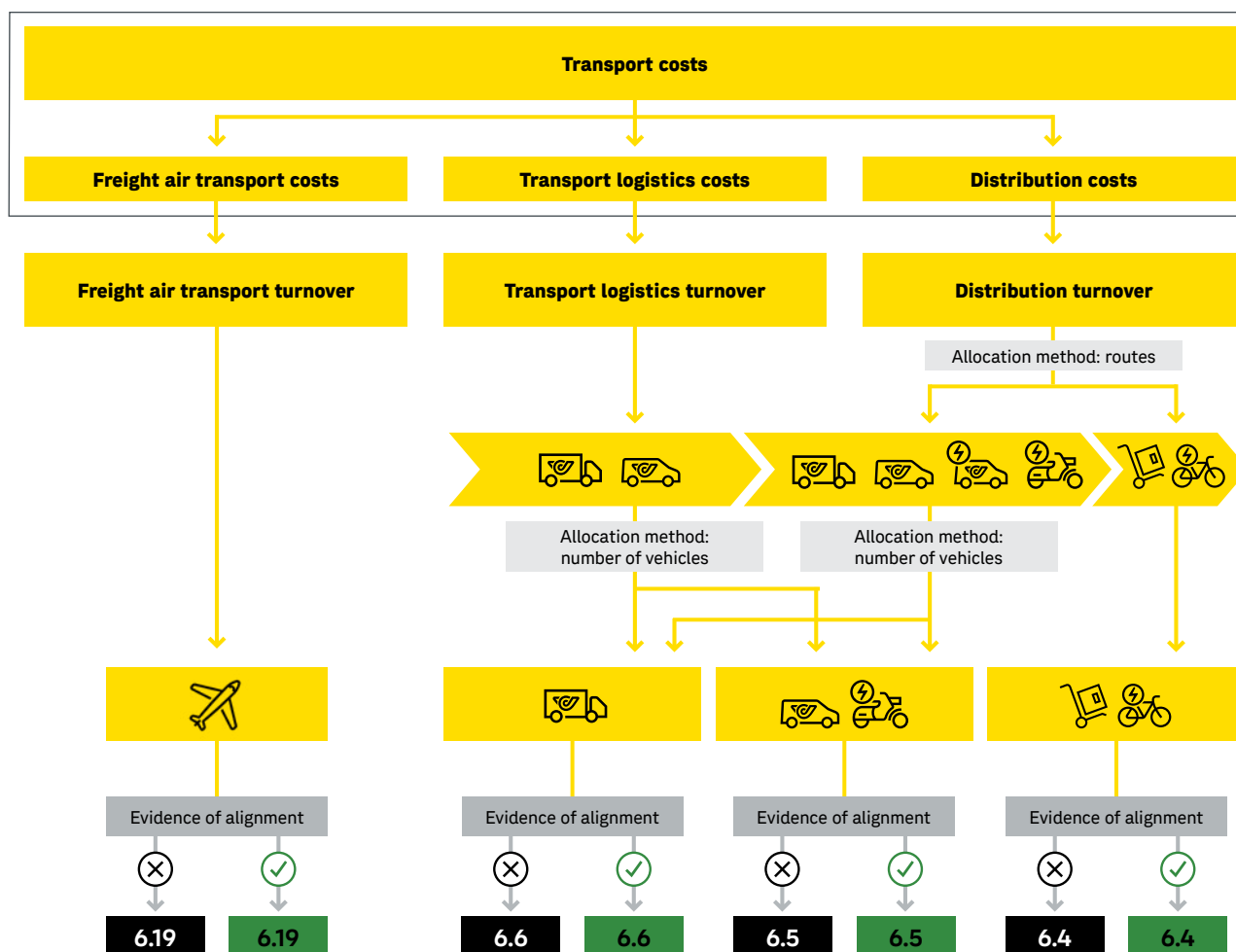
air transport is a relevant activity due to Austrian Post acquiring a subsidiary based in Azerbaijan in 2023 which uses cargo aircraft to transport parcels.

Sorting and delivery is part of the infrastructure cost item. This includes the collection, sorting and trans-shipment of items. This item is divided into buildings and 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 five

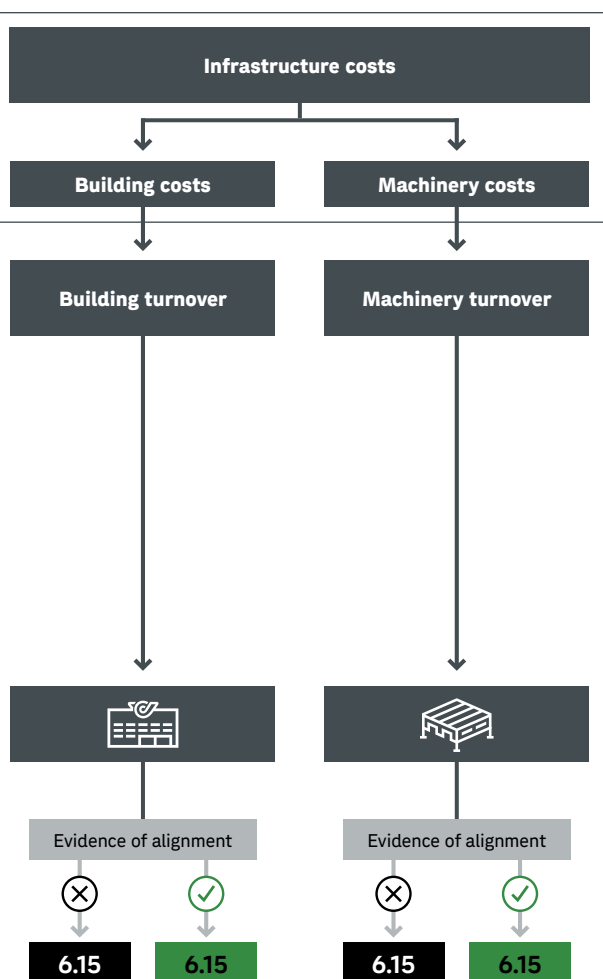
G 13 Cost-based Allocation Model



✓ Taxonomy-aligned (X) Taxonomy-eligible but not Taxonomy-aligned

cost items. The entirety of the turnover in the infrastructure cost item can be allocated to activity CCM 6.15 and constitutes the Taxonomy-eligible proportion of turnover for this activity.

