Group Management Report

1. Group Overview and Market Environment

1.1 Business Operations and Organisational Structure

Österreichische Post AG, hereinafter also referred to as the Austrian Post Group, the Group or Austrian Post, is an international postal, logistics and service provider which is central to Austria's economy, with annual revenue of EUR 3.1bn and 27,802 employees. 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. Its core business primarily encompasses the transportation of traditional letter mail, direct mail, parcels and express mail items. Business process solutions, e-commerce & logistics solutions and digital services, for example for advertising, supplement the service portfolio. On top of traditional services, the nationwide branch network in Austria also offers financial services, which are equally available to customers online. The focus in Southeast and Eastern Europe, as well as Türkiye and Azerbaijan, is on parcel and logistics services.

Austrian Post groups its activities into three operating divisions: Mail, Parcel & Logistics and Retail & Bank. In addition, the Corporate Division mainly offers services relating to Group administration and management, as well as the development of new business models. These four divisions match the structure used to report to the Management Board in accordance with IFRS 8. Logistics for letter mail and parcels in Austria is bundled in the internal logistics network production unit, which charges its services to the operating divisions based on the costs incurred.

The product and service portfolio of the Mail division encompasses the distribution, collection, sorting and delivery of letters and document shipments, addressed and unaddressed direct mail, newspapers and magazines, as well as online services such as e-letters and cross-media solutions. The offering is complemented by additional physical and digital services in customer communications and document processing. In 2024, Austrian Post delivered 508 million letters, 329 million addressed and 2.5 billion unaddressed direct mail items, 288 million print media items and 334 million regional media items.

The core business of the Parcel & Logistics Division encompasses the transportation of parcels and express mail items. The company offers comprehensive, one-stop solutions spanning the entire value chain. In addition to conventional parcel products, the portfolio also includes tailored fulfilment solutions ranging from warehousing and order picking to returns management, web shop logistics and web shop infrastructure. Valuable goods and cash are also transported in line with the very highest security standards. In 2024, Austrian Post transported 507 million parcels, express mail items and documents across the Group. A regional breakdown shows that the company is the leading service provider in Austria, delivering 224 million mail-order business and private customer parcels and B2B items. Internationally, the Parcel & Logistics Division is represented in eleven countries through its subsidiaries. Austrian Post transported 204 million parcels and documents in Türkiye and Azerbaijan in 2024, and an additional 78 million parcels 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 subsidiary bank99 AG (hereafter referred to as bank99). Austrian Post customers have access to 1,680 postal service points, including 358 company-operated postal branches and 1,322 postal partners. With a frequency of around 67 million customer contacts every year, Austrian Post's branch network is one of the largest private customer networks in the country. In addition to postal services, the branch network offers the distribution of telecommunications products and merchandise, as well as the provision of financial services. This allows the company's branches to combine nationwide services offered by A1, bank99 and Austrian Post under one roof as multi-service providers. Austrian Post also offers self-service solutions at numerous locations. Customers can use the 581 drop-off stations and boxes, which are available at almost all Austrian Post branches, to stamp and send parcels and letters or to drop off returns. Customers have 1,449 pick-up stations at their disposal, which can be found at Austrian Post branches and the numerous dispersed locations, to collect their parcels and letters that have been delivered to one of the company's 149,492 lockers. At Austrian Post's drop-off stations, customers can stamp and send parcels and letters or drop off postage-paid returns conveniently around the clock. All Austrian Post self-service solutions are accessible 24/7 and are very popular among the company's customers. A cross-channel approach covers the entire spectrum of postal services from the Post app to the branch. Bank99 offers financial services throughout Austria. It flexibly combines modern digital products with Austrian Post's strong branch network to meet its customers' individual needs. As a digital bank, bank99 offers a large product range such as bank accounts, payment transaction and transfer services, consumer loans, investment and savings options, housing finance and insurance in combination with Austrian Post's postal service points. bank99's 329 employees (full-time equivalents) serve just under 300,000 customers across Austria.

1.2 Sales Markets and Market Position

Austrian Post is represented in 13 countries together with its Group companies. 76% of revenue was generated in the home market of Austria in 2024. Here Austrian Post holds a leading market position in the delivery of letters, direct mail items, newspapers and parcels. The company holds a 56% market share of the overall Austrian parcel volume. The market share of parcel volumes in the private customer segment is 65%, while the figure for the business parcel segment (B2B) comes to 31% (source: Branchenradar CEP Services in Austria, 2025).

The Group companies of Austrian Post also have a good market position on an international level. When it comes to parcel deliveries, Austrian Post ranks among the top players in Slovakia, Hungary, Croatia and Serbia, as well as Bosnia and Herzegovina. Austrian Post is also one of the leading market players in Türkiye, and in Azerbaijan, the company already ranks among the top importers of e-commerce volumes into the country.

1.3 Economic Environment

The International Monetary Fund (IMF) expects the global inflation rate to remain on a downward trajectory – with the exception of some European and Latin American countries. While prices for goods have fallen, service prices in the US and the euro area remain above pre-crisis levels. The IMF expects global inflation to drop to 4.2% by 2025 and to 3.5% by 2026. The disinflation process could, however, be jeopardised by political disruption. The IMF is forecasting global economic growth that is below the historical average of 3.7%. Growth of 3.2% is estimated for 2024, rising slightly to 3.3% in both 2025 and 2026. (IMF, January 2025)

Economic growth in the euro area was weak in 2024. According to the IMF, this can be traced back to an ailing manufacturing industry and a faltering export economy. The recovery in real incomes, however, delivered a boost, supporting consumption. The IMF expects gross domestic product (GDP) growth to rise from 0.8% to 1.0% in 2025. The slow recovery is being held back in particular by geopolitical tension and by political and economic uncertainty. Looking ahead to 2026, the IMF expects a moderate increase to 1.4%, which will be bolstered by stronger domestic demand, looser financial conditions and growing consumer confidence. (IMF, January 2025)

Economic output also fell slightly in Austria in 2024. Compared to other European countries, the Austrian economy is making a slower recovery due to high energy prices and unit labour costs. The Austrian Institute of Economic Research (WIFO) estimates that Austrian GDP shrank by 0.9% in 2024. Rising real incomes in 2025 and 2026 should, however, boost private consumption and help to stabilise economic growth in the process. Nevertheless, growth is expected to come in at just 0.6% in 2025 before rising to 1.2% in 2026. (Austrian Institute of Economic Research (WIFO), January 2025)

Industrial production contracted by 4.5% in 2024, i.e. by significantly more than in the previous year. After stagnating in 2025, goods manufacturing is expected to grow again in 2026. At the same time, the WIFO is forecasting a decline in inflation to an annual average of 2.3% in 2025 and 2.0% in 2026. (Austrian Institute of Economic Research (WIFO), December 2024)

According to the IMF, GDP is also expected to improve compared to previous years in the other markets in which Austrian Post operates, e.g. in Germany by -0.2% in 2024, after -0.3% in 2023. The German economy is predicted to grow at a rate of 0.3% and 1.1% in 2025 and 2026 respectively. GDP growth is expected to have come to 3.2% in Europe's emerging markets in 2024, with a rate of 2.2% predicted for 2025 and 2.4% for 2026. Türkiye recorded growth of 2.8% in 2024, down considerably on 2023 (5.1%). The IMF forecasts a further slowdown to 2.6% in 2025 before growth is tipped to rise to 3.2% in 2026. Inflation in Türkiye reached 60.9% in 2024 (as against 53.9% in the previous year) and is expected to fall to 33.0% and 19.2% in 2025 and 2026 respectively. GDP in Azerbaijan is predicted to have increased by 3.2% in 2024, with a forecast of 2.5% and 2.4% for 2025 and 2026 respectively. Inflation in Azerbaijan is expected to rise from 2.1% in 2024 to 4.8% in 2025 and 4.5% in 2026. (IMF, October 2024, January 2025)

1.4 Industry Environment

Alongside the economic environment, Austrian Post's business development is influenced primarily by the following international trends, which present both opportunities and risks.

Electronic substitution continues in the addressed letter mail sector. This global trend impacts all postal companies and is essentially beyond the company's control. The trend is also being reinforced by customers using new digital solutions to take pressure off their cost structures. Customers in the public sector are also trying to reduce mail volumes; as a result, Austrian Post continues to expect an ongoing decline.

The direct mail business heavily depends on the economic situation, the particular sector and the level of advertising activity on the part of companies. Due to structural difficulties in the retail sector, mail volumes are certainly expected to decline.

Private customer parcel volumes remain consistently high thanks to the ever-increasing role played by the online retail segment. There is still real potential for e-commerce in Southeast and Eastern Europe, as well as in Türkiye and Azerbaijan, which tends to lead to a more dynamic market environment.

The development of the international parcel and freight business depends largely on general economic trends as well as on international trade flows and related price developments. Competitive intensity and price pressure remain high in this area. Trade flows and the required logistics services are becoming increasingly globalised.

Another major market trend is the increasing importance of non-financial topics. This is accompanied by increasing transparency requirements imposed on companies with regard to sustainability (ESG – Environment, Social, Governance). Considerable awareness of sustainability is also leading to growing demand for the resource-friendly transport of goods. Austrian Post has been responding to this demand since 2011 by offering CO_2-neutral delivery and the gradual decarbonisation of logistics, the quest being to improve the carbon footprint of both Austrian Post and its customers. In addition to improving efficiency and compensating for emissions, using alternative technologies is particularly important for Austrian Post. The ambitious goal is to ensure that all last-mile deliveries in Austria are CO_2-free by 2030. This means that only vehicles that run on non-fossil fuels are used.

1.5 Legal Framework

The legal framework for Austrian Post's business operations is mainly based on the Austrian Postal Market Act, which has been in effect since 1 January 2011.

- Austrian Post has been Austria's universal service provider since the complete liberalisation of the market, thus guaranteeing the provision of high-quality postal services throughout Austria. As required by law, the regulatory authority (Post Control Commission) examined, most recently in 2021, whether other postal companies are capable of providing the universal postal services defined in the statutory universal service obligation. This is not the case.

- Universal service is limited primarily to mail posted at the legally defined access points, e.g. post offices or letter boxes, on the basis of general terms and conditions (not individually negotiated). The aim is to ensure the basic provision of postal services to the Austrian population and economy. Postal services for mail items brought to logistics centres by large customers are not included in the universal service, with the exception of newspapers.

- Since 1 July 2018, Austrian Post has offered the ECO Letter as part of its universal services and has expanded its product range accordingly. In the universal service, senders therefore have the option of choosing between a delivery time of two to three days for items that are not time-sensitive and the quicker PRIO letter, which continues to be delivered the day after the letter is posted. The amendment to the Postal Market Act, which came into force on 6 June 2024, stipulates that, in future, items previously referred to as ECO items will be standard letters, and that time-sensitive PRIO items with a standard transit time of one working day (in 95% of cases) are to be offered as an additional service. Austrian Post will implement this change in its product structure on 1 May 2025.

2. Business Development and Economic Situation

2.1 Changes to the Scope of Consolidation

There were no significant changes in the scope of consolidation in the 2024 financial year. A complete overview of all changes to the scope of consolidation in the 2024 financial year can be found in the consolidated financial statements under Note 6.2.

2.2 Financial Performance

2.2.1 Development of Revenue

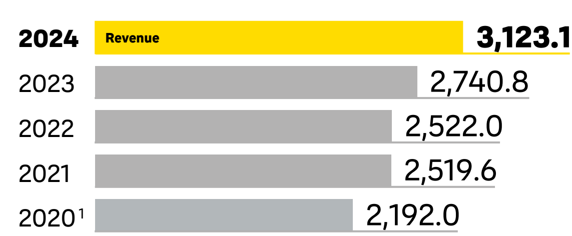
The Austrian Post Group's revenue increased by 13.9% to EUR 3,123.1m in 2024, with an increase of 9.2% excluding Parcel Türkiye. An increase was recorded in all divisions in the 2024 financial year: revenue was up by 4.1% in the Mail Division, by 20.9% in the Parcel & Logistics Division (+12.7% excluding Parcel Türkiye) and by 19.5% in the Retail & Bank Division.

The Mail Division accounted for 39.3% of Austrian Post's revenue in the 2024 financial year. The division's revenue of EUR 1,239.8m is dominated by the structural decline in the volume of addressed letters due to electronic substitution, but is also positively influenced by the price adjustments made in the previous year and by the major nationwide elections in Austria (National Parliamentary elections, European elections, Chamber of Labour elections) in 2024. The direct mail business is also subdued due to the weak development in individual retail segments.

The Parcel & Logistics Division generated 54.3% of Group revenue, or EUR 1,712.5m, in the reporting period. The parcel business showed very positive development in all regions. Strong revenue growth was recorded in Türkiye in particular, influenced to a significant degree by high inflation and the associated price adjustments.

The Retail & Bank Division achieved a 6.4% share of Group revenue in the 2024 financial year with revenue of EUR 201.5m. The ramp-up of bank99 customers and developments in the interest rate landscape in 2024 made a positive contribution to revenue in this division.

G 05 Revenue Development
EUR m



[1] Change in the presentation of financial services

T 01 Revenue by Division

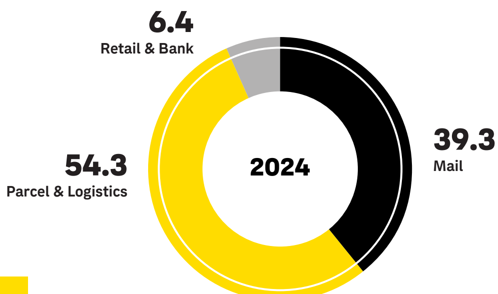
EUR m	2022	2023	2024	Change %	Change EUR m
Revenue	**2,522.0**	**2,740.8**	**3,123.1**	**13.9%**	**382.2**
Mail	1,218.0	1,190.4	1,239.8	4.1%	49.4
Parcel & Logistics	1,214.6	1,416.5	1,712.5	20.9%	296.0
Retail & Bank	122.5	168.6	201.5	19.5%	32.9
Corporate/Consolidation	–33.2	–34.7	–30.8	11.3%	3.9
Working days in Austria	250	248	252	–	–

A regional breakdown of Austrian Post's revenue shows that 75.7% of revenue was generated in Austria in the 2024 financial year. International markets were responsible for 24.3% of Austrian Post's revenue in 2024. Türkiye (and Azerbaijan) accounted for 16.5% and the Southeast and Eastern Europe region for 6.7% of revenue. 1.2% of revenue was generated in Germany.

G 06

Revenue per Division

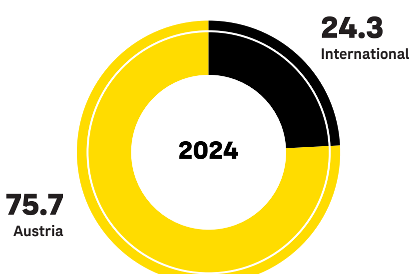
%



G 07

Revenue by Region

%

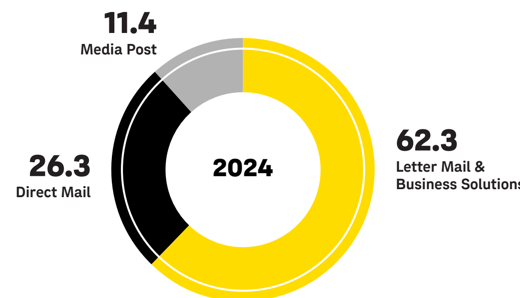


Revenue in the Mail Division amounted to EUR 1,239.8m in 2024, 62.3% of which can be attributed to the Letter Mail & Business Solutions business, 26.3% to Direct Mail and 11.4% to Media Post.

G 08

Share of Mail Revenue by Product Group

%



At EUR 772.6m, revenue in the Letter Mail & Business Solutions business was up on the prior-year level by 3.0% in the 2024 financial year. Volumes continued to decline as a result of the substitution of letters by electronic forms of communication. Conventional letter volumes in Austria fell by 6% in 2024. The price adjustments made in September 2023 and numerous elections in 2024 (in particular the National Parliamentary elections, European elections, Chamber of Labour elections) had a positive effect. Inflationary pressure on all cost types led to adjustments in the product and price structure, as well as to necessary efficiency improvements in internal processes. International letter mail saw a decline in volume and revenue, while Business Solutions showed positive development.

T 02

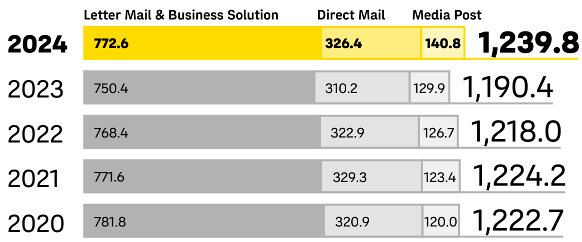
Development of Revenue in the Mail Division

EUR m	2022	2023	2024	Change %	Change EUR m
Revenue	**1,218.0**	**1,190.4**	**1,239.8**	**4.1%**	**49.4**
Letter mail & business solutions	768.4	750.4	772.6	3.0%	22.2
Direct Mail	322.9	310.2	326.4	5.2%	16.2
Media Post	126.7	129.9	140.8	8.5%	11.0
Revenue intra-Group	3.8	4.7	5.4	15.4%	0.7
Total Revenue	**1,221.9**	**1,195.2**	**1,245.3**	**4.2%**	**50.1**
thereof revenue with third parties	1,201.9	1,175.2	1,227.6	4.5%	52.4

G 09

Mail Revenue by Product Group

EUR m



Revenue from direct mail rose by 5.2% to EUR 326.4m in the 2024 financial year. Restrained direct mail behaviour against the backdrop of a weak economic environment and the structural decline in specific customer segments (e.g. furniture and mail order) were offset by adjustments to the price structure. The major elections in 2024 also had a positive impact on revenue.

The revenue from media post, i.e. the delivery of newspapers and magazines, rose by 8.5% year-on-year to EUR 140.8m. This increase is mainly due to price adjustments.

Revenue in the Parcel & Logistics Division rose by 20.9% to EUR 1,712.5m in the 2024 financial year. Excluding Parcel Türkiye, growth came to 12.7%. The parcel business showed very positive development in all regions.

The Austrian parcel business saw revenue increase by 15.2% to EUR 928.7m in the reporting period. Parcel volumes grew by 12% in 2024 thanks to rising national and international parcel volumes. This is testimony to the strong trust in the quality offered by Austrian Post.

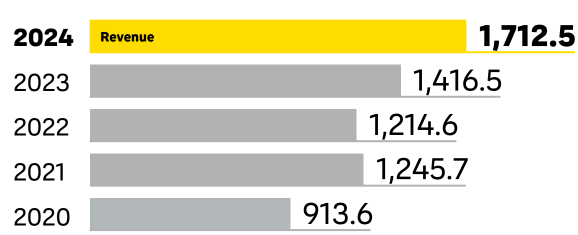
Revenue in Türkiye and Azerbaijan (Parcel Türkiye) increased by 45.5% compared to 2023 to EUR 516.7m. This strong growth is dominated by inflation in Türkiye and the exchange rate of the Turkish lira. Parcel volumes in this region showed stable development compared to the previous year.

The parcel business in Southeast and Eastern Europe (Parcel CEE/SEE) continues to show positive growth rates, with revenue up by 7.8% to EUR 213.6m in the 2024 financial year. Parcel volumes in these countries increased by 12% year-on-year, with a sharp rise in parcels from Asia in particular.

G 10

Revenue Parcel & Logistics Division

EUR m



T 03

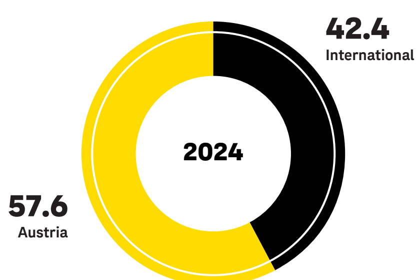
Development of Revenue in the Parcel & Logistics Division

EUR m	2022	2023	2024	Change %	Change EUR m
Revenue	**1,214.6**	**1,416.5**	**1,712.5**	**20.9%**	**296.0**
Parcel Austria	727.2	806.4	928.7	15.2%	122.3
Parcel Türkiye	251.7	355.1	516.7	45.5%	161.7
Parcel CEE/SEE	172.0	198.1	213.6	7.8%	15.4
Logistics Solutions/Consolidation	63.7	56.9	53.5	–5.9%	–3.4
Revenue intra-Group	0.7	0.7	3.1	>100%	2.4
Total Revenue	**1,215.3**	**1,417.2**	**1,715.6**	**21.1%**	**298.4**
thereof revenue with third parties	1,195.1	1,395.0	1,692.2	21.3%	297.2

Logistics Solutions/Consolidation reported a drop from EUR 56.9m to EUR 53.5m in the current reporting period due to consolidation effects, with Logistics Solutions reporting an increase of 2.6% compared to the previous year.

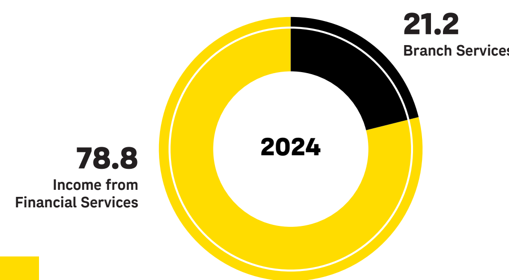
A breakdown by region shows that 57.6% of the division's revenue was generated in Austria in 2024. 42.4% of divisional revenue was generated by the international business of the subsidiaries, with 30.0% generated in Türkiye (and Azerbaijan), 12.2% in Southeast and Eastern Europe, and 0.2% in Germany.

G 11 **Parcel Revenue by Region**
%



Revenue in the Retail & Bank Division increased by 19.5% to EUR 201.5m in the 2024 financial year, with 78.8% attributable to income from financial services and 21.2% to branch services. Income from financial services increased by 24.1% to EUR 158.9m in the period under review, mainly due to the higher interest rate environment in Europe and the customer ramp-up at bank99. Branch services reported an increase of 5.1% to EUR 42.7m in 2024 due to price adjustments for merchandise to reflect inflation.

G 12 **Retail & Bank Division**
%



T 04 Development of Revenue in the Retail & Bank Division

EUR m	2022	2023	2024	Change %	Change EUR m
Revenue	**122.5**	**168.6**	**201.5**	**19.5%**	**32.9**
Result from financial services	83.0	128.0	158.9	24.1%	30.9
Branch services	39.5	40.6	42.7	5.1%	2.1
Other	0.1	0.0	0.0	n.a.	0.0
Revenue intra-Group	192.1	192.3	207.0	7.7%	14.8
Total Revenue	**314.6**	**360.9**	**408.6**	**13.2%**	**47.7**
thereof revenue with third parties	122.1	168.2	200.7	19.3%	32.4

T 05

Financial Performance of the Group

EUR m	2022	2023	2024	Change %	Change EUR m
Revenue	**2,522.0**	**2,740.8**	**3,123.1**	**13.9%**	**382.2**
Other operating income	107.3	100.3	104.1	3.7%	3.8
Raw materials, consumables and services used	–750.1	–832.4	–920.6	–10.6%	–88.2
Expenses from financial services	–11.3	–21.6	–51.4	< –100%	–29.7
Staff costs	–1,144.2	–1,215.4	–1,405.5	–15.6%	–190.1
Other operating expenses	–352.3	–387.4	–437.2	–12.9%	–49.8
Results from financial assets accounted for using the equity method	–0.3	2.1	3.1	46.9%	1.0
Net monetary gain	1.8	5.1	7.1	38.5%	2.0
EBITDA	**372.7**	**391.6**	**422.7**	**8.0%**	**31.2**
Depreciation and amortisation	–181.6	–189.7	–209.8	–10.6%	–20.1
Impairment losses	–2.7	–11.6	–5.7	51.1%	5.9
EBIT	**188.4**	**190.2**	**207.3**	**9.0%**	**17.0**
Financial result	–24.7	–3.0	–10.5	< –100%	–7.5
Profit before Tax	**163.7**	**187.2**	**196.7**	**5.1%**	**9.5**
Income tax	–35.6	–48.5	–50.8	–4.8%	–2.3
Profit for the Period	**128.1**	**138.7**	**145.9**	**5.2%**	**7.2**
Attributable to:					
Shareholders of the parent company	125.7	132.6	137.9	4.1%	5.4
Non-controlling interests	2.5	6.2	8.0	29.5%	1.8
Earnings per Share (EUR)[1]	**1.86**	**1.96**	**2.04**	**4.1%**	**0.08**

[1] Undiluted earnings per share in relation to 67,552,638 shares

2.2.2 Earnings Development

The structure of expenses at Austrian Post features a high share of staff costs. Accordingly, 46.4% of total operating expenses incurred in 2024 were attributable to staff costs. The second largest expense item, at 30.4%, was the cost of raw materials, consumables and services used, which largely includes outsourced transport services. Furthermore, 14.4% was attributed to other operating expenses and 7.1% to write-downs. Expenses for financial services account for 1.7% of total operating expenses.

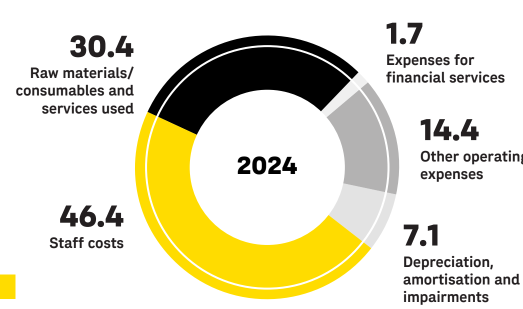
Staff costs in the 2024 financial year amounted to EUR 1,405.5m, up by 15.6% or EUR 190.1m. The change is due to an increase in the number of employees in the Austrian Post Group outside of Austria on the one hand, and to the salary adjustment under collective bargaining agreements in operating staff costs, both in Austria and internationally, on the other. The Austrian Post Group had an average of 27,802 employees (full-time equivalents) in the 2024 financial year, compared to an average of 27,254 employees in the same period of the previous year (+2.0%).

In the 2024 financial year, non-operating staff costs were also incurred in the form of expenses for staff-related provisions. In general, non-operating staff costs relate to termination benefits and changes in provisions, which can be attributed primarily to the specific employment situation of civil servant employees.

G 13

Structure of Expenses

%



Raw materials, consumables and services used increased by 10.6% to EUR 920.6m in 2024. Transport by external service providers in particular contributed to this increase due to higher parcel volumes in Austria and in Southeast and Eastern Europe.

Other operating income rose by 3.7% to EUR 104.1m in 2024. Other operating expenses were up by 12.9% to EUR 437.2m and include a negative valuation effect of EUR 14.9m relating to the option liability for the remaining 20% of the shares in Aras Kargo.

The accounting standard IAS 29 (Financial Reporting in Hyperinflationary Economies) is to be applied for the Turkish subsidiaries. Accordingly, items in the income statement and non-monetary items were adjusted on the basis of the general price index (see the consolidated financial statements, Note 3.3 Hyperinflation). The profit or loss from net monetary items is presented as a separate item in the income statement. In the 2024 financial year, the gain from net monetary items amounted to EUR 7.1m (+38.5%).

EBITDA in 2024 came to EUR 422.7m, 8.0% above the previous year's level of EUR 391.6m, corresponding to an EBITDA margin of 13.5%.

Depreciation and amortisation in 2024 were up by 10.6% or EUR 20.1m year-on-year to EUR 209.8m. The increase is due predominantly to investments in new parcel logistics infrastructure locations. Impairment losses totalling EUR 5.7m in connection with right-of-use assets related to buildings are also included.

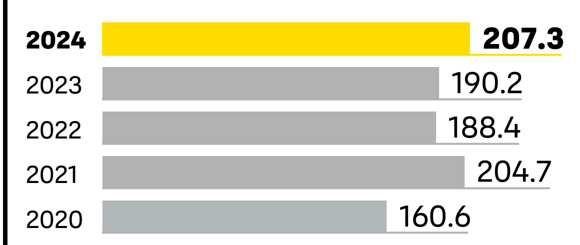
EBIT totalled EUR 207.3m in the financial year under review, as against EUR 190.2m in the previous year (+9.0%). The EBIT margin came to 6.6%.

The Group's financial result changed from minus EUR 3.0m to minus EUR 10.5m in 2024. The financial result for 2024 also includes valuation effects related to the option liability for the remaining 20% of the shares in Aras Kargo.

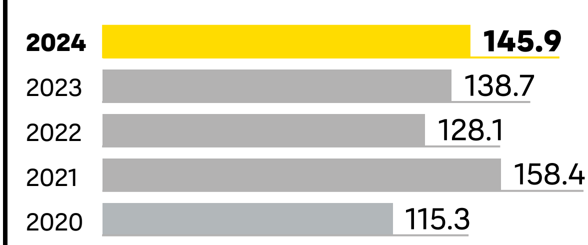
Income tax increased slightly from EUR 48.5m to EUR 50.8m, producing a tax rate of 25.8% for the 2024 financial year.

The profit for the period for the 2024 financial year totalled EUR 145.9m compared with EUR 138.7m a year earlier (+5.2%). Basic earnings per share were EUR 2.04 compared to EUR 1.96 in the same period of the previous year (+4.1%).

G 14 **EBIT**
EUR m



G 15 **Profit for the Period**
EUR m



T 06 EBIT by Division

EUR m	2022	2023	2024	Change %	Change EUR m	Margin 2024[1]
EBIT	**188.4**	**190.2**	**207.3**	**9.0%**	**17.0**	**6.6%**
Mail	157.6	152.3	159.1	4.4%	6.8	12.8%
Parcel & Logistics	88.8	89.5	103.3	15.5%	13.9	6.0%
Retail & Bank	–26.7	–13.7	–11.8	14.0%	1.9	–2.9%
Corporate/Consolidation[2]	-31.3	-37.9	-43.4	–14.5%	-5.5	–

[1] Margin of the divisions related to total earnings
[2] Also includes the intra-group apportionment procedure

Earnings (EBIT) for the 2024 financial year rose from EUR 190.2m to EUR 207.3m (+9.0%), reflecting a very positive revenue trend (+13.9%) as well as cost increases due to inflation and a valuation effect related to the Aras Kargo option liability.

In terms of divisional result, the Mail Division achieved EBIT of EUR 159.1m in 2024 as against EUR 152.3m in the previous year (+4.4%). This increase is due to the adjustments made to the letter mail product and price structure with effect from 1 September 2023 and the numerous elections in 2024, as well as price adjustments in direct mail and media post.

The Parcel & Logistics Division generated EBIT of EUR 103.3m in the 2024 financial year, compared to EUR 89.5m in the previous year (+15.5%). The parcel business developed well in all of Austrian Post's regions, with the parcel business in Türkiye making a significant contribution to the increase in earnings. Business development in Türkiye was characterised by a combination of high inflation and a favourable exchange rate. A valuation effect of EUR 14.9m relating to the option liability for the remaining 20% of the shares in Aras Kargo had a negative impact on earnings.

The Retail & Bank Division reported EBIT of minus EUR 11.8m in 2024, as against minus EUR 13.7m in the previous year. The result is dominated primarily by special IT expenses in connection with the migration of bank99's core banking systems.

EBIT in the Corporate Division (incl. Consolidation and the intra-group apportionment procedure) changed from minus EUR 37.9m to minus EUR 43.4m. The Corporate Division provides non-operating services which are essential for the purpose of the administration and financial control of a corporate group. In addition to conventional governance tasks, these activities include the management and development of properties not required for operations, the management of significant financial investments, the provision of IT services, the development of new business models and the administration of the Internal Labour Market of Austrian Post.

2.3 Assets and Financial Position

T 07 Balance Sheet as at 31 December

EUR m	31 December 2022	31 December 2023	31 December 2024	Structure 31 Dec. 2024
ASSETS				
Property, plant and equipment	1,333.6	1,356.3	1,392.0	21.4%
Intangible assets and goodwill	161.5	145.9	158.9	2.4%
Investment property	84.2	94.6	75.2	1.2%
Financial assets accounted for using the equity method	7.2	28.3	28.9	0.4%
Inventories, trade and other receivables	545.9	591.5	623.0	9.6%
Other financial assets	71.6	27.4	47.3	0.7%
thereof securities/money market investments	65.3	20.4	40.4	–
Financial assets from financial services	3,125.1	3,345.6	4,088.1	63.0%
Cash and cash equivalents	54.8	87.5	78.5	1.2%
	5,383.9	**5,677.1**	**6,491.9**	**100%**
EQUITY AND LIABILITIES				
Equity	710.4	716.7	761.6	11.7%
Provisions	627.5	592.8	591.5	9.1%
Other financial liabilities	580.1	619.3	673.7	10.4%
Trade and other payables	500.3	567.2	587.1	9.0%
Financial liabilities from financial services	2,965.6	3,181.1	3,878.0	59.7%
	5,383.9	**5,677.1**	**6,491.9**	**100%**

2.3.1 Balance Sheet Structure

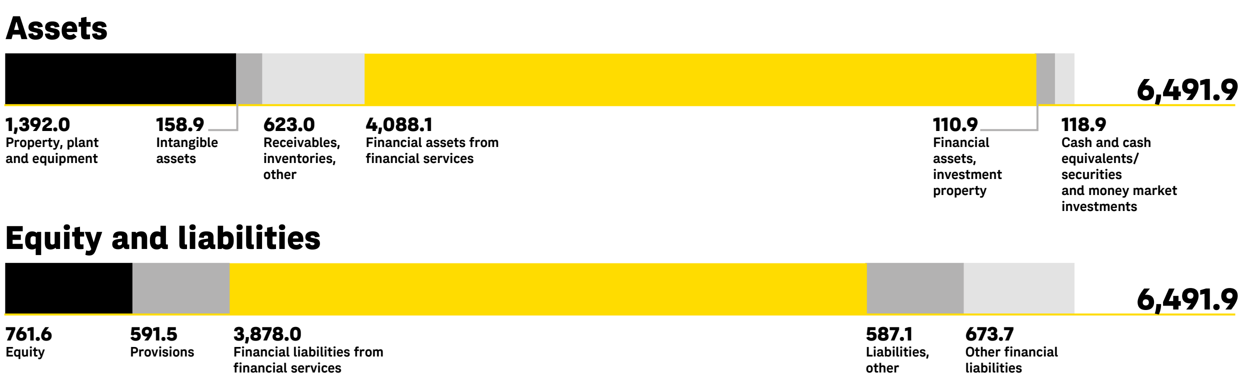
Austrian Post's total assets of EUR 6.5bn as at 31 December 2024 have expanded significantly since the inclusion of bank99 in 2020. On the assets side, the consolidated balance sheet as at 31 December 2024 showed cash and cash equivalents of bank99 amounting to EUR 0.7bn and loans (mortgage loans, consumer loans) of bank99 amounting to EUR 2.0bn. On the liabilities side, the consolidated balance sheet includes customer deposits of bank99 amounting to EUR 3.8bn.