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 CCM 6.6 and CCM 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 CCM 6.4. The remaining turnover is generated using vehicles and allocated to activities CCM 6.5 and CCM 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 CCM 6.5, with the exception of vehicles which exceed a reference mass of 2.6 t; these are allocated to activity CCM 6.6.

The Taxonomy-eligible proportion of turnover is 94.8% for the Austrian Post Group and is thus roughly at the previous year's level (94.3%). The Taxonomy-aligned proportion grew significantly in 2023 from 32.8% to 42.7%. This is down to an increase in the proportion of Taxonomy-aligned electric vehicles, and to logistics buildings in Austria being reassessed as Taxonomy-aligned. With regard to delivery, switching the Austrian Post vehicle fleet to electric vehicles offers considerable potential for expanding Taxonomy alignment in the future. Until now, a large proportion of electric vehicles had to be designated as non-Taxonomy-aligned due to the strict DNSH criteria for tyres. The procurement of new electric vehicles with tyres that already meet the requirements and an improvement in data quality led to a significant increase in the proportion of Taxonomy-aligned vehicles in 2023. Around half of all the company's electric vehicles are now Taxonomy-aligned. Transport services provided by sub-contractors have to meet the same compliance criteria as our own vehicles. As it is not currently possible to obtain this evidence from sub-contractors across the board, freight services have been recognised as Taxonomy-eligible but not Taxonomy-aligned, with a few exceptions where data collection was possible. We will be taking steps to collect data from sub-contractors over the next few years.

See Environment & Climate, p. 82ff

Activities related to logistics infrastructure (activity CCM 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. Logistics buildings are subject to comprehensive verification requirements that cannot be fully met at present. As part of the Taxonomy-project 2023 most of the evidence required for fully consolidated Group companies in Austria was collected this year. As a result, the proportion of logistics buildings classified as Taxonomy-aligned increased compared to the previous year. There is further potential for expanding Taxonomy alignment in this area in the coming years. Austrian Post is committed to using modern and energy-efficient infrastructure for its logistics centres, sorting facilities and delivery bases. We also invest in photovoltaic systems to generate green energy for its buildings and facilities.

See Environment & Climate, p. 84ff

With regard to transport logistics by truck (activity CCM 6.6), Österreichische Post AG is already investing in some low-emission trucks that meet the threshold for the significant contribution required by EU Taxonomy. However it was only possible to classify these vehicles as Taxonomy-eligible but not Taxonomy-aligned as their tyres do not meet the DNSH criteria. The Taxonomy-aligned proportion of activity CCM 6.6 relates to light commercial vehicles for distribution with a reference mass above 2.6t.

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. 82ff

For 2023, our reporting related to Freight air transport (CCM 6.19) will be limited to Taxonomy eligibility. A Taxonomy-alignment assessment will be performed in the coming year.

Taxonomy-eligible and Taxonomy-aligned CapEx

The definition of CapEx includes additions to property, plant and equipment, intangible assets and, at Group level, also additions to right-of-use assets from leases (IFRS 16).⁵ Capital expenditure in financial instruments

⁵ Detailed disclosures are included in the consolidated financial statements in Note 17 Intangible assets, Note 18 Property, plant and equipment and Note 19 Leases.

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

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
CAPEX IN ACCORDANCE WITH IFRS INDIVIDUAL/ CONSOLIDATED FINANCIAL STATEMENTS	EUR m	239.6	100%	EUR m	239.3	100%
Proportion of CapEx not relevant/additional to EU Taxonomy	EUR m	–	–	EUR m	–	–
CAPEX IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	239.6	100%	EUR m	239.3	100%

The numerator of the Taxonomy CapEx KPI is determined by allocating items classified under tangible and intangible assets to the previously identified economic activities defined by the EU Taxonomy.

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 KPI according to the EU Taxonomy. The denominator for the CapEx KPI covers additions to assets during the financial year 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	110.6
CapEx under IFRS 16 (leases)	EUR m	127.6
CapEx from internally created software	EUR m	1.4
Other reconciliation items	EUR m	0.0
CAPEX IN ACCORDANCE WITH IFRS INDIVIDUAL FINANCIAL STATEMENTS	EUR m	239.6

Each addition was only allocated to a maximum of one Taxonomy-eligible activity to avoid duplication.

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

- Property, plant and equipment: Group: EUR 125.5m (Österreichische Post AG: EUR 88.7m)
- Investment properties acquired or recognised at the carrying amount: Group: EUR 0.5m (Österreichische Post AG: EUR 0.5m)
- Capitalised right-of-use assets (IFRS 16): Group: EUR 67.2m (Österreichische Post AG: EUR 127.6m)

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 KPI as no such plans were available for the 2023 financial year. Furthermore, there were no additions from business combinations included in the numerator in the 2023 financial year.

The Taxonomy-eligible share of CapEx fell slightly for Austrian Post. The Taxonomy-aligned proportion grew significantly compared with the previous year from 19.5% to 59.0%. This is due to a project conducted in 2023 to collect technical certificates for logistics buildings in Austria and investments in electric vehicles with Taxonomy-aligned tyres.

Austrian Post is planning further investments in the coming years that are potentially attributable to Taxonomy-eligible, and in some cases also to Taxonomy-aligned economic activities. The majority of this investment will be related to the delivery fleet (activity CCM 6.5) and transport logistics (CCM 6.6). Establishing and expanding logistics infrastructure (activity CCM 6.15) will have less of a role to play over the coming years due to the completion of major infrastructure projects this year. 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, 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. 82ff, 86ff (Green & Efficient Mobility) and p. 89ff (Green & Efficient Buildings)

Taxonomy-eligible and Taxonomy-aligned OpEx

The definition of the denominator, i.e. the basis, of the OpEx KPI 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 the income statements.

Only building renovation measures, maintenance and repair, non-capitalised 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 are included in the denominator of the OpEx KPI. Only direct costs can be included. Overheads such as depreciation or staff costs are excluded.

The relevant OpEx for the Austrian Post Group in accordance with IFRS and, analogously, for Österreichische Post AG at the individual company level in accordance with the Austrian Commercial Code (UGB) can be found in the following items of the income statement: 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 KPI 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 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	1,959.6
Reconciliation items for raw materials, consumables and services used	EUR m	-6.2
Reconciliation items for staff costs	EUR m	-16.0
Reconciliation items for depreciation	EUR m	75.7
Reconciliation items for other operating expenses	EUR m	-87.8
OPEX IN ACCORDANCE WITH IFRS INDIVIDUAL FINANCIAL STATEMENTS	EUR m	1,925.3

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

	Österreichische Post AG			Austrian Post Group		
	Unit			Unit		
OPEX IN ACCORDANCE WITH IFRS INDIVIDUAL/ CONSOLIDATED FINANCIAL STATEMENTS	EUR m	1,925.3	100%	EUR m	2,658.2	100%
Raw materials, consumables and services used	EUR m	-533.4	-27.7%	EUR m	-832.4	-31.3%
Proportion of OpEx not relevant to EU Taxonomy – staff costs	EUR m	-958.5	-49.8%	EUR m	-1,215.4	-45.7%
Proportion of OpEx not relevant to EU Taxonomy – depreciation	EUR m	-156.4	-8.1%	EUR m	-201.3	-7.6%
Proportion of OpEx not relevant to EU Taxonomy – expenses for financial services	EUR m	-	-	EUR m	-21.6	-0.8%
Proportion of OpEx not relevant to EU Taxonomy – other operating expenses	EUR m	-181.2	-9.4%	EUR m	-274.7	-10.3%
OPEX IN ACCORDANCE WITH EU TAXONOMY (DENOMINATOR)	EUR m	95.8	5.0%	EUR m	112.7	4.3%

Based on the aforementioned definitions, only 5.0% of OpEx in accordance with IFRS individual financial statements, or 4.3% of OpEx in accordance with the consolidated financial statements, is used for the denominator of the OpEx KPI in accordance with the EU Taxonomy.

When determining the OpEx share relevant for the denominator of the EU Taxonomy OpEx KPI, the items raw materials, consumables and services used, staff costs, depreciation, financial services and other operating expenses items were analysed on the basis of the income statement in accordance with IFRS using the subdivided general ledger accounts and their composition, from which the items not relevant for the EU Taxonomy were eliminated from OpEx (see above) and the OpEx relevant for the denominator of the EU Taxonomy OpEx KPI 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 KPI.

The numerator of the Taxonomy OpEx KPI was determined by allocating individual amounts determined for the denominator of the OpEx KPI to assets or processes which are used to perform the economic activities defined and pre-identified by the EU Taxonomy. These amounts include expenses for training and retraining staff. Each individual item included in the denominator 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 the other environmental or climate objectives in the 2023 financial year.

The Taxonomy-eligible share of OpEx decreased slightly year-on-year from 55.7% to 55.6%.

The Taxonomy-aligned share increased significantly from 7.4% to 27.1%. This is in large part due to the data-collection project for logistics buildings in Austria.

The majority of operating expenditure relates to maintenance and repair work. These are of particular relevance for activities related to the fleet (activities CCM 6.4, CCM 6.5 and CCM 6.6), the logistics infrastructure (activity CCM 6.15) and activities related to property (activities CCM 7.3, CCM 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. There were no training costs associated with the EU Taxonomy. Research and development expenditure was not included in the denominator or numerator as it could not be directly allocated.

The following table shows the Taxonomy-aligned and Taxonomy-eligible proportion of turnover, CapEx and OpEx for each environmental objective.

	Proportion of turnover/total turnover			
	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Austrian Post Group	Österreichische Post AG	Austrian Post Group
CCM (Climate Change Mitigation)	49.4%	42.7%	97.2%	94.8%
CCA (Climate Change Adaption)	0%	0%	0%	0%
WTR (Water and Marine Ressources)	0%	0%	0%	0%
CE (Circular Economy)	0%	0%	0%	0%
PPC (Pollution Prevention and Control)	0%	0%	0%	0%
BIO (Biodiversity and Ecosystems)	0%	0%	0%	0%

	Proportion of CapEx/total CapEx			
	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Austrian Post Group	Österreichische Post AG	Austrian Post Group
CCM (Climate Change Mitigation)	83.9%	59.0%	90.5%	80.7%
CCA (Climate Change Adaption)	0%	0%	0%	0%
WTR (Water and Marine Ressources)	0%	0%	0%	0%
CE (Circular Economy)	0%	0%	0%	0%
PPC (Pollution Prevention and Control)	0%	0%	0%	0%
BIO (Biodiversity and Ecosystems)	0%	0%	0%	0%