Including bank99, the balance sheet is as follows: property, plant and equipment of EUR 1,392.0m was one of the largest balance sheet items and included right-of-use assets under leases of EUR 388.7m. In addition, there were intangible assets and goodwill from business combinations, which are reported in the amount of EUR 158.9m as at 31 December 2024. The balance sheet shows receivables

G 16

Balance Sheet Structure by Item

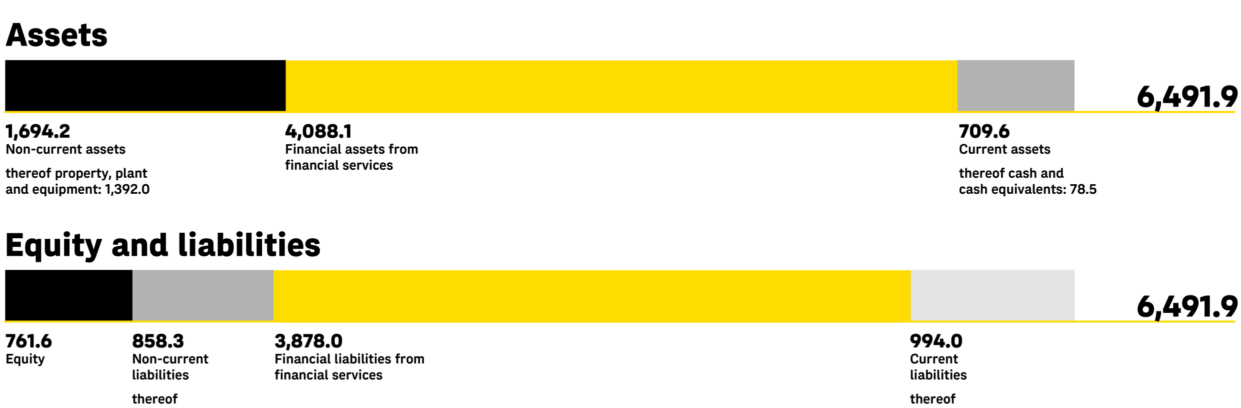
EUR m



G 17

Balance Sheet Structure by Maturity

EUR m



of EUR 495.9m, which include current trade receivables of EUR 384.7m. Other financial assets amounted to EUR 47.3m as at 31 December 2024. Financial assets from financial services amounted to EUR 4,088.1m at the end of 2024 and mainly result from the business activities of bank99.

Austrian Post held securities and money market investments that are included in other financial assets amounting to EUR 40.4m as at 31 December 2024 (excl. bank99). The securities and money market investments held by Austrian Post carry an investment grade rating or comparable credit rating, which is why it can be assumed that these assets can be liquidated in the short term. The balance sheet shows that Austrian Post had cash and cash equivalents in the amount of EUR 78.5m as at 31 December 2024. Cash and cash equivalents including money market and securities investments and excluding cash and cash equivalents of bank99 amounted to EUR 118.9m as at 31 December 2024. The cash and cash equivalents of bank99 amounted to EUR 652.1m as at 31 December 2024. Including bank99, cash and cash equivalents amounted to EUR 771.0m as at 31 December 2024.

On the equity and liabilities side of the balance sheet, the equity of the Austrian Post Group amounted to EUR 761.6m as at 31 December 2024 (equity ratio of 11.7%). The logistics equity ratio (equity to total capital excluding financial liabilities from financial services) came to 29% as at the end of December 2024. Furthermore, provisions of EUR 591.5m are shown on the equity and liabilities side as at 31 December 2024. The majority of the provisions relate to staff-related provisions, with EUR 145.5m attributable to provisions for underutilisation. A further EUR 173.8m relates to legally and contractually required provisions for social capital (termination and jubilee benefits) and EUR 114.2m to other staff-related provisions. Other provisions totalled EUR 158.0m. Other financial liabilities amounted to EUR 673.7m and mainly included lease liabilities of EUR 387.1m. Trade and other payables of EUR 587.1m include current trade payables of EUR 275.0m. Financial liabilities from financial services amounting to EUR 3,878.0m result from the business activities of bank99 (deposit and investment business of bank99's customers).

The analysis of the balance sheet structure by maturity at the end of December 2024 shows that 26% of total assets, or EUR 1,694.2m, are accounted for by non-current assets. At EUR 1,392.0m, property, plant and equipment plays a significant role within non-current assets. Financial assets from financial services account for 63% of total assets, or EUR 4,088.1m. This item mainly includes cash and cash equivalents and central bank balances, as well as receivables from customers. The largest items in current assets, which account for 11% or EUR 709.6m, include receivables of EUR 488.3m and cash and cash equivalents of EUR 78.5m.

On the equity and liabilities side, total assets are made up of equity (12%), non-current liabilities (13%), financial liabilities from financial services (60%) and current liabilities (15%) as at 31 December 2024. Non-current liabilities in the amount of EUR 926.0m primarily include provisions in total of EUR 294.6m and other financial liabilities in the amount of EUR 543.0m. Financial liabilities from financial services of EUR 3,878.0m include liabilities to customers of EUR 3,769.7m. Current liabilities in the amount of EUR 926.3m are dominated by EUR 466.1m in liabilities and provisions in the amount of EUR 296.9m.

2.3.2 Cash Flow

The cash flow of the Austrian Post Group is influenced by the financial services business. Cash flow from earnings amounted to EUR 395.5m in the 2024 financial year, compared with EUR 320.6m in 2023 (+23.4%). Cash flow from operating activities totalled EUR 121.7m in the reporting period as against the previous year's figure of EUR 254.5m. The biggest effects here can be traced back to changes in the core banking assets of bank99 amounting to minus EUR 237.6m, as against minus EUR 44.2m in the previous year. The change in core banking assets in the current reporting period mainly includes the purchase of government bonds. Core banking assets include the change in the balance sheet items financial assets from financial services and financial liabilities from financial services, excluding cash, cash equivalents and central bank balances, meaning that they encompass the deposit and investment business of bank99. Cash flow from operating activities excluding core banking assets amounted to EUR 359.3m in the 2024 financial year as against EUR 298.6m a year earlier (+20.3%).

T 08 Cash Flow

EUR m	2022	2023	2024
Gross cash flow	330.6	320.6	395.5
Cash Flow from Operating Activities	**–80.0**	**254.5**	**121.7**
Thereof core banking assets from financial services business (CBA)	–334.3	–44.2	–237.6
Cash Flow from Operating Activities excl. CBA	**254.3**	**298.6**	**359.3**
Cash flow from investing activities	–190.4	–95.7	–150.6
thereof maintenance CAPEX	–64.3	–105.9	–121.2
thereof growth CAPEX	–87.5	–49.3	–21.9
thereof cash flow from acquisitions/divestments	1.6	–14.3	–3.2
thereof acquisition/disposal of securities/money market investments	–33.3	45.0	–20.0
thereof other cash flow from investing activities	–6.9	28.8	15.8
Free cash flow	–270.3	158.8	–28.9
Operating Free Cash Flow[1]	**183.1**	**221.6**	**253.9**
Cash flow from financing activities	–90.3	–149.8	–152.6
thereof dividends	–136.3	–121.0	–125.9
Change in cash and cash equivalents	–373.5	–4.0	–196.0

[1] Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets

Cash flow from investing activities amounted to minus EUR 150.6m in 2024 after minus EUR 95.7m in the previous year. Expenses for the acquisition of property, plant and equipment and investment property (CAPEX) amounted to EUR 143.1m in the reporting period as against EUR 155.3m in the previous year (–7.8%).

Austrian Post relies on operating free cash flow as an indicator in order to assess the financial strength of its operating business and to cover the dividend for the financial year. Operating free cash flow, excluding the change in core banking assets, amounted to EUR 253.9m in the current reporting period, compared to EUR 221.6m in the previous year. The increase of 14.6% is due to encouraging operating business performance and a positive tax effect from a previous period.

Cash flow from financing activities totalled minus EUR 152.6m in 2024 as against minus EUR 149.8m in the previous year, and included distributions of EUR 125.9m in the current financial year, EUR 120.2m of which related to the dividend payment to Austrian Post shareholders.

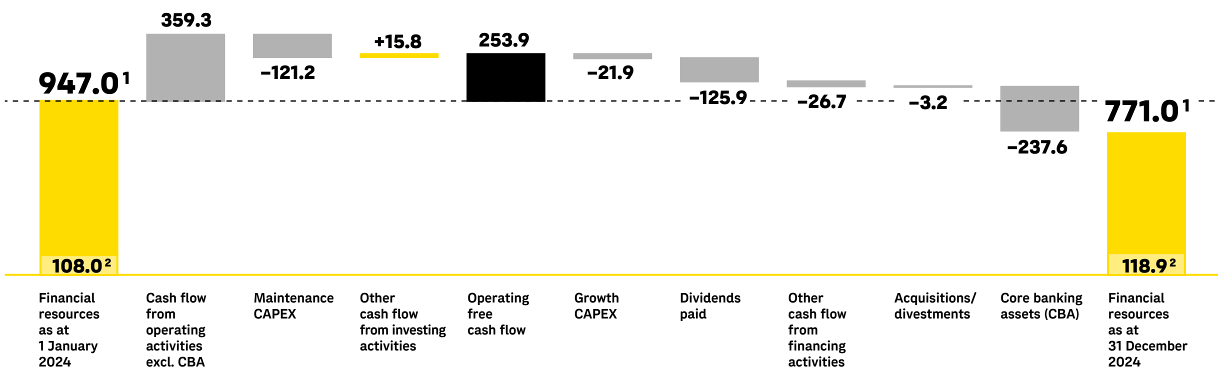
The analysis of the development of cash, securities and money market investments in 2024 shows the following picture: as at 1 January 2024, Austrian Post's cash and cash equivalents amounted to EUR 947.0m. Excluding financial resources of bank99, the figure came to EUR 108.0m. In 2024, cash flow from operating activities excluding core banking assets (CBA) totalled EUR 359.3m. Including the change in maintenance CAPEX in the 2024 financial year of EUR 121.2m, the operating free cash flow amounts to EUR 253.9m.

After taking into account growth CAPEX of EUR 21.9m, distribution of dividends of EUR 125.9m and acquisitions and divestments of minus EUR 3.2m, as well as the change in core banking assets, which comprise bank99's deposit and investment business, financial resources as at 31 December 2024 came to EUR 771.0m. Financial resources, including money market and securities investments, excluding the cash and cash equivalents of bank99, amounted to EUR 118.9m as at 31 December 2024.

G 18

Development of Financial Resources 2024

EUR m



[1] Financial resources incl. money market and securities investments
[2] Cash and cash equivalents incl. money market and securities investments

2.3.3 Debt

T 09

Financial Debt

EUR m	31 December 2022	31 December 2023	**31 December 2024**
+ Other financial liabilities excl. IFRS 16	180.2	229.8	286.7
– Other current financial assets	–65.3	–20.4	–40.4
– Cash and cash equivalents	–54.8	–87.5	–78.5
Financial Debt/Financial Liquidity (+/–)	**60.0**	**121.8**	**167.7**
+ IFRS 16 liabilities	399.9	389.6	387.1
Financial Debt incl. IFRS 16	**459.9**	**511.3**	**554.8**
Financial Debt/EBITDA	**0.2**	**0.3**	**0.4**
Financial Debt incl. IFRS 16/EBITDA	**1.2**	**1.3**	**1.3**

The Austrian Post Group reported financial debt of EUR 167.7m at the end of 2024. Including leases (IFRS 16), the value as at 31 December 2024 was EUR 554.8m. Leases are common practice in the Austrian Post Group due to the structure of the company. As at 31 December 2024, Austrian Post mainly leases land and buildings with rights of use amounting to EUR 369.3m, which mainly have a useful life of 5 to 15 years.

The Group holds loans totalling EUR 225m with a maturity of 3 to 6 years that will have to be refinanced in 2026 (EUR 75m), 2027 (EUR 100m) and 2029 (EUR 50m). This is offset by cash and cash equivalents (cash, money market and securities investments) totalling EUR 118.9m.

The change in the debt level in recent years is due to the extensive investment programme to expand parcel capacities in Austria. During the period from 2018 to 2024, almost half a billion euros was invested in growth CAPEX.

The ratio of financial debt to EBITDA as at 31 December 2024 is 0.4. This aim is for debt not to exceed 1.0 × EBITDA.

As part of its dividend policy, Austrian Post aims to continue to achieve a payout ratio of at least 75% of the net profit attributable to its shareholders in the coming years, provided that the successful business performance continues and that no extraordinary circumstances arise.

2.3.4 Capital Expenditure and Acquisitions

Austrian Post Group's capital expenditure in the 2024 financial year totalled EUR 237.3m, of which EUR 82.5m was attributable to right-of-use assets (IFRS 16 Leases) and EUR 154.8m to traditional core investments.

Viewed by category, the investment total is distributed as follows (see chart):

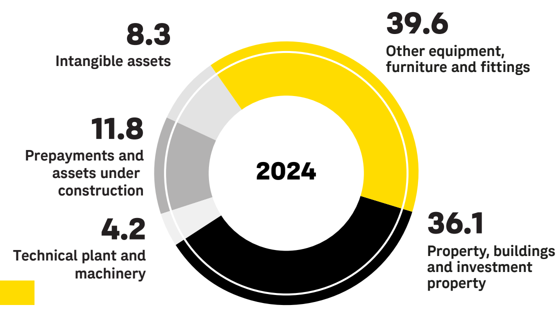
39.6% of Austrian Post's investments were attributable to other equipment, furniture and fittings and were mainly used to expand the Group's electric vehicle fleet. Land/buildings and investment property constituted 36.1% in the reporting period, while payments received in advance and assets under construction constituted 11.8% of the CAPEX programme, primarily for the parcel expansion programme and delivery vehicles. In addition, 4.2% can be attributed to investments in technical equipment and machinery in the logistics centres. Intangible assets constituted 8.3%.

The majority of the investments were made as part of the capacity programme to expand the logistics infrastructure and distribution in the parcel sector and to switch the vehicle fleet over to CO_2-free delivery. More than EUR 40m was invested in electric vehicles in 2024.

A detailed profitability assessment is carried out for investments in both new and replacement assets. Investments in replacement assets are made if either the newer technology enables increased productivity achieving an ongoing reduction in costs for the company's own or external staff or in the purchase of transport services, or if the investments come at the optimal time, i.e. the lifecycle costs (in particular maintenance costs) exceed the cost of newer equipment.

Capital expenditure is approved and the funds are released by a committee both during various planning phases and in the procurement phase. Depending on the size of the expenditure, this committee is made up of divisional managers, one or all members of the Management Board and/or the Supervisory Board of Österreichische Post AG. In addition to actual and target comparisons, a follow-up review is conducted for capital expenditure at the conclusion of the investment phase, in particular with regard to major projects.

G 19 **Investments by Category**
%



In addition to the return on investment (ROI), which serves as the main decision-making parameter for capital expenditure and acquisitions, the amortisation period and the present value of the capital expenditure are also taken into consideration, both in the planning phase as well as when monitoring key performance indicators.

The cash outflow for the acquisition and disposal of subsidiaries as well as for financial assets accounted for using the equity method amounted to EUR 3.5m in 2024. In general, every acquisition is preceded by a consistent Group-wide selection process. Decisions are made on the basis of a due diligence test followed by an evaluation based on a discounted cash flow method and, if applicable, validation of the plausibility of the determined values based on comparisons.

2.4 Value-based Key Performance Indicators

2.4.1 Capital Employed

The capital employed of the Austrian Post Group came to EUR 1,401.6m as at 31 December 2024.

As this key figure is only relevant for the logistics business in terms of content, the detailed calculations are presented without bank99: capital employed amounted to EUR 1,385.3m as at 31 December 2024, compared with EUR 1,362.2m in the previous year. The increase is mainly due to higher assets compared to the same period of the previous year.

Austrian Post aims to optimise the capital employed based on industry-specific circumstances. In light of this, capital expenditure is made extremely selectively and systematically in order to, in particular, facilitate productivity increases and profitable growth. Goodwill is tested for impairment on an ongoing basis and is written down accordingly if there is any indication impairment.

The main focus of Austrian Post's receivables management is the continuous monitoring of outstanding receivables. The management is regularly informed about the level of outstanding receivables in order to be able to take appropriate measures. Payment terms may be switched without undue delay to advanced payment or payment in cash or a bank guarantee may be requested if the customer is designated as a risk.

T 10

Capital Employed

	Group excl. bank99[1]			Group
EUR m	31 December 2022	31 December 2023	31 December 2024	31 December 2024
+ Property, plant and equipment, intangible assets and goodwill	1,450.8	1,467.1	1,517.6	
+ Investment property	84.2	94.6	75.2	
+ Financial assets accounted for using the equity method	7.2	28.3	28.9	
+ Inventories	21.2	22.7	24.5	
+ Trade and other receivables, contract assets and tax assets[2]	482.3	530.7	559.5	
Non-interest-bearing assets	**2,045.5**	**2,143.4**	**2,205.6**	**2,245.3**
– Non interest-bearing debt[3]	–734.6	–781.1	–820.2	–843.7
Capital Employed	**1,310.9**	**1,362.2**	**1,385.3**	**1,401.6**

[1] bank99 was not included in the calculation as these key figures are only relevant for the logistics business in terms of content
[2] Less interest-bearing receivables (= mainly lease receivables, temporary receivables, loans to financial assets accounted for using the equity method)
[3] Includes provisions (excluding interest-bearing provisions such as termination benefits, jubilee benefits, underutilisation), trade payables and other liabilities (excluding temporary liabilities), contract liabilities, tax liabilities and deferred tax liabilities

2.4.2 Ratios

Austrian Post's EBITDA margin came in at 13.5% in 2024 compared to 14.3% in the previous year. The EBIT margin in the current financial year was 6.6% as against 6.9% in 2023. The return on equity (ROE) increased from 23.5% to 24.7% and the return on capital employed (ROCE) amounted to 14.7% in the 2024 financial year as against 14.1% a year earlier.

T 11 **Ratios**

in %	2022	2023	2024
EBITDA margin[1]	14.8	14.3	13.5
EBIT margin[2]	7.5	6.9	6.6
ROE[3]	23.9	23.5	24.7
ROCE[4]	16.7	14.1	14.7

[1] EBITDA margin = EBITDA/revenue
[2] EBIT margin = EBIT/revenue
[3] Return on equity = Profit for the period/(equity on 1 January less dividend payment)
[4] Return on capital employed = EBIT/average capital employed; bank99 was not included in the calculation as this key figure is only relevant for the logistics business in terms of content

2.5 Employees

The average number of employees at Austrian Post in 2024 was 27,802 full-time equivalents, as against 27,254 full-time equivalents in the previous year. The year-on-year increase in the number of employees is 548 full-time equivalents and is mainly attributable to the foreign subsidiaries. The majority of the Group's employees work for Österreichische Post AG (a total of 17,168 full-time equivalents).

T 12 **Average for the Period in Full-time Equivalents**

Average for the period in full-time equivalents	2022	2023	2024	Share in 2024
Mail	882	854	844	3.0%
Parcel & Logistics	9,050	9,418	9,910	35.6%
Retail & Bank	2,057	2,035	2,035	7.3%
Corporate	2,162	2,308	2,461	8.9%
Operating Divisions	**14,151**	**14,615**	**15,250**	**54.9%**
Logistics Network	12,981	12,639	12,552	45.1%
Group	**27,132**	**27,254**	**27,802**	**100%**

3. Research and Development/ Innovation Management

Keeping a watchful eye on relevant trends in the market, technology and society is key to sustainable success, even in a difficult external environment. The development and market launch of innovative products and business models, as well as the expansion of the existing product range within the company's core business, will enable Austrian Post to secure its long-term success. In particular, mounting sustainability requirements and changing lifestyles mean that Austrian Post has to constantly question and improve its own processes and services. As a result, Austrian Post is always working on adding and improving its products and services, optimising existing processes and work flows and opening up completely new business areas based on internal research and development measures.

The investments and innovations include not only expanded and improved services for customers, but also expansion and improvement measures for the logistical backbone, including the company's locations and vehicle fleet. Innovative solutions are explored and developed both in-house and in collaboration with business partners. This often leads to new standards being set for the entire logistics sector. Thanks to the systematic innovation strategy pursued in recent years, which has involved capacity expansion featuring new technologies and innovative business approaches, Austrian Post has been able to defend and expand its position as one of the key businesses driving the Austrian economy in 2024. The basis for this success is a research and innovation model that is ideally suited to meet specific market requirements while being efficient at the same time.

Combining central management of innovation activities with decentralised innovation teams working in different business areas of Austrian Post remains a successful approach. Austrian Post's central innovation management team spurs innovation in every area of the company by identifying market requirements and future trends at an early stage and launching initiatives in response. Central innovation management is also responsible for numerous tasks aimed at networking the company and the business areas both externally and internally. Various formats are offered centrally in order to achieve the ideal innovation set-up. In order to ensure that potential cooperation partnerships are identified efficiently, the partner screening process within the central innovation department was also continued this year. The business areas prepare their criteria and are offered the best options for partnerships based on these requirements. This allows the best cooperation opportunities to be identified in a structured, targeted and efficient manner.

In order to gain a better understanding of market needs and expand its range of solutions, Austrian Post is focusing on open innovation work, which involves networking both within and outside of the company. The company benefits in many ways from networking on a regular basis at various events as well as through internal and external programmes. One prime example of an external programme is the company's participation in the VERBUND Accelerator Programme 2024. Together with other ÖBAG companies and leading ATX companies, cooperation partnerships were sought in the energy and infrastructure sectors. In 2024, the partnership with the German company Heliatek, which Austrian Post intends to work with to test solar films on the exterior walls of its logistics centres, delivered convincing results. This will allow Austrian Post to forge ahead with the expansion of PV capacity on areas that are not structurally suitable for conventional PV modules.

Another key example of Austrian Post's successful networking is its partnership with other postal companies as part of the "Postal Innovation Platform". This collaboration facilitates intensive dialogue on a whole number of trending topics that affect all postal companies. In 2024, this dialogue was stepped up considerably and expanded to include new topics. This strategic cooperation not only strengthens Austrian Post's network, but also promotes the exchange of knowledge with peers in a similar market environment.

One example of a programme with more of an in-house focus is "innovation time". This implementation-oriented format gives people at Austrian Post a platform to present their ideas for improvement and the necessary framework to implement these ideas independently with a high level of motivation. This year, the programme was successfully introduced in two further areas with a competition for ideas. Numerous ideas often affect the immediate working environment of the participating employees and thus make a very direct and significant contribution.

In 2024, a new internal social network – dubbed the "Gelbe Ideenwerkstatt", or "yellow ideas workshop" – was also introduced to organise ideas competitions and to allow employees to submit and find ideas. This platform promotes a culture of innovation and enables creative solutions to be shared across the company. It was launched with an overarching competition, which was very well received and resulted in numerous innovative proposals. Market needs and future trends are constantly monitored and analysed for their relevance to Austrian Post so that corresponding initiatives can be launched. A comprehensive foresight study was conducted for the first time in 2024, resulting in a vision for the year 2040. The study allows this vision of the future to be reviewed to ensure it is consistent with the company's strategy and, in particular, its innovation work, and appropriate adjustments to be made.

In light of the general discussions regarding generative artificial intelligence, all initiatives related to artificial intelligence are bundled in the "AI Centre of Competence". The topics range from knowledge management and customer service tools to a translation service. This allows Austrian Post to strengthen its long-term competitive position and drive innovation forward in the industry.

Austrian Post also has long-standing partnerships with reputable Austrian universities, universities of applied sciences, other research facilities and various subsidy providers. Key partners include the Austrian Research Promotion Agency (FFG), Kommunalkredit Public Consulting, the University of Applied Sciences Upper Austria, the Austrian Climate and Energy Fund, and the Rail Infrastructure Service Society (Schieneninfrastruktur-Dienstleistungsgesellschaft). The objective of the partnership is to further intensify the focus on innovation and develop products and services that are based on sound scientific research findings. To ensure the best possible coordination between research topics and numerous research partners, a central platform was set up for partnerships in the field of research. When it comes to innovation, key factors include investment in stateoftheart technologies and continual improvement and expansion of the Austrian Post infrastructure.

While a number of projects are initiated and handled in the product management teams within the divisions, end customer services are developed centrally to ensure service leadership. The aim is to use the latest technologies to improve core services and to create and explore new business models on the end customer side. The online services provided by Austrian Post feature a high level of security, flexibility, efficiency and trustworthiness.

Numerous optimisation measures and new features were implemented for customers in the 2024 financial year. One example that stands out in particular is the introduction of the new PostPay service.

PostPay is a modification of the conventional "cash on delivery" service and allows customers to place orders online quickly and easily. No payment details, passwords or authentication processes are required when placing orders online. After placing their orders, customers can choose from a convenient variety of payment methods and have until the parcel is delivered to pay.

This year, the optimisation measures in the interests of end customers went beyond the company's digital platforms, web and app. Based on expertise in user and customer experience design, Austrian Post worked on extended digital touchpoints, such as self-service zones, to ensure a consistent customer experience.

And for the first time, all Austrian Post employees also have access to important information about Austrian Post with the "Team Post" app. This creates a network for all employees in one big Austrian Post community that they can access using their personal smartphones.

The concept of reusable packaging developed in partnership with the University of Applied Sciences Upper Austria led to the introduction of the new "Post Loop" option for online retailers last year. They can now offer their customers reusable packaging for shipping. Parcel recipients can fold up the empty packaging – available in various designs for different uses – and return it using Austrian Post's convenient network of end customer touchpoints, such as letter boxes, self-service zones and branches. This packaging is then reused.

Another important key customer was acquired in 2024. BIPA is testing reusable packaging and the "Post Loop" full-service option, emphasising the importance of sustainability as part of its corporate values. In December, the packaging was also offered for sale for the first time in the Vienna Rochusmarkt and Fleischmarkt branches, where market acceptance of C2C applications is being tested. Austrian Post is currently evaluating numerous other circular economy services in order to highlight its leading role on the logistics market in this area going forward, too.

Many Austrians want to receive their orders as quickly as possible. This is why Österreichische Post AG launched a trial for Sunday delivery for premium shipping customers. This test was successful in four Viennese districts and will be extended to cover the whole of Vienna, as well as the surrounding regions and other provincial capitals, in the first half of 2025. Another convenience service for parcel recipients is the new "AllesPost Deutschland" service. Time and again, products that customers are interested in are not available in Austrian online shops, meaning that they have to switch to German or international providers that do not always ship to Austria. "AllesPost Deutschland" gives recipients a German AllesPost address to which parcels are sent, before being forwarded to their home address by Austrian Post.

The launch of "in-home delivery", a convenient service for delivering parcels directly inside people's homes using smart lock technology, attracted international media attention. Since the middle of the year, the initial base of 200 users has been continuously expanded to include new customers. This ensures that all necessary process improvements can be implemented.

As far as stamps are concerned, the crypto stamp attracted attention once again in 2024 with "crypto stamp island", a comic booklet featuring NFTs (non-fungible tokens: unique crypto tokens that cannot be copied arbitrarily). With "crypto stamp island: return from the darkness", Austrian Post is turning one of its high-profile innovation topics into intellectual property (IP), creating an opportunity to continue the story of the crypto stamp in the truest sense of the word. Austrian Post was also able to attract attention within the crypto community with "morphing", the digital modification of image properties.

Austrian Post also impressed with innovations in the field of conventional stamps, such as stamps that can be used as playing cards for the popular "Schnapsen" trick-taking card game, or beer-inspired stamps on beer mats.

The "branch of the future" concept has also been rolled out to other locations. The aim is to make personal advice, 24/7 self-service stations and the digital services offered by bank99 even more accessible to customers of Austrian Post and bank99. In addition to convenience for customers and modern service orientation, the "branch of the future" focuses on sustainable components in terms of both its services and equipment.

The Mail Division of Austrian Post continued with its systematic innovation journey this year, too. The focal topic was advertising, where key digitalised advertising aspects were emphasised to underline Austrian Post's significance as a comprehensive provider on the advertising market. By way of example, "Post Werbefenster", Austrian Post's digital outdoor advertising screen service, saw its 100th screen being put into operation. This means that the digital out-of-home (DOOH) network now creates almost four million gross contact opportunities every week. With an increasing number of attractive locations and targeting options, Austrian Post has been able to attract a whole number of renowned advertising customers, including Otto, Thalia and spusu.

Austrian Post also launched the first domestic retail media network, the "Austrian Post Media Network". This brings together domestic marketing companies, retailers and agencies in a network that focuses its value creation on Austria. Well-known retailers such as the Otto Austria Group and Payback have already been brought on board as partners for the first phase of the rollout.

Aktionsfinder, one of Austria's largest online portals for offers and brochures, has undergone a comprehensive revamp. A more modern brand image and a new, future-friendly design ensure a more user-friendly experience and offer retail partners advertising opportunities extending beyond conventional promotional pamphlets. adverserve is also reinforcing its market position. As a full-service agency for advertising technology, digital & classic media, adverserve supports well-known Austrian customers.

The Business Solutions segment is the leading provider of innovative digital and physical business process solutions. Under the "Post Business Solutions" brand, business customers are offered a full range of efficient business solutions for business process automation and outsourcing, input and output management, and document logistics services. In recent years, extensive expertise in the use of AI and the large language model (LLM) megatrend (such as Chat GPT, BERT, LlaMA, etc.) has been developed and is already being used in production for the efficient automation of business processes. The current development focus is on expanding the use cases for this sort of technology, for example for image recognition in the insurance sector or ESG reporting.

With regard to Logistics Solutions, Austrian Post continuously develops tailor-made customer solutions for warehousing and fulfilment as well as various value-added services, such as two-person handling, delivery at specified times or sustainable packaging and return solutions.

Post Systemlogistik focuses on automation and robotics, with investments in innovative technologies – such as fully automated forklift trucks and smart conveying technology – increasing efficiency and precision at all stages in the supply chain. The planned introduction of picking robots in conjunction with the Autostore facility that was implemented in 2023 promises an impressive 23.5 hours of operation per day and will significantly streamline order processing.

In cooperation with ACL advanced commerce labs as a strong IT partner, customers can choose to have their entire e-commerce value chain handled by professionals. As a result, Austrian Post's Logistics Solutions area is able to offer its customers a one-stop shop for everything from online shopping and order management to (mobile first) omnichannel software for branch employees and customer service.

In terms of innovation, ACL focussed on AI-supported automation and green IT last year. For example, predictive analytics is being used to continuously automate and improve processes in the Customer Care Centre.

Post Wertlogistik is also fully committed to digitalisation in cash logistics – examples of the topics covered include predictive analytics for cash forecasting, dynamic route planning and digitally supported journey optimisation. Aimed at online platforms and senders, Post Wertlogistik has developed the "Wertpaket Premium" product, which is the only one of its kind in Austria and enables the secure delivery of valuable goods to consumers. Since 2023, Post Wertlogistik has been the very first logistics company in Austria to offer a manufacturer-independent emergency call and service centre.

In the area of processes and procedures, a major focus of research and development is on strengthening sustainability. In this context, Austrian Post is making ongoing investments in measures to improve CO_2-neutral and pollution-free delivery, the aim being to achieve zero-emission delivery across the country by 2030. Austrian Post already generates some of the electricity it requires itself: photovoltaic systems with an output of more than 18 megawatt-peak (MWp) have been installed in 32 locations throughout Austria. This brings Austrian Post's share of self-generated electricity from renewable energy sources up to more than 20%, allowing it to make an important contribution to climate protection. Only green electricity from Austria is purchased. Austrian Post is also setting new standards in its moves to convert its truck fleet. For the first time, CO_2-free operation between the Vienna-Enzersdorf logistics centre and Vienna Schwechat Airport is possible thanks to the purchase of two all-electric trucks. All other trucks were converted to run exclusively on hydrotreated vegetable oils (HVO) in 2024. This allows up to 90% of CO_2 emissions to be saved over the entire product life cycle.

Austrian Post is working systematically on digital support in its core processes. Employees at the parcel logistics centre in Vienna-Inzersdorf, for example, have recently been supported by a robot called "Robin", short for ROBotic INduction. This is a loading robot which, for the first time, can place up to 1,500 parcels an hour on the infeed line of the small parts sorter. Thanks to AI, Robin is constantly learning, meaning he is getting better and better at calculating the weight of a parcel and the force required to handle it. Austrian Post consistently seeks out funding opportunities for innovation and investment. The funding management unit within the CSR & Environmental Management department advises and supports all the areas concerned and also coordinates the research tax credits.

In addition to the COVID-19 investment grant scheme run by Austria Wirtschaftsservice, the ENIN (Zero Emission Heavy Goods Vehicles and Infrastructure) 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 Group'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 "QuanTD" project, for example, Austrian Post is working with research partners to develop an algorithm for evaluating the quality of data records, while the "REBEKKA" project is providing valuable insights into methods which could be used to model the movement of small parcels in order to develop novel systems for the automated handling of CEP mail items.

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

4. Non-financial Statement

4.1 General Information

Disclosure Requirement IRO-2 – Disclosure Requirements in ESRS covered by the undertaking's non-financial statement

The following index shows the disclosure requirements that were followed in the creation of the non-financial statement based on the results of the materiality assessment (see ESRS 1 Chapter 3), including the page numbers that contain the corresponding disclosures in the non-financial statement.

Index of disclosure requirements covered in the non-financial statement

4.3 Social information **123**

ESRS 2 General disclosures

BASIS FOR PREPARATION

Disclosure Requirement BP-1 – General basis for preparation of the non-financial statement

Reporting encompasses the parent company Österreichische Post AG as well as its consolidated Group companies. The scope of consolidation for the non-financial statement is identical to that used for financial reporting. A list of all the Group companies included in this report is provided in the consolidated financial statements.

The materiality assessment described in IRO-1 covers impacts, risks and opportunities associated with the upstream and downstream value chain. The extent to which Austrian Post's policies, actions, targets and metrics extend to its value chain is defined in the relevant topic-specific standards. Further information on the value chain can be found under SBM-1.

No use was made of the option to omit specific pieces of information corresponding to intellectual property, know-how or the results of innovation.

Disclosure Requirement BP-2 – Disclosures in relation to specific circumstances

Time horizons
The definition of medium and long-term time horizons differs from the ESRS definition and is four years for medium-term time horizons and more than four years for long-term time horizons. These definitions are used in order to be consistent with the risk management definitions, enabling a standardised approach across the Group. The year 2030 has often been defined as the target horizon for the sustainability master plan defined in 2020.

Value chain estimates
The metrics on Scope 3 GHG emissions from the upstream and downstream value chain (see E1-6) are based to a considerable degree on extrapolations and assumptions due to primary data not being available.

The spend method is used to calculate the GHG emissions for the Scope 3 categories 1) Purchased goods and services, 2) Capital goods, and in part the Scope 3 category 6) Business travel. This is based on Austrian Post's financial reporting.

The calculation of category 4) Upstream transportation and distribution is based on the distance-based method. Kilometre data from shipping companies is used, before being extrapolated based on consumption data from Austrian Post's own fleet.

The waste type-specific method is used for Scope 3 category 5) Waste generated in operations. Waste consumption data for Österreichische Post AG is extrapolated for the Group.

The GHG emissions from category 7) Employee commuting are based on the extrapolation of an employee mobility scheme from 2021 and data from public sources. The distance-based method is used.

The GHG emissions from category 13) Downstream leased assets are extrapolated on the basis of the area using the consumption values for the company's own buildings (average data method).

Emissions data from secondary providers is used to calculate the GHG emissions from the bank99 portfolio (Scope 3.15 Investments).

The aim is to further improve data quality and the calculation methods over the next few years. Austrian Post is heavily reliant on the availability of trustworthy primary data.

Disclosures based on other legal provisions or generally recognised sustainability reporting pronouncements
Reports prepared in accordance with the Sustainability and Diversity Improvement Act (NaDiVeG) include separate key indicators for the parent company and the Group. The former is hereinafter referred to as Österreichische Post AG, the latter as the Austrian Post Group, the Group, Austrian Post or the company.