	Proportion of OpEx/total OpEx			
	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Austrian Post Group	Österreichische Post AG	Austrian Post Group
CCM (Climate Change Mitigation)	28.8%	27.1%	57.5%	55.6%
CCA (Climate Change Adaption)	0%	0%	0%	0%
WTR (Water and Marine Ressources)	0%	0%	0%	0%
CE (Circular Economy)	0%	0%	0%	0%
PPC (Pollution Prevention and Control)	0%	0%	0%	0%
BIO (Biodiversity and Ecosystems)	0%	0%	0%	0%

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	Proportion of turnover	Absolute turnover	Proportion of turnover	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution prevention and control	Bio-diversity and ecosystems
		EUR m	%	EUR m	%	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. TAXONOMY-ELIGIBLE ACTIVITIES											
A.1. Ecologically sustainable activities (Taxonomy-aligned)											
Operation of personal mobility devices, cycle logistics	CCM 6.4	123.0	6.2%	127.8	4.8%	Y	N	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	139.3	7.1%	146.4	5.5%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	30.5	1.5%	31.7	1.2%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	682.2	34.6%	830.9	31.2%	Y	N/EL	N/EL	N/EL	N/EL	N/EL
Turnover from ecologically sustainable activities (Taxonomy-aligned) (A.1)		974.9	49.4%	1,136.8	42.7%	100%	0%	0%	0%	0%	0%
thereof enabling		682.2	34.6%	830.9	31.2%	100%	0%	0%	0%	0%	0%
thereof transitional		0.0	0.0%	0.0	0.0%	0%					
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not-Taxonomy-aligned)											
Operation of personal mobility devices, cycle logistics	CCM 6.4	0.0	0.0%	6.0	0.2%	EL	EL	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	729.5	37.0%	972.0	36.5%	EL	EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	214.3	10.9%	361.0	13.6%	EL	EL	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	0.0	0.0%	37.3	1.4%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Passenger transport and air freight	CCM 6.19	0.0	0.0%	9.0	0.3%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Turnover of Taxonomy-eligible, but not environmentally sustainable activities (not-Taxonomy-aligned) (A.1 + A.2)		943.8	47.8%	1,385.3	52.1%	100%	0%	0%	0%	0%	0%
A. TURNOVER OF TAXONOMY-ELIGIBLE ACTIVITIES (A.1 + A.2)		1,918.7	97.2%	2,522.1	94.8%	100%	0%	0%	0%	0%	0%
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES											
TURNOVER OF TAXONOMY-NON-ELIGIBLE ACTIVITIES (B)		54.8	2.8%	138.6	5.2%						
TOTAL (A + B)		1,973.5	100%	2,660.7	100%						

⁶ Y – Yes, Taxonomy-eligible and Taxonomy-aligned activity with the relevant environmental objective; N – No, Taxonomy-eligible but not Taxonomy-aligned activity with the relevant environmental objective; EL – Taxonomy eligible activity for the relevant objective; N/EL – not eligible, Taxonomy non-eligible activity for the relevant environmental objective

DNSH criteria (Does Not Significantly Harm)						Österreichische Post AG	Austrian Post Group			
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention and control	Bio-diversity and eco-systems	Minimum Safeguards	Proportion of Taxonomy-aligned or Taxonomy-eligible turnover in 2022	Proportion of Taxonomy-aligned or Taxonomy-eligible turnover in 2022	Category (enabling activities)	Category (transitional activities)
(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	%	%	E	T
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)
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	
Y	Y	Y	Y	Y	Y	Y	35.5%	32.8%		
Y	Y	Y	Y	Y	Y	Y	27.3%	25.7%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T
							0.0%	0.0%		
							42.8%	41.8%		
							11.2%	13.3%		
							7.3%	6.4%		
							n/a	n/a		
							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	Proportion of CapEx	Absolute CapEx	Proportion of CapEx	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution prevention and control	Bio-diversity and ecosystems
		EUR m	%	EUR m	%	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. TAXONOMY-ELIGIBLE ACTIVITIES											
A.1. Ecologically sustainable activities (Taxonomy-aligned)											
Electricity generation using photovoltaic technology	CCM 4.1	1.3	0.6%	5.0	2.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Operation of personal mobility devices, cycle logistics	CCM 6.4	0.2	0.1%	0.2	0.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	27.0	11.3%	27.2	11.4%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	15.0	6.3%	15.0	6.3%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	152.9	63.8%	88.4	36.9%	Y	N/EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	4.4	1.8%	4.7	2.0%	Y	N	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of renewable energy technologies	CCM 7.6	0.0	0.0%	0.5	0.2%	Y	N	N/EL	N/EL	N/EL	N/EL
CapEx from ecologically sustainable activities (Taxonomy-aligned) (A.1)		200.9	83.9%	141.2	59.0%	100%	0%	0%	0%	0%	0%
thereof enabling		157.3	65.7%	93.6	38.9%	100%	0%	0%	0%	0%	0%
thereof transitional		0.0	0.0%	0.0	0.0%	0%					
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not-Taxonomy-aligned)											
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	3.4	1.4%	7.1	3.0%	EL	EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	6.5	2.7%	8.2	3.4%	EL	EL	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	3.3	1.4%	32.0	13.4%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Construction of new buildings	CCM 7.1	2.4	1.0%	2.4	1.0%	EL	EL	N/EL	EL	N/EL	N/EL
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	0.1	0.0%	0.1	0.0%	EL	EL	N/EL	N/EL	N/EL	N/EL
Acquisition and ownership of buildings	CCM 7.7	0.0	0.0%	2.2	0.9%	EL	EL	N/EL	N/EL	N/EL	N/EL
CapEx of Taxonomy-eligible, but not environmentally sustainable activities (not-Taxonomy-aligned) (A.1 + A.2)		15.8	6.6%	52.0	21.7%	100%	0%	0%	0%	0%	0%
A. CAPEX OF TAXONOMY-ELIGIBLE ACTIVITIES (A.1 + A.2)		216.7	90.5%	193.2	80.7%	100%	0%	0%	0%	0%	0%
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES											
CAPEX OF TAXONOMY-NON-ELIGIBLE ACTIVITIES (B)		22.8	9.5%	46.1	19.3%						
TOTAL (A + B)		239.6	100%	239.3	100%						

⁶ Y – Yes, Taxonomy-eligible and Taxonomy-aligned activity with the relevant environmental objective; N – No, Taxonomy-eligible but not Taxonomy-aligned activity with the relevant environmental objective; EL – Taxonomy eligible activity for the relevant objective; N/EL – not eligible, Taxonomy non-eligible activity for the relevant environmental objective

DNSH criteria (Does Not Significantly Harm)							Österreichische Post AG	Austrian Post Group			
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention and control	Bio-diversity and eco-systems	Minimum Safeguards	Proportion of Taxonomy-aligned or Taxonomy-eligible CapEx in 2022	Proportion of Taxonomy-aligned or Taxonomy-eligible CapEx in 2022	Category (enabling activities)	Category (transitional activities)	
(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	%	%	E	T	
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)	
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	n/a	n/a	E		
Y	Y	Y	Y	Y	Y	Y	20.9%	19.5%			
Y	Y	Y	Y	Y	Y	Y	18.5%	16.9%	E		
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T	
							5.9%	6.8%			
							1.3%	2.5%			
							64.5%	57.2%			
							2.2%	1.8%			
							0.0%	0.0%			
							0.1%	0.2%			
							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	Proportion of OpEx	Absolute OpEx	Proportion of OpEx	Climate change mitigation	Climate change adaptation	Water and marine resources	Circular economy	Pollution prevention and control	Biodiversity and ecosystems
		EUR m	%	EUR m	%	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)	(Y; N; N/EL ⁶)
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
A. TAXONOMY-ELIGIBLE ACTIVITIES											
A.1. Ecologically sustainable activities (Taxonomy-aligned)											
Electricity generation using solar photovoltaic technology	CCM 4.1	0.1	0.1%	0.1	0.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Operation of personal mobility devices, cycle logistics	CCM 6.4	0.1	0.1%	0.1	0.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	2.2	2.3%	2.2	2.0%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	0.1	0.1%	0.1	0.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	25.1	26.2%	28.0	24.8%	Y	N/EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of charging stations for electric vehicles in buildings (and parking spaces attached to buildings)	CCM 7.4	0.0	0.0%	0.0	0.0%	Y	N	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	CCM 7.5	0.0	0.0%	0.0	0.0%	Y	N	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of renewable energy technologies	CCM 7.6	0.0	0.0%	0.0	0.0%	Y	N	N/EL	N/EL	N/EL	N/EL
OpEx from ecologically sustainable activities (Taxonomy-aligned) (A.1)		27.6	28.8%	30.6	27.1%	100%	0%	0%	0%	0%	0%
thereof enabling		25.1	26.2%	28.0	24.9%	100%	0%	0%	0%	0%	0%
thereof transitional		0.0	0.0%	0.0	0.0%	0%					
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not-Taxonomy-aligned)											
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	22.3	23.3%	23.9	21.2%	EL	EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	2.2	2.3%	2.9	2.6%	EL	EL	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO ₂ road transport and public transport	CCM 6.15	0.0	0.0%	1.5	1.3%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	2.9	3.1%	3.4	3.1%	EL	EL	N/EL	N/EL	N/EL	N/EL
Acquisition and ownership of buildings	CCM 7.7	0.0	0.0%	0.3	0.3%	EL	EL	N/EL	N/EL	N/EL	N/EL
OpEx of Taxonomy-eligible, but not environmentally sustainable activities (not-Taxonomy-aligned) (A.1 + A.2)		27.4	28.6%	32.1	28.5%	100%	0%	0%	0%	0%	0%
A. OPEX OF TAXONOMY-ELIGIBLE ACTIVITIES (A.1 + A.2)		55.0	57.5%	62.7	55.6%	100%	0%	0%	0%	0%	0%
B. TAXONOMY-NON-ELIGIBLE ACTIVITIES											
OPEX OF TAXONOMY-NON-ELIGIBLE ACTIVITIES (B)		40.7	42.5%	50.1	44.4%						
TOTAL (A + B)		95.8	100%	112.7	100%						

⁶ Y – Yes, Taxonomy-eligible and Taxonomy-aligned activity with the relevant environmental objective; N – No, Taxonomy-eligible but not Taxonomy-aligned activity with the relevant environmental objective; EL – Taxonomy eligible activity for the relevant objective; N/EL – not eligible, Taxonomy non-eligible activity for the relevant environmental objective