Incorporation by reference
For the following disclosure requirement, reference is made in part to other documents:

- **ESRS 2 – IRO-1:**
  Group Management Report, Opportunities and risks

GOVERNANCE

Disclosure Requirement GOV-1 – The role of the administrative, management and supervisory bodies

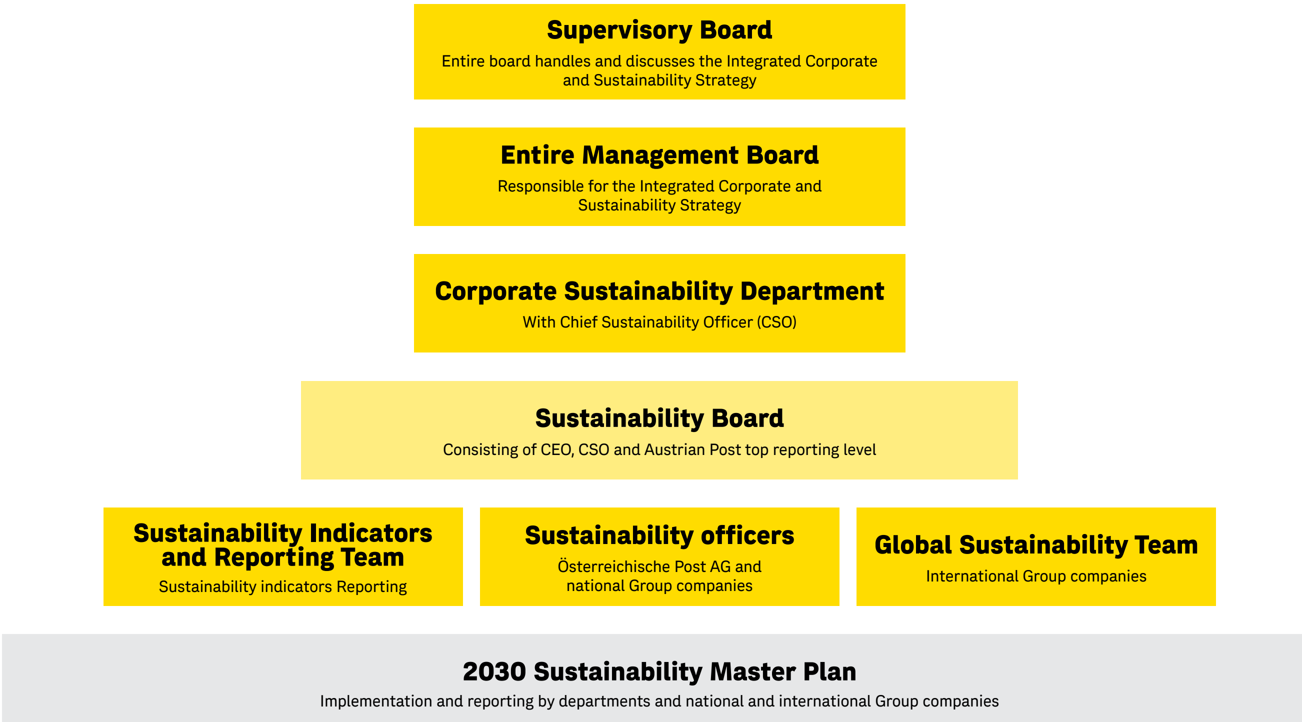
Austrian Post has a multi-level governance structure that comprises a Management Board, Supervisory Board, top management and various operational departments that are responsible for implementing and monitoring the sustainability strategy. Embedding and supporting ESG agendas in all areas of the organisation contributes significantly to the successful implementation of the goals and the continued development of the strategy.

As the highest management body, the Management Board bears full responsibility for the strategic orientation of the company, including the sustainability strategy. It regularly reviews the company's progress in terms of the sustainability objectives, and ensures that these are in accordance with the long-term corporate goals.

As the highest governance body, the Supervisory Board is involved in strategic sustainability management. It is responsible for monitoring the corporate strategy, including the integration of sustainability matters.

The Corporate Sustainability department is responsible for developing and monitoring the sustainability strategy and is integrated into the organisation in the areas of Investor Relations, Corporate Sustainability, Audit & Compliance. The head of the division is the Chief Sustainability Officer.

G 20 Corporate sustainability governance structure of Austrian Post



The Sustainability Board is an internal committee comprising the full Management Board as well as members of the top management level of Austrian Post who have responsibility in this area. The Sustainability Board sets strategic goals and defines the measures which are needed to achieve these goals. In regular meetings, progress is assessed, risks are evaluated and, as needed, adjustments are made.

Various operational departments are responsible for implementing the sustainability measures, following the concept of intradepartmental exchange. For this, sustainability officers were appointed in the various departments of Österreichische Post AG and in the national Group companies. The Global Sustainability Team operates within the international Group companies. The Sustainability Indicators and Reporting team was established to ensure that the company can measure its progress and prepare reports for management purposes.

The Management Board
The Management Board of Austrian Post currently comprises three people:

- **Walter Oblin,** CEO, Chair of the Management Board, since 1 October 2024 (CFO from 1 July 2012 to 30 September 2024)
- **Peter Umundum**, Deputy CEO, Parcel & Logistics (COO), since 1 April 2011
- **Barbara Potisk-Eibensteiner**, Management Board Member, Finance (CFO), since 1 January 2025

Georg Pölzl left the company on 30 September 2024 as CEO and Chair of the Management Board. He had held this position since October 2009.

All members of the Management Board of Austrian Post have numerous years of experience in strategic and operational management. They have a wide range of experience and comprehensive skills relating to strategy and change, which is an important aspect for a company like Austrian Post operating in a market environment that is continually changing. The Management Board members are proven experts in their areas of responsibility: mail and parcel business, logistics, e-commerce, digitalisation, sustainability, finance and accounting. They are leaders with broad networks in the Austrian economy. A wide range of professional experiences and activities at an international level round out their profiles and are highly relevant for Austrian Post and its continued expansion outside its domestic market.

In terms of diversity, it should be noted that, starting in the 2025 financial year, the percentage of women in the Management Board is 33.3% (31 December 2024: 0.0%). All members of the Management Board are of Austrian descent and between 50 and 60 years old.

The Supervisory Board

The Supervisory Board consists of a total of twelve members – eight shareholder representatives elected by the Annual General Meeting and four employee representatives elected by the Central Works Council.

The following individuals are members of the Supervisory Board, appointed by the Annual General Meeting.

- **Elisabeth Stadler,** Chair of the Supervisory Board
- **Stefan Fürnsinn,** Deputy Chair of the Supervisory Board
- **Huberta Gheneff,** Member of the Supervisory Board
- **Felicia Kölliker,** Member of the Supervisory Board
- **Peter Kruse,** Member of the Supervisory Board
- **Bernhard Spalt**, Member of the Supervisory Board (financial expert)
- **Christiane Wenckheim,** Member of the Supervisory Board
- **Maria Zesch,** Member of the Supervisory Board

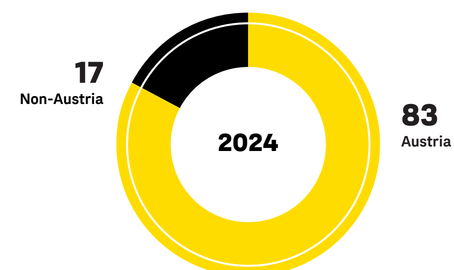
The independence of the Supervisory Board members is essential for ensuring that the monitoring and advising functions of the Board are objective and in the best interests of the company and its stakeholders. All eight shareholder representatives (100%) have submitted a written declaration based on the Guidelines for Independence in accordance with the Austrian Corporate Governance Code, and have declared themselves independent. Beyond this, 87.5% of the shareholder representatives met the independence criterion set out in C-Rule 54 (no representation of a shareholder with a stake of more than 10%).

In addition to the eight shareholder representatives, the Supervisory Board consists of four workers' representatives. They represent the interests of the employees in decision-making processes and thus promote social sustainability.

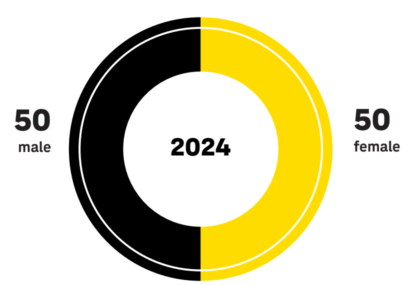
- **Ulrike Ernstbrunner,**
  Member of the Supervisory Board
- **Richard Köhler,**
  Member of the Supervisory Board
- **Andreas Rindler,**
  Member of the Supervisory Board
- **Andreas Schieder,**
  Member of the Supervisory Board

The twelve members of the Supervisory Board represent the following diversity characteristics:

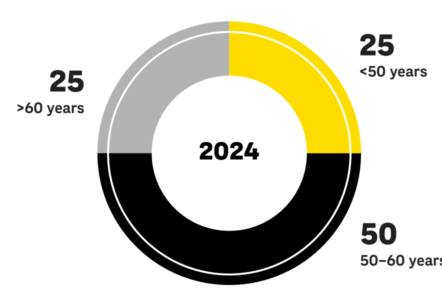
G 21 Nationality
in %



G 22 Gender
in %



G 23 Age
in %



The Supervisory Board as a whole has wide-ranging experience in numerous key areas covering the entire spectrum of specialist fields relevant for the company (see skills matrix for shareholder representatives on the Supervisory Board). This includes fundamental knowledge in the logistics industry, including operational processes and the challenges of this sector. Experience in strategic planning and implementation is also important in order to position the company effectively in a competitive market. Financial expertise, especially in the areas of Corporate Finance and Controlling, are essential for monitoring and steering the financial soundness of the company. Beyond this, the Supervisory Board has expertise in risk management and compliance to ensure that the company meets legal and regulatory requirements. Their expertise in financial services, digitalisation and sustainability are complemented by many years of experience in management. For further information beyond the disclosure requirements, please see the 2024 Corporate Governance Report, which is published on the Austrian Post website.

T 13 Skills matrix for shareholder representatives on the Supervisory Board

Internationality	International experience	Broad expertise
	Logistics	1–2 experts
	E-commerce	Broad expertise
Industry expertise	Financial services/banking	Broad expertise
	Business conduct	Broad expertise
	Strategy	Broad expertise
	M&A	Broad expertise
	Finance/accounting/audit	Broad expertise
	Risk management	Broad expertise
	Legal/regulatory/governance	Broad expertise
	Human resources/organisation/culture	Broad expertise
	Technology/IT & digitalisation	Broad expertise
	Innovation/new business development	Broad expertise
	ESG/sustainability	Broad expertise
	Investors/capital market	Broad expertise
	Operations/production	1–2 experts
Expertise	Marketing/sales	Broad expertise

Broad expertise **1–2 experts** **No/little expertise**

Tasks and responsibilities

The Management Board is responsible for the strategic orientation and operational management of the company. The monitoring of impact materiality, risks and opportunities is an integral part of strategic planning. The sustainability strategy of Austrian Post is embedded in the overall corporate strategy as a key element, and is thus within the responsibilities of all Management Board members. The strategic measures and projects must be evaluated in terms of their contribution to sustainability. The Management Board thus ensures that the impacts, risks and opportunities are identified, evaluated and managed.

In general, the roles and responsibilities are embedded in the Management Board by-laws. Each member of the Management Board is responsible for select focus areas in accordance with their mandates.

As CEO, Walter Oblin oversees the leadership team and is responsible for the strategic orientation of the company as well as monitoring the primary risks and opportunities. He fosters a culture of risk awareness and the innovative spirit to maximise opportunities and minimise risks.

Peter Umundum, Chief Operating Officer, manages the parcel business in Austria, CEE/SEE and Türkiye, and is responsible for central operational activities in logistics and production. He monitors the operational impacts, risks and opportunities that are connected with day-to-day business management and the efficiency of logistics processes. He ensures that the strategies and measures that have been developed are implemented effectively.

Barbara Potisk-Eibensteiner, Chief Financial Officer, monitors the financial risks and opportunities, including the financial impact of market changes and investment decisions. She is responsible for creating and analysing financial reports, which contain important information about risks and opportunities.

As the highest governance body, the Supervisory Board monitors corporate governance and adherence to strategic goals. The roles and responsibilities of the Supervisory Board and its committees are defined in the Supervisory Board by-laws.

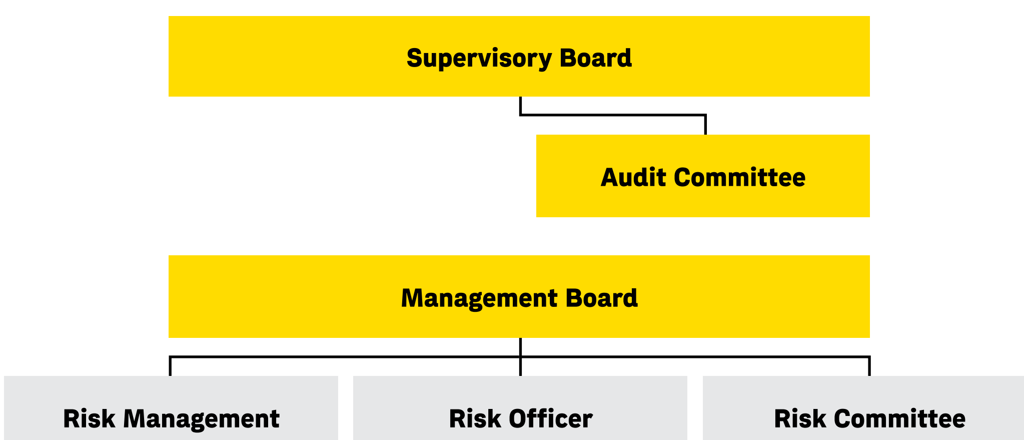
The sustainability topics are embedded in the corporate strategy; therefore, the entire Supervisory Board is responsible for environmental, social and governance (ESG) matters. This comprehensive integration ensures that the sustainability matters are monitored and managed at the highest level. To this end, the Supervisory Board monitors the management and implementation of the strategic framework for Group-wide sustainability measures as well as sustainability-related publications, including the non-financial statement.

The Audit Committee supports the Supervisory Board in monitoring the impact, risks and opportunities in the areas of environment, social and governance. It monitors the overall sustainability reporting and thus also the double materiality assessment.

In addition to the Audit Committee, the Remuneration Committee and the Nomination Committee have specific responsibilities related to certain sustainability matters. The role of the Remuneration Committee in monitoring the impacts, risks and opportunities involves responsibility for the remuneration policies and ensuring that incentives also contain ESG criteria. The role of the Nomination Committee in monitoring impacts, risks and opportunities lies in areas such as ensuring diversity and the right skills sets at the levels of the Management Board and Supervisory Board.

The chart below shows the governance structure of the risk management.

G 24 Governance structure of risk management



The Supervisory Board and Audit Committee monitor the risk management system, which provides the structure, as well as the development and management of decisive risks.

Every individual in the Austrian Post Group contributes, through their decisions and actions, to the risk profile and management and is called upon to implement the basic principles and values of the Group.

Additionally, the following people and positions play a particular role: the Management Board bears responsibility for the opportunity and risk profile of the Group and risks that span business areas. These include financial risks as well as managing this profile and these risks. The Management Board is supported by the Risk Committee.

The management of each business area is responsible for their business area's risks and the management of these. This responsibility cannot be delegated.

The Group risk management team is responsible for creating an effective enterprise risk management system that is suitable for the company. This includes analysing the situation and the requirements for such a management system as well as implementing, maintaining, monitoring and continually improving it.

Beyond this, the Group risk management team coordinates the risk management process, which encompasses the identification, evaluation, management and monitoring of risks. This also includes supporting the specialist departments and project leadership in the creation of the basis for decision-making in the administrative, management and supervisory bodies.

Skills and expertise

Austrian Post ensures the availability of suitable skills and expertise for monitoring sustainability matters through its management and supervisory bodies by identifying these skills, using and developing them to ensure the monitoring of key sustainability matters in the company.

Austrian Post is faced with the challenge of balancing ecological, social and economic sustainability. The members of the Management Board and Supervisory Board must therefore ensure that they have the required skills and expertise to monitor and manage sustainability matters effectively.

Both the Corporate Sustainability department and the relevant specialist departments have certified experts on ESG topics. These experts share their knowledge continually, in individual talks as well as in projects, thus promoting the transfer of knowledge within the company. They report regularly in Management Board meetings on current trends and key developments relating to ESG. Beyond this, the Management Board and select senior executives are in contact with other companies in Austria as well as abroad to develop best practices together and learn from one another.

The members of the Supervisory Board have knowledge of various sustainability matters thanks to their extensive professional experience. This includes an understanding of environmental issues such as climate change, protecting resources and reducing emissions as well as social matters that include fair working conditions and diversity. They are also familiar with the current statutory conditions and EU regulations as well as risk management. Additionally, the investment management team of the core shareholder – Österreichische Beteiligungs AG (ÖBAG) – provides support in important areas, especially sustainability. This support comprises targeted training measures, informational materials and discussing best practices to ensure that the Supervisory Board members are informed on the latest developments and trends in the areas of the environment, social and governance. These measures strengthen the skill sets of the Supervisory Board members, enabling them to make well-founded decisions that bolster Austrian Post's sustainable development and social responsibility.

The following measures are carried out regularly to expand internal subject matter expertise and to ensure the company adapts to changing sustainability requirements:

- Further training for the Supervisory Board provided by internal and external experts
- Use of ÖBAG as a platform for discussing experiences and current challenges
- Regularly visiting industry events on sustainability matters

The role of administrative and supervisory bodies related to corporate governance

Austrian Post considers adherence to the principles of good corporate governance as well as compliant activity throughout the Group to be extremely important. Good corporate governance ensures the positive development of the company. Effective compliance involves ensuring that all of the Group's employees act in line with legal requirements, internal policies and moral and ethical principles. These include measures for avoiding corruption, ensuring compliance with antitrust law and understanding responsibility in the supply chain.

The Management Board and Supervisory Board of Austrian Post play a key role in sustainable corporate governance.

The Supervisory Board and Audit Committee monitor the compliance management system that provides the framework as well as the development of the corporate culture and business conduct.

The Management Board of Austrian Post bears the responsibility for the corporate culture and the business conduct as well as the strategic and operational management of the company. It serves as a role model and fosters integrity in business conduct.

The performance of the supervisory and management role is supported by the Group compliance officers reporting to the administrative, management and supervisory bodies.

The regular reporting calls for reporting at least every half-year to the Management Board and the Audit Committee as well as reporting at least once a year to the full Supervisory Board.

In addition, ad hoc reporting to the Management Board and, if needed, the Audit Committee and/or Supervisory Board is possible at any time.

Disclosure Requirement GOV-2 – Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies

Reporting

The regular reporting of ESG indicators in the Management Board is a key component of corporate governance to ensure that the sustainability objectives are achieved and continuously monitored. The quarterly reporting allows important environmental, social and governance (ESG) indicators to be recorded and analysed. The reporting focuses on GHG emissions, fuel consumption, kilometres driven, energy consumption, the performance of photovoltaic systems, as well as select human resources indicators such as the percentage of women, employee turnover and accident frequency.

These reports provide a comprehensive overview for the Management Board of the progress and challenges in the various ESG areas. This makes it possible to make sound decisions, to recognise risks early on and to utilise opportunities. Regular reporting also fosters transparency and accountability within the company and towards stakeholders.

The Management Board regularly provides the Supervisory Board with timely and comprehensive information about all relevant issues relating to business development, including the assessment of the risk situation and risk management as well as ESG matters.

The regular reporting calls for reporting at least every half-year to the Management Board and the Audit Committee as well as reporting at least once a year to the full Supervisory Board.

In addition, the Management Board and Supervisory Board receive information on opportunities, risks and impacts that is needed in order to make decisions that require approval. This information is compiled by the company divisions or project leads with the involvement of the Group risk management team.

Unexpected risks are reported directly (ad hoc) to the Management Board and, if needed, to the Audit Committee and/or Supervisory Board.

The performance of the enterprise risk management system is evaluated by auditors annually in conformity with the Austrian Corporate Governance Code. Moreover, the design, suitability and effectiveness of the risk management system are regularly monitored by the Audit Committee.

Goals and risk policy

Austrian Post's risk policy focuses on safeguarding and sustainably increasing enterprise value and is incorporated into the corporate and sustainability strategy.

Austrian Post is prepared to take risks provided that the resulting portfolio of opportunities and risks is well-balanced and that they remain commensurate with the company's legal circumstances and fundamental ethical values. The goals of safeguarding and achieving a sustainable increase in enterprise value must not be jeopardised.

The Austrian Post Group has derived limits on the basis of these risk policy principles that make it possible to act within a defined risk appetite and ensure risk-bearing capacity.

Material impacts, risks and opportunities

The following is a listing of the topics addressed in the reporting year that have been identified as impacts, risks and opportunities relevant to sustainability matters and have been categorised as material in accordance with the parameters of the materiality assessment.

Impacts

- Emissions of greenhouse gases in the provision of a service
- Energy needed to provide a service
- Pollution of air through the provision of transport services
- Provision of reusable packaging for business customers
- Seasonal fluctuation
- Working time and adequate wages
- Social dialogue and involvement of employee representatives
- Work-life balance
- Health and safety
- Diversity, equality and inclusion
- Training and skills development
- Non-discriminatory and barrier-free access to postal services
- Impact on stakeholders

Risks and opportunities

- Loss of letter/direct mail/media post due to increasing awareness of sustainability and changes in customer behaviour
- Package volume trends due to sustainability awareness
- Failure to meet standards in the supply chain
- Violations of anti-corruption regulations
- Possible fines from antitrust investigations
- Changes to the legal requirements for unaddressed mail to an "opt-in" system

Disclosure Requirement GOV-3 – Integration of sustainability-related performance in incentive schemes

Austrian Post creates incentive schemes that not only take financial goals into consideration but also ecological and social sustainability matters. This aim is fostered by incorporating remuneration components and especially by defining criteria for variable remuneration in accordance with the integrated corporate and sustainability strategy of the company. The 2024 remuneration policy accounted for the increasing importance of sustainability through the integration of sustainability-related goals, also in long-term variable remuneration.

The Supervisory Board does not receive performance-based remuneration. This chapter thus only applies to the remuneration of the Management Board.

Management Board remuneration system

The remuneration of the Management Board is made up of fixed and variable remuneration components. The fixed components comprise the basic salary, in-kind benefits, various insurance services and pension contributions. The variable remuneration includes two elements: the short-term incentive (STI) with a one-year performance period, and the long-term incentive (LTI) with a three-year performance period and a four-year holding period for personal investments.

The STI is a variable remuneration with a one-year performance period. The starting basis for calculation is the contractually defined individual bonus upon 100% goal achievement (target value). This value is multiplied by the target achievement level of the financial goals (in a range from 0% to 150%) and a modifier (in a maximum range of 0.8–1.2). The amount paid out is limited to 150% of the contractually defined target value.

The LTI programme is a share-based variable remuneration with a three-year performance period. The starting point for the LTI is performance share units (PSU), which are calculated using the contractually defined target value divided by the starting reference share price. The target value is contractually defined individually for each Management Board member. The incentive in the form of the final number of PSUs is calculated using the number of PSUs at the beginning of the programme multiplied by the target achievement level, which could be within a range of between 0% and 200%. The amount to be paid is determined using the end reference share price at the end of the three-year performance period plus the dividend paid per share during the performance period. The LTI payment amount is limited to 200% of the contractually defined target value.

While fixed remuneration can comprise 30% to 45% of the total remuneration, the variable components make up 55% to 70% of the remuneration. The variable remuneration is designed for maximum longevity, with 30% to 45% measured in the short term (STI) and 55% to 70% in the long term (LTI).

The combination of short-term and long-term assessment periods creates an incentive to address both short-term and long-term interests in a balanced manner in corporate governance. Greater weighting of long-term variable remuneration ensures that the remuneration structure is aimed at the sustainable and long-term development of Austrian Post in accordance with the legal parameters for stock corporations. At the same time, the continued significant weighting of annual bonuses (STI) ensures that important annual operational targets will not fall by the wayside.

Link between remuneration and ESG performance

The targets agreed with the Management Board members for the variable remuneration components are in accordance with the integrated Group and sustainability strategy, sustainable corporate development and the interests of the stakeholders. The performance criteria therefore comprise financial and non-financial matters.

The current remuneration policy of Austrian Post, applicable since 2024, states that both the STI and the LTI must take sustainability objectives into consideration. These are taken from the Austrian Post ESG criteria catalogue, which is derived from the 2030 sustainability master plan. It contains goals and measures from the three strategic activity fields of sustainability: Economy & Customers, Environment & Climate and People & Social. The illustration below shows the current Austrian Post ESG criteria catalogue, which can be adapted in line with future strategic prioritisations.

T 14 Austrian Post ESG criteria catalogue

Economy & Customers	Environment & Climate	People & Social
Customer satisfaction	Climate change – CO_2 emissions and adaptation measures	Corporate culture
Service quality	Use of resources	Occupational safety
Reliability of supply	Energy efficiency	Health & safety
Sustainable procurement/supply chain	Electric vehicles	Data privacy and security
Human rights	Non-fossil fuels	Employee satisfaction
Reporting and ESG ratings	Renewable energies (PV systems, wind power)	Diversity and inclusion
Governance and compliance	Recycling and environmental management	Employer attractiveness (recommendation)
Value enhancement and innovation of the company	Circular economy	Social commitment

Short-term Incentive (STI)

The sustainability objectives are embedded in the modifier in the STI. Alongside select financial and strategic priorities, it includes key ESG goals that are weighted more strongly in total (>50%). The modifier creates the direct link to the integrated corporate and sustainability strategy with the three dimensions of sustainability: Economy & Customers, Environment & Climate and People & Social. These dimensions are reflected in the Austrian Post ESG criteria catalogue, from which the Remuneration Committee derives the focus areas at the beginning of the financial year.

The current 2024 STI consists of both financial and non-financial goals. The financial goals comprise revenue (weighted at 40%) and EBIT (weighted at 60%). The 2024 modifier, which can modify actual target achievement by +/–20%, comprises primarily ESG goals and contains the following matters:

- Strategic priorities: Earnings development at the Group companies bank99 AG and Aras Kargo
- Customers/quality: Quality of post and parcel delivery
- ESG – Environment: Advancement of e-mobility in the Austrian Post fleet and at freight companies
- ESG – Social: Employee satisfaction/corporate culture
- ESG – Governance: Supply chain and freight company compliance

Long-term incentive (LTI)

On top of the typical two to three financial goals, the 2024 remuneration policy stipulates that the LTI should include an additional goal made up of up to three ESG topics from the Austrian Post ESG criteria catalogue, which are defined annually by the Remuneration Committee for each LTI programme. The ESG goal is weighted at 20% to 33%.

One-third of the current programme (LTI 2024–2026) comprises ESG goals. The financial goals are the earnings per share (weighting: 1/3) and operating free cash flow (weighting: 1/3). The ESG goal (weighting: 1/3) encompasses the following topics:

- Climate change – Reducing CO_2e emissions
- Supply reliability – Expanding self-service solutions
- Diversity – Increasing the representation of women

It is important to have a balance between financial and ESG goals. The 2024 remuneration policy ensures that both types of goals are congruous and contribute to long-term value creation.

The variable remuneration comprises 23% sustainability-related goals and 8% climate-related goals for its target figures. For the total remuneration, 15% stems from sustainability-related goals and 6% from climate-related goals.

Responsibility for defining incentive schemes

The Supervisory Board is generally responsible for defining the remuneration policies of the Management Board members. This ensures that the incentive schemes correspond with the corporate goals and foster the desired conduct. A structured approach is designed to ensure that sustainable practices are firmly rooted in the corporate governance. Long-term strategic ESG goals, such as reducing CO_2 emissions, promoting diversity and improving responsibility in the supply chain, are transformed into specific, measurable operational goals.

The Supervisory Board is supported in this by the Remuneration Committee. This committee includes members of the Supervisory Board and is responsible for the specific structuring and monitoring of the variable remuneration. The programmes for variable remuneration are newly defined each year. The specific definition of key figures, criteria and target figures in line with the described layout lies within the responsibility of the Supervisory Board. To ensure the performance of the Management Board as a full body, the agreed goals are the same for all Board members.

The incentive schemes are regularly monitored, evaluated and adjusted to ensure that the corporate governance actively contributes to the achievement of the strategic sustainability objectives and reports transparently on progress.

The achievement of the goals is determined each year following the determination of the Group net profit of Austrian Post. The company presents the required documentation to the auditor to determine the achievement of goals for the year as part of the audit of the corresponding annual and consolidated financial statement as well as the non-financial reporting. The auditor provides confirmation on whether the goals have been achieved. The achievement of the goals and the relevant payment amounts are then agreed by the Remuneration Committee.

For further information beyond the disclosure requirements, please refer to the 2024 Remuneration Report and the Remuneration Policy for 2024, which are both available on the Austrian Post website.

Disclosure Requirement GOV-4 – Statement on due diligence

The table entitled “List of information provided on the due diligence process” shows how Austrian Post applies the core elements of due diligence towards people and the environment, and where this information is presented in this report.

T 15 List of information provided on the due diligence process

Core elements of due diligence	Location in the non-financial statement	
a) Embedding due diligence in governance, strategy and business model	**GOV-1**	The role of the administrative, management and supervisory bodies
	GOV-2	Information provided to and sustainability matters addressed by the undertaking’s administrative, management and supervisory bodies
	GOV-3	Integration of sustainability-related performance in incentive schemes
	SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model
	G1-1	Corporate culture and business conduct policies

Core elements of due diligence	Location in the non-financial statement	
	SBM-2	Interests and views of stakeholders
	IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities
	S1-2	Processes for engaging with own workforce and workers' representatives about impacts
	S1-3	Processes to remediate negative impacts and channels for own workers to raise concerns
	S2-2	Processes for engaging with value chain workers about impacts
	S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns
	S4-2	Processes for engaging with consumers and end-users about impacts
	S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns
	G1-1	Corporate culture and business conduct policies
b) Engaging with affected stakeholders in all key steps of the due diligence	**G1-2**	Management of relationships with suppliers
	IRO-1	Description of the processes to identify and assess material impacts, risks and opportunities
	SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model
	S1-3	Processes to remediate negative impacts and channels for own workers to raise concerns
	S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns
	S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns
c) Identifying and assessing adverse impacts	**G1-3**	Prevention and detection of corruption and bribery
	E1-1	Transition plan for climate change mitigation
	E1-2	Policies related to climate change mitigation and adaptation
	E1-3	Actions and resources in relation to climate change policies
	E2-1	Policies related to pollution
	E2-2	Actions and resources related to pollution
	E2	Additional entity-specific disclosures
	E5-1	Policies related to resource use and circular economy
	E5-2	Actions and resources related to resource use and circular economy
	S1-1	Policies related to own workforce
	S1-4	Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions
	S2-1	Policies related to value chain workers
	S2-4	Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions
	S4-4	Taking action on material impacts, and approaches to mitigating material risks and pursuing material opportunities related to consumers and end-users and effectiveness of those actions and approaches
d) Taking actions to address those adverse impacts	**G1-3**	Prevention and detection of corruption and bribery

Core elements of due diligence	Location in the non-financial statement	
	E1-4	Targets related to climate change mitigation and adaptation
	E1-6	Gross Scope 1, 2, 3 and Total GHG emissions
	E2-3	Targets related to pollution
	E2	Additional entity-specific disclosures
	E5-3	Targets related to resource use and circular economy
	S1-3	Processes to remediate negative impacts and channels for own workers to raise concerns
	S1-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities
	S2-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities
	S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns
e) Tracking the effectiveness of these efforts and communicating	**G1-3**	Prevention and detection of corruption and bribery
	G1-4	Confirmed incidents of corruption or bribery

Disclosure Requirement GOV-5 – Risk management and internal controls over sustainability reporting
The internal control system (ICS) of Austrian Post is set up as a risk-oriented system and addresses ICS-related risks and ICS-related controls that are integrated into the company’s processes. It is based on existing risk management and process structures at Austrian Post, maps the internal control activities relating to major risks and creates transparency so as to support the company’s Management Board, Audit Committee and Supervisory Board in their leadership and monitoring function.

The existing interface between the internal control system and the compliance and risk management system ensures a coordinated approach between these areas. Additional discussions with experts held regularly (bottom-up and top-down) with the departments contribute to the assessment of risks and prioritisation. The evaluation of ICS risks is based on their possible impact on EBIT (risk potential) and their likelihood of occurrence or the frequency of potential errors. The scope for the internal control system is defined through these, while prioritisation is based on the gross assessment, i.e. before the ICS is implemented. The internal control system serves as part of the risk management system and encompasses risk-oriented procedures integrated into business operations. In particular, the accounting, financial and sustainability reporting processes as well as the upstream business processes are considered here.

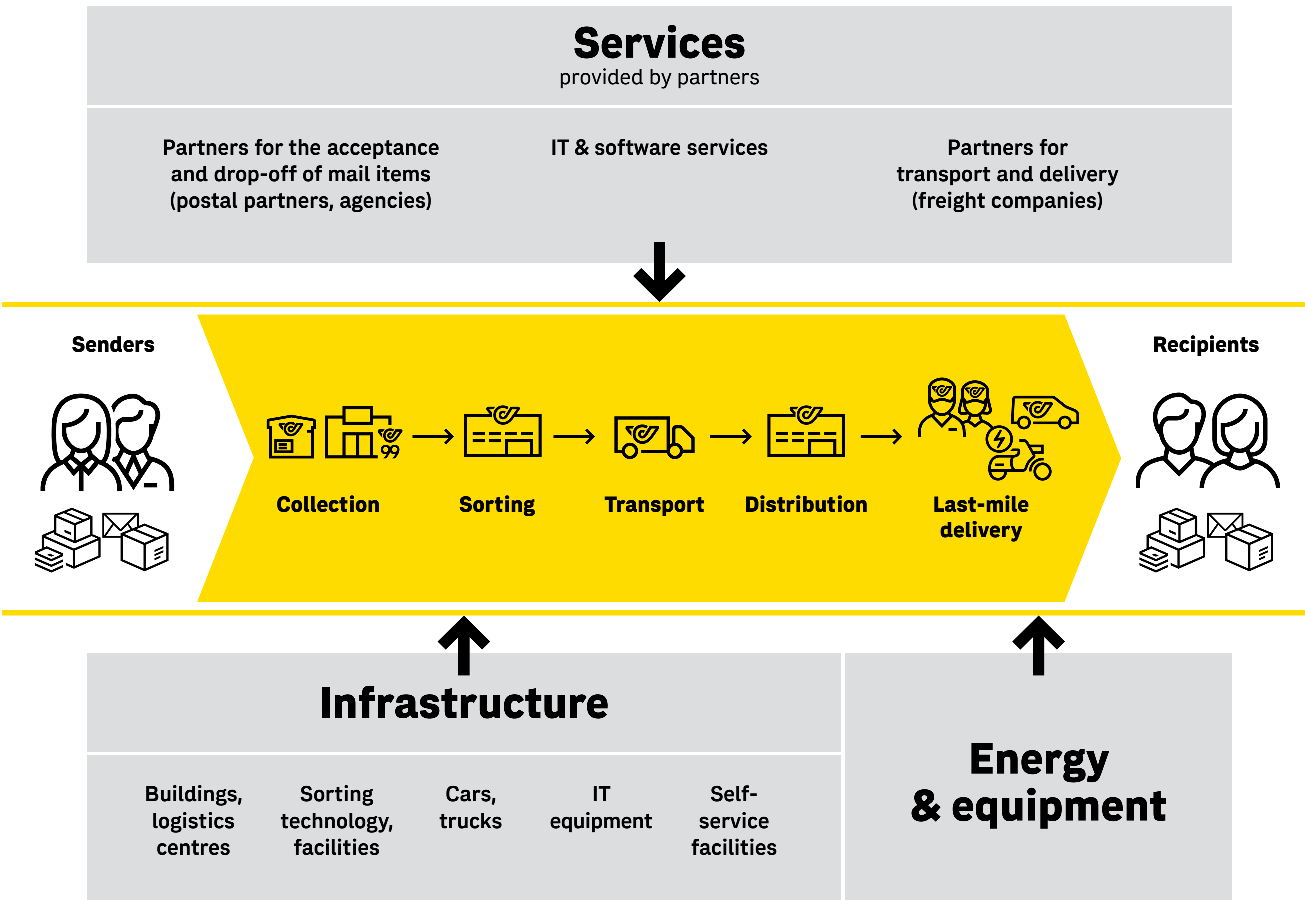
The creation of the non-financial statement requires carrying out a materiality assessment as well as collecting and calculating sustainability indicators. To ensure the correctness of these procedures, the relevant processes were recorded in an internal control system (ICS), and controls have been integrated into the process steps.