DNSH criteria (Does Not Significantly Harm)						Österreichische Post AG	Austrian Post Group			
Climate change mitigation	Climate change adaption	Water and marine resources	Circular economy	Pollution prevention and control	Bio-diversity and eco-systems	Minimum Safeguards	Proportion of Taxonomy-aligned or Taxonomy-eligible OpEx in 2022	Proportion of Taxonomy-aligned or Taxonomy-eligible OpEx in 2022	Category (enabling activities)	Category (transitional activities)
(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	(Y/N)	%	%	E	T
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)
Y	Y	Y	Y	Y	Y	Y	0.1%	0.1%		
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		
Y	Y	Y	Y	Y	Y	Y	0.4%	0.4%		
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		
Y	Y	Y	Y	Y	Y	Y	6.6%	6.9%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%	E	
Y	Y	Y	Y	Y	Y	Y	n/a	n/a	E	
Y	Y	Y	Y	Y	Y	Y	7.2%	7.4%		
Y	Y	Y	Y	Y	Y	Y	6.7%	6.9%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T
							24.7%	24.0%		
							2.1%	2.1%		
							19.8%	19.8%		
							2.3%	2.1%		
							0.5%	0.4%		
							49.3%	48.3%		
							56.6%	55.7%		

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 2023 financial year, and thus is a seamless continuation of the 2022 Sustainability Report, which was published in the spring of 2023. 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 243b and 267a 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 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 KPIs compared to the prior Sustainability Report. Individual deviations are indicated where they occur in the report.

GRI 2-2, 2-4, 3-2 SDO 13

Reporting encompasses the parent company Österreichische Post AG as well as its consolidated Group companies. Star Express Azerbaijan and Starex Global joined the Group in April 2023, and were included in the report. Croatian company Weber Escal left the Group at the end of May 2023. This company has been included in our reporting on a proportionate basis

Group Companies

ACL advanced commerce labs GmbH
adverserve digital advertising services GmbH
Aras Digital Teknoloji Hizmetleri A.Ş.
Aras Kargo Yurtici ve Yurtdış Taşımacılık A.Ş.
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 Slovenia 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.
Star Express Azerbaijan L.L.C. (from April 2023)
Starex Global Yurtici ve Yurtdışı Tasimacilik a.s. (from April 2023)
Weber Escal d.o.o. (until May 2023)

up to the date on which it left the Group. A list of all the Group companies included in this report is provided in the table above. 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. It 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. ESG indicators were incorporated into Austrian Post's medium-term planning process in 2023. Processes are also improved on a constant basis.

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 from the value chain (Scope 3). CO₂ 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 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 CO₂ 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. Scope 3 emissions from fuel- and energy-related activities include indirect emissions from the upstream chain of energy production. These are calculated by multiplying the energy consumption data for transport and buildings with an emission factor.

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 CO₂ indicators on the basis of base data. The Corporate Sustainability, Environmental and Funding Management and Group Controlling department is responsible for plausibility testing.

The CO₂ 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 CO₂ 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 CO₂. It is important to mention here that the term "CO₂" is to be equated with CO₂ equivalents throughout the report.

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 for the purpose of consistency. Country-specific emission factors are used for electricity. These are derived from the ecoinvent database. All CO₂ emission factors are evaluated 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 on application of standards	Austrian Post has reported in accordance with the GRI standards for the period from 1 January 2023 to 31 December 2023.
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 ORGANISATION AND ITS REPORTING PRACTICES				
GRI 2: General Disclosures 2021	2-1 Organisational details	p. 14f		
	2-2 Entities included in the organisation's sustainability reporting	p. 14, 152		
	2-3 Reporting period, frequency and contact point	p. 154, 168	The reporting period covers the financial year 2023 (1 January to 31 December 2023) and is therefore in line with the financial reporting. Planned publication date: 13 March 2024	
	2-4 Restatements of information	p. 121–133, 134–151		
	2-5 External assurance	p. 152, 165		
2. ACTIVITIES AND WORKERS				
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	p. 14–17, 66–75	Information on the supply chain and business relationships can also be found in the Annual Report 2023 on page 8ff	
	2-7 Employees	p. 75, 128ff		SDG 8: Decent work and economic growth
	2-8 Workers who are not employees	p. 128ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
3. GOVERNANCE				
	2-9 Governance structure and composition	p. 18ff, 28ff, 69ff		
	2-10 Nomination and selection of the highest governance body	Corporate Governance Report in 2023 Annual Report: p. 35ff		SDG 5: Gender equality
	2-11 Chair of the highest governance body	Corporate Governance Report in 2023 Annual Report: p. 35ff		
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 26ff, 69ff Corporate Governance Report in 2023 Annual Report: p. 37ff		
	2-13 Delegation of responsibility for managing impacts	p. 26ff		
	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 2023 Annual Report: p. 37ff		
	2-16 Communication of critical concerns	p. 28f, 38, 69ff, 72		
	2-17 Collective knowledge of the highest governance body	Corporate Governance Report in 2023 Annual Report: p. 35ff		
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Report in 2023 Annual Report: p. 37ff		
	2-19 Remuneration policies	Corporate Governance Report in 2023 Annual Report: p. 39f	The remuneration policy can be found on the website https://www.post.at/en/ir/c/corporate-governance	
	2-20 Process to determine remuneration	Corporate Governance Report in 2023 Annual Report: p. 39f		
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	Corporate Governance Report in 2023 Annual Report: p. 39f	Information on remuneration is disclosed annually in the Corporate Governance Report as well as in the Remuneration Report, which is publicly available https://www.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. 14, 26ff, 66ff, 69ff		

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. 69ff		
	2-25 Processes to remediate negative impacts	p. 71f		
	2-26 Mechanisms for seeking advice and raising concerns	p. 69ff, 72		
			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. These proceedings concerned several product areas of Austrian Post and have now been finalised. The part of the proceedings relating to the Mail product area that had not yet been decided in 2022 was concluded by a settlement in April 2023	
			Three administrative penalty proceedings relating to labour law provisions (e.g. ArbStättG, ASVG or ASchG) were pending in 2023 (in some cases on the same facts under different provisions). Two of these administrative penalties were cancelled by the Vienna Administrative Court and the administrative penalty proceedings were discontinued. The third administrative penalty proceeding is still pending	
GRI 2: General Disclosures 2021	2-27 Compliance with laws and regulations			
	2-28 Membership of associations		post.at/mitgliedschaften	
5. STAKEHOLDER ENGAGEMENT				
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	p. 37ff, 63, 103ff		
	2-30 Collective bargaining agreements	p. 128f		SDG 8: Decent work and economic growth
MATERIAL TOPICS				
GRI 3: Material Topics 2021	3-1 Process to determine material topics	p. 14, 32ff, 152		
	3-2 List of material topics	p. 32ff		
ECONOMIC PERFORMANCE				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 56ff, 73ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	p. 75ff, 121	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
	201-2 Financial implications and other risks and opportunities due to climate change	p. 45ff	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. 75ff, 121		
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	p. 50f, 75ff	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. 34f, 57ff, 66ff		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	p. 66f	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. 34f, 57ff, 66ff		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	p. 69ff		SDG 16: Peace, justice and strong institutions
	205-2 Communication and training about anti-corruption policies and procedures	p. 71		SDG 16: Peace, justice and strong institutions
	205-3 Confirmed incidents of corruption and actions taken	p. 73		SDG 16: Peace, justice and strong institutions
ANTI-COMPETITIVE BEHAVIOUR				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 57ff, 66ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices		<p>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. These proceedings concerned several product areas of Austrian Post and have now been finalised. The part of the proceedings relating to the Mail product area that had not yet been decided in 2022 was concluded by a settlement in April 2023</p> <p>With regard to the Info.Mail product area, the Cartel Court found a violation of anti-trust law by Austrian Post in its partial ruling of 22 June 2021, which was confirmed by the Supreme Court as the higher cartel court on 11 November 2021. Due to the breach of antitrust law identified in relation to the Info.Mail product area, civil proceedings for damages were initiated against Austrian Post before the Vienna Commercial Court in June 2022, which were still pending in 2023. As a result of the breach of antitrust law, the Federal Competition Authority has also announced that it will examine further legal steps (in particular with regard to the imposition of a fine). In light of this, Austrian Post entered into settlement talks with the Federal Competition Authority in April 2023, which had not yet been finalised in 2023</p>	
TAX				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 75f		
	207-1 Approach to tax	p. 75f		
	207-2 Tax governance, control, and risk management	p. 75f		
	207-3 Stakeholder engagement and management of concerns related to tax	p. 75f		
GRI 207: Tax 2019	207-4 Country-by-country reporting		<p>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</p>	
MATERIALS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 82ff, 91ff		
GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 127f		<p>SDG 8: Decent work and economic growth</p> <p>SDG 12: Responsible consumption and production</p>

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
ENERGY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 82ff, 86ff, 89ff		SDG 7: Affordable and clean energy SDG 12: Responsible consumption and production SDG 13: Climate action
	302-1 Energy consumption within the organisation	p. 122ff, 152f		SDG 7: Affordable and clean energy SDG 8: Decent work and economic growth SDG 12: Responsible consumption and production SDG 13: Climate action
GRI 302: Energy 2016	302-4 Reduction of energy consumption	p. 89ff, 122f		SDG 13: Climate action
EMISSIONS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 82ff, 86ff, 89ff		SDG 3: Good health and well-being SDG 12: Responsible consumption and production SDG 13: Climate action
	305-1 Direct (Scope 1) GHG emissions	p. 124f, 152f		SDG 3: Good health and well-being SDG 12: Responsible consumption and production SDG 13: Climate action
	305-2 Energy indirect (Scope 2) GHG emissions	p. 124f, 152f		SDG 3: Good health and well-being SDG 12: Responsible consumption and production SDG 13: Climate action
	305-3 Other indirect (Scope 3) GHG emissions	p. 124f, 152f		SDG 3: Good health and well-being SDG 12: Responsible consumption and production SDG 13: Climate action
GRI 305: Emissions 2016	305-4 GHG emissions intensity	p. 126		SDG 13: Climate action
WASTE				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 82ff, 91ff	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. 92f, 128		SDG 3: Good health and well-being SDG 12: Responsible consumption and production
	306-2 Management of significant waste-related impacts	p. 92f		SDG 3: Good health and well-being SDG 12: Responsible consumption and production
	306-3 Waste generated	p. 128	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 deliveries to business customers. Absolute figures are not given due to these business relationships	SDG 3: Good health and well-being SDG 12: Responsible consumption and production
	306-4 Waste diverted from disposal	p. 128	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 deliveries to business customers. Absolute figures are not given due to these business relationships	SDG 3: Good health and well-being SDG 12: Responsible consumption and production
GRI 306: Waste 2020	306-5 Waste directed to disposal	p. 128	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 deliveries to business customers. Absolute figures are not given due to these business relationships	SDG 3: Good health and well-being SDG 12: Responsible consumption and production
SUPPLIER ENVIRONMENTAL ASSESSMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 66ff, 73		
GRI 308: Supplier Environmental Assessment 2016	308-2 Negative environmental impacts in the supply chain and actions taken	p. 66ff		
EMPLOYMENT				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 103ff		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 130	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. 106		
LABOUR/MANAGEMENT RELATIONS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 103ff		