The ICS methodology for sustainability reporting corresponds to that of the accounting process. During the creation of the ICS, in collaboration with the specialist departments, relevant operational risks are evaluated, documented and minimised through suitable ICS controls. The particular business unit is responsible for carrying out controls. Internal Audit reviews the effectiveness of ICS-related controls on a regular basis. Its findings and recommendations serve to allow the continuous improvement of the ICS.

Incompleteness and inaccuracy of quantitative sustainability indicators were identified as the most significant risks in the sustainability reporting process. The most important controls for mitigating these risks were deemed to be, among others, plausibility measures as well as technical system settings. Qualitative risks relate to the materiality assessment process and possible regulatory changes. The ICS ensures that the business areas, value chains, standards and working groups are monitored and updated The corresponding risk and control measures for the relevant processes are monitored annually and updated as needed.

The regular reporting to the Management Board (annual) and Audit Committee (twice annually) includes scoping potential ICS matters, the focal points for prioritisation, and the status of the internal control system of the non-financial reporting.

G 25 **The value chain of Austrian Post for 95% of its revenue**



STRATEGY

Disclosure Requirement SBM-1 – Strategy, business model and value chain

Austrian Post is an international postal, logistics and service provider which is central to Austria's economy as a universal services provider. The company offers a comprehensive product and service portfolio to provide the best possible match for current customer needs. Its core business encompasses the transportation of traditional letter mail, direct mail, parcels and express mail items. Business process solutions, e-commerce and logistics solutions as well as digital services, for example for advertising and bank99, supplement the service portfolio.

More than 95% of Austrian Post's services are attributable to traditional mail and parcel business. Austria accounts for the largest share of revenue (75.7%), followed by Türkiye (16.5%). The Group revenue of Austrian Post amounted to EUR 3.1bn in 2024.

Business areas

Austrian Post's core business includes the delivery of letters, direct mail items, print media and parcels. The company groups its operations into three divisions: Mail, Parcel & Logistics and Retail & Bank.

The Mail Division collects, sorts and delivers post. Austrian Post rounds off its offering with additional services in customer communications as well as optimisation in document processing. The division generated revenue of EUR 1,239.8m in 2024. 97.3% of that was generated in Austria. The Mail Division contributed 39.3% of Group revenue.

The transport and delivery of parcels and express mail items 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. The parcel business generated EUR 1,712.5m in revenue in 2024 due to the upwards trend in online retail, and remains the division which generates the most revenue (54.3% of total revenue). 57.6% of the division's revenue was generated in Austria, 30.0% in Türkiye and Azerbaijan, and 12.2% 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 nationwide branch network in Austria offers services for Austrian Post, as well as the distribution of telecommunications products and merchandise and a broad range of financial services. The division operates in the company's home market of Austria along with the Group company bank99. The division's revenue came to EUR 201.5m in 2024, equivalent to 6.4% of Group revenue.

The Austrian Post business model

More than 95%, and thus the core, of Austrian Post's value creation lies in the acceptance, transport, sorting, distribution, and delivery of letters, parcels and direct mail. As this service process does not consume any raw materials, its value creation is very different from the value chain of a manufacturing company. Austrian Post is aware that all its business decisions and activities could have a significant impact on the environment and society. For this reason, in addition to the Group-wide Code of Conduct and Ethics for employees, a Code of Conduct for Contractors has also been developed.

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 16,500 different locations (Austrian Post branches, postal partners, self-service stations and letterboxes). There are 5,470 drop-off points in Türkiye. Due to the large volumes involved, business customers usually send mail items – which account for 84% of mail volumes in Austria – directly to Austrian Post's logistics centres.

2. Transport & sorting The logistics process of Austrian Post is roughly the same in every region. The company sorts letters and parcels at logistics centres and gets them ready to be distributed to delivery bases. There are 15 logistics centres and 237 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.

Items are transported between drop-off points, logistics centres and delivery bases using company fleet vehicles and external freight companies.

Austrian Post's 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 8,210 delivery staff (FTE) in Austria alone. These individuals are responsible for receiving mail and parcels at their delivery bases and making sure that they are delivered. In addition, the services of freight companies are also utilised for delivery.

Employees and presence

Austrian Post's most important and valuable asset is its workforce – the people who make the company run. It is the skills and dedication of each one of the company's employees that allow Austrian Post to provide a high level of service. In 2024, Austrian Post employed almost 30,000 people (headcount), the majority of whom were involved in delivery roles or customer-facing roles at service counters.

Through its Group companies, Austrian Post's Mail Division and Parcel & Logistics Division not only operate in Austria but also in Germany, Türkiye, Azerbaijan and eight countries in Southeast and Eastern Europe. The majority of Group revenue, 76%, 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 1,680 postal service points in Austria. Of these, 358 are branch offices operated by Austrian Post itself and 1,322 are postal partners. As a result, Austrian Post offers a comprehensive range of services in Austria, and has one of the largest branch networks for private customers in the country.

T 16

Employees by region

2024	Austria	Türkiye[1]	Other	Total
Number of employees (headcount)	20,458	7,109	2,004	29,572

[1] Türkiye region incl. Azerbaijan

Partners

Austrian Post maintains long-term partnerships with national and international service providers to ensure a consistently high level of service. The company works with reliable freight companies in delivery and transport logistics to make this possible.

Austrian Post also works with partners to ensure that people have access to amenities throughout the country. In Austria and internationally, partner companies provide postal and banking services on behalf of Austrian Post in addition to their own goods and services. The company also uses IT solutions to manage its services. These solutions are vital for maintaining efficiency and tracking and tracing shipments.

Infrastructure & equipment

Austrian Post requires comprehensive and reliable infrastructure to successfully operate its core business. This comprises buildings such as logistics centres, mail sorting facilities, vehicles and self-service facilities. Reliable IT equipment is also essential. Operating all of this requires electricity and thermal energy, as well as combustibles and fuels.

Customers

Business customers are a major source of the Group revenue generated 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.

Other postal companies are also important partners. Collaboration with these companies is generally determined by the Universal Postal Convention.

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.

All customers can benefit from Austrian Post's comprehensive product and service portfolio and its communication and logistics infrastructure.

Strategy

In order to ensure successful strategic corporate management, it is essential to always critically question one's own business model and adapt it if necessary. Austrian Post is operating in a market environment that is subject to constant dynamic change. Digitalisation is the driving force

G 26

Austrian Post's strategy

behind the transformation of the postal and logistics market, a trend that is both a challenge and a considerable opportunity. The challenge lies in the ongoing trend towards e-substitution and the associated drop in the letter mail business. At the same time, the dramatic increase in e-commerce in recent years has driven growth in the parcel sector and continues to offer huge potential going forward. Other overall conditions that have a relevant impact on Austrian Post's business model include macroeconomic volatility and uncertainty, changes on the labour market and the convenience demanded by private and business customers. Sustainability has been a fundamentally important aspect for Austrian Post for many years now. Studies and specialised publications show that the trend towards responsible behaviour is currently a top priority for a large number of players, a trend that has picked up considerable speed in recent years. This makes it absolutely crucial for Austrian Post, as a state-of-the-art postal company, to act sustainably in order to meet the expectations of its employees, customers and stakeholders alike. In order to take account of these overall conditions and at the same time make greater use of the opportunities and challenges arising in the company's corporate environment, Austrian Post updated its strategy in 2020. To continue along this pursuit successfully, a new update to the integrated corporate and sustainability strategy has been in development since autumn 2024. Numerous stakeholders are involved in this to heighten the focus on the material topics. The new integrated corporate and sustainability strategy will be made public in the first half of 2025.

The integrated corporate and sustainability strategy is built on three strategic cornerstones, with a core that is applicable for all featuring sustainability, diversity and customer orientation as an integral guideline.

1. Defending Market Leadership and Profitability in the Core Business Austrian Post wants to maintain its position in the mail, direct mail and parcel business in Austria. Additionally, it wants to continue to act efficiently and economically and thus defend its market leadership in a profitable manner.

2. Profitable Growth in Near Markets Austrian Post wants to grow in the parcel and e-commerce markets that are regionally and geographically close to it. The company also plans to expand its value chain into areas that are closely linked to its business model.

3. Development of Retail and Digital Offerings for Private Customers and SMEs Austrian Post wants to utilise its expansive network of branches together with its presence among private customers and SMEs to develop new (digital) business models. Private customers in Austria can access financial services via bank99.

Sustainable Goals in All Areas

Sustainability, diversity and customer orientation are key elements of the strategy. Sustainability has been a key topic for the company for some time. Since its IPO in 2006, it has pursued its sustainability programme, which is built on three dimensions: Economy & Customers, Environment & Climate and People & Social. In addition, Austrian Post was the first postal company to guarantee its customers CO_2-neutral delivery in Austria – something it has been doing since 2011. Its goal for 2030 is for deliveries to be "not only" CO_2-neutral but to also use 100% electric mobility for deliveries. In 2022, Austrian Post signed the global initiative "The Climate Pledge", which was co-founded by one of its major customers, Amazon. Joining the initiative allows Austrian Post to demonstrate its commitment to achieving net zero emissions in Austria by 2040. Austrian Post is also one of the few companies in Austria that uses the Women's Career Index – an independent benchmarking tool that examines how women's careers progress. The strategic update brought all of these initiatives and endeavours to the top of the Group's strategy. This helps to ensure that products and services, and markets and customer groups that are derived from the strategy contribute to sustainability, diversity and customer orientation. Austrian Post has set itself overarching targets in all three areas of sustainability in order to be able to achieve sustainable improvements in its ecological, economic and social performance in the period leading up to 2030. All initiatives and endeavours are bundled in the comprehensive 2030 sustainability master plan.

Disclosure Requirement SBM-2 – Interests and views of stakeholders

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. Austrian Post remains in continuous dialogue with stakeholders to get a clear view of their wishes and needs. The company analyses their input, identifies opportunities for optimisation, and defines the strategic steps to make these improvements happen.

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. The various interest groups thus have different expectations of Austrian Post. To address their varied needs and requirements in a suitable manner, Austrian Post has evaluated its relevant stakeholder groups in conformity with ONR 192500, the guideline for ISO 26000. This analysis revealed that the Austrian Post interest groups come from different business segments of the company.

Austrian Post is in contact with its stakeholders in different ways, using a variety of dialogue formats to recognise the interests of the individual groups. 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, 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 dynamic dialogue 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.

Specifically, dialogue with stakeholders is used to develop or update material topics and to define strategic goals and measures together. In line with the 2030 sustainability master plan, the sustainability goals and measures are therefore also oriented to the needs and expectations of the

G 27 **Sustainable strategic targets**

ECONOMY & CUSTOMERS

Commercial success driven by sustainable and customer-focused services

→

Financial targets

→ Steady increase in revenue
→ 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

ENVIRONMENT & CLIMATE

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

→

Group-wide reduction in fossil energy sources

→ Saving energy in our vehicle fleet and properties

Reduction in CO_2 emissions by 2030

→ Reduce Scope 1 and Scope 2 CO_2 emissions by 45% by 2030 (base year: 2021)
→ Reduce target-related Scope 3 CO_2 emissions by 25% by 2030 (base year: 2021)
→ 100% electric vehicles for the last mile of delivery in Austria by 2030
→ Net zero in Austria by 2040

PEOPLE & SOCIAL

Top employer with a safe and respectful working environment

→

Corporate and work culture

→ Improvement in employee satisfaction

Diversity

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

Occupational health and safety

→ Reduction of work-related accidents by 15%

stakeholders of Austrian Post, and were also discussed in depth at the 2024 stakeholder roundtable. Austrian Post uses broadbased dialogue to identify the differing stakeholder needs and further cement and expand its already good and open relationship with different interest groups. The aim of stakeholder management is to get to know and understand the concerns of Austrian Post's interest groups better and take them into account in future plans and measures. This is also especially evident when carrying out the materiality assessment, in which the perspectives of the stakeholders are actively taken into account (for more information, see IRO-1).

The table "Dialogue with stakeholders" provides a detailed overview of how Austrian Post is able to track the interests and viewpoints of its most important stakeholders in connection with its strategy and business model, which goals this dialogue pursues, and what specific steps have been derived from this.

Findings from the stakeholder dialogue are also brought to the Management Board and Supervisory Board, either directly through the participation of the Management Board at the stakeholder roundtable, for example, or indirectly, such as through the presentation of the results of the customer surveys. The table "Dialogue with stakeholders" gives an overview of how stakeholder engagement is carried out at Österreichische Post AG.

T 17 Dialogue with stakeholders

Material stakeholder groups	Scope for dialogue	Goal of dialogue	Example results of dialogue
Customers	Direct daily customer contact upon delivery and in branches Customer service for private customers Customer service for business customers Customer survey Stakeholder roundtable	Recognition and consideration of customer requirements	Product and service improvements Product and service developments
Employees	Employee survey Compliance hotline Whistleblowing system Ombudsperson for employees Stakeholder roundtable	Recognition and consideration of employee interests Creation and maintenance of a respectful corporate and leadership culture	Development of the corporate culture Employee satisfaction
Shareholders	Annual General Meeting Quarterly and annual reports Email address for questions about Austrian Post shares (ir@post.at) Stakeholder roundtable	Upholding owner rights	Development of the stakeholder-oriented reporting and information policy
NGOs	Email address for issues relating to sustainability (csr@post.at) Stakeholder roundtable Industry events	Respect for the interests of occasionally silent stakeholders (esp. nature) and society	Integrated corporate and sustainability strategy

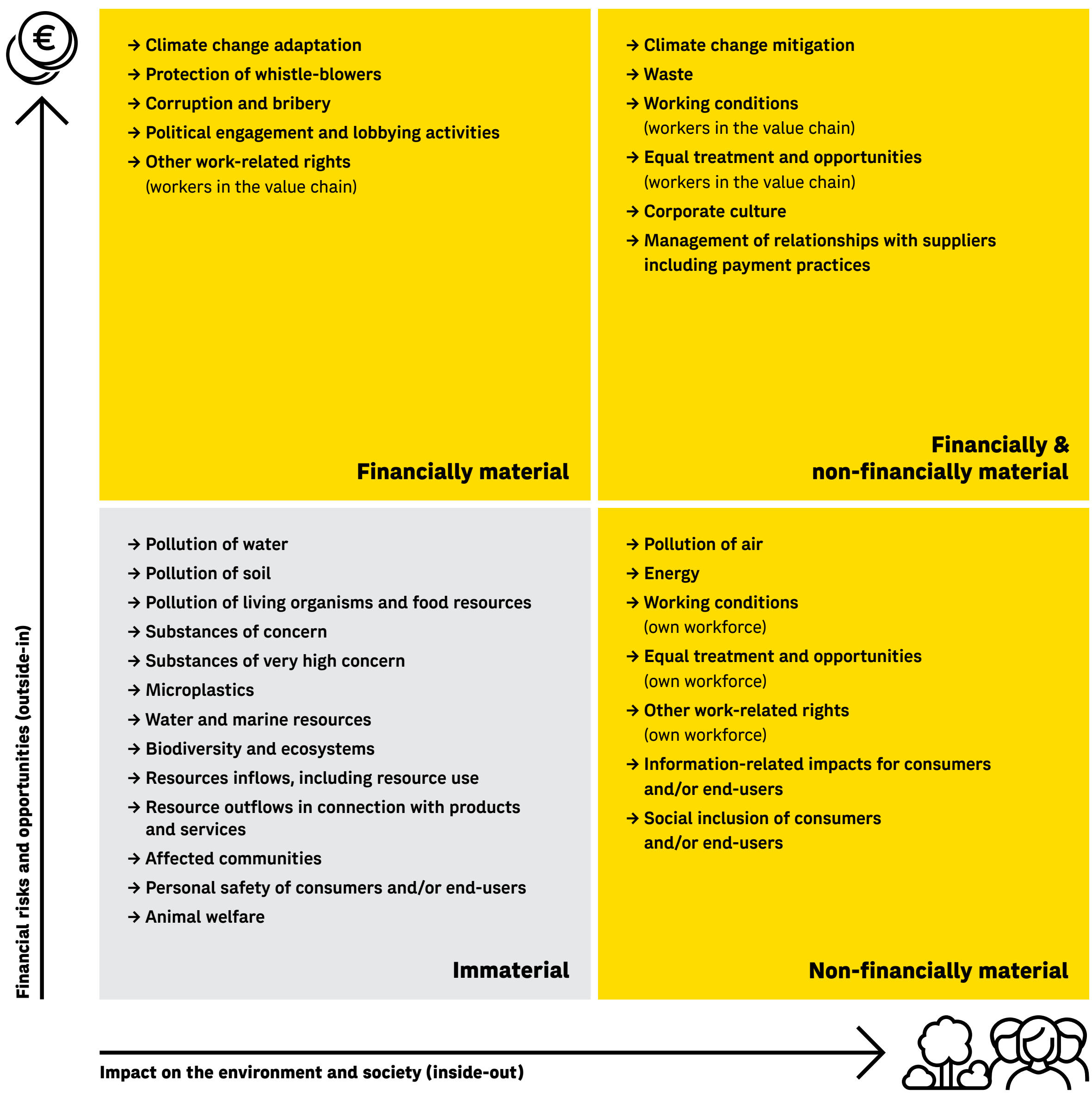
Material stakeholder groups	Scope for dialogue	Goal of dialogue	Example results of dialogue
Local authorities/mayors	Industry events (e.g. Association of Cities) Stakeholder roundtable	Consideration of communal interests in connection with postal services	Expansive network of locations with Austrian Post branches and postal partners
Public authorities	Rulings Bilateral dialogue	Ensuring activity within the law and legal certainty	Minimising risks through compliance
Associations	Industry-specific dialogue formats Industry events	Establishing industry standards in vastly different areas	Integrated corporate and sustain-ability strategy
Social partners	Industry events Bilateral dialogue formats	Recognition and consideration of specific interests (e.g. employees, contractors)	Development of the corporate culture Product and service developments
Friends & family	Direct contact	Recognition and consideration of specific interests (e.g. employees, customers)	Development of the corporate culture Product and service developments
Competition	Industry conferences	Establishing industry standards in vastly different areas	Product and service improvements and developments
Government	Laws Direct dialogue	Ensuring activity within the law	Minimising risks through compliance
Media	Press conferences Press spokesperson (presse@post.at)	Stakeholder-oriented communication	Development of the stakeholder-oriented reporting and information policy
Suppliers	Whistleblowing system Vendor integrity check Direct operational contact Stakeholder roundtable	Recognising and considering various interests along the value chain Development of suppliers in terms of environmental, social and governance standards	Code of Conduct for Contractors
Transport providers	Whistleblowing system Vendor integrity check Direct operational contact Stakeholder roundtable	Recognising and considering various interests along the value chain Development of suppliers in terms of environmental, social and governance standards	Code of Conduct for Contractors
ESG Rating Agencies	Email address for issues relating to sustainability (csr@post.at) Proactive participation in ESG ratings	Stakeholder-oriented communication	Further development of Environ-mental Policy Further development of HR Policy Further development of the Declaration of Principles on Human Rights
Sustainability Community	Email address for issues relating to sustainability (csr@post.at) Stakeholder roundtable Industry events	Networking across the company and institutes, and exchange of knowledge on corporate sustainability	Integrated corporate and sustain-ability strategy Non-financial reporting

Disclosure Requirement SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

In accordance with the double materiality matrix, the following tables show how the sustainability-related impacts, risks and opportunities are identified and classified as material in accordance with the stipulations of the materiality assessment. The classification is aligned with the sustainability aspects and the sub-topics of ESRS 1 AR 16.

Further information on how Austrian Post reacts to the impacts, risks and opportunities can be found in the sections "Environment", "Social" and "Governance".

G 28 Materiality matrix – material sub-topics



T 18 Material impacts, risks and opportunities – Environment

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
E1 – Climate change					
	Switching to opt-in for unaddressed items (regional media and information)	Changes to legal conditions for addressed and unaddressed advertising due to the potential societal perception that direct mail is detrimental to the environment (e.g. an opt-in procedure for unaddressed mail that requires explicit consent for its delivery).	Risk	Own operations	Short-, medium-, long-term
	Additional loss of letter mail/ direct mail/media post due to inflation/crisis and sustainability arguments	Increased environmental awareness among private and business customers can lead to the belief that letter products are not sustainable. This could accelerate digitalisation and lead to loss of letter mail, direct mail and media post.	Risk	Own operations	Short-, medium-term
Climate change adaptation	Parcel volume developments due to sustainability concerns	The sustainability efforts of Austrian Post, for example in the area of climate change mitigation, could have a positive impact on parcel volumes and represent a potential opportunity.	Opportunity	Own operations	Long-term
	Emissions of greenhouse gases in the provision of a service	The transport of post with the company's own vehicles or freight companies, as well as in logistics and office buildings, results in GHG emissions that could have a negative impact on the environment and society. Emissions also occur further along the value chain (Scope 3).	Actual negative impact	Own operations, upstream value chain	Short-, medium-, long-term
	GHG emissions from the financial products offered by bank99 to private customers (e.g. real estate loans)	At bank99, GHG emissions occur from the financial products the company offers. These are financed emissions from mortgage loans for private individuals as well as the investment of deposits in current accounts in the form of government and corporate bonds.	Actual negative impact	Downstream value chain	Short-, medium-, long-term
	Switching to opt-in for unaddressed items (regional media and information)	Changes to legal conditions for addressed and unaddressed advertising due to the potential societal perception that direct mail is detrimental to the environment (e.g. an opt-in procedure for unaddressed mail that requires explicit consent for its delivery)	Risk	Own operations	Short-, medium-, long-term
	Additional loss of letter mail/ direct mail/media post due to inflation/crisis and sustainability arguments	Increased environmental awareness among private and business customers can lead to the belief that letter products are not sustainable. This could accelerate digitalisation and lead to loss of letter mail, direct mail and media post.	Risk	Own operations	Short-, medium-term
Climate change mitigation	Parcel volume developments due to sustainability concerns	The sustainability efforts of Austrian Post, for example in the area of climate change mitigation, could have a positive impact on parcel volumes and represent a potential opportunity.	Opportunity	Own operations	Long-term
Energy	Energy needed to provide a service	To provide its logistics services, Austrian Post needs fossil and non-fossil energy sources for the operation of vehicles as well as logistics and office buildings.	Actual negative impact	Own operations, upstream value chain	Short-, medium-, long-term
E2 – Pollution					
Pollution of air	Pollution of air from the emissions of NO_x and particulate matter through the provision of transport services	The burning of fossil fuels in combustion engines releases various air pollutants, such as particulate matter and nitrogen oxides (NO_x). The impact affects the company's own vehicles as well as the external vehicle fleet (upstream value chain).	Actual negative impact	Own operations, upstream value chain	Short-, medium-, long-term
E5 – Resource use and circular economy					
	Production of non-hazardous waste by business customers (transport packaging or non-deliverable post/direct mail)	Material impacts related to resource use and the circular economy have been identified in connection with waste prevention in the upstream and downstream value chain. A material negative impact that currently exists is the production of non-hazardous waste by Austrian Post, caused by customers sending mail and parcels.	Actual negative impact	Upstream and downstream value chain	Short-, medium-, long-term
Waste	Provision of reusable packaging for business customers to reduce packaging waste in the value chain	Austrian Post has created a positive impact for reducing packaging waste in the value chain through its reusable packaging scheme for business customers (Post Loop).	Actual positive impact	Downstream value chain	Long-term

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
	Switching to opt-in for unaddressed items (regional media and information)	Changes to legal conditions for addressed and unaddressed advertising due to the potential societal perception that direct mail may be detrimental to the environment (e.g. an opt-in procedure for unaddressed mail that requires explicit consent for its delivery)	Risk	Own operations	Short-, medium-, long-term
	Additional loss of letter mail/ direct mail/media post due to inflation/crisis and sustainability arguments	Increased environmental awareness among private and business customers can lead to the belief that letter products are not sustainable. This could accelerate digitalisation and lead to loss of letter mail, direct mail and media post.	Risk	Own operations	Short-, medium-term
Waste	Parcel volume developments due to sustainability concerns	The sustainability efforts of Austrian Post, for example in the area of waste prevention and promoting a circular economy, could also have a positive impact on parcel volumes and represent a potential opportunity.	Opportunity	Own operations	Long-term

T 19 Material impacts, risks and opportunities – Social

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
S1 – Own workforce [1]					
	Secure employment	Job security, especially also in terms of how to approach temporary employment contracts as well as temporary workers, has an impact on the satisfaction and motivation of affected employees. Secure employment leads to income security and therefore makes life planning possible.	Actual positive impact	Own operations	Short-, medium-, long-term
	Working time	The topic of working time has significant influence on the satisfaction and health of employees. Long working hours, shifts and night work can lead to health concerns and a reduction in quality of life. The challenging environment (heavy parcels/periods of intense heat) also calls for adjustments to working time. The quality of life of employees can be positively influenced by various flexible working time models, the possibility to work part-time, and mobile working options.	Potential positive and negative impact	Own operations	Short-, medium-, long-term
	Adequate wages	This material topic pertains to adequate pay for all employees, taking legal stipulations into consideration. Adequate wages lead to a secure income and to ensuring an adequate standard of living. This can lead to an increase in employee satisfaction and motivation.	Actual positive impact	Own operations	Short-, medium-, long-term
	Social dialogue & freedom of association	Social dialogue, freedom of association, and the existence and involvement of employee representatives are important factors in shaping working conditions. Taking into account the interests and perspectives of the workforce and the good working conditions and adequate wages that go hand in hand with this can lead to an increase in employee satisfaction and motivation.	Actual positive impact	Own operations	Short-, medium-, long-term
	Collective bargaining	Collective bargaining is a key component of social dialogue and leads to income security and increased satisfaction and motivation among employees through adequate wages that ensure an adequate standard of living.	Actual positive impact	Own operations	Short-, medium-, long-term
Working conditions	Work-life balance	Reconciling work and private life and thus achieving a good work-life balance is a material topic in the design of a working environment. Flexible working hours, the ability to take holidays or personal leave, and further measures such as mobile working or the provision of childcare make work-life balance possible. This can have a positive impact on the health, motivation and satisfaction of employees. Long or inflexible working hours as well as night and shift work can reduce work-life balance.	Potential positive and negative impact	Own operations	Short-, medium-, long-term

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
Working conditions	Health and safety	The health and safety of employees are material topics in preventing accidents and work-related ill health. Poor occupational health and safety can have a negative impact on the health of employees.	Potential negative impact	Own operations	Short-, medium-, long-term
	Gender equality and equal pay for work of equal value	Measures to promote equal opportunities regardless of gender as well as equal pay for work of equal value are essential for gender equality as well as preventing discrimination. These factors can have material impacts on the income security, satisfaction and motivation of employees.	Actual positive impact	Own operations	Short-, medium-, long-term
	Employment and inclusion of people with disabilities	With regard to equal treatment, it is of great importance that people with disabilities can take part in professional life on equal terms. Access to inclusive workplaces can lead to income security and an increase in the satisfaction and motivation of employees with disabilities through secure employment.	Potential positive impact	Own operations	Short-, medium-, long-term
	Measures against violence and harassment in the workplace	Measures against physical and psychological violence as well as harassment in the workplace are key requirements for ensuring safety in the workplace. Treating each other with respect and freedom from violence, harassment and discrimination contribute to the satisfaction and motivation of employees. Harassment in the workplace can impact both physical and psychological health and lead to job losses.	Actual and potential positive and negative impact	Own operations	Short-, medium-, long-term
	Diversity	Diversity makes equal, inclusive work possible and thus creates income security and increases satisfaction and motivation among employees by allowing them to develop their individual potential.	Actual positive impact	Own operations	Short-, medium-, long-term
Equal treatment and opportunities for all	Training and skills development	The individual advancement of employees based on their specific abilities and potential through skills-based training and education as well as regularly held feedback and development reviews can lead to an increase in employee satisfaction and motivation through opportunities for promotion and advancement. However, additional workload due to further training can also lead to stress and reduce work-life balance.	Actual positive and negative impacts	Own operations	Short-, medium-, long-term
	Child labour	Upholding human rights in accordance with all fundamental principles and guidelines is the foundation for safe and good working conditions. Child labour would represent a violation of human rights.	Potential negative impact	Own operations	Short-, medium-, long-term
Other work-related rights	Forced labour	Upholding human rights in accordance with all basic principles and guidelines is the foundation for safe and good working conditions. Forced labour would represent a violation of human rights.	Potential negative impact	Own operations	Short-, medium-, long-term
S2 – Workers in the value chain					
	Seasonal fluctuation	The Austrian Post Group relies on permanent employees and cooperation with business partners to ensure efficient and broad provision of services in a personnel-intensive industry. The Austrian Post Group operates in a sector that is subject to seasonal fluctuation. As a result, capacity utilisation fluctuates, which leads to fluctuations in the employment situation and has an impact on the secure employment of employees in the value chain. Additionally, seasonal fluctuations can also have an impact on the working hours of employees in the value chain.	Actual and potential negative impacts	Upstream value chain	Short-, medium-, long-term
Working conditions	Route delegation and volume planning	Additional impacts with a potential impact on the working times of employees in the value chain are route delegation and volume planning. This could also have an impact on the work-life balance of employees.	Potential negative impact	Upstream value chain	Short-, medium-, long-term

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
	Accidents and injuries	Physically demanding activities are common in the logistics industry. The Austrian Post Group also relies on road transport. Conditions at the logistics sites and on the roads could lead to accidents and injuries that could have a negative impact on the health and safety of employees in the value chain.	Potential negative impact	Upstream value chain	Short-, medium-, long-term
	Competition and margin pressure	The delivery services industry is subject to intense competition and margin pressure. This has an impact on the contracts with business partners and can also have a negative impact on the remuneration of employees in the value chain.	Potential negative impact	Upstream value chain	Short-, medium-, long-term
	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
Working conditions	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
Other work-related rights	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
S4 – Consumers and end-users					
Information-related impacts for consumers and/or end-users	Protecting freedom of expression	In Austria, freedom of expression is protected by offering freely available and secure communication services that are protected by letter/postal secrecy.	Actual positive impact	Downstream value chain	Short-, medium-, long-term
	Access to information for customers	Customers of Austrian Post have broad access to information via direct and indirect channels.	Actual positive impact	Downstream value chain	Short-, medium-, long-term
Social inclusion of consumers and/or end-users	Non-discriminatory and barrier-free access to postal services	Access to postal services in Austria without discrimination or barriers has a positive impact on the general population.	Actual positive impact	Downstream value chain	Short-, medium-, long-term

[1] The sub-sub-topic level of the "own workforce" thematic area represents the IROs at an aggregated level. The presentation therefore deviates from the other listed thematic standards to improve readability.

T 20 Material impacts, risks and opportunities – Governance

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
G1 – Business conduct					
	Impact on stakeholders	Positive or negative business conduct could have a positive or negative impact on stakeholders.	Potential positive and negative impact	Own operations	Short-, medium-, long-term
	Possible fines for abuse of a dominant position	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.	Risk	Own operations	Short-, medium-, long-term
Corporate culture	Violations of anti-corruption regulations	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.	Risk	Own operations	Short-, medium-, long-term

Sub-topic	IRO	Description	Classification	Value chain	Time horizon
Corporate culture	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
	Violations of anti-corruption regulations	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.	Risk	Own operations	Short-, medium-, long-term
	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
Protection of whistle-blowers	Possible fines for abuse of a dominant position	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.	Risk	Own operations	Short-, medium-, long-term
Political engagement and lobbying activities	Violations of anti-corruption regulations	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.	Risk	Own operations	Short-, medium-, long-term
Management of relationships with suppliers including payment practices	Impacts on suppliers	Good or poor management of relationships with suppliers could have a positive or negative impact on suppliers (business, business conduct, treatment of employees, environmental impact, etc.).	Potential positive and negative impact	Upstream value chain	Short-, medium-, long-term
	Failure to meet standards in the supply chain	As a public company, the reputation of Austrian Post in society is a sensitive issue. Any failure to uphold minimum social standards and human rights in the supply chain could lead to a loss of reputation.	Risk	Own operations	Short-, medium-, long-term
Corruption and bribery	Violations of anti-corruption regulations	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.	Risk	Own operations	Short-, medium-, long-term

FINANCIAL EFFECTS OF MATERIAL RISKS AND OPPORTUNITIES

Austrian Post is the market leader in numerous markets, which entails the risk that Austrian Post's behaviour could subsequently be deemed abusive from a competition law perspective (see table "Material impacts, risks and opportunities – Governance" – "Possible fines for abuse of a dominant position"). This risk actually materialised in 2021, when an abuse of Austrian Post's dominant position on the Austrian market for the delivery of addressed direct mail items was established by the Supreme Court. This resulted in cash flows of EUR 15.8m in the 2024 financial year. A provision of EUR 6.0m has been recognised as at 31 December 2024 to cover further potential risks in this area.

The other material risks and opportunities (see tables "Material impacts, risks and opportunities") had no material financial effects on Austrian Post's financial position, financial performance or cash flows.

IMPACT, RISK AND OPPORTUNITY MANAGEMENT

Disclosure Requirement IRO-1 – Description of the process to identify and assess material impacts, risks and opportunities

For Austrian Post, the fundamental prerequisite for systematic and targeted sustainability management is the identification and regular review of material topics. For this reason, Austrian Post has been carrying out regular materiality assessments for over ten years to identify and prioritise the most material topics and challenges that are important for its stakeholders and for long-term business development.

In autumn of 2023, it launched a double materiality assessment in accordance with the requirements of the Corporate Sustainability Reporting Directive (CSRD) and the stipulations of the European Sustainability Reporting Standards (ESRS). The following four process steps were carried out:

1. Understanding In the first step of the materiality assessment, the sectors and processes that were relevant for the analysis were defined. The focus of the materiality assessment is on Austrian Post's core business, mail and parcel services. For the most part, the company's other areas of business are quite similar or logistics services (95% of Group revenue in total). Only bank99 operates in a reporting-relevant business area that is significantly different from the core business. Accordingly, the analysis was supplemented with the resulting impacts, risks and opportunities. The activities of Austrian Post range from Austria to Southeast and Eastern Europe in particular, as well as Türkiye and Azerbaijan. Regional differences were taken into consideration in the materiality assessment.

The logistics services of Austrian Post comprise the main activities of transport and logistics infrastructure. These activities are fundamentally different. While transport is an activity that spans a wide area, logistics infrastructure is location-based. The emphasis of the materiality assessment is on transport. Location-based impacts, risks and opportunities, especially with regard to biodiversity and pollution, are assessed as needed.

Additionally, a unified understanding of the Austrian Post value chain was created. In addition to providing its own services, partnerships with national and international service providers support Austrian Post in fulfilling its performance promise. In delivery and transport logistics, these are primarily freight companies; in the broad-scale implementation of amenities services, these are postal partners and international agencies.

The already available knowledge of the affected stakeholders was tested for the requirements of the ESRS. Additionally, it was determined how the perspectives of the affected stakeholders are integrated into the materiality assessment.

2. Identification The goal of the second step of a materiality assessment in accordance with ESRS is compiling a list of actual and potential impacts as well as risks and opportunities for a company.

The identification of the impacts of the company on society and the environment (inside-out) was carried out in subject-specific working groups with experts in those subjects. The foundation for this was the long list of potentially material topics from ESRS 1. The existing material topics from previous analyses was also assessed. The results of previously published analyses by peers were additionally considered. Existing sector-independent and sector-specific disclosure requirements from other standards such as the Global Reporting Initiative (GRI), the International Sustainability Standard Board (ISSB) and the Sustainable Development Goals (SDGs) were used for orientation, creating as complete a picture as possible. Within the framework of a working group of PostEurop, an association of the largest European postal companies, attempts were made to create as unified an understanding as possible of the impacts of a postal company through dialogue with peers from the postal sector.

The risk management was used to gather risks and opportunities for the company (outside-in). Due to the overriding importance of sustainability and the integrated corporate and sustainability strategy, ESG issues have featured heavily here for many years.

Sustainability opportunities and risks are fully integrated into the standard risk management process. They are therefore considered as other financial risks in the risk aggregation and risk profile analysis. More information on risk management can be found in the Group Management Report under "Opportunities and risks".

The methods of the standard risk management process are used to identify sustainability opportunities and risks: consultations with experts at least once a year, workshops and analyses by the risk management team.

The identification, analysis and consideration of correlations between impacts, risks and opportunities as well as dependencies are part of the risk management analysis.

In addition to the standard process for identifying risks and opportunities, ad hoc reports from specialist departments are possible at any time. The involvement of the internal risk management team of Austrian Post in risk management communities enables regular dialogue with external partners. Knowledge from this is used in the identification of risks and opportunities.

Additionally, close coordination specifically with a focus on sustainability has been taking place for many years in a working group that comprises members of the corporate sustainability and risk management teams.

In order to ensure conformity with the ESRS, the long list from ESRS 1 was also reviewed as a control step to determine whether it could identify any further risks and opportunities for Austrian Post.

3. Assessment As the third step of the materiality assessment, the actual and potential impacts, risks and opportunities were assessed.

The evaluation of the impacts was carried out in topic-specific working groups. Here, the positive and negative impacts of the identified topics were measured and, as applicable, assessed for their potential and actual impacts. Actual impacts are those impacts that have already occurred; potential impacts are those that could occur in the future. In the quantitative assessment, a four-part risk management scale was used as a guide to ensure as much consistency as possible. The objectives of the standard were also accordingly assessed by scale, scope and irremediable character. For potential impacts, the likelihood of occurrence was also considered. The assessment took place for three time horizons (short term <1 year, medium term 1–4 years, long term >4 years).

The assessment of the sustainability opportunities and risks was also carried out for the three aforementioned time horizons. As with the standard risk management process, a quantitative assessment was preferred, though a qualitative assessment based on the qualitative risk matrix that comprises the likelihood of occurrence and level of harm is also possible. The quantitative assessment is also based on the dimensions of likelihood of occurrence and level of harm. In the quantitative assessment, the level of harm is indicated as a bandwidth. The assessment is carried out on a gross basis, taking into account the status quo in the current year.

Expert opinions were drawn on for the assessment, taking into account the information that is available to those involved at the time of assessment, especially business figures and prognoses but also, for example, information from specialist publications, conversations with specialists and legal parameters.

4. Determination/prioritisation In the final step of the materiality assessment, the material topics are assessed so that the reporting obligations resulting from this can be fulfilled.

At Austrian Post, a mathematically derived threshold that is oriented on the arithmetic mean was determined for the impact materiality. If this threshold is exceeded, the topic is considered to be material and included in the sustainability report presented here.

For sustainability opportunities and risks, the same prioritisation logic and the same threshold values and measurement benchmarks (EBIT and cash flow) are used as for other risks and opportunities. Prioritisation logic and thresholds are primarily oriented along the potential level of harm. All timeframes were considered here. If an opportunity or risk exceeds a defined threshold (quantitative or qualitative), it is reported to the Management Board as well as the Audit Committee and Supervisory Board and is included later in this report.

The thresholds for reporting on risks and opportunities are evaluated on an annual basis and adjusted if necessary.

Embedding this into the standard risk management process ensures half-yearly monitoring of the sustainability opportunities and risks. As part of this half-yearly audit, the assessment and management of the defined measures is evaluated.

The materiality assessment was presented in Management Board and Supervisory Board meetings, discussed and ultimately acknowledged.

Continual involvement of stakeholders

The involvement of stakeholders is a key component of the materiality assessment in accordance with ESRS. The aim here is to understand the perspectives and expectations of various interest groups and to take these into consideration, to identify the material sustainability matters that are important for the company and its stakeholders.

Austrian Post values dialogue with its stakeholders greatly (see SBM-2). The perspectives of stakeholders were also taken into consideration in various forms and in all steps of the process of the materiality assessment. For example, the stakeholder roundtable in autumn 2023 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 and provide a rough outline of the affected parties. As part of the stakeholder roundtable in October 2024, sustainability goals and their impacts for Austrian Post based on the materiality assessment were discussed.

In addition to the proven format of the stakeholder roundtable, numerous talks were held with experts and representatives of affected stakeholder groups. The findings were documented to create as complete a picture of the materiality as possible.

Existing channels for stakeholder communications, especially the Austrian Post customer services, were used to reflect on existing assessments and to test for potential additional topics.

A wide range of formats were used to reach internal stakeholders, to discuss key topics and, in particular, to supplement the perspectives of the Group companies. Alongside discussions with human resources representatives, the results of the last employee survey also supplement the materiality assessment. Additionally, requests sent to the compliance help desk and the whistleblowing portal were also reviewed for potential relevance to the materiality assessment.

Dialogue formats within the sector as well as across sectors complete the materiality assessment. The discussions with the owner of ÖBAG and its portfolio companies, for example, were also drawn on for the materiality assessment. Internationally, the CSRD working group at PostEurop was a strong driver, not least in creating a standardised understanding of materiality across the sector.

Dynamic materiality

The goal is to continually re-evaluate the results of the analysis in line with the concept of dynamic materiality. The exchange should be used systematically across all available channels for stakeholder communication so that the reporting can be adapted to the changing circumstances and priorities. The underlying process of materiality assessment is therefore ongoing. The present assessment cycle will start accordingly in Q1 2025.

An internal control system (ICS) was created to guarantee an optimal workflow for the materiality assessment in the future and to minimise risks in the process. Further information on the ICS for sustainability reporting can be found in GOV-5.

Description of the process to identify and assess material impacts, risks and opportunities for specific sustainability matters

For certain sustainability matters from the areas of environment and governance, the identification and assessment of the material impacts, risks and opportunities must be described separately.

Environment For the opportunities, risks and impacts in the environment area, logistics services are viewed separately according to the two main activities of transport and sorting/distribution. These activities are fundamentally different in their nature and are associated with different impacts, risks and opportunities.

While the sorting and distribution of mail items is tied to a particular location in logistics centres, delivery bases, branches or pick-up stations, the transport of mail using vehicles and delivery personnel stretches across wide areas.

Additionally, the business activities of bank99 are viewed separately and distinctive features due to the geographic characteristics of the business activities are taken into consideration.

A variety of information and data sources are used to identify and assess the impacts, risks and opportunities in the environment area, including public sources, sector standards and past materiality assessments by Austrian Post and other companies in the transport sector. Additional insight was gathered in talks with external experts and stakeholders. The results of the analysis were taken into consideration by internal experts and an overall evaluation was performed. Where these analyses did not identify any material risks, opportunities or impacts, no further location-based analyses were carried out as part of the materiality assessment.

Climate change Austrian Post identifies, analyses and assesses climate-related physical and transition risks and opportunities using scenario analyses and includes these results in the ongoing risk management process. The climate scenarios used are derived based on the requirements and recommendations of the ESRS, the EU Taxonomy and the TCFD.

Physical climate risk and vulnerability analysis
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 Representative Concentration Pathway 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. The analysis requirement of the Taskforce on Climate-Related Financial Disclosure (TCFD) was also taken into consideration.

Representative concentration pathways (RPCs) adopted by the Intergovernmental Panel on Climate Change (IPCC) were used as a framework for the scenarios. The following four scenarios were selected to cover as wide a range of possible climate change-related impacts as possible:

- **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 of >4°C by the end of the century compared to pre-industrial baseline)

All 28 physical risks required by the Climate Delegated Act of the EU Taxonomy as well as in ESRS E1 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 time frame of 30 years was used for the purpose of this scenario analysis.

The analysis of the main activities of transport and sorting/distribution took these differences into account separately, and climate projections were made both for the sites and for the wider areas. Transport services provided by external freight companies were included in the analysis.

The risk identification process involved a number of different stages and was updated in 2024:

1. **Workshop to identify relevant physical climate risks:** In the first stage, the physical climate risks defined by the Climate Delegated Act of the EU Taxonomy as well as ESRS E1 were analysed and categorised in terms of their relevance for the activities and geographical locations of Austrian Post and its subsidiaries. A distinction is made between business activities in Central and Southeast Europe, and Türkiye. Separate climate 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 assessments were performed once the survey was complete. Risks and hazards for 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:** A climate risk comprises the aspects of hazards, exposure and vulnerability, whereby each individual aspect must be present. The physical climate risks were assessed from a quantitative perspective. In an initial step, it was analysed to what extent the forecast climate scenarios for each location or region deviated from the status quo (2022 values). For locations or regions that exceeded the threshold for a climate risk as defined for the projections – meaning that their climate projections indicate that a location or region is affected by a climate-related hazard – an exposure and vulnerability analysis was carried out. The assessment of the exposure is based on the carrying amounts of the assets or the relevance of the climate risks for processes. Vulnerability is assessed based on the actual local circumstances of the locations (e.g. building standards, safeguards) or impacts on processes (e.g. based on risk scenario calculations). The thresholds from the Group risk management guidelines are used for the prioritisation, management and reporting of physical climate risks.

5. **Result:** From the Group's perspective, climate risks in the temperature group, i.e. cooling and heating (including subsequent risks such as fire risk) are the most significant. Activities are also subject to flooding in individual cases.

   - Heat stress (and also extreme cold) could lead to a decrease in productivity and thus also a cost risk, especially in southern regions (for example in Türkiye).
   - 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.
   - Individual locations could temporarily be able to operate only in a limited capacity or could be unusable due to flooding, so a cost risk is possible.

The projections were developed for the long-term time horizon (approx. 30 years). As the medium and short-term scenarios do not differ significantly, it can be concluded that the situation in the short and medium term is comparable to the current situation (isolated climate risks materialise, but without any significant impact on the activities of the Austrian Post Group). Austrian Post will continue to perform scenario analyses in future.

6. **Adaptation solutions:** Even after adjusting the methodology, no adaptation solutions are necessary from a risk point of view in Central and Southeast Europe or Türkiye. Climate dangers whose projections exceed the threshold for requiring an exposure and vulnerability analysis do not lead to physical climate risks that would require an adaptation solution for the lack of exposure or vulnerability. 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 climate dangers or risks is monitored. Furthermore, the currently defined thresholds are evaluated on a regular basis and, if necessary, adaptations are made. The business model of Austrian Post has not changed in 2024 compared to 2023. The main activities continued to be in 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 experts regarding the climate risk analysis in accordance with the EU Taxonomy, discussing developments in methodology and data trends.

Climate-related transition risk analysis

Austrian Post conducted a climate-related transition risk analysis in 2024. The analysis was carried out under consideration of the climate risk categories of the ESRS and TCFD. The short, medium and long-term time frames used for the risk management process (<1 year, 1–4 years, >4 years) were also analysed for the climate-related transition risk analysis.

A scenario analysis was carried out to identify, analyse and assess the transition risks. The scenarios of the International Energy Agency (IEA) from the GEC Model 2023 were utilised for this. The following three scenarios were selected to cover as representative a range as possible of possible transition scenarios:

- Net Zero Emissions by 2050 Scenario (NZE): The NZE scenario describes an ambitious path for how the global energy sector can achieve net-zero CO_2 emissions by 2050. This is the most ambitious scenario.
- Announced Pledges Scenario (APS): The APS scenario provides an optimistic look at the implementation of the national climate goals and their potential influence on the global energy system.
- Stated Policies Scenario (STEPS): The STEPS scenario provides a realistic overview of the future development of the energy system based on the current political landscape. It is the least ambitious scenario.

The risk identification process involved a number of different stages:

1. **Workshop to identify relevant climate-related transition risks:** Potential risks were identified based on the TCFD risk categories of politics and law, technology, market and reputation. To do so, existing risks from the ESG risk management system were categorised and additional risks and opportunities were assessed.

2. **Scenario analysis and assessment:** For the identified transition risks, scenario descriptions were developed for each IEA baseline scenario and quantitative assessments were carried out for the short, medium and long-term time frames defined in the risk management guidelines.

3. **Materiality thresholds:** The materiality thresholds defined in the risk management guidelines are used for the results of the risk assessment.

4. **Reporting and management:** The relevant transition risks are included in the Group-wide risk management process. Evaluations are carried our regularly and corresponding measures are included in the monitoring.

5. **Result:** Transition risks were determined. These are described in SBM-3.

Pollution

Transport using vehicles with combustion engines creates air pollutants such as NO_x and particulate matter, which contribute to local air pollution. This impact was categorised as material in accordance with sector standards (SASB).

With the activity of sorting and distribution in logistics buildings, there are no significant current or potential impacts, risks, dependencies or opportunities in terms of pollution to be expected due to business activities. For this reason, a location-based analysis was not carried out.

Water and biodiversity

In a comprehensive materiality assessment with internal experts, no significant current or potential impacts, risks, dependencies or opportunities regarding biodiversity and water were identified.

It can be assumed that Austrian Post has sites located in the vicinity of biodiversity sensitive areas. However, no material impacts from the operating business could be identified for the activity of sorting and distribution.

In connection to construction activity, there are potential impacts on biodiversity and water, though these were not found to be material in the course of the materiality assessment. In the course of official construction processes, these potential impacts are analysed in advance at the site level in accordance with generally applicable legal stipulations, and any necessary measures are taken to remedy them before they can occur. Therefore, no further analyses or disclosures were made at the site level as part of the materiality assessment.

With regard to the transport activity, no significant current or potential impacts, risks, dependencies or opportunities regarding biodiversity and water are to be expected.

Circular economy

As a service provider for the transport of goods produced by others, Austrian Post does not engage in industrial manufacturing. For this reason, no material impacts, opportunities, risks or dependencies in relation to resource inflows or outflows as well as waste from the company's own business activities could be identified.

In the context of the circular economy, Austrian Post sees a material impact from the value chain in connection with the packaging waste produced by its customers. As is typical for companies in this sector, most of the waste at the 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 the over-packaging of letter mail and parcels by our business customers.

Due to the fact that Austrian Post is only involved in a transport capacity, the company is relatively limited in terms of how much it can limit the amount of waste that is produced. Business customers decide which materials to use for packaging. Nevertheless, Austrian Post tries to support its customers with preventing packaging waste and to offer its customers reusable packaging for shipping purposes. This positive impact was deemed to be material in the course of the materiality assessment.

Business conduct

The compliance management system (CMS) of the Austrian Post Group supports business conduct by creating transparency for compliance-related situations and thus of material impacts, risks and opportunities. 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.

Compliance risks are included in the enterprise risk management system and are 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. Location, activity, sector and the structure of transactions are included in the compliance risk analyses through methods such as SWOT and process analyses.

Disclosure Requirement IRO-2 – Disclosure Requirements in ESRS covered by the undertaking's non-financial statement (Appendix B)

The following index shows the list of datapoints in cross-cutting and topical standards that derive from other EU legislation.

T 21 List of datapoints in cross-cutting and topical standards that derive from other EU legislation (ESRS 2 Appendix B)

Disclosure Requirement and related datapoint	SFDR reference[1]	Pillar 3 reference[2]	Benchmark Regulation reference[3]	EU Climate Law reference[4]	Materiality
ESRS 2 GOV-1 Board's gender diversity, paragraph 21(d)	x		x		material
ESRS 2 GOV-1 Percentage of board members who are independent, paragraph 21(e)			x		material
ESRS 2 GOV-4 Statement on due diligence, paragraph 30	x				material
ESRS 2 SBM-1 Involvement in activities related to fossil fuel activities, paragraph 40(d)(i)	x	x	x		not material
ESRS 2 SBM-1 Involvement in activities related to chemical production, paragraph 40(d)(ii)	x		x		not material
ESRS 2 SBM-1 Involvement in activities related to controversial weapons, paragraph 40(d)(iii)	x		x		not material
ESRS 2 SBM-1 Involvement in activities related to cultivation and production of tobacco, paragraph 40(d)(iv)			x		not material
ESRS E1-1 Transition plan to reach climate neutrality by 2050, paragraph 14				x	material
ESRS E1-1 Undertakings excluded from Paris-aligned Benchmarks, paragraph 16(g)		x	x		not material
ESRS E1-4 GHG emission reduction targets, paragraph 34	x	x			material
ESRS E1-5 Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors), paragraph 38	x				material
ESRS E1-5 Energy consumption and mix, paragraph 37	x				material
ESRS E1-5 Energy intensity associated with activities in high climate impact sectors, paragraphs 40 to 43	x				material

Disclosure Requirement and related datapoint	SFDR reference[1]	Pillar 3 reference[2]	Benchmark Regulation reference[3]	EU Climate Law reference[4]	Materiality
ESRS E1-6 Gross Scopes 1, 2, 3 and Total GHG emissions, paragraph 44	x	x	x		material
ESRS E1-6 Gross GHG emissions intensity, paragraphs 53 to 55	x	x	x		material
ESRS E1-7 GHG removals and GHG mitigation projects financed through carbon credits, paragraph 56				x	material
ESRS E1-9 Exposure of the benchmark portfolio to climate-related physical risks, paragraph 66			x		not relevant – transitional provision
ESRS E1-9 Disaggregation of monetary amounts by acute and chronic physical risk, paragraph 66(a)		x			not relevant – transitional provision
ESRS E1-9 Location of significant assets at material physical risk, paragraph 66(c)		x			not relevant – transitional provision
ESRS E1-9 Breakdown of the carrying value of its real estate assets by energy-efficiency classes, paragraph 67(c)			x		not relevant – transitional provision
ESRS E1-9 Degree of exposure of the portfolio to climate-related opportunities, paragraph 69	x				not material
ESRS E2-4 Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil, paragraph 28	x				not material
ESRS E3-1 Water and marine resources, paragraph 9	x				not material
ESRS E3-1 Special policies or practices, paragraph 13	x				not material
ESRS E3-1 Sustainable oceans and seas, paragraph 14	x				not material
ESRS E3-4 Total water recycled and reused, paragraph 28(c)	x				not material
ESRS E3-4 Total water consumption in m^3 per net revenue on own operations, paragraph 29	x				not material
ESRS 2 – SBM-3 – E4 paragraph 16(a)(i)	x				not material
ESRS 2 – SBM-3 – E4 paragraph 16(b)	x				not material
ESRS 2 – SBM-3 – E4 paragraph 16(c)	x				not material
ESRS E4-2 Sustainable land/agriculture practices or policies, paragraph 24(b)	x				not material
ESRS E4-2 Sustainable oceans/seas practices or policies, paragraph 24(c)	x				not material

Disclosure Requirement and related datapoint	SFDR reference[1]	Pillar 3 reference[2]	Benchmark Regulation reference[3]	EU Climate Law reference[4]	Materiality
ESRS E4-2 Policies to address deforestation, paragraph 24(d)	x				not material
ESRS E5-5 Non-recycled waste, paragraph 37(d)	x				not material
ESRS E5-5 Hazardous waste and radioactive waste, paragraph 39	x				not material
ESRS 2 SBM3 – S1 Risk of incidents of forced labour, paragraph 14(f)	x				not material
ESRS 2 SBM3 – S1 Risk of incidents of child labour, paragraph 14(g)	x				material
ESRS S1-1 Human rights policy commitments, paragraph 20	x				material
ESRS S1-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 21					material
ESRS S1-1 Processes and measures for preventing trafficking in human beings, paragraph 22	x		x		material
ESRS S1-1 Workplace accident prevention policy or management system, paragraph 23	x				material
ESRS S1-3 Grievance/complaints handling mechanisms, paragraph 32(c)	x				material
ESRS S1-14 Number of fatalities and number and rate of work-related accidents, paragraph 88(b) and (c)	x				material
ESRS S1-14 Number of days lost to injuries, accidents, fatalities or illness, paragraph 88(e)	x		x		material
ESRS S1-16 Unadjusted gender pay gap, paragraph 97(a)	x				material
ESRS S1-16 Excessive CEO pay ratio, paragraph 97(b)	x		x		material
ESRS S1-17 Incidents of discrimination, paragraph 103(a)	x				material
ESRS S1-17 Non-respect of UNGPs on Business and Human Rights and OECD, paragraph 104(a)	x				material
ESRS 2 SBM3 – S2 Significant risk of child labour or forced labour in the value chain, paragraph 11(b)	x		x		material
ESRS S2-1 Human rights policy commitments, paragraph 17	x				material
ESRS S2-1 Policies related to value chain workers, paragraph 18	x				material
ESRS S2-1 Non-respect of UNGPs on Business and Human Rights and OECD, paragraph 19	x				material

Disclosure Requirement and related datapoint	SFDR reference[1]	Pillar 3 reference[2]	Benchmark Regulation reference[3]	EU Climate Law reference[4]	Materiality
ESRS S2-1 Due diligence policies on issues addressed by the fundamental International Labor Organisation Conventions 1 to 8, paragraph 19			x		material
ESRS S2-4 Human rights issues and incidents connected to its upstream and downstream value chain, paragraph 36	x		x		material
ESRS S3-1 Human rights policy commitments, paragraph 16	x				material
ESRS S3-1 Non-respect of UNGPs on Business and Human Rights, ILO principles and OECD guidelines, paragraph 17	x				not material
ESRS S3-4 Human rights issues and incidents, paragraph 36	x		x		not material
ESRS S4-1 Policies related to consumers and end-users, paragraph 16	x				not material
ESRS S4-1 Non-respect of UNGPs on Business and Human Rights and OECD, paragraph 17	x				material
ESRS S4-4 Human rights issues and incidents, paragraph 35	x		x		material
ESRS G1-1 United Nations Convention against Corruption, paragraph 10(b)	x				material
ESRS G1-1 Protection of whistle-blowers, paragraph 10(d)	x				material
ESRS G1-4 Fines for violation of anti-corruption and anti-bribery laws, paragraph 24(a)	x				material
ESRS G1-4 Standards of anti-corruption and anti-bribery, paragraph 24(b)	x		x		material

1 Regulation (EU) No 2019/2088 of the European Parliament and of the Council of 27 November 2019 (Sustainable Finance Disclosures Regulation) (OJ L 317, 09/12/2019, p. 1).
2 Regulation (EU) No 575/2013 of the European Parliament and of the Council of 26 June 2013 on prudential requirements for credit institutions and investment firms and amending Regulation (EU) No 648/2012 (Own Funds Regulation) (OJ L 176, 27/06/2013, p. 1).
3 Regulation (EU) 2016/1011 of the European Parliament and of the Council of 8 June 2016 on indices used as benchmarks in financial instruments and financial contracts or to measure the performance of investment funds and amending Directives 2008/48/EC and 2014/17/EU and Regulation (EU) No 596/2014 (OJ L 171, 29/06/2016, p. 1).
4 Regulation (EU) 2021/1119 of the European Parliament and of the Council of 30 June 2021 establishing the framework for achieving climate neutrality and amending Regulations (EC) No 401/2009 and (EU) 2018/1999 ("European Climate Law") (OJ L 243, 09/07/2021, p. 1).

4.2 Environmental information

Disclosures in accordance with Article 8 of Regulation (EU) 2020/852 (Taxonomy Regulation)

The purpose of the EU Taxonomy is to provide a shared understanding of the sustainability of economic activities in the EU. It is one of the measures defined in the EU's Sustainable Finance Action Plan to support environmentally friendly technologies and activities and channel capital flows towards sustainable activities. The EU Taxonomy provides a standardised EU-wide classification system. It will contribute to the European Union becoming climate neutral by 2050 and to the implementation of the European Green Deal.

According to the EU Taxonomy Regulation, economic activities are considered ecologically sustainable if they contribute substantially to any one of the environmental objectives set out in the Regulation without causing significant harm to any of the other environmental objectives set out in the Regulation, provided certain minimum social and governance standards are met. The EU Taxonomy covers six environmental objectives: climate change mitigation (1); climate change adaptation (2); the sustainable use and protection of water and marine resources (3); the transition to a circular economy (4); pollution prevention and control (5); and the protection and restoration of biodiversity and ecosystems (6). Technical screening criteria are used to determine the extent to which objectives have been achieved.

LEGAL BASIS

Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment (the Taxonomy Regulation) places an obligation on large, capital market-oriented companies like Österreichische Post AG to include information on how and to what extent the company's activities are associated with economic activities that qualify as environmentally sustainable. For the 2024 financial year, disclosure is required of the Taxonomy-eligible and Taxonomy-aligned proportions of turnover, CapEx and OpEx for the climate objectives (Climate Delegated Act (EU) 2021/2139 in conjunction with (EU) 2023/2485) as well as the four additional 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 fulfilment 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 in 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. The reporting is prepared in accordance with the Disclosure Delegated Acts.[1] These complement the EU Taxonomy, which lays down the requirements for non-financial companies. As a credit institution and fully-consolidated Group company, bank99 is subordinated to the reporting of the parent company and integrated into the reporting process of the non-financial company Austrian Post in accordance with the advice provided by the European Commission[2] on conglomerates.

PROJECT

An interdisciplinary project team with representatives from Corporate Sustainability, Group Accounting and Group Controlling is responsible for implementing the requirements of the EU Taxonomy for reporting purposes. The different departments are involved in the project on an ongoing basis.

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.

[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)

IDENTIFICATION OF TAXONOMY-ELIGIBLE ECONOMIC ACTIVITIES

The Taxonomy-eligible economic activities were identified via a screening of the Climate Delegated Act and the Environmental Delegated Act against 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 newly added fully consolidated Group companies. All economic activities are screened on the basis of their descriptions to determine the extent to which they are Taxonomy-eligible. Only activities allocated to the environmental objective of climate change mitigation are currently included in the Österreichische Post AG reporting under the EU Taxonomy Regulation. The detailed analysis of determining how economic activities relate to environmental objectives also identifies and prevents duplicates.

The delivery of letters, parcels and direct mail accounts for the majority of Austrian Post's business model. This requires both transport and sorting services. For this reason, it is the economic activities related to logistics and transport defined in the EU Taxonomy which are most significant for Austrian Post. The majority of the activities identified relate to investments in and the operation of a variety of vehicles and infrastructure related to the transport of goods, specifically transport by truck (activity 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 delivery and sorting (activity CCM 6.15).

Capital and operational expenditure was also identified in the Taxonomy-eligible areas of buildings and energy. The pre-selection was made on the basis of Österreichische Post AG's activities and a screening of the activities of the fully consolidated Group companies. Details of the identified economic activities are provided in the table "Identified economic activities".

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 Austrian Post's business model are those related to transport and logistics infrastructure; these activities are also directly related to turnover generation.

The substantial contribution that the company's 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 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 environmental protection 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 (top class), taking into consideration specific tyre characteristics defined by the company (such as dimensions, summer or winter tyres). These requirements were included in Austrian Post's procurement guidelines in 2024. This means that all delivery vehicles and management vehicles are currently fitted with Taxonomy-aligned tyres. The efforts made by Group companies to meet these requirements are currently being analysed. In the area of logistics infrastructure, all buildings, facilities and machinery make a substantial contribution to climate change mitigation. The decisive factor is that the infrastructure serves the purpose of transferring goods between different means of transport. The DNSH criteria can be met both for machinery and for infrastructure for first-mile and last-mile delivery. The evaluation of Taxonomy alignment applied the technical evaluation criteria relevant to machinery in the context of economic activity 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.

[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

T 22 Identified economic activities

Code	Climate Change Mitigation economic activities	Austrian Post activities
CCM 4.1	Electricity generation from photovoltaic technology	Photovoltaic systems for electricity generation at logistics centres and delivery bases
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-CO_2 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 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
CCM 7.7	Acquisition and ownership of buildings	Separate administration and office buildings

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 for the Austrian Post Group from the IFRS consolidated financial statements and the data for Österreichische Post AG from the individual financial statements of Österreichische Post AG according to the Austrian Commercial Code (UGB) following reconciliation with IFRS are used as the starting point. The definitions of KPIs used for the purpose of the EU Taxonomy 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 from these items are used to calculate the denominator, i.e. the basis of the Taxonomy KPI in question. The numerator is calculated by identifying the Taxonomy-eligible and Taxonomy-aligned items of the denominator based on an allocation to the economic activities defined under the EU Taxonomy.

TAXONOMY-ELIGIBLE AND TAXONOMY-ALIGNED TURNOVER

In line with the definition of the 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 which comes under the scope of IFRS 9 (interest income of bank99) is not included and is therefore deducted from the item.[4]

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.

[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.

T 23

Reconciliation of revenue in accordance with the Austrian Commercial Code (UGB) to revenue in accordance with IFRS

		Österreichische Post AG
	Unit	2024
Revenue in accordance with UGB individual financial statements	**EUR m**	**2,228.1**
thereof income from leasing	EUR m	–43.0
thereof other revenue	EUR m	–18.9
Different date of revenue recognition under IFRS	EUR m	–7.7
Revenue from agency business	EUR m	–3.0
Different timing of revenue realisation – UGB vs. IFRS	EUR m	0.0
Revenue in accordance with IFRS individual financial statements	**EUR m**	**2,155.4**

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

T 24

Reconciliation of revenue in accordance with IFRS to the denominator

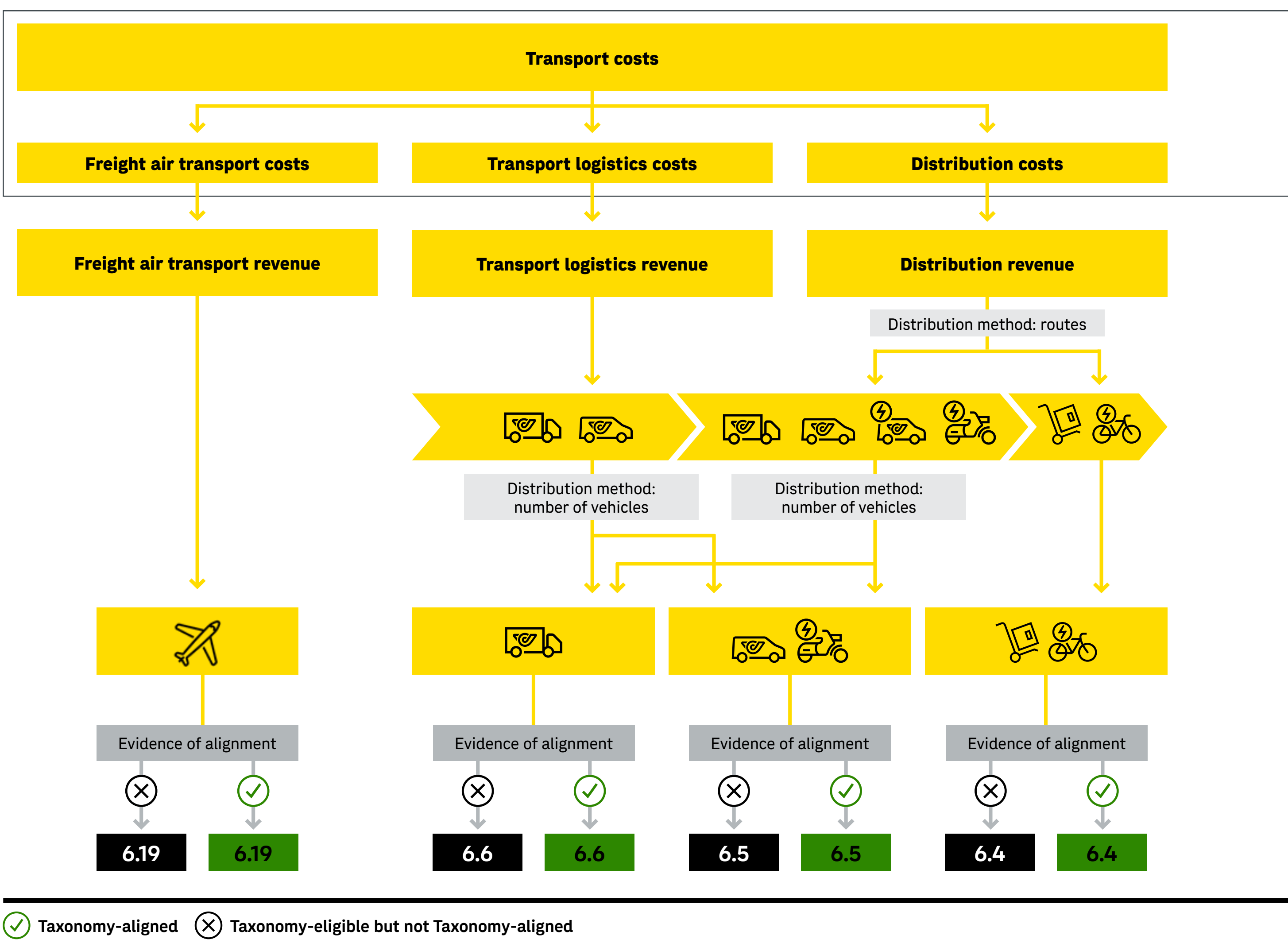
		Österreichische Post AG		Group	
	Unit	2024		2024	
Revenue in accordance with IFRS individual/ consolidated financial statements	**EUR m**	**2,155.4**	**100%**	**3,123.1**	**100%**
thereof income from financial instruments in accordance with IFRS 9	EUR m			-110.6	-3.5%
Turnover in accordance with EU Taxonomy (denominator)	**EUR m**	**2,155.4**	**100%**	**3,012.5**	**96.5%**

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, 95% of turnover was allocated to activities in the transport & logistics sector and is therefore subject to the EU Taxonomy. The majority of Taxonomy-non-eligible turnover is related to the financial services, merchandise or business solutions categories.