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
GRI 402: Labour/Management Relations 2016	402-1 Minimum notice periods regarding operational changes		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	SDG 8: Decent work and economic growth
OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 111ff		
	403-1 Occupational health and safety management system	p. 113ff		SDG 8: Decent work and economic growth
	403-2 Hazard identification, risk assessment, and incident investigation	p. 113ff		SDG 3: Good health and well-being SDG 8: Decent work and economic growth
	403-3 Occupational health services	p. 113ff		SDG 3: Good health and well-being
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 113ff		SDG 8: Decent work and economic growth
	403-5 Worker training on occupational health and safety	p. 113ff		SDG 3: Good health and well-being SDG 8: Decent work and economic growth
	403-6 Promotion of worker health	p. 111ff		SDG 3: Good health and well-being
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 114		SDG 3: Good health and well-being SDG 8: Decent work and economic growth
GRI 403: Occupational Health and Safety 2018	403-9 Work-related injuries	p. 132f	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 well-being SDG 8: Decent work and economic growth
TRAINING AND EDUCATION				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 103ff		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	p. 133	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 Programmes for upgrading employee skills and transition assistance programmes	p. 106ff		SDG 8: Decent work and economic growth

GRI Standard	Disclosure	Information on Disclosure or Reference	Reasons for the Omission/Comments	SDG
DIVERSITY AND EQUAL OPPORTUNITY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 109ff		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 131f		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. 34f, 66ff, 73		
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	p. 68		SDG 5: Gender equality SDG 8: Decent work and economic growth
CUSTOMER PRIVACY				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 34f, 98ff, 115ff		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data		In 2023 there were around ten new individual complaints procedures. Several of the previously pending individual complaints procedures were concluded, in particular due to a settlement reached with the collective action association COBIN Claims. The procedure concerning an abandoned post bag was decided in favour of Austrian Post, as the data protection authority has no power to make the declaratory judgments made in the procedure ex officio. An official investigation initiated in 2021 was discontinued by the data protection authority. An appeal is pending before the Administrative Court regarding the administrative penal proceedings with regard to the statistical calculation of party preference. In 2020, the Data Protection Authority appealed against the Federal Administrative Court's decision to repeal the penalty. The administrative penal proceedings relating to the rights of data subjects are still pending before the Federal Administrative Court. In 2021 the Data Protection Authority levied a penalty of EUR 9.5m. Austrian Post is contesting this penalty. These two administrative penal proceedings were suspended due to the fact that a question which, in the view of the competent courts, was essential for the assessment, was referred to the European Court of Justice for a preliminary ruling. Following the decision of the European Court of Justice, these proceedings were continued at the end of 2023. No rulings have yet been made	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. 61		
SUSTAINABLE MAIL & PARCEL PRODUCTS				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 63ff		
SOCIAL DIALOGUE & COOPERATION				
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 116ff		

Vienna, 23 February 2024

The Management Board



GEORG PÖLZL
CEO
Chairman of the Management Board



WALTER OBLIN
Deputy CEO
Mail & Finance (CFO)



PETER UMUNDUM
Member of the Management Board
Parcel & Logistics (COO)

Glossary Terms

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).

Corporate sustainability

Corporate sustainability refers to the efforts made by a company to contribute towards sustainable development beyond what is deemed compulsory by law. Companies which engage in corporate sustainability operate responsibly in a manner that focuses equally on ecological and social aspects in their ordinary course of business.

Copernicus

Copernicus is the European Union's Earth observation programme. It offers information services that draw from satellite 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

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 and the Bank of England. 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 combined consolidated non-financial report
(hereafter "Sustainability Report") in accordance with the
Austrian Sustainability and Diversity Improvement Act
(hereafter "NaDiVeG") and Sections 243b and 267a UGB
of Österreichische Post Aktiengesellschaft, Vienna
(hereafter "the Company"), for the 2023 financial year.**

Audit Opinion

Based on our assurance procedures 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 2023 financial year is not prepared, in all material respects, in accordance with the requirements of the Austrian Sustainability and Diversity Improvement Act (NaDiVeG) (Sections 243b and 267a UGB), the standards on sustainability reporting of the Global Reporting Initiative (hereafter "2021 GRI Standards") and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with the applicable Delegated Acts of the European Commission.

Responsibilities of the Legal Representatives

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 2021 GRI Standards and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with the applicable Delegated Acts of the European Commission is the responsibility of the Company's legal representatives.

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 material misstatements, whether intended or unintended. 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 the applicable Delegated Acts of the European Commission.

Responsibilities of the Auditor

Our responsibility is to state whether, based on our assurance procedures and the evidence we have obtained, anything has come to our attention that causes us to believe that the Sustainability Report of the Company dated 31 December 2023 is not in accordance with the legal requirements of the Sustainability and Diversity Improvement Act (NaDiVeG) (Sections 243b and 267a UGB), the 2021 GRI Standards and Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with the applicable Delegated Acts of the European Commission in all material respects.

Mr Gerhard Posautz, certified public accountant, is responsible for the proper performance of the engagement.

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 the local data collection, validation and reporting processes and the reliability of the reported data by sampling the processes and records of the Hungarian company Express One Hungary Kft.. The staff survey was conducted through an on-site visit to the headquarters in Budapest;

- 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 in accordance with the Sustainability and Diversity Improvement Act (NaDiVeG) (Sections 243b and 267a UGB) and the 2021 GRI Standards have been adequately addressed;
- Assessment of whether the requirements of Article 8 of the EU Taxonomy Regulation ((EU) 2020/852) in conjunction with the applicable Delegated Acts of the European Commission 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.

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, 23 February 2024



BDO Assurance GmbH
Wirtschaftsprüfungs- und
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We have prepared this report and checked the figures with the greatest possible care. Nevertheless, rounding, typographical and printing errors cannot be ruled out. 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 thus actual results – to deviate from the forecasts contained in this report.

Information on data protection can be found at
post.at/dataprotection

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

Editorial deadline: 12 March 2024



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