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

Turnover was allocated to the identified activities in relation to mode of transport/allocation to infrastructure. A distinction is made between heavy small trucks (activity CCM 6.6), light small trucks, 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

G 29 Turnover chart: 2024 cost-based distribution key

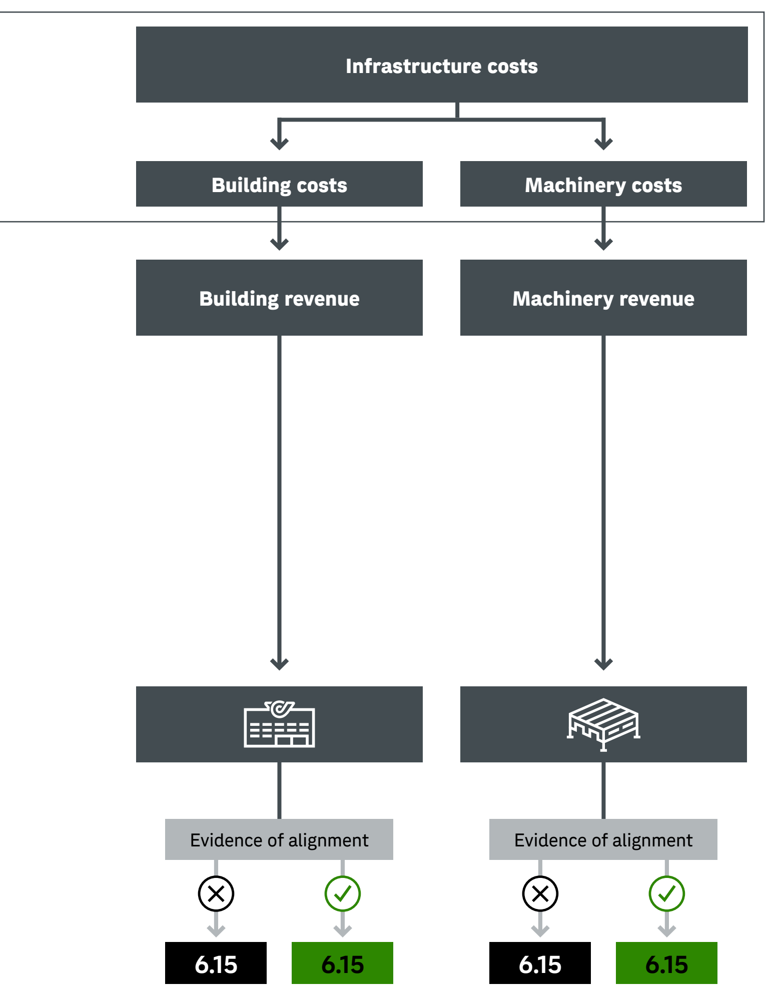


proportion of costs, routes and the use of vehicles. This prevents the same turnover from being allocated to different activities.

The diagram outlines the procedure used for the cost-based distribution method.

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. The freight air transport cost item includes flights within the company's own network as well as international freight flights.



Sorting and delivery is part of the infrastructure cost item. This includes the collection, sorting and transshipment of items. This item is divided into buildings and machinery. The cost item incorporates costs related to logistics centres and delivery bases, as well as costs related to dropping off items at branches and self-service stations. It also includes costs for buildings, technical systems and equipment, and operational personnel.

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

The turnover to be allocated per category is determined based on the proportions allocated to the four cost items. The entirety of the turnover in the infrastructure cost item can be allocated to activity 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[5] 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 95.1% for the Austrian Post Group and is thus roughly at the previous year's level (94.8%). The Taxonomy-aligned proportion grew significantly in 2024 from 42.7% to 49.1%. This is due to the increasing proportion of electric vehicles in the overall fleet and the purchase of Taxonomy-aligned tyres (activity CCM 6.5 and CCM 6.6). With regard to delivery, switching the Austrian Post Group vehicle fleet to electric vehicles offers considerable potential for expanding Taxonomy alignment in the future.

Transport services provided by freight companies have to meet the same compliance criteria as the company's own vehicles. Austrian Post is also endeavouring to support

[5] 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.

freight companies in switching to electric mobility through incentive systems or the provision of compliant electric vehicles. The measures are beginning to bear fruit. However, it is not yet possible to obtain evidence of the DNSH criteria from freight companies across the board. Therefore, with a few exceptions, the services of freight companies are recognised as Taxonomy-eligible but not Taxonomy-aligned. Austrian Post will be taking steps to collect this data over the next few years.

Activities related to logistics infrastructure (activity CCM 6.15) generate the largest proportion of Taxonomy-aligned turnover. The machines at the logistics centres and the facilities for first-mile and last-mile delivery can currently be shown to be Taxonomy-aligned based on the evidence provided. Logistics buildings are subject to comprehensive verification requirements that can only be met by fully consolidated Group companies in Austria at present. There is further potential for expanding Taxonomy alignment in Group companies outside of Austria in the coming years.

With regard to transport logistics by truck (activity CCM 6.6), Österreichische Post AG invested in two Taxonomy-aligned electric trucks in 2024. The other Taxonomy-aligned proportion of activity CCM 6.6 relates to heavy electric vehicles for delivery.

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 electric vehicles or alternative fuels (see E1-3).

The alternative fuel HVO (hydrated vegetable oil) is currently being used by Österreichische Post AG as a bridging technology to reduce GHG emissions in transport logistics. The use of HVO is not yet taken into account in the EU Taxonomy.

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).[6] Capital expenditure in financial instruments and capital expenditure through joint ventures is not included. The definition according to IFRS also corresponds to the definition for the denominator of the CapEx 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. The denominator of the IFRS individual financial statements of Österreichische Post AG includes EUR 25.9m resulting from mergers with subsidiaries, which Austrian Post is required to treat as business combinations in accordance with IFRS 3 on a stand-alone basis.

[6] Detailed disclosures are included in the consolidated financial statements in Note 17 Intangible Assets, Note 18 Property, Plant and Equipment, and Note 19 Leases.

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Reconciliation of CapEx in accordance with the Austrian Commercial Code to CapEx in accordance with IFRS

	Unit	Österreichische Post AG 2024
CapEx in accordance with UGB individual financial statements	**EUR m**	**102.8**
CapEx under IFRS 16 (leases)	EUR m	70.1
CapEx from internally created software	EUR m	2.3
Other reconciliation items	EUR m	-4.1
CapEx in accordance with IFRS individual financial statements	**EUR m**	**171.1**

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

T 26 Reconciliation of CapEx in accordance with IFRS to the denominator

	Unit	Austrian Post 2024		Group 2024	
CapEx in accordance with IFRS individual/consolidated financial statements	**EUR m**	**171.1**	**100%**	**237.3**	**100%**
Additional proportion of CapEx not relevant to EU Taxonomy	EUR m	–	–	–	–
CapEx in accordance with EU Taxonomy (denominator)	**EUR m**	**171.1**	**100%**	**237.3**	**100%**

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

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

- Property, plant and equipment: Group: EUR 99.6m (Österreichische Post AG: EUR 66.7m)
- Investment properties acquired or recognised at the carrying amount: Group: EUR 0.4m (Österreichische Post AG: EUR 0.4m)
- Capitalised right-of-use assets (IFRS 16): Group: EUR 76.8m (Österreichische Post AG: EUR 50.6m)

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 2024 financial year. Furthermore, there were no additions from business combinations included in the numerator in the 2024 financial year (previous year: EUR 0.0m).

In CapEx, there was a slight decrease in the Taxonomy-eligible proportion (6.2 percentage points) due to the multi-year investment programme in logistics infrastructure completed in the previous year and lower IFRS 16 additions from the rental of logistics buildings. In comparison, the Taxonomy-aligned proportion of CapEx fell disproportionately by 12.1 percentage points, due to lower investments in logistics buildings. Investment in electric mobility, however, has remained stable compared to the previous year.

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 these investments relate to the delivery fleet (activity CCM 6.5), transport logistics (CCM 6.6) and investments in PV systems (CCM 4.1) and electric charging infrastructure (CCM 7.4) (see E1-1).

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 income statements.

Only building renovation measures, maintenance and repair, uncapitalised 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.

T 27 Reconciliation of OpEx in accordance with the Austrian Commercial Code to OpEx in accordance with IFRS

	Unit	Österreichische Post AG 2024
OpEx in accordance with UGB individual financial statements	**EUR m**	**2,124.8**
Reconciliation items for raw materials, consumables and services used	EUR m	–7.1
Reconciliation items for staff costs	EUR m	–6.3
Reconciliation items for depreciation	EUR m	76.5
Reconciliation items for other operating expenses	EUR m	–93.1
OpEx in accordance with IFRS individual financial statements	**EUR m**	**2,094.8**

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

T 28 Reconciliation of OpEx in accordance with IFRS to the denominator

		Österreichische Post AG		Group	
	Unit	2024		2024	
OpEx in accordance with IFRS individual/consolidated financial statements	**EUR m**	**2,094.8**	**100%**	**3,030.1**	**100%**
Raw materials, consumables and services used	EUR m	–547.4	–26.1%	–920.6	–30.4%
Proportion of OpEx not relevant to EU Taxonomy – staff costs	EUR m	–1,078.0	–51.5%	–1,405.5	–46.4%
Proportion of OpEx not relevant to EU Taxonomy – depreciation	EUR m	–170.3	–8.1%	–215.5	–7.1%
Proportion of OpEx not relevant to EU Taxonomy – expenses for financial services	EUR m	–	–	–51.4	–1.7%
Proportion of OpEx not relevant to EU Taxonomy – other operating expenses	EUR m	–190.9	–9.1%	–310.2	–10.2%
OpEx in accordance with EU Taxonomy (denominator)	**EUR m**	**108.2**	**5.2%**	**127.0**	**4.2%**

Based on the aforementioned definitions, only 5.2% of OpEx in accordance with IFRS individual financial statements, or 4.2% 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 proportion 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 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 climate change adaptation measures in the 2024 financial year.

The Taxonomy-eligible proportion of OpEx has risen slightly 11 percentage points due to rising maintenance costs for vehicles and logistics buildings. The Taxonomy-aligned proportion increased by a similar degree from 27.1% in the previous year to 40.4% in the 2024 financial year (13.3 percentage points). The higher proportion of Taxonomy-aligned electric vehicles in the overall fleet is also noticeable here.

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 was not included in the denominator or numerator as it could not be directly allocated.

The following tables show the Taxonomy-eligible and Taxonomy-aligned proportions of turnover, CapEx and OpEx for each environmental objective.

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Proportion of turnover from goods or services connected to Taxonomy-aligned economic activities – reporting for the year 2024

		Österreichische Post AG		Group		Substantial contribution criteria					
Economic activities	Code	Absolute turnover	Proportion of turnover	Absolute turnover	Proportion of turnover	CCM	CCA	WTR	CE	PPC	BIO
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		EUR m	%	EUR m	%	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]
A. Taxonomy-eligible activities											
A-1. Ecologically sustainable activities (Taxonomy-aligned)											
Operation of personal mobility devices, cycle logistics	CCM 6.4	113.5	5.3%	121.0	4.0%	Y	N	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	331.1	15.4%	343.9	11.4%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	55.5	2.6%	58.7	1.9%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO_2 road transport and public transport	CCM 6.15	737.0	34.2%	954.6	31.7%	Y	N/EL	N/EL	N/EL	N/EL	N/EL
Turnover of ecologically sustainable activities (Taxonomy-aligned) (A.1)		**1,237.1**	**57.4%**	**1,478.3**	**49.1%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
thereof enabling activities		737.0	34.2%	954.6	31.7%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
thereof transition activities		0.0	0.0%	0.0	0.0%						
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned)											
						EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	622.2	28.9%	904.9	30.0%	EL	EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	233.0	10.8%	420.6	14.0%	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%	45.2	1.5%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Air freight transport	CCM 6.19	4.9	0.2%	16.6	0.5%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Turnover of Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned) (A.2)		**860.1**	**39.9%**	**1,387.2**	**46.0%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
A. Turnover of Taxonomy-eligible activities (A.1 + A.2)		**2,097.2**	**97.3%**	**2,865.5**	**95.1%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
B. Taxonomy-non-eligible activities											
Turnover of Taxonomy-non-eligible activities (B)		**58.2**	**2.7%**	**146.9**	**4.9%**						
Total (A + B)		**2,155.4**	**100%**	**3,012.5**	**100%**						

[1] 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;
N/EL – not eligible, Taxonomy-non-eligible activity for the relevant environmental objective

[2] EL – Taxonomy-eligible activity for the relevant objective

DNSH criteria (do no significant harm)							Österreichische Post AG	Group		
CCM	CCA	WTR	CE	PPC	BIO	Minimum safeguards	Taxonomy-aligned proportion of turnover, FY 2023	Taxonomy-aligned proportion of turnover, FY 2023	Category: enabling activities	Category: transition activities
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)
Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
Y	Y	Y	Y	Y	Y	Y	6.2%	4.8%		
Y	Y	Y	Y	Y	Y	Y	7.1%	5.5%		
Y	Y	Y	Y	Y	Y	Y	1.5%	1.2%		
Y	Y	Y	Y	Y	Y	Y	34.6%	31.2%	E	
Y	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**49.4%**	**42.7%**		
Y	Y	Y	Y	Y	Y	Y	34.6%	31.2%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T
							37.0%	36.5%		
							10.9%	13.6%		
							0.0%	1.4%		
							0.0%	0.3%		
							47.8%	**52.1%**		
							97.2%	**94.8%**		

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CapEx proportion of goods or services connected to Taxonomy-aligned economic activities – reporting for the year 2024

		Österreichische Post AG		Group		Substantial contribution criteria					
Economic activities	Code	Absolute CapEx	Proportion of CapEx	Absolute CapEx	Proportion of CapEx	CCM	CCA	WTR	CE	PPC	BIO
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		EUR m	%	EUR m	%	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]
A. Taxonomy-eligible activities											
A-1. Ecologically sustainable activities (Taxonomy-aligned)											
Electricity generation using solar photovoltaic technology	CCM 4.1	2.9	1.7%	5.9	2.5%	Y	N	N/EL	N/EL	N/EL	N/EL
Operation of personal mobility devices, cycle logistics	CCM 6.4	0.9	0.5%	0.9	0.4%	Y	N	N/EL	N/EL	N/EL	N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	31.4	18.3%	33.4	14.1%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	11.0	6.4%	11.0	4.6%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO_2 road transport and public transport	CCM 6.15	55.8	32.6%	54.6	23.0%	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	5.1	3.0%	5.5	2.3%	Y	N	N/EL	N/EL	N/EL	
CapEx of ecologically sustainable activities (Taxonomy-aligned) (A.1)		**107.0**	**62.6%**	**111.2**	**46.9%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
thereof enabling activities		60.9	35.6%	60.1	25.3%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
thereof transition activities		0.0	0.0%	0.0	0.0%	0.0%					
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned)											
						EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	2.7	1.6%	15.5	6.5%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	2.3	1.3%	3.3	1.4%	EL	EL	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO_2 road transport and public transport	CCM 6.15	5.2	3.1%	44.8	18.9%	EL	EL	N/EL	N/EL	N/EL	N/EL
Construction of new buildings	CCM 7.1	0.3	0.2%	0.3	0.1%	EL	EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	0.1	0.1%	0.1	0.1%	EL	EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of devices for measuring, regulating and controlling energy performance of buildings	CCM 7.7	0.0	0.0%	1.6	0.7%	EL	EL	N/EL	N/EL	N/EL	N/EL
CapEx of Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned) (A.2)		**10.7**	**6.3%**	**65.6**	**27.7%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
A. CapEx of Taxonomy-eligible activities (A.1 + A.2)		**117.7**	**68.8%**	**176.8**	**74.5%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
B. Taxonomy-non-eligible activities											
CapEx of Taxonomy-non-eligible activities (B)		**53.3**	**31.2%**	**60.5**	**25.5%**						
Total (A + B)		**171.1**	**100%**	**237.3**	**100%**						

[1] 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;
N/EL – not eligible, Taxonomy-non-eligible activity for the relevant environmental objective

[2] EL – Taxonomy-eligible activity for the relevant objective

DNSH criteria (do no significant harm)							Österreichische Post AG	Group		
CCM	CCA	WTR	CE	PPC	BIO	Minimum safeguards	Taxonomy-aligned proportion of CapEx, FY 2023	Taxonomy-aligned proportion of CapEx, FY 2023	Category: enabling activities	Category: transition activities
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)
Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
Y	Y	Y	Y	Y	Y	Y	0.6%	2.1%		
Y	Y	Y	Y	Y	Y	Y	0.1%	0.1%		
Y	Y	Y	Y	Y	Y	Y	11.3%	11.4%		
Y	Y	Y	Y	Y	Y	Y	6.3%	6.3%		
Y	Y	Y	Y	Y	Y	Y	63.8%	36.9%	E	
Y	Y	Y	Y	Y	Y	Y	1.8%	2.0%	E	
Y	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**83.9%**	**59.0%**		
Y	Y	Y	Y	Y	Y	Y	65.7%	38.9%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T
							1.4%	3.0%		
							2.7%	3.4%		
							1.4%	13.4%		
							1.0%	1.0%		
							0.0%	0.0%		
							0.0%	0.9%		
							6.6%	**21.7%**		
							90.5%	**80.7%**		

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OpEx proportion from goods or services connected to Taxonomy-aligned economic activities – reporting for the year 2024

		Österreichische Post AG		Group		Substantial contribution criteria					
Economic activities	Code	Absolute OpEx	Proportion of OpEx	Absolute OpEx	Proportion of OpEx	CCM	CCA	WTR	CE	PPC	BIO
(1)	(2)	(3)	(4)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
		EUR m	%	EUR m	%	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]	Y; N; N/EL[1]
A. Taxonomy-eligible activities											
A-1. Ecologically sustainable activities (Taxonomy-aligned)											
Electricity generation using solar photovoltaic technology	CCM 4.1	0.2	0.2%	0.2	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	7.3	6.8%	7.4	5.8%	Y	N	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	0.7	0.6%	0.7	0.5%	Y	N	N/EL	N/EL	N/EL	N/EL
Infrastructure enabling low-CO_2 road transport and public transport	CCM 6.15	38.7	35.8%	42.6	33.6%	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	0.1	0.1%	0.4	0.3%	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	0.1	0.0%	0.1	0.0%	Y	N	N/EL	N/EL	N/EL	N/EL
OpEx of ecologically sustainable activities (Taxonomy-aligned) (A.1)		**47.1**	**43.5%**	**51.4**	**40.4%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
thereof enabling activities		38.9	35.9%	43.1	33.9%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
thereof transition activities		0.0	0.0%	0.0	0.0%	0.0%					
A.2 Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned)											
						EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL	EL[2]; N/EL
Transport by motorbikes, cars and light commercial vehicles	CCM 6.5	21.5	19.8%	23.6	18.6%	EL	EL	N/EL	N/EL	N/EL	N/EL
Freight transport services by road	CCM 6.6	2.4	2.2%	3.1	2.4%	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%	1.7	1.3%	EL	N/EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of energy efficiency equipment	CCM 7.3	2.0	1.8%	3.0	2.3%	EL	EL	N/EL	N/EL	N/EL	N/EL
Installation, maintenance and repair of renewable energy technologies	CCM 7.7	1.3	1.2%	1.7	1.4%	EL	EL	N/EL	N/EL	N/EL	N/EL
OpEx of Taxonomy-eligible, but not ecologically sustainable activities (not Taxonomy-aligned) (A.2)		**27.1**	**25.0%**	**33.0**	**26.0%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
A. OpEx of Taxonomy-eligible activities (A.1 + A.2)		**74.2**	**68.5%**	**84.4**	**66.5%**	**100%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**
B. Taxonomy-non-eligible activities											
OpEx of Taxonomy-non-eligible activities (B)		**34.0**	**31.4%**	**42.6**	**33.5%**						
Total (A + B)		**108.2**	**100%**	**127.0**	**100%**						

[1] 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;
N/EL – not eligible, Taxonomy-non-eligible activity for the relevant environmental objective

[2] EL – Taxonomy-eligible activity for the relevant objective

DNSH criteria (do no significant harm)							Österreichische Post AG	Group		
CCM	CCA	WTR	CE	PPC	BIO	Minimum safeguards	Taxonomy-aligned proportion of OpEx, FY 2023	Taxonomy-aligned proportion of OpEx, FY 2023	Category: enabling activities	Category: transition activities
(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(18)	(19)	(20)
Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	%	%	E	T
Y	Y	Y	Y	Y	Y	Y	0.1%	0.1%		
Y	Y	Y	Y	Y	Y	Y	0.1%	0.1%		
Y	Y	Y	Y	Y	Y	Y	2.3%	2.0%		
Y	Y	Y	Y	Y	Y	Y	0.1%	0.1%		
Y	Y	Y	Y	Y	Y	Y	26.2%	24.8%	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	0.0%	0.0%	E	
Y	**Y**	**Y**	**Y**	**Y**	**Y**	**Y**	**28.8%**	**27.1%**		
Y	Y	Y	Y	Y	Y	Y	26.2%	24.8%	E	
Y	Y	Y	Y	Y	Y	Y	0.0%	0.0%		T
							23.3%	21.2%		
							2.3%	2.6%		
							0.0%	1.3%		
							3.1%	3.1%		
							0.0%	0.3%		
							28.6%	**28.5%**		
							57.5%	**55.6%**		

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Scope of Taxonomy eligibility and alignment per environmental objective – reporting for the year 2024

Proportion of turnover/total turnover	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Group	Österreichische Post AG	Group
CCM (climate change mitigation)	57.4%	49.1%	97.3%	95.1%
CCA (climate change adaptation)	0.0%	0.0%	0.0%	0.0%
WTR (water and marine resources)	0.0%	0.0%	0.0%	0.0%
CE (circular economy)	0.0%	0.0%	0.0%	0.0%
PPC (pollution)	0.0%	0.0%	0.0%	0.0%
BIO (biodiversity)	0.0%	0.0%	0.0%	0.0%

Proportion of CapEx/total CapEx	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Group	Österreichische Post AG	Group
CCM (climate change mitigation)	62.6%	46.9%	68.8%	74.5%
CCA (climate change adaptation)	0.0%	0.0%	0.0%	0.0%
WTR (water and marine resources)	0.0%	0.0%	0.0%	0.0%
CE (circular economy)	0.0%	0.0%	0.0%	0.0%
PPC (pollution)	0.0%	0.0%	0.0%	0.0%
BIO (biodiversity)	0.0%	0.0%	0.0%	0.0%

Proportion of OpEx/total OpEx	Taxonomy-aligned per objective		Taxonomy-eligible per objective	
	Österreichische Post AG	Group	Österreichische Post AG	Group
CCM (climate change mitigation)	43.5%	40.4%	68.5%	66.5%
CCA (climate change adaptation)	0.0%	0.0%	0.0%	0.0%
WTR (water and marine resources)	0.0%	0.0%	0.0%	0.0%
CE (circular economy)	0.0%	0.0%	0.0%	0.0%
PPC (pollution)	0.0%	0.0%	0.0%	0.0%
BIO (biodiversity)	0.0%	0.0%	0.0%	0.0%

ESRS E1 Climate change

E1 Disclosure Requirement related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

In the context of climate change, negative impacts on the environment and society were identified as a result of greenhouse gas (GHG) emissions from the provision of logistics services by Austrian Post. These relate primarily to the transportation of mail items using the company's own vehicles or by shipping companies, and the generation of emissions in logistics and office buildings. In this context, energy requirements constitute another material impact for Austrian Post. GHG emissions also occur further along the value chain (Scope 3).

As part of the ESG risk management process, Austrian Post carried out a Group-wide resilience analysis of its strategy and business model. This involved conducting a climate-related transition risk analysis and a physical climate risk and vulnerability assessment in the 2024 financial year. Details on the structure and results of the analyses can be found under IRO-1.

The physical climate risk and vulnerability assessment did not identify any material climate risks for Austrian Post's assets or processes. Material transition risks were, however, identified in the transition risk analysis, and are included in the ESG risk management reporting. These relate to two market risks in the Mail Division, namely the risk of a shift to opt-in for unaddressed mail (regional media and information) as well as the risk of additional losses in letter mail, direct mail and media post due to a change in awareness of sustainability among customers. These risks are addressed by various measures in connection with the integrated corporate and sustainability strategy.

The issue of climate change mitigation opens up an opportunity in the parcel business, as Austrian Post sees its sustainability endeavours as a competitive advantage.

In addition, other non-material climate risks continue to be documented as part of the ESG risk management process, too.

At bank99, additional GHG emissions were identified in connection with the financial products the company offers. These are financed emissions from mortgage loans for private individuals as well as the investment of deposits in current accounts in the form of government and corporate bonds.

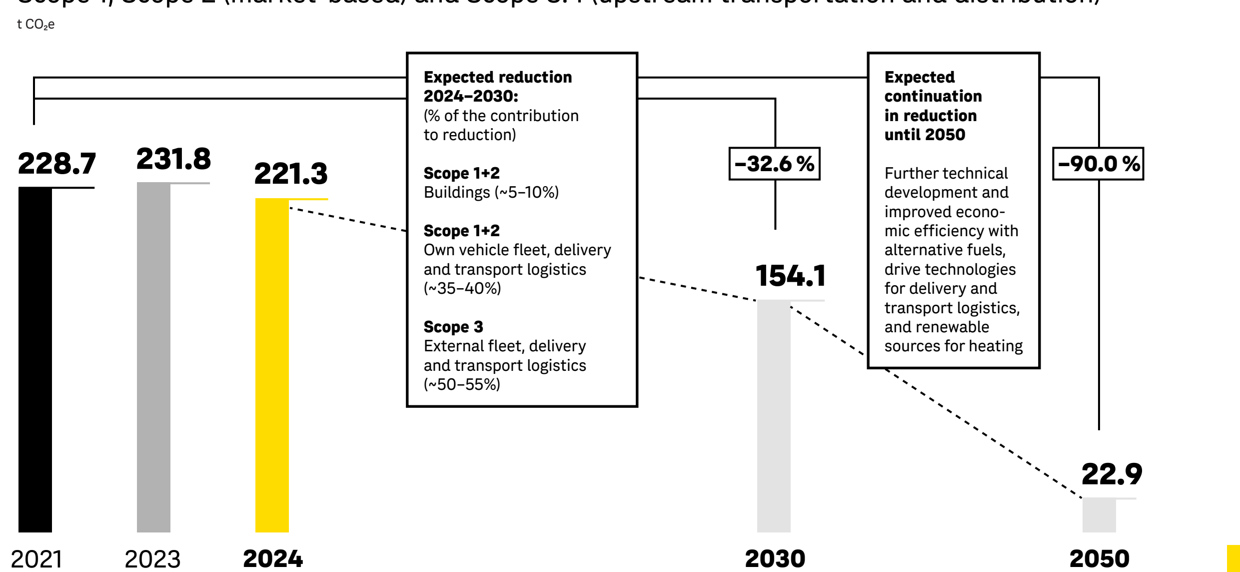
STRATEGY

Disclosure Requirement E1-1 – Transition plan for climate change mitigation

In the 2023 financial year, a transition plan for climate change mitigation was adopted by the Management Board and submitted to the Supervisory Board. The transition plan relates to the targets set out in the Paris Agreement for limiting global warming to 1.5°C. The transition plan was developed at the same time as the Science Based Targets initiative (SBTi)-compliant CO_2 targets. The transition plan is also closely linked to the integrated corporate and sustainability strategy and the decarbonisation measures developed based on this strategy.

G 30 Austrian Post Group's transition plan for climate change mitigation for GHG emissions from logistics

Scope 1, Scope 2 (market-based) and Scope 3.4 (upstream transportation and distribution)



Scope of the transition plan and alignment with GHG emission targets

The transition plan includes Österreichische Post AG and all Group companies that were fully consolidated in 2023. Fully consolidated Group companies added at a later date are included via the Group's medium-term planning.

The transition plan includes all Scope 1 and Scope 2 emissions, as well as the Scope 3 category that is directly related to logistics activities and can be influenced by the company directly. These are emissions from the transport activities of freight companies in delivery and transport logistics (Scope 3.4 Upstream transportation and distribution). The 2021 financial year was used as the baseline.

This transition plan is linked to the 1.5°C-compliant near-term target (to be reached by 2030) and the net zero target (to be reached by 2050) submitted to the SBTi in 2024. The targets are explained in more detail under E1-4.

The chart showing the transition plan for logistics-related GHG emissions (Scope 1, Scope 2 and Scope 3.4 Upstream transportation and distribution) for climate change mitigation illustrates the interplay between Austrian Post's SBTi near-term target and net zero target, the decarbonisation levers and their necessary contributions to the reduction between 2024 and 2030, expressed as a percentage. As the chart also shows the base year and the current reporting year, the progress of the transition plan can also be tracked.

Decarbonisation levers

Austrian Post developed its comprehensive strategy "On the Road to Paris" with the aim of decarbonising its core business. To reduce emissions, Austrian Post has identified its biggest decarbonisation levers, namely delivery (for the last mile), transport logistics and buildings, and has defined corresponding packages of measures that will be implemented in stages.

- Delivery (for the last mile)
  - Transition to electric delivery fleet within the company's own fleet
  - Transition to electric delivery fleet within the external vehicle fleet
- Transport logistics
  - Switch to alternative fuels and drive technologies in the company's own transport logistics fleet
  - Switch to alternative fuels and drive technologies in the external transport logistics fleet
- Buildings
  - Use of green electricity
  - Expansion of photovoltaic systems
  - Optimising the energy efficiency of buildings
  - Improving the energy efficiency of core processes

Further details on Austrian Post's decarbonisation levers, the climate action taken in 2024 and related information on the progress made in implementing the transition plan can be found under E1-3 and E1-6.

The transition plan is incorporated into the company's medium-term planning via planning assumptions. The Group companies and specialist departments are given targets for reducing emissions and have to plan, and calculate the figures for, corresponding reduction measures.

As regards the implementation of the transition plan, the medium-term plan for the financial years from 2025 to 2028 provides for Group-wide investments averaging EUR 58m a year for green transformation by expanding the use of electric vehicles and photovoltaic systems. The majority of these investments are attributable to Österreichische Post AG in Austria.

These investments in the green transformation are also reflected in the data on the EU Taxonomy. As the "do no significant harm" criteria set out in the EU Taxonomy go beyond the contribution to climate change mitigation, the figures are not identical. Significant Taxonomy-aligned capital expenditure in connection with the transition plan can be found in the CapEx table in the EU Taxonomy chapter. The main Taxonomy-aligned disclosures in connection with the transition plan are CCM 4.1, CCM 6.5, CCM 6.6 and CCM 7.4. Other levers, such as the switch to HVO fuels, are not currently taken into account in the EU Taxonomy. Austrian Post has not drawn up a separate CapEx plan in accordance with the EU Taxonomy.

Austrian Post is not subject to the EU Paris-aligned Benchmarks set out in the Climate Benchmark Regulation.

Potentially locked-in GHG emissions

During the work on the transition plan, Austrian Post found that potentially locked-in GHG emissions could affect properties for which switching to renewable energy sources is not yet commercially feasible with the technology currently available. The latest technological developments in the use of renewable energies are being monitored on an ongoing basis with a view to these GHG emissions. As soon as measures appear to be commercially feasible, the corresponding investments can be included in the annual and medium-term financial planning. The scale of these potentially locked-in GHG emissions is classified as low.

Disclosure Requirement E1-2 – Policies related to climate change mitigation and adaptation

The transport sector, including logistics and postal services, is a major source of greenhouse gas emissions. This means that Austrian Post has a particular responsibility in the fight against climate change.

Österreichische Post AG has been a member of the UN Global Compact since 2007. In implementing its goals and activities, the company orients itself to the ten principles of the UN Global Compact for responsible corporate management in regard to human and labour rights, environmental protection and anticorruption. The company is committed to the global objectives of the United Nations, the Sustainable Development Goals (SDGs).

Austrian Post is also committed to the objectives of the Paris Agreement and aims to contribute to meeting the 1.5°C global warming target with the measures it has implemented. For this purpose, it is taking steps to achieve net zero greenhouse gas emissions within Österreichische Post AG in Austria by 2040, and across the entire Austrian Post Group by 2050. The company's aspirations in connection with climate change mitigation are set out in the Group-wide policy adopted to manage material environmental sustainability matters (Environmental Policy). The aim of this policy is to set out provisions governing, and manage, the handling of environmental issues. It addresses how Austrian Post should deal with impacts, risks and opportunities in relation to key environmental sustainability matters. This approach takes into consideration the range of services provided by Austrian Post and its business activities, along with its upstream and downstream value chain. The Environmental Policy establishes clear responsibilities and ensures that stakeholder interests are taken into account.

The content is consistent with the integrated corporate and sustainability strategy and covers the key environmental sustainability matters that were identified as part of the materiality assessment.

Within the overarching sustainability governance structure, the entire Management Board is ultimately responsible for the Environmental Policy and the material environmental sustainability matters that it addresses.

Strategies, targets and measures relating to sustainability are developed with the Austrian Post Sustainability Board, consisting of the entire Management Board, the Chief Sustainability Officer and top management. The Corporate Sustainability Department and the Chief Sustainability Officer provide professional and organisational support to stakeholders.

Top management and the managing directors of the fully consolidated Group companies are responsible for the implementation of the goals and measures set at a strategic level. They are also responsible for ensuring compliance with relevant laws and internal company regulations.

Sustainability officers have been appointed in the various departments of Österreichische Post AG and in the fully consolidated Group companies and charged with operational implementation.

Transparency is a top priority for Austrian Post. The company publishes its Environmental Policy on its website and actively shares it with all employees via the intranet and other communication channels.

bank99 has also drawn up its own ESG strategy, which addresses its responsibility, as part of the financial sector, with regard to financed GHG emissions. Responsibility for the ESG strategy lies with the Management Board of bank99. The ESG strategy is part of bank99's overall bank strategy and serves to guide the entire organisation in making decisions on ESG issues and achieving defined ESG targets.

Disclosure Requirements E1-3 – Actions and resources in relation to climate change policies

Austrian Post has been committed to climate and environmental protection measures in its core business for many years now, in addition to establishing Group-wide measures designed to reduce the company's impact on the environment and society. These are designed to minimise climate risks and exploit opportunities to the greatest extent possible. Details can be found in the policy adopted to manage material environmental sustainability matters (Environmental Policy).

In the 2024 financial year, investments were made to decarbonise logistics services and achieve the company's emission reduction targets. Investment in the green transformation totalled EUR 52.6m in 2024. This relates to the expansion of the electric delivery fleet, the electric charging infrastructure and the expansion of photovoltaic capacities. The investments in the green transformation are part of the total additions to fixed assets. These are presented in the Notes to the Consolidated Financial Statements in Note 17 "Property, plant and equipment".

These investments to decarbonise logistics services are also reflected in the data on the EU Taxonomy. As the "do no significant harm" criteria set out in the EU Taxonomy go beyond the contribution to climate change mitigation, the figures are not identical. Significant Taxonomy-aligned capital expenditure in connection with actions and resources in relation to climate change policies can be found in the CapEx table in the EU Taxonomy chapter. The main Taxonomy-aligned disclosures in connection with the transition plan are CCM 4.1, CCM 6.5, CCM 6.6 and CCM 7.4.

Delivery (for the last mile)

Transition to electric delivery fleet in both the company's own and the external vehicle fleet As a transport service provider, Austrian Post sees the switch to alternative drive technologies and the associated replacement of fossil fuels as the most promising field of action for reducing direct GHG emissions. This includes the expansion of the electric delivery fleet. With this aim in mind, Austrian Post has been exclusively acquiring electric vehicles for deliveries in Austria since 2023.

In many provincial and district capitals, mail is already being delivered using electric vehicles. Since 2021, the provincial capitals of Graz, Salzburg, Innsbruck and parts of the city of Vienna have switched over to exclusive electric delivery.

Austrian Post also calls on the services of freight companies for delivery. This is another area in which measures were taken in Austria, Slovakia and Türkiye in 2024 to enable freight companies to switch to electric vehicles and reduce GHG emissions in the process. The measures include various incentive schemes and financial assistance, and will be used at freight companies in the future, too.

Transport logistics

Transition to alternative drive technologies in both the company's own and the external vehicle fleet Electric, hydrogen or other alternative drive systems for trucks are not yet available across the board in terms of both technological and commercial availability. This is why Austrian Post is focusing heavily on testing various technologies to sound out potential applications.

In 2024, for example, two battery-electric trucks powered by green electricity were purchased for the short distance between Vienna Airport and the Vienna-Inzersdorf logistics centre.

Until alternatives are available for long-distance transport, Austrian Post is relying on the use of hydrotreated vegetable oils (HVO) as a bridging solution. HVO is an alternative renewable fuel made from waste, grease, vegetable oil and agricultural residues. It can be used in conventional diesel engines. HVO manufacturers claim that using this fuel can reduce a vehicle's CO_2 emissions by up to 90% compared to using diesel. This makes HVO an important bridging technology and a lever that Austrian Post can use to save several thousand tonnes of GHG emissions every year. Following the successful testing of HVO fuel in 2023, all of the company's own trucks in Austria were converted from diesel to HVO fuel in the course of 2024. HVO is also used in outsourced transport logistics. HVO cannot yet be used at the international Group companies as it is not yet available.

Buildings

Use of green electricity Another decarbonisation lever is the purchase of electricity from renewable energy sources for buildings and the vehicle fleet. Since as early as 2012, Österreichische Post AG has been using green electricity only. In the 2022 financial year, the largest Group company Aras Kargo in Türkiye made the switch.

Expansion of photovoltaic systems Austrian Post has installed photovoltaic systems with a rating of around 15.8 megawatt-peak (MWp).

The switch to renewable electricity and the expansion of PV systems are also important decarbonisation levers for the Group companies.

Optimising the energy efficiency of buildings Energy consumption is monitored systematically, and lighting systems in the logistics centres and delivery bases are being switched over to LED lighting. When new buildings are constructed, attention is paid to sustainable and efficient construction methods, including the use of heat pumps, for example.

Energy audits and the potential savings they identify represent one important element of this policy. An energy audit was performed in Austria in 2023 and a number of measures were implemented, such as swapping out oil heating systems and installing sustainable heating and warm water systems at different locations. Work is also under way to implement energy data management and performance monitoring for the photovoltaic systems.

Improving the energy efficiency of core processes
Austrian Post is also striving to boost efficiency in its core processes. ISO 14001-certified environmental management systems have been in place at logistics sites and the corporate headquarters since 2016 to manage responsible use. Among other areas, 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 Carinthia parcel logistics centre in Wernberg and Villach, the logistics centre in Salzburg-Thalgau and two delivery bases are also ISO 14001 certified, as is the head office at the Post am Rochus site. Out of Austrian Post's national Group companies, Medien.Zustell GmbH (merged with

Österreichische Post AG in 2024) and the Post Business Solutions GmbH sites are ISO 14001 certified. Internationally, the Group company Aras Kargo is ISO 14001 certified. Austrian Post uses a standardised continuous improvement process in combination with internal and external audits to consistently enhance its environmental performance.

Other measures relate to the energy-efficient operation of Austrian Post's delivery fleet and the ongoing replacement of the vehicle fleet in the area of transport logistics. The energy efficiency of technical infrastructure such as conveyor systems in the national logistics centres is also being analysed and improved. Austrian Post is also focused on making its employees even more aware of the importance of saving energy. The company has established an internal energy efficiency programme to implement technical measures and bring about improvements in user behaviour. Measures include centralised reduction of the room temperature in winter and reduced cooling in the summer.

Achieved/expected GHG emission reductions

Compared to 2023, Austrian Post can report the following GHG emission reductions/increases in relation to the decarbonisation levers:

- Scope 1 and 2 buildings: –2.4%
- Scope 1 and 2 own vehicle fleet for delivery and transport logistics: –22.8%
- Scope 3 external vehicle fleet for delivery and transport logistics: +2.6%

Based on the GHG emissions for 2024, the following contributions to GHG emission reductions are expected by 2030 at the level of the decarbonisation levers:

- Scope 1 and 2 buildings: –5% to –10%
- Scope 1 and 2 own vehicle fleet for delivery and transport logistics: –35% to –40%
- Scope 3 external vehicle fleet for delivery and transport logistics: –50% to –55%

METRICS AND TARGETS

Disclosure Requirement E1-4 – Targets related to climate change mitigation and adaptation

Austrian Post has set Group-wide climate targets which are consistent with the aim of limiting global warming to 1.5°C. The targets were developed based on the specifications of the Science Based Targets initiative. This process was based on a greenhouse gas inventory prepared in 2023 in accordance with the GHG Protocol and the requirements set out in ESRS E1-6.

- Austrian Post commits to reduce absolute scope 1 and 2 GHG emissions 45.0%[1] by 2030 from a 2021 base year. Austrian Post also commits to reduce absolute scope 3 GHG emissions from Capital Goods, Fuel- and Energy-Related Activities, Upstream Transportation and Distribution, and Business Travel 25.0% within the same timeframe.
- Austrian Post commits to reduce absolute Scope 1, Scope 2 and Scope 3 GHG emissions related to purchased goods and services, capital goods, fuel- and energy-related activities, upstream transportation and distribution, and business travel 90.0% by 2050 from a base year 2021.

Both targets were submitted to the Science Based Targets initiative in January 2024 and are currently undergoing validation. This commitment and the related targets for CO_2 reduction apply to Österreichische Post AG and all Group companies that are fully consolidated at this point in time.

The 2021 financial year was used as the baseline for the SBTi emission targets. This year was chosen because it is representative of Austrian Post's business activities and is the year with the most up-to-date, complete and verifiable GHG emissions data. In 2021, Aras Kargo, currently the largest fully consolidated Group company alongside Österreichische Post AG, was included in the GHG inventory in full for the first time. At the same time, ESG data collection was restructured throughout the Group in both technical and organisational terms, and an ICS system was introduced.

The base year has to be recalculated if there is a significant change in the corporate structure or business activities, or in the event of significant changes in the calculation methodology. The threshold for recalculation is a change of +/– 5% in the total Scope 1, Scope 2 and Scope 3 emissions for the base year. The base year also has to be updated every five years from 2030 onwards.

[1] With a total reduction of 45.0% in absolute Scope 1 and Scope 2 GHG emissions, 42.0% is attributable to Scope 1 and 58.1% to Scope 2

The targets were calculated using a cross-sector absolute contraction approach (ACA)[2] for 2021 as the base year. No greenhouse gas removals, carbon credits or avoided emissions were included in the calculation. The Scope 2 emissions included in the targets use the market-based approach.

In addition to the Group-wide SBTi targets, Austrian Post has set itself the following milestone goals for Österreichische Post AG in Austria:

- Net zero Scope 1, Scope 2 and Scope 3.4 (upstream transportation and distribution) GHG emissions in Austria by 2040 (base year 2021)
- 100% electric vehicles for the last mile of delivery and 100% electric management fleet in Austria by 2030
- Increase vehicle utilisation from 77% to 80% in transport logistics between 2020 and 2025

These milestones are intended to support the achievement of the Group-wide climate targets.

Stakeholders were involved in the target-setting process as part of the various stakeholder dialogue formats.

[2] Based on Pathways to Net-zero – SBTi Technical Summary (Version 1.0, October 2021)

The decarbonisation levers and the measures to achieve the targets are explained under E1-1, in the description of the transition plan for climate change mitigation, and under E1-2.

Disclosure Requirement E1-5 – Energy consumption and mix

The table “Energy consumption and mix” shows the energy consumption and energy mix of Österreichische Post AG and the Austrian Post Group.

Total energy consumption in the Austrian Post Group fell by 0.9% compared to the previous year. Österreichische Post AG’s total energy consumption increased by 0.5% year-on-year.

The total consumption of renewable energy in the Austrian Post Group was up by 61.4% as against the previous year. Compared to the previous year, the total consumption of renewable energy at Österreichische Post AG increased by 80.0%.

Total fossil energy consumption in the Austrian Post Group fell by 17.4% in a year-on-year comparison. Österreichische Post AG’s total fossil energy consumption also dropped by 23.8% year-on-year. The use of the non-fossil fuel HVO, the use of electric delivery vehicles and the generation of the company’s own renewable energy using PV systems are resulting in changes in the total consumption of renewable and fossil energy. At the same time, total energy consumption remained on a par with the previous year.

T 33 Energy consumption and energy mix

	Österreichische Post AG		Group	
	2023	2024	2023	2024
1) Fuel consumption from coal and coal products (MWh)	0.0	0.0	0.0	0.0
2) Fuel consumption from crude oil and petroleum products (MWh)	150,833.4	99,531.0	237,300.3	181,540.4
3) Fuel consumption from natural gas (MWh)	28,908.5	29,470.4	40,688.5	41,316.8
4) Fuel consumption from other fossil sources (MWh)	677.3	650.2	1,120.9	1,210.3
5) Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh)	33,944.5	33,598.5	42,529.6	41,488.7
6) Total fossil energy consumption (MWh) (calculated as the sum of lines 1 to 5)	**214,363.7**	**163,250.1**	**321,639.3**	**265,556.2**
Share of fossil sources in total energy consumption (%)	76.6%	58.0%	79.0%	65.8%
7) Consumption from nuclear sources (MWh)	0.0	0.0	0.0	0.0
Share of consumption from nuclear sources in total energy consumption (%)	0.0	0.0	0.0	0.0
8) Fuel consumption for renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh)	517.7	52,351.6	517.7	52,351.6

	Österreichische Post AG		Group	
	2023	2024	2023	2024
9) Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources (MWh)	61,560.0	60,959.8	80,978.0	80,186.5
10) The consumption of self-generated non-fuel renewable energy (MWh)	3,489.8	4,684.9	3,915.6	5,356.8
11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	**65,567.5**	**117,996.3**	**85,411.3**	**137,894.9**
Share of renewable sources in total energy consumption (%)	23.4%	42.0%	21.0%	34.2%
Total energy consumption (MWh) (calculated as the sum of lines 6, 7 and 11)	**279,931.2**	**281,246.4**	**407,050.6**	**403,451.1**

Energy intensity based on net revenue

The table “Energy intensity per net revenue” compares the total energy consumption in MWh against the net revenue associated with activities in high climate impact sectors.

The transport sector is classified as a high climate impact sector. As a result, those shares of revenue from logistics-related services are relevant for the purposes of the comparison. The calculation is based on the revenue of the Austrian Post Group excluding income from financial instruments in accordance with IFRS 9 (income from bank99: see consolidated financial statements – Note 8.) Revenue from contracts with customers and 9.) Result from financial services).

For Österreichische Post AG, revenue is recognised in accordance with the Austrian Commercial Code (UGB) individual financial statements. Details can be found under the Austrian Commercial Code (UGB) individual financial statements – 4.) Notes to the income statement.

Total energy consumption from activities in high climate impact sectors per net revenue associated with activities in high climate impact sectors fell by 8.3% at Österreichische Post AG and 12.5% in the Austrian Post Group.

This development is due to the fact that the total energy consumption of Österreichische Post AG and the Austrian Post Group changed only slightly year-on-year, while at the same time net revenue associated with activities in high climate impact sectors increased by 9.6% at Österreichische Post AG and 13.2% in the Austrian Post Group.

T 34 Energy intensity per net revenue

	Österreichische Post AG			Group		
	2023	2024	% N/N-1	2023	2024	% N/N-1
Total energy consumption from activities in high climate impact sectors (MWh)	279,931.2	281,246.4	0.5%	407,050.6	403,451.1	–0.9%
Net revenue associated with activities in high climate impact sectors (EUR m)	2,033.8	2,228.1	9.6%	2,660.7	3,012.5	13.2%
Total energy consumption from activities in high climate impact sectors per net revenue from activities in high climate impact sectors (MWh/EUR m)	**137.6**	**126.2**	**-8.3%**	**153.0**	**133.9**	**-12.5%**

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Connectivity of energy intensity based on net revenue with financial reporting information

	Österreichische Post AG		Group	
EUR m	2023	2024	2023	2024
Net revenue from activities in high climate impact sectors used to calculate energy intensity	2,033.8	2,228.1	2,660.7	3,012.5
Income from financial instruments in accordance with IFRS 9			80.1	110.6
Total net revenue (financial statements)	**2,033.8**	**2,228.1**	**2,740.8**	**3,123.1**

Disclosure Requirement E1-6 – Gross Scopes 1, 2, 3 and Total GHG emissions

Austrian Post calculates its GHG emissions every year and 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). The calculation of GHG emissions is based on the Greenhouse Gas Protocol requirements and the ISO 14064 standard for quantifying and reporting greenhouse gases. Scope 1 and Scope 2 emissions are calculated on the basis of consumption data for transport and buildings.

The operational control approach is used to calculate the GHG emissions. This includes the emissions of all fully consolidated Group companies. No operational control is exercised over Group companies consolidated using the equity method. This means that their GHG emissions are recognised in Scope 3 category 15 (Investments) in accordance with their investment share.

For the purposes of the Science Based Targets submission, the GHG inventory was revised and the calculation of Scope 3 emissions was expanded compared to previous years.

The emissions from bank99's loan and investment portfolio were calculated for the first time in 2024 in line with the requirements set out in the Partnership for Carbon Accounting Financials (PCAF) standard. These are shown in Scope 3 category 15 (Investments).

The GHG emissions are stated as CO_2 equivalents (CO_2e) and take into account the following greenhouse gases: CO_2, CH_4, N_2O, HFC, PFC, SF_6 and NF_3.

The direct and indirect GHG emission factors for natural gas, heating oil, district heating, diesel and petrol are taken from the database of the Environment Agency Austria. In line with contracts with energy suppliers, the electricity used in Austria is green electricity from Austria. The Austria mix from the Environment Agency Austria database is used to calculate the CO_2 emissions for the remainder of the electricity from unknown sources. The individual country-specific emission factors from the ecoinvent database are used for the Group companies.

If available, primary data from suppliers was used to calculate Scope 3 emissions. This is currently the case for 30% of the Scope 3 emissions (in tCO_2) of the Austrian Post Group. Emission factors from the United Kingdom's Department for Environment, Food & Rural Affairs (DEFRA), the ecoinvent database and the Environment Agency Austria were used for Scope 3 sources without primary data. The following tables show the gross GHG Scope 1, 2 and 3 emissions, as well as total GHG emissions – for the Austrian Post Group and Österreichische Post AG.

T 36 Gross Scope 1, 2, 3 and Total GHG emissions – Group

	Retrospective				Milestones and target years			
	Base year	Comparison (N-1)	(N)	% (N/N-1)			Annual % of the target for 2030/ base year	Annual % of the target for 2050/ base year
	2021	2023	2024		2030[1]	2050[2]		
Scope 1 GHG emissions[3,4]								
Gross Scope 1 GHG emissions (t CO_2e)	71,247.3	69,648.0	55,691.4	–20.0%	41,323.4	7,124.7	–4.7%	–3.1%
Percentage of Scope 1 GHG emissions from regulated emission trading schemes (%)	0.0%	0.0%	0.0%	–	–	–	–	–
Scope 2 GHG emissions[4]								
Gross location-based Scope 2 GHG emissions (t CO_2e)	35,757.2	28,576.2	26,824.0	–6.1%	–	–	–	–
Gross market-based Scope 2 GHG emissions (t CO_2e)[5]	16,114.7	8,167.7	7,677.7	–6.0%	6,752.0	1,611.5	–6.5%	–3.1%
Significant scope 3 GHG emissions								
Total gross indirect (Scope 3) GHG emissions (t CO_2e)	349,820.0	354,794.6	556,285.6	56.8%	210,944.3	33,060.6	–4.4%	–3.1%
1) Purchased goods and services	49,346.8	48,838.0	60,867.2	24.6%	–	4,934.7	–	–3.1%
2) Capital goods	82,148.7	67,150.2	65,146.8	–3.0%	61,611.6	8,214.9	–2.8%	–3.1%
3) Fuel and energy-related activities (not included in Scope 1 or Scope 2)	57,205.8	64,184.2	64,347.3	0.3%	42,904.4	5,720.6	–2.8%	–3.1%
4) Upstream transportation and distribution[6]	141,326.5	153,955.7	157,952.7	2.6%	105,994.9	14,132.6	–2.8%	–3.1%
5) Waste generated in operations	4,842.9	4,554.0	5,092.6	11.8%	–	–	–	–
6) Business travel	578.0	1,655.9	1,912.1	15.5%	433.5	57.8	–2.8%	–3.1%
7) Employee commuting	12,217.5	12,688.3	12,710.2	0.2%	–	–	–	
8) Upstream leased assets[7]	–	–	–	–	–	–	–	–
9) Downstream transportation[8]	–	–	–	–	–	–	–	–
10) Processing of sold products[9]	–	–	–	–	–	–	–	–
11) Use of sold products[10]	–	–	–	–	–	–	–	–
12) End-of-life treatment of sold products[11]	–	–	–	–	–	–	–	–
13) Downstream leased assets[12]	1,840.3	1,721.6	1,746.9	1.5%	–	–	–	–
14) Franchises[13]	–	–	–	–	–	–	–	–
15) Investments	313.5	46.7	186,509.6	>100%	–	–	–	–
15a) Emissions financed by bank99[14]	–	–	186,460.0	>100%	–	–	–	–
15b) Group companies accounted for using the equity method	313.5	46.7	49.6	6.1%	–	–	–	–

see following page →

	Retrospective				Milestones and target years			
	Base year	Comparison (N-1)	(N)	% (N/N-1)			Annual % of the target for 2030/ base year	Annual % of the target for 2050/ base year
	2021	2023	2024		2030[1]	2050[2]		
Total GHG emissions								
Total GHG emissions (location-based) (t CO_2e)	456,824.5	453,018.7	638,801.0	41.0%	–	–	–	–
Total GHG emissions (market-based) (t CO_2e)	437,181.9	432,610.3	619,654.6	43.2%	259,019.7	41,796.8	–4.5%	–3.1%
Voluntary additional disclosures on E1-6								
Total GHG emissions (market-based) (t CO_2e) excl. emissions financed by bank99[15]	437,181.9	432,610.3	433,194.6	0.1%	259,019.7	41,796.8	–4.5%	–3.1%
GHG emissions from logistics that can be influenced by the company directly: Scope 1 + Scope 2 (market-based) + Scope 3.4 Upstream transportation and distribution[16]	228,688.4	231,771.4	221,321.8	–4.5%	154,070.3	22,868.8	–3.6%	–3.1%

[1] Target year for near-term target SBTi; includes Scope 1, Scope 2 and Scope 3 categories: 2) Capital goods, 3) Fuel and energy-related activities, 4) Upstream transportation and distribution, 6) Business travel

[2] Target year for net zero target SBTi; includes Scope 1, Scope 2 and Scope 3 categories: 1) Purchased goods and services, 2) Capital goods, 3) Fuel and energy-related activities, 4) Upstream transportation and distribution, 6) Business travel

[3] In addition to the GHG emissions reported in Scope 1, the emissions from the consumption of HVO fuel in the company's own vehicle fleet, including biogenic CO_2, come to 13,355.3 t of CO_2e (2024)

[4] Group companies consolidated using the equity method are not subject to operational control and are therefore not allocated to Scope 1 or Scope 2, but are recognised in Scope 3.15 (Investments).

[5] Austrian Post buys electricity from renewable energy sources bundled through green electricity tariffs for Austrian and international Group companies. In addition, unbundled certificates (I-REC – International Renewable Energy Certificate) are purchased in Türkiye and Azerbaijan. In relation to the total electricity demand for Scope 2, 68.9% is accounted for by bundled green electricity tariffs and 15.5% by unbundled I-REC certificates.

[6] In addition to the GHG emissions reported in Scope 3.4, the emissions from the consumption of HVO fuel in the external vehicle fleet, including biogenic CO_2, come to 3,956.2 t of CO_2e (2024).

[7] Emissions from leased property, plant and equipment (buildings, machinery, vehicles) are already recognised and reported in Scopes 1 and 2. The category is therefore not relevant and is not reported separately.

[8] Austrian Post is a logistics company and primarily sells services and not products for which further transport is required. Category 9 is therefore not relevant and is not reported. The transport of parcels and letters by third parties is commissioned directly by Austrian Post and therefore falls under category 4) Upstream transportation and distribution.

[9] Austrian Post is a logistics company and primarily sells services and not intermediate products. Category 10 is therefore not relevant and is not reported.

[10] Austrian Post is a logistics company and primarily sells services. Goods sold in the branches account for less than 1% of total Scope 3 emissions. Category 11 is therefore not relevant and is not reported.

[11] Austrian Post is a logistics company and primarily sells services. Goods sold in the branches account for less than 1% of total Scope 3 emissions. The emissions for disposal are estimated to be even lower. Category 12 is therefore not relevant and is not reported.

[12] Externally let property of Österreichische Post AG

[13] Austrian Post operates a postal partner network in Austria and an agency network in Türkiye. These are mail pick-up and drop-off points that are not operated by Austrian Post itself but by partner companies. These emissions are already integrated into Scopes 1 and 2. Category 14 is therefore not reported separately.

[14] Available from the 2024 financial year. Due to limited availability, only Scope 1 emissions are included in the calculation of GHG emissions from government bonds of bank99.

[15] The calculation method matches the procedure and requirements for E1-6. The financed emissions of bank99 have only been available since FY 2024. In order to enable a comparison with the previous year, these emissions were not included in this overview.

[16] The calculation method matches the procedure and requirements for E1-6. The metric represents the sum of selected emission categories that are taken into account in the transition plan for climate change mitigation.

T 37 Gross Scope 1, 2, 3 and Total GHG emissions – Österreichische Post AG

	Comparison (N-1) 2023	(N) 2024	% (N/N-1)
Scope 1 GHG emissions[1]			
Gross Scope 1 GHG emissions (t CO_2e)	44,987.7	32,118.9	–28.6%
Percentage of Scope 1 GHG emissions from regulated emission trading schemes (%)	0.0%	0.0%	–
Scope 2 GHG emissions			
Gross location-based Scope 2 GHG emissions (t CO_2e)	16,241.0	15,191.7	–6.5%
Gross market-based Scope 2 GHG emissions (t CO_2e)[2]	4,401.9	4,229.1	–3.9%
Significant Scope 3 GHG emissions			
Total gross indirect (Scope 3) GHG emissions (t CO_2e)	155,903.2	153,435.7	–1.6%
1) Purchased goods and services	34,632.8	42,876.5	23.8%
2) Capital goods	46,379.3	41,739.5	–10.0%
3) Fuel and energy-related activities (not included in Scope 1 or Scope 2)	26,235.2	24,835.2	–5.3%
4) Upstream transportation and distribution[3]	35,566.1	30,486.6	–14.3%
5) Waste generated in operations	2,924.7	3,242.7	10.9%
6) Business travel	683.4	667.6	–2.3%
7) Employee commuting	7,760.1	7,840.7	1.0%
8) Upstream leased assets[4]	–	–	–
9) Downstream transportation[5]	–	–	–
10) Processing of sold products[6]	–	–	–
11) Use of sold products[7]	–	–	–
12) End-of-life treatment of sold products[8]	–	–	–
13) Downstream leased assets[9]	1,721.6	1,746.9	1.5%
14) Franchises[10]	–	–	–
15) Investments	–	–	–
Total GHG emissions			
Total GHG emissions (location-based) (t CO_2e)	217,131.9	200,746.3	–7.5%
Total GHG emissions (market-based) (t CO_2e)	205,292.8	189,783.7	–7.6%
Voluntary additional disclosures on E1-6			
GHG emissions from logistics that can be influenced by the company directly: Scope 1 + Scope 2 (market-based) + Scope 3.4 Upstream transportation and distribution[11]	84,955.7	66,834.6	-21.3%

[1] In addition to the GHG emissions reported in Scope 1, the emissions from the consumption of HVO fuel in the company's own vehicle fleet, including biogenic CO_2, come to 13,355.3 t of CO_2e (2024).
[2] Österreichische Post AG buys electricity from renewable energy sources bundled through green electricity tariffs. In relation to the total electricity demand for Scope 2, 88.9% is accounted for by bundled green electricity tariffs.
[3] In addition to the GHG emissions reported in Scope 3.4, the emissions from the consumption of HVO fuel in the external vehicle fleet, including biogenic CO_2, come to 3,956.2 t of CO_2e (2024).
[4] Emissions from leased property, plant and equipment (buildings, machinery, vehicles) are already recognised and reported in Scopes 1 and 2. The category is therefore not relevant and is not reported separately.
[5] Österreichische Post AG is a logistics company and primarily sells services and not products for which further transport is required. Category 9 is therefore not relevant and is not reported. The transport of parcels and letters by third parties is commissioned directly by Austrian Post and therefore falls under category 4) Upstream transportation and distribution.
[6] Austrian Post is a logistics company and primarily sells services and not intermediate products. Category 10 is therefore not relevant and is not reported.
[7] Österreichische Post AG is a logistics company and primarily sells services. Goods sold in the branches account for less than 1% of total Scope 3 emissions. Category 11 is therefore not relevant and is not reported.
[8] Österreichische Post AG is a logistics company and primarily sells services. Goods sold in the branches account for less than 1% of total Scope 3 emissions. The emissions for disposal are estimated to be even lower. Category 12 is therefore not relevant and is not reported.
[9] Externally let property of Österreichische Post AG
[10] Österreichische Post AG operates a postal partner network in Austria. These are mail pick-up and drop-off points that are not operated by Austrian Post itself but by partner companies. These emissions are already integrated into Scopes 1 and 2. Category 14 is therefore not reported separately.
[11] The calculation method matches the procedure and requirements for E1-6. The metric represents the sum of selected emission categories that are taken into account in the transition plan for climate change mitigation.

Gross GHG emissions The total GHG emissions of the Austrian Post Group increased by 41.0% (location-based) and 43.2% (market-based) compared to the previous year. This is due to the inclusion of bank99's financed emissions in Scope 3 category 15) Investments for the first time. This effect is presented via the voluntary additional disclosure of total GHG emissions excluding financed emissions of bank99. This analysis shows that total GHG emissions are on a par with the previous year (+0.1%).

The additional voluntary disclosure of Scope 1 and Scope 2 (market-based) and Scope 3 category 4) Upstream transportation and distribution is used to disclose logistics-related GHG emissions, as these are also taken into account in the transition plan. This method of presenting GHG emissions shows a reduction of 4.5% compared to the previous year. This reduction is due to the switch to electric delivery vehicles and the use of HVO in transport logistics, as well as to energy savings related to buildings at Österreichische Post AG. This is evident from the separate overview of gross GHG emissions for Österreichische Post AG. The positive effect associated with Österreichische Post AG is diluted by increases in GHG emissions at Group companies.

Gross Scope 1 GHG emissions in the Austrian Post Group fell by 20.0% in a year-on-year comparison.

The gross Scope 2 GHG emissions of the Austrian Post Group fell by 6.1% (location-based) and 6.0% (market-based) compared to the previous year.

The total gross indirect Scope 3 GHG emissions of the Austrian Post Group increased by 56.8% year-on-year due to the first-time inclusion of the financed emissions of bank99 in Scope 3 category 15) Investments. If this Scope 3 category is left out, the total indirect Scope 3 emissions increased by 4.2%. Scope 3 category 1) Purchased goods and services has the biggest impact. The increase in GHG emissions in this Scope 3 category is related to the influence of price increases as part of the spend-based calculation method that is applied.

The total GHG emissions of Österreichische Post AG fell by 7.5% (location-based) and 7.6% (market-based) compared to the previous year. The additional voluntary disclosure of Scope 1, Scope 2 (market-based) and Scope 3 category 4) Upstream transportation and distribution is used to disclose logistics-related GHG emissions of Österreichische Post AG. This method of presenting GHG emissions shows a reduction of 21.3% compared to the previous year. This reduction is due to the switch to electric delivery vehicles and the use of HVO in transport logistics, as well as to energy savings related to buildings at Österreichische Post AG.

Gross Scope 1 GHG emissions at Österreichische Post AG fell by 28.6% in a year-on-year comparison.

The gross Scope 2 GHG emissions of Österreichische Post AG fell by 6.5% (location-based) and 3.9% (market-based) compared to the previous year.

The total gross indirect Scope 3 GHG emissions of Österreichische Post AG fell by 1.6% in a year-on-year comparison. The decrease stems from the reduction in GHG emissions from Scope 3 category 2) Capital goods and Scope 3 category 4) Upstream transportation and distribution. The switch to HVO by freight companies in transport logistics and the insourcing of transport that was previously outsourced are the main reasons behind the reduction in Scope 3 category 4) Upstream transportation and distribution. Scope 3 category 1) Purchased goods and services increased by 23.8%. The increase in GHG emissions in this Scope 3 category is related to the influence of price increases as part of the spend-based calculation method that is applied.

GHG intensity based on net revenue
Österreichische Post AG's total GHG emissions per net revenue decreased by 15.6% (location-based and market-based).

The total GHG emissions of the Austrian Post Group per net revenue increased by 23.7% (location-based) and 25.7% (market-based) due to the first-time inclusion of the financed emissions of bank99 in Scope 3 category 15) Investments. This effect is presented via the voluntary additional disclosure of total GHG emissions per net revenue, excluding financed emissions of bank99. This analysis shows that total GHG emissions per net revenue dropped by 12.1%.

The calculation is based on the revenue according to the consolidated financial statements (see Note 8. Revenue from contracts with customers).

For Österreichische Post AG, revenue is recognised in accordance with the Austrian Commercial Code (UGB) individual financial statements (see UGB individual financial statements – 4. Notes to the income statement).

T 38 GHG intensity per net revenue

	Österreichische Post AG			Group		
	2023	2024	% N/N-1	2023	2024	% N/N-1
Total GHG emissions (location-based) per net revenue (t CO_2e/EURm)	106.8	90.1	–15.6%	165.3	204.5	23.7%
Total GHG emissions (market-based) per net revenue (t CO_2e/EURm)	100.9	85.2	–15.6%	157.8	198.4	25.7%
Voluntary additional disclosure						
Total GHG emissions excl. financed emissions of bank99 (market-based) per net revenue (t CO_2e/EURm)[1]	–	–	–	157.8	138.7	–12.1%

[1] The calculation method matches the procedure and requirements for E1-6. The financed emissions of bank99 have only been available since FY 2024. In order to enable a comparison with the previous year, these emissions were not included in this overview.

T 39 Connectivity of GHG intensity based on net revenue with financial reporting information

	Österreichische Post AG		Group	
EUR m	2023	2024	2023	2024
Net revenue used to calculate GHG intensity	2,033.8	2,228.1	2,740.8	3,123.1
Net revenue (other)	–	–	–	–
Total net revenue (financial statements)	**2,033.8**	**2,228.1**	**2,740.8**	**3,123.1**

Disclosure Requirement E1-7 – GHG removals and GHG mitigation projects financed through carbon credits

All of Austrian Post's deliveries within Austria have been CO_2-neutral since 2011. The main focus of the initiative is on avoiding GHG emissions. This is achieved by increasing energy efficiency in core processes, buildings, delivery and transport logistics, as well as by using alternative energy and drive technologies. For more information, please refer to E1-1, E1-2, E1-3.

In addition to these measures, Austrian Post voluntarily purchased carbon credits to offset CO_2 emissions that cannot currently be avoided as part of its CO_2 NEUTRAL DELIVERY initiative in Austria. The offset emissions are GHG emissions related to collection, sorting, delivery and overhead processes which are unavoidable at this time. This offsetting makes the entire chain CO_2-neutral – from delivery and the processes at logistics centres and delivery bases through to the emissions of external service providers. This achievement is confirmed every year by TÜV Austria. The Group companies Aras Kargo and feibra also purchased voluntary carbon credits to offset their GHG emissions.

The projects selected have to meet high quality standards, e.g. Gold Standard and Verified Carbon Standard (VCS). Austrian Post also supports smaller research projects conducted in partnership with universities. The primary aim of all of these projects is to offset unavoidable emissions.

By purchasing the credits, Austrian Post has supported a whole number of certified climate protection projects, such as the generation of renewable energy using solar, wind and geothermal power plants. Support for social projects is equally relevant: examples include the development of affordable and efficient ovens for the population in the global South and support for innovative methods for disinfecting water.

In the 2024 reporting year, 153,832 carbon credits were cancelled in the Austrian Post Group. All of these related to reduction projects. 48.6% of the cancelled credits complied with the recognised Gold Standard quality standard and a further 43.7% complied with the recognised VCS quality standard.

Potentially unavoidable GHG emissions are the GHG emissions remaining after the net zero target has been achieved. Austrian Post is working on a strategy to deal with these unavoidable GHG emissions.

T 40 Carbon credits cancelled in the reporting year

	2024
Total (t CO_2e)	**153,832.0**
Share from removal projects (%)	0.0
Share from reduction projects (%)	100
Recognised Gold Standard quality standard (%)	48.6
Recognised VCS quality standard (%)	43.7
Recognised CDM quality standard (%)	7.7
Share from projects within the EU (%)	1.3
Share of carbon credits that qualify as a corresponding adjustment under Article 6 of the Paris Agreement (%)	0.0

T 41 Carbon credits planned to be cancelled in the future

	Amount in the period leading up to 2026
Total (t CO_2e)	**197,883.0**

Disclosure Requirement E1-8 – Internal carbon pricing

A profitability analysis (investment appraisal) has to be carried out before investments and projects exceeding a certain limit (EUR 250 thousand) are approved and implemented. This primarily relates to new/growth investments and projects. Since 2023, ESG parameters have also been included in the analysis, including internal carbon pricing. The criteria used to assess the investment fall under the following action areas:

- Economy & Customers
- Environment & Climate
- People & Social

The material ESG topics affected by the investment/project are queried verbally and quantified using a cost catalogue for specific factors.

The price of CO_2 emissions is only used internally and is not included in external pricing (shadow price). The carbon price is a hypothetical price that corresponds to the costs associated with CO_2 emissions, even if there is no actual carbon tax or levy. This price helps to internalise climate costs by charging the source of the emissions for these costs.

The internal price per tonne of CO_2 is based on the EU Emissions Trading System (EU ETS) and is updated once a year. The current price for the first year after completion (2025) is EUR 73.12 per tonne of CO_2. If no prices are available over a longer observation period, these are further developed using the compound annual growth rate (CAGR).

The cost of EU credits per tonne of CO_2 is included in the calculation of the net present value.

The standardised investment appraisal model applies to the entire Group, i.e. for all companies and countries.

This measure is designed to accelerate decarbonisation within the Group and to channel capital into projects with low CO_2 emissions, or to avoid CO_2 emissions. This can be achieved by quantifying and presenting the economic impact of ESG parameters in investment decisions in order to favour both more climate-friendly alternatives and projects that have a positive impact on other ESG parameters. In the year under review, there were no investment plans/projects that involved applying this appraisal method.

The effectiveness of measures to reduce CO_2 emissions is assessed on a quarterly basis and discussed by the Management Board. This means that the achievement of medium and long-term targets can be monitored on an ongoing basis and corrective action taken in good time if need be.

ESRS E2 Pollution

E2 Disclosure related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

Pollution can occur in the form of pollution of soil, water or air. At Austrian Post, pollution of air in connection with the transport and delivery of mail is identified as the only material impact. The burning of fossil fuels in combustion engines releases various air pollutants, such as particulate matter and nitrogen oxides (NO_x). The impact affects the company's own vehicles as well as the external vehicle fleet (upstream value chain). The emission of such air pollutants has a negative impact on air quality and can impact the health of the general population.

Disclosure Requirement E2-1 – Policies related to pollution

Austrian Post is reducing air pollutants by using electric vehicles for deliveries. Vehicles with combustion engines are being replaced. Electric vehicles and the use of non-fossil fuels in transport logistics, combined with emission standards, are also serving to reduce air pollutants. Austrian Post chooses vehicles that meet the current Euro 6 emissions standard for its existing conventional fleet. These measures are also being applied by the external freight companies. These steps are closely aligned with the targets and measures related to climate change mitigation and are therefore managed as an integrated issue.

These measures are described in the policy adopted to manage material sustainability matters (Environmental Policy), which applies Group-wide. The Environmental Policy is detailed in section E1–2 and is available on the company website.

Disclosure Requirement E2-2 – Actions and resources related to pollution

The measures to reduce or prevent the pollution of air are closely connected to climate action. Measures (electric mobility, use of HVO fuels) to reduce GHG emissions in the transport services of Austrian Post and its freight suppliers also lead to a reduction in the emissions of other air pollutants. Further details are described under E1-3.

Last-mile delivery: In terms of air pollution, the focus is on the vehicles in daily use in particular. The engine type (combustion or electric) in connection with the emission class (Euro standards), age and condition of the vehicles determine the environmental impacts of the vehicle fleet. For this reason, Austrian Post exclusively acquires electric vehicles for deliveries in Austria. Vehicles with combustion engines that are still in the company's inventory are in the low emission standards (Euro 5 and Euro 6) and are maintained regularly (see table: Vehicles with combustion engines by emission standard).

Transport logistics: In the area of transport logistics for trucks, the use of electric or hydrogen-powered vehicles is only possible to a limited extent due to the economic and technical conditions. There are currently two electric trucks in use. The purchase of additional vehicles is planned. In the meantime, Austrian Post is exclusively acquiring fuel-efficient trucks of the lowest emission standard available (Euro 6) in Austria. The combination of highly effective catalytic converters, the additive AdBlue and closed particulate filters reduces the emission of air pollutants. Additionally, the entire truck fleet of Austrian Post in Austria has been converted to fossil-free HVO 100 as its fuel source. In addition to the reduction of fossil CO_2, this fuel also helps to reduce air pollutants, depending on the emission standard.

Austrian Post is also working to increase the space utilisation of trucks to thus reduce the use of fuels and therefore GHG emissions and the associated direct emission of air pollutants. This includes optimising routes and switching vehicle capacities to routes with lower levels of utilisation.

Austrian Post also made changes to the compensation offered to external shipping companies to encourage them to invest in a modern and environmentally friendly fleet. The compensation provided for road tolls is limited to the amount payable for vehicles in the best possible emissions category. This provides an incentive for freight companies to use modern trucks.

METRICS AND TARGETS

Disclosure Requirement E2-3 – Targets related to pollution

The goals for climate change mitigation connected with the decarbonisation of transport also contributes to the reduction of air pollution. Austrian Post therefore has not set a separate goal relating to air pollution, but refers instead in this context to the targets for GHG emissions reduction, which are detailed in section E1-4.

ESRS E2 – Additional entity-specific disclosures

The identified material impact of air pollution from transport and delivery is directly connected to the material impact of the production of GHG emissions related to the provision of services. Because the measures and goals also address both impacts, data points for Disclosure Requirements E2-4 on emitted air pollutants are not collected and reported due to the lack of relevance to steering or immateriality.

The reduction or prevention of air pollution has been depicted and managed using more suitable company-own metrics for several years. These metrics include the number of electric vehicles and the allocation of vehicles with combustion engines to emission classes.

Vehicles in the company's own fleet

Out of Österreichische Post AG's 10,296 vehicles, 4,924 were electric as at 31 December 2024. The proportion of electric vehicles in Österreichische Post AG's entire vehicle fleet is 47.8%, which is 23.8% higher than in the previous year. This demonstrates the progress Austrian Post has made towards achieving its target of using electric vehicles for all of its deliveries in Austria by 2030. The proportion of electric vehicles in the Austrian Post Group's entire fleet is 40.8%. The number of electric vehicles increased by 25.7% compared to the previous year.

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Vehicles in the company's own fleet

	Österreichische Post AG		Group	
Number of vehicles	2023	2024	2023	2024
Vehicles (total)	**10,353**	**10,296**	**12,919**	**12,767**
Bicycles	**694**	**646**	**699**	**650**
thereof electric bicycles	620	574	624	578
Mopeds	**630**	**511**	**684**	**563**
thereof electric mopeds	462	430	477	445
Vehicles up to 3.5 t	**8,821**	**8,933**	**11,116**	**11,143**
thereof vehicles with combustion engines up to 3.5 t	5,928	5,016	8,020	6,970
thereof hybrid vehicles up to 3.5 t	–	–	65	3
thereof electric vehicles up to 3.5 t	2,893	3,917	3,031	4,170
Vehicles over 3.5 t	**208**	**206**	**420**	**411**
thereof vehicles with natural gas or electric drive systems of over 3.5 t	1	3	16	22

Vehicles by emission standard
In addition to expanding its fleet of electric vehicles, Österreichische Post AG and the Austrian Post Group are committed to ensuring that their fleet of vehicles with combustion engines is as modern as possible.

The entity-specific disclosures in the table "Vehicles with combustion engines by emission standard" show the distribution of Österreichische Post AG and the Austrian Post Group's own vehicle fleet according to European emission standards. This shows that 93.2% of the vehicles in Österreichische Post AG's own fleet and 80.3% of the vehicles in the Austrian Post Group's own fleet belong to the lowest emission class, Euro 6.

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Vehicles with combustion engines by emission standard

	Österreichische Post AG		Group	
Number of vehicles by emission standard	2023	2024	2023	2024
Euro 2	3	3	113	112
Euro 3	2	6	86	78
Euro 4	169	84	298	208
Euro 5	713	260	1,679	1,070
Euro 5 EEV	1	6	4	11
Euro 6	5,416	4,942	6,532	6,021

ESRS E5 Resource use and circular economy

E5 Disclosure related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

Material impacts related to the circular economy and resource-efficient processes have been identified in connection with the generation of waste in the upstream and downstream value chain. A material negative impact that currently exists is the production of non-hazardous waste by Austrian Post, caused by customers sending mail and parcels. Beyond this, waste that is produced as a result of the daily operations of Austrian Post (such as office and logistics waste) is classified as immaterial.

Austrian Post has created a positive impact for reducing packaging waste in the value chain through its reusable packaging scheme for business customers (Post Loop).

One risk connected to resource use and circular economy is the shift to opt-in for unaddressed mail to reduce paper consumption and waste. This could lead to a loss in revenue.

The sustainability efforts of Austrian Post, for example in the area of waste prevention and promoting a circular economy, could also have a positive impact on parcel volumes and represent a potential opportunity.

Disclosure Requirement E5-1 – Policies related to resource use and circular economy

Austrian Post is committed to preventing waste in its own area of activity as well as in the upstream and downstream value chain.

The waste produced by Austrian Post as part of the provision of its services is almost entirely from transport packaging materials or excess production volumes in the direct mail business and are the responsibility of the sender. Packaging waste accrued by the recipient is also the responsibility of the sender.

The impact materiality results from the waste generated by senders, which is accrued by Austrian Post and recipients. The focus in the circular economy field is on preventing waste in the value chain of shipping customers.

Austrian Post promotes the optimisation of waste management in line with the waste hierarchy – reduce, reuse, recycle, other reclamation and disposal. Reusable transport packaging, the resource-friendly use of single-use packaging and the reduction of production-related excess volumes in the direct mail business play an important role here. Austrian Post is utilising information and cooperation in the form of joint measures with shipping customers to reduce the waste that is generated by Austrian Post.

To gather the waste that is generated as efficiently as possible with the lowest possible use of resources and to deliver it for reclamation, Austrian Post utilises environmental management systems certified in accordance with ISO 14001 at the branch level. This helps ensure that waste is gathered homogeneously and can only be delivered to authorised waste collection and waste disposal contractors.

The waste from the company's own postal processes does not constitute a material impact. However, in line with the environmental management systems certified in accordance with ISO 14001, efforts are made at the branch level to keep this waste to a minimum through the efficient use of fuels.

These concepts are described in the policy adopted to manage material sustainability matters (Environmental Policy), which applies Group-wide. The Environmental Policy is detailed in section E1–2 and is available on the company website.

Disclosure Requirement E5-2 – Actions and resources related to resource use and circular economy

To reduce the impact of waste from transport packaging, production-related excess volumes in the direct mail business and mailing packaging, Austrian Post has implemented a variety of measures together with its shipping customers in three areas:

- In the area of transport packaging, an emphasis is on the use of reusable packaging and roller containers.
- With regard to production-related excess volumes in the direct mail business, efforts are being made to reduce these through improved collaboration with shipping customers, their suppliers and Austrian Post. On 1 January 2023, Austrian Post started issuing sustainability discounts to all of its shipping customers whose flyers have been certified by an ISO Type I environmental labelling programme like the EU Ecolabel, Blue Angel or the Austrian Ecolabel.
- For packaging, a new eco-friendly service has been available to 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, which is 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 and Austrian Post branches with 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.

To steer the conscientious use of resources and the waste produced from processing and delivery operations, Austrian Post uses environmental management systems in accordance with ISO 14001. Among other areas, 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 head office at the Post am Rochus site, the mail logistics centre in Villach, the parcel logistics centre in Kärnten in Wernberg, the logistics centre in Salzburg-Thalgau and two delivery bases are also certified. Out of the national Group companies, the sites of Post Business Solutions GmbH are certified accordingly, as is the international Group company Aras Kargo. Austrian Post uses a standardised continuous improvement process in combination with internal and external audits to consistently enhance its environmental performance.

METRICS AND TARGETS

Disclosure Requirement E5-3 - Targets related to resource use and circular economy

Austrian Post has set itself the goal of reducing the amount of waste generated by its shipping customers and the impact of that waste. The focus is on the following goals for the reduction of waste volumes and resource use within the company's own sphere of influence:

- The company headquarters and all logistics centres and delivery bases with more than 70 employees in Austria are to be ISO 14001 certified by 2025
- Employee training on the efficient use of resources is to be given at all locations in Austria by 2025

4.3 Social information

ESRS S1 – Own workforce

STRATEGY

S1 Disclosure Requirement related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

As part of the materiality assessment, the following material topics and impacts connected to working conditions were identified:

Secure employment
Job security, especially also in terms of how to approach temporary employment contracts as well as temporary workers, has an impact on the satisfaction and motivation of affected employees. Secure employment leads to income security and therefore makes life planning possible.

Working time
The topic of working time has significant influence on the satisfaction and health of employees. Long working hours, shifts and night work can lead to health concerns and a reduction in quality of life. The challenging environment (heavy parcels/periods of intense heat) also calls for adjustments to working time. The quality of life of employees can be positively influenced by various flexible working time models, the possibility to work part-time, and mobile working options.

Adequate wages
This material topic pertains to adequate pay for all employees, taking legal stipulations into consideration. Adequate wages lead to a secure income and to ensuring an adequate standard of living. This can lead to an increase in employee satisfaction and motivation.

Social dialogue and freedom of association
Social dialogue, freedom of association, and the existence and involvement of employee representatives are important factors in shaping working conditions. Taking into account the interests and perspectives of the workforce and the good working conditions and adequate wages that go hand in hand with this can lead to an increase in employee satisfaction and motivation.

Collective bargaining
Collective bargaining is a key component of social dialogue and leads to income security and increased satisfaction and motivation among employees through adequate wages that ensure an adequate standard of living.

Work-life balance
Reconciling work and private life and thus achieving a good work-life balance is a material topic in the design of a working environment. Flexible working hours, the ability to take holidays or personal leave, and further measures such as mobile working or the provision of childcare make work-life balance possible. This can have a positive impact on the health, motivation and satisfaction of employees. Long or inflexible working hours as well as night and shift work can reduce work-life balance.

As part of the materiality assessment, the following material topics and impacts connected to health and safety were identified:

Health and safety
The health and safety of employees are material topics in preventing accidents and work-related ill health. Poor occupational health and safety can have a negative impact on the health of employees.

As part of the materiality assessment, the following material topics and impacts connected to equal treatment and opportunities for all were identified:

Gender equality and equal pay for work of equal value
Measures to promote equal opportunities regardless of gender as well as equal pay for work of equal value are essential for gender equality as well as preventing discrimination. These factors can have material impacts on the income security, satisfaction and motivation of employees.

Employment and inclusion of people with disabilities
With regard to equal treatment, it is of great importance that people with disabilities can take part in professional life on equal terms. Access to inclusive workplaces can lead to income security and an increase in the satisfaction and motivation of employees with disabilities through secure employment.

Measures against violence and harassment in the workplace
Measures against physical and psychological violence as well as harassment in the workplace are key requirements for ensuring safety in the workplace. Treating each other with respect and freedom from violence, harassment and discrimination contribute to the satisfaction and motivation of employees. Harassment in the workplace can impact both physical and psychological health and lead to job losses.

Diversity
Diversity makes equal, inclusive work possible and thus creates income security and increases satisfaction and motivation among employees by allowing them to develop their individual potential.

As part of the materiality assessment, the following material topics and impacts connected to training and skills development were identified:

Training and skills development
The individual advancement of employees based on their specific abilities and potential through skills-based training and education as well as regularly held feedback and development talks can lead to an increase in employee satisfaction and motivation through opportunities for promotion and advancement. However, additional workload due to further training can also lead to stress and reduce work-life balance.

As part of the materiality assessment, the following material topics and impacts connected to human rights were identified:

Child labour
Upholding human rights in accordance with all fundamental principles and guidelines is the foundation for safe and good working conditions. Child labour would represent a violation of human rights.

Forced labour
Upholding human rights in accordance with all fundamental principles and guidelines is the foundation for safe and good working conditions. Forced labour would represent a violation of human rights.

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. The Group-wide Code of Conduct and Ethics and the Declaration of Principles on Human Rights of Austrian Post reflect the commitment of the Austrian Post Group to the principles contained in the UN Global Compact and related standards.

All the described material topics and impacts apply equally to all domestic and international Group companies.

IMPACT, RISK AND OPPORTUNITY MANAGEMENT

Disclosure Requirement S1-1 – Policies related to own workforce

In the implementation of its strategies, Austrian Post places great emphasis on taking into consideration the material impacts on its own workforce as well as the material risks and opportunities connected to this. The Group employs a total of 29,572 people, of which 20,458 in Austria.

A respectful working environment, attractive career opportunities, job security and an established programme for health in the workplace are important factors in choosing an employer. 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. Human resources work fosters the corporate and leadership culture, supports it through numerous programmes and measures, and thus makes a significant contribution to the success and future viability of the company.

The mission statement of Österreichische Post AG

The mission statement is based on a clear vision and shared values for employees and senior executives. It serves to form a set of values according to which everyone acts in a goal-oriented and sustainable manner. The purpose, the vision and the mission of Austrian Post are the foundation of collaboration and are the building block of the company's culture, which is characterised by respect, openness, trust and appreciation.

Österreichische Post AG is positioned as a modern employer with a clear value system and strives to create an attractive, open and motivating work environment. This attracts committed and highly qualified employees who have a vital role to play in the company's success. Austrian Post provides additional social benefits and comprehensive training to make sure that its employees are satisfied and want to stay with the company over the long term.

The mission statement creates a shared value system and a clear benchmark for all employees of Österreichische Post AG. It provides guidance on interaction with business partners and colleagues as part of day-to-day business. It also provides clear objectives and shows where the focus lies. Österreichische Post AG wants to achieve sustainable corporate success, not just in terms of economic aspects, but also in terms of the social sphere, the environment and employees.

In a challenging market environment, fostering an appreciative management culture is very important. Because of this, Austrian Post's mission statement contains the following guidelines for leadership: It is crucial for senior executives to create trust, provide guidance, take responsibility as a role model and foster collaboration. The leadership guidelines describe the role and expectations regarding leadership and create the framework for and the shared commitment to working together each day. Senior executives are responsible for successful economic activity in their areas of responsibility. They provide orientation and are primarily geared towards shared goals in order to drive innovation. They create trust among colleagues and employees. And they promote collaboration as part of a diverse team across departments. The leadership mission statement is closely linked to the mission statement of Austrian Post.

Responsibility and scope of application

The human resources strategy of Austrian Post is firmly rooted in the 2030 sustainability master plan, which sets out ambitious goals in three strategic areas (Economy & Customers, Environment & Climate and People & Social) and the measures to achieve them. 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 success factors (see GOV-1).

The head of human resources and the Management Board are responsible for the implementation of the human resources strategy at the highest level of the company.

The human resources strategy of Österreichische Post AG applies to the following different employee groups: civil servants in accordance with the Austrian Public Sector Employment Law, who are in permanent service of Österreichische Post AG based on the provisions of the Austrian Civil Code pursuant to Section 17ff of the Postal Services Structure Act (PTSG) as well as employees in accordance with collective agreements (2009 employment rule, new collective agreement).

The human resources strategy comprises the areas of personnel law, remuneration and organisation management, health management, human resources administration and allocation, salary accounting and personnel systems, human resources development and recruiting.

The following chapters comprise the concepts in connection with the material topics of working conditions, health and safety, equal treatment and opportunities for all, training and skills development, and human rights.

The policies adopted to manage the material impacts at Österreichische Post AG in Austria and at the largest Group company, Aras Kargo, are described.

Since 2020, Österreichische Post AG has held an 80% stake in Aras Kargo. The Group company is a leader in the logistics market in Türkiye and had roughly 6,800 employees in the reporting year. Aras Kargo is the largest subsidiary of Austrian Post and is therefore integrated into the reporting on "own workforce".

S1-1 (1) Policies related to working conditions

The topic of working conditions is an integral component of the Group-wide Code of Conduct and Ethics at Austrian Post. It summarises the principles that apply for legal and ethical conduct at Austrian Post. The Code of Conduct and Ethics is based on international agreements and ethical standards. In particular, it reflects Austrian Post's commitment to the principles of the UN Global Compact, the Sustainable Development Goals, the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises and the Declaration on Fundamental Principles and Rights at Work of the International Labour Organization (ILO). Austrian Post also emphasises its commitment to providing legally compliant, fair and safe working conditions in its Declaration of Principles on Human Rights, which applies Group-wide alongside the Code of Conduct and Ethics.

The goal of Austrian Post is to ensure secure and stable employment for all employees. The company is committed to providing long-term and secure jobs.

Furthermore, it aims to provide balanced working hours that take both the needs of the company and the needs of its employees into account. Flexible working time models and part-time options are integral to this strategy. Employees of Österreichische Post AG can choose from a wide range of statutory full-time and part-time models.

Providing a healthy balance between the work lives of our employees and their personal lives also has a significant impact on our working environment. For this reason, Österreichische Post AG supports measures that allow its employees to balance their personal and professional lives such as flexible working hours, work-from-home options and partial parental leave.

Fair wages

Österreichische Post AG believes that fair and adequate wages are key to the satisfaction and motivation of its employees. Its remuneration policy is based on the principle of fair pay and takes both individual performance and the market situation into consideration.

The civil servants employed by Österreichische Post AG in Austria, as well as the employees subject to the service regulation and employees subject to the collective agreement are paid according to their activity under the salary/wage scheme. Each position corresponds to a specific classification in the salary/wage scheme, which applies equally to all employees with the same activity, regardless of gender.

Social dialogue and collective bargaining

Austrian Post respects the right of employees Group-wide to organise in trade unions and engage in collective bargaining.

In Austria, there is the model for social partnership, which plays a key role in the working world. The social partnership refers to the cooperation of associations (especially employer and employee associations) with the aim of solving conflicts of interests by reaching a consensus and achieving shared goals. It makes constructive dialogue between different interest groups possible. The regulation of working relationships through the conclusion of collective agreements is key for social partnership. In Austria, employees are represented by two interest groups: the Chamber of Labour and the Austrian Trade Union Federation. As a rule, the interests of employers are represented by the Austrian Federal Economic Chamber.

As one of the largest employers in Austria, Österreichische Post AG has a proven and solid social partnership with the union of postal and telecommunications workers. The goal of the partnership is to harmonise the interests of the employees and of the company.

The participation rights of the employee representatives at Austrian Post are regulated in the Federal Act on the Postal Service Works Constitution (PBVG) and the Austrian Labour Relations Act (ArbVG). On this basis, the employee representatives exercise their rights of intervention, consultation and consent. This ensures that the corresponding involvement and consensus with the workforce can be found on matters of corporate strategy and that the interests of employees are heard as best possible.

Statutory regulations and general standards in Austria

The legal foundations of the Austrian Public Sector Employment Law (including other legislative materials such as the law on salaries) as well as general employment law applying to employees form the legal basis for the composition of the existing types of employment relationship at Österreichische Post AG.

There is no legal minimum wage across all sectors in Austria. Österreichische Post AG is, however, subject to its own collective agreement, the salary tables/structures for which – and thus the minimum rates – must be renegotiated annually. Österreichische Post AG also employs civil servants, who are subject to federal civil service law, and employees subject to the service regulation, who are remunerated according to an adapted scheme. Pay rises for civil servants and employees are subject to the service regulation and are negotiated annually between the company itself and the union of postal and telecommunications workers.

Especially in the areas paid beyond the terms of the collective agreement, Österreichische Post AG works using market-conforming salary ranges that are updated regularly to ensure a level of remuneration for its employees that is in accordance with their performance, and with this aims to be viewed as an attractive employer.

Furthermore, the regulations of the Postal Services Structure Act, the Public Sector Employment Law (including the law on salaries etc.), the Salaried Employees Act as well as various special laws (Disability Employment Act, Maternity Protection Act, Federal Equal Treatment Act, Worker Protection Act) apply.

The Public Sector Employment Law regulates, for example, the use, rights and responsibilities, service time, performance assessment and disciplinary procedures connected to civil servants.

The general employment law covers topics such as the start and end of the working relationship, entitlement to annual leave, continued payment of remuneration, working time, care leave, termination claims, employee protection, regulation of the relationship between the works council/ employee representatives on the one side and employer on the other in connection with employees.

Policies at Aras Kargo

Aras Kargo adheres to the legal requirements and salary regulations applicable in Türkiye. According to Turkish law, legal persons are assigned to two categories: "public legal persons" and "legal persons under private law". Aras Kargo is classified as a legal person under private law. For this reason, Labour Law №4857 is the most important statutory provision that applies to Aras Kargo as an employer and to its employees. The rights of the workers employed at Aras Kargo are comprehensively protected by the labour law.

The most important provisions for the protection of employee rights covered by the labour law include the principle of equal treatment, the types of employment contracts, provisions for workplace safety, conditions for termination, minimum wage, overtime, annual holiday allowance, working times and the employer's duty of care.

In Türkiye, minimum wage is regulated by Article 39 of the labour law and applies to all sectors. The minimum wage is set by the commission for the definition of minimum wage created by the Ministry for Work and Social Security and is applicable within the set time frame. It is forbidden by law to employ people at rates below the minimum wage. Employers that violate this regulation are sanctioned by the government.

Aras Kargo offers wages that are above the minimum wage to ensure employee satisfaction. To position itself as an attractive employer, Aras Kargo sets performance-based wages for its employees and uses salary ranges that are oriented along the market and industry standards and regularly adapted to the latest trends.

In accordance with Article 41 of the labour law, the normal work week in Türkiye is 45 hours. All work that exceeds these 45 per week is considered to be overtime. The hourly rate for overtime is calculated by increasing the regular hourly wage by 50%. In addition to this, Article 5 of the regulation on overtime and overtime work as part of the labour law stipulates that the total number of overtime hours may not exceed 270 hours per year. Aras Kargo ensures that all overtime pay is paid in full and under strict adherence to the applicable statutory regulations.

Aras Kargo also uses flexible work regulations that take into account operational needs as well as the needs of employees. With consideration for the types of employment contracts, which are regulated in Articles 10 and 16 of the labour law, Aras Kargo offers its employees a variety of options, including "fixed-term and indefinite", "part-time and full-time" as well as "remote", which are tailored to suit the needs of the employer and the employee.

Furthermore, Aras Kargo adheres to the regulations laid out in the labour law on workplace safety with terminations of employment contracts. In accordance with the principle of equal treatment, the decision of the disciplinary council shall prevent any form of discrimination among employees, especially with regard to termination of employment.

In addition to the aforementioned provisions, Aras Kargo as an employer is also obliged by Turkish law to adhere to various other laws and provisions, including the provision on overtime work and working time according to the labour law, the provision on remote work, the provision on part-time work after maternity leave or unpaid holidays and the provision on paid annual leave.

Aras Kargo has concluded a collective bargaining agreement with an authorised trade union that fulfils the requirements laid out in Law No 6356 on trade unions and collective bargaining agreements ("Trade Union Law"). As a result, Aras Kargo is required to adhere to the stipulations of the Trade Union Law and the collective bargaining agreement for unionised employees.

To promote a work environment that goes beyond the legal requirements, Aras Kargo has implemented numerous internal measures such as the Code of Conduct and Ethics, the policy on diversity, equality and inclusion, the human rights policy and the policy to prevent discrimination, abuse and harassment. These guidelines reflect the dedication of Aras Kargo to creating a fair, safe and inclusive workplace for all employees.

Diverging information regarding social dialogue and collective bargaining of other Group companies

The aforementioned regulations also apply to the company Aras Digital, a subsidiary of Aras Kargo. However, there are currently no collective bargaining agreements or trade union activities at Aras Digital.

At the Group company Express One in Hungary, there is no trade union and no collective bargaining agreement with employees.

S1-1 (2) Policies related to health and safety

Österreichische Post AG takes the health and safety of its employees very seriously. When healthy and motivated, employees perform at their best. They are more satisfied at work and play an active role in the company's continued success. It is important to Österreichische Post AG to maintain the ability of its employees to perform well and to foster this as well as to prevent accidents and work-related illnesses.

Protecting the health and safety of its employees has always been of high importance to Austrian Post. In 2020, the topic of health and safety was integrated into the sustainability strategy and thus elevated to a high strategic level. The health and safety strategy is the responsibility of the head of human resources as well as the head of health management.

Strategy and management system with regard to workplace accident prevention

Österreichische Post AG pursues a strategy relating to workplace accident prevention that applies to all of its employees. In Austria, the implementation of a management system for health and safety in the workplace in accordance with ISO 45001:2018 has begun.

The Lower Austria logistics centre in Hagenbrunn was certified in 2023. ISO 45001 certification is clear evidence of Austrian Post's commitment to the health of its employees and safety in the workplace. The company uses this management system to establish demonstrably effective processes to reduce the risk of injuries, accidents and work-related illnesses. Österreichische Post AG also scrutinises its processes on a constant basis to identify potential areas of improvement which could benefit employees and spur the company's economic success.

At the Lower Austria logistics centre in Hagenbrunn, the ISO 45001 work safety management system continues to be assessed for its effectiveness. Annual follow-up audits will be performed until the system is next certified in three years. Certification in accordance with ISO 45001 was also carried out for further logistics centres in 2024. More than 30% of the logistics centres have already been certified.

Risk minimisation, workplace safety training and incident analyses

Österreichische Post AG focuses on raising employees' awareness of potential hazards at work. All new hires are provided with training on safety risks and potential hazards by the relevant manager before they begin their work. All employees are provided with training on an annual basis. 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 healthcare management or to the ombudsperson.

Expansion of responsibility in occupational health and safety

Contractors and temporary workers: Contractors and temporary staff are subject to the same high occupational health and safety standards as the company's own employees. Temporary staff receive the same protective equipment and guidance as employees of Österreichische Post AG. Executives must also ensure that they comply with occupational safety requirements. Austrian Post's specialists in prevention perform workplace evaluations using the same standards for contractors and temporary staff as they do for the company's own employees.

Health and safety at Group companies: The majority of the company's Austrian Group companies work with Österreichische Post AG'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 Österreichische Post AG's healthcare programmes.

Statutory regulations and general standards in Austria

The Worker Protection Act (ASchG) as well as the regulations belonging to it for the legal foundation for protecting the health and safety of workers during their professional activity and must be upheld.

The legislator determines responsibilities in the form of requirements and prohibitions, which the employer must ensure are upheld or carried out.

Provisions for the protection of employees regulate, for example, the use of dangerous machinery and tools, the handling of dangerous working materials such as poisonous or flammable chemicals, strains from work processes and other factors such as noise, hazard prevention equipment, instructions and investigations, workplace design, workrooms and sanitary facilities, working conditions of young people and pregnant people.

This also applies to relevant technical guidelines and standards provided that these have force of law. Otherwise, they are to be seen and used as the foundation for determining the prevailing technology standards. The laws on working time and rest from work are exempt from this.

The fundamental goal of modern work safety is prevention, meaning implementing measures that minimise the likelihood of occurrence of an accident.

Safety at work is dealt with in formal occupational safety committees made up of safety experts, occupational physicians, safety officers, employee representatives and employer representatives. In 2024, 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.

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 a consistent system of controls is provided across all divisions and management levels. Österreichische Post AG also provides checklists to make sure that senior executives who are responsible for employee protection 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.

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.

Policies at Aras Kargo

In Türkiye, the law on occupational safety and health and connected legal provisions regulate the requirements and conditions for the work environment as well as for the employees to protect their health and ensure safe working conditions. At Aras Kargo, the requirements of the standard ISO 45001 for health and safety as well as the legal provisions in the planning of the health and safety programme are taken into account. In this regard, its programme for occupational safety and health is oriented toward the preventative and proactive approach of its laws and standards. All internal documentation at Aras Kargo is addressed in the work safety handbooks. Documentation is created in accordance with the requirements of the laws and standards. In accordance with internal provisions, Aras Kargo carries out activities such as workplace-related risk assessments, various training measures and emergency plans.

All health and safety matters are addressed in the health and safety committees, which are held with the involvement of safety experts, occupational physicians, workers' representatives, regional representatives from the human resources and administration department and employer representatives.

S1-1 (3) Policies related to equal treatment and opportunities for all

Österreichische Post AG values openness, diversity and respect. It actively contributes to an equal and inclusive society in which all are able to develop their potential and strives to support diversity and equal opportunities with regard to its employees, customers and stakeholders.

It is the aim of Österreichische Post AG to provide the same opportunities to its employees at all levels in areas such as development, career opportunities and work-life balance. Österreichische Post AG believes that diversity makes teams successful, as diversity boosts innovation and creativity in companies.

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 the company's corporate strategy.

Austrian Post is home to people of different 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. Actively embracing this variety creates a culture of appreciation and fosters diversity in line with an integrated diversity management approach.

Strategies for the elimination of discrimination (including harassment), the promotion of equal opportunities, and the advancement of diversity and inclusion

Austrian Post has strategies and procedures in place which are meant to ensure that discrimination is prevented, minimised and combated, and to foster diversity and inclusion.

An internal office of the ombudsperson has been appointed for all employees for this purpose. The activities of the office of the ombudsperson are geared towards contributing to the values of Österreichische Post AG and thus to employee satisfaction. All employees can contact the office of the ombudsperson with any questions that arise in the implementation of the mission statement and corporate values. In addition, Österreichische Post AG has also installed a disability representative as well as an equality officer in accordance with the Federal Equal Treatment Act in all of Austria.

The following grounds for discrimination are explicitly covered by the strategies at Austrian Post: race and ethnicity, skin colour, gender, sexual orientation, gender identity, disability, age, religion, political beliefs, national or social origin as well as other forms of discrimination that fall under the EU legal provisions and national law.

The promotion and appreciation of diversity and equity as well as the anti-discrimination law were specifically recorded in the Group-wide Code of Conduct and Ethics of Austrian Post. This drives the company's actions. The contents of the Code also reflect Austrian Post's commitment 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.

Statutory regulations and general standards in Austria

The Federal Equal Treatment Act (GlBG) and Disability Employment Act (BEinstG) aim to keep the entire working world free of discrimination. Employees may not be discriminated against directly or indirectly on the basis of their gender (especially with regard to their marital or familial situation), ethnicity, religion or belief, age, sexual orientation or disability. This applies in particular to the following: justification for the employment relationship, determining salary, provision on voluntary social contributions that do not constitute salary, training and education measures as well as retraining, professional advancement, especially promotion, other working conditions and/or termination of employment.

Österreichische Post AG pursues a proactive approach to inclusion and diversity. The primary goal is not to prevent potential legal recourse from marginalised groups but to integrate these groups as a matter of course into the working world. In addition to measures to increase awareness, such as the "Wir sind bunt" ("We are colourful") campaign, training and information measures are running continually to adhere to legal frameworks. Finally, reference is made to the Code of Conduct and Ethics of Austrian Post, which dedicates considerable space to the topic 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.

Österreichische Post AG uses the Women's Career Index (FKI) as an instrument for steering and benchmarking. 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.

Policies at Aras Kargo

The guideline for equal opportunities, diversity and inclusion is a framework that is based on the principles of Aras Kargo regarding human rights, equal opportunity, diversity and inclusion in line with the Universal Declaration of Human Rights, the ILO employment principles and the UN Global Compact.

The guideline comprises the following general principles:

Equal opportunity: The emphasis is on gender equality, non-discrimination and employee development. It aims to create a working environment that is free from all forms of discrimination. As such, the employer is required to treat all employees equally in line with the provisions of labour law. The goal is for all employees to have the same access to training and career opportunities and to receive the same opportunities along their career paths.

Inclusion: An emphasis is placed on acceptance and respect for differences such as age, gender, ethnicity and disability. The goal is to provide the necessary physical accommodations for employees with disabilities.

Gender equality: As a company that has signed the Women's Empowerment Principles of the UN, Aras Kargo applies these principles as a rule in its business processes. In connection with this, women are encouraged to participate in leadership positions, the employment of women is to be increased, and discrimination on the basis of gendered language is to be ended.

Responsibilities: Violations of this guideline can be reported to the Ethics Hotline. Each report made via the Ethics Hotline is reviewed thoroughly. If this investigation shows that a violation of this guideline has occurred, disciplinary measures will be implemented in accordance with the disciplinary guidelines.

S1-1 (4) Policies related to training and skills development

In light of the skilled workers shortage and to achieve the sustainability goals in the area of "People & Social", a sustainable human resources development strategy is essential for success. In the past few years, numerous measures to achieve these goals have already been implemented.

Personnel development is the key to ensuring a market-leading position and growth. Österreichische Post AG is committed to the professional development of people who create new products and services and open up new markets. It is a driving force behind new ways of working and the jobs of the future. Austrian Post actively promotes an open learning culture to provide employees with a wide range of career and further development opportunities. This approach makes Österreichische Post AG a more attractive employer for new and existing employees.

Austrian Post's success is dependent on having employees who are motivated and well-trained. The company wants to attract committed and talented members of staff and retain them over the long term. To do so, it uses a range of attractive and targeted training schemes to help staff grow personally and professionally.

Statutory regulations and general standards in Austria

If a specific training, re-education or continued education measure is required due to legal provisions, regulations, standards of collective legislation or the employment contract for the completion of a task agreed in the employment contract, then employee participation in this training, re-education or continued education measure as well as the costs for this training, re-education or continued education measure are to be covered by the employer unless the costs are covered by a third party.

Österreichische Post AG takes its role as a family-friendly company seriously. The company helps its employees to balance work and family life through a variety of measures and programmes. As an employer dedicated to family friendliness, Austrian Post has been awarded the "berufundfamilie" ("work and family life") certificate by the Austrian Federal Ministry of Families and Youth four times now.

Policies at Aras Kargo

The individual development of employees based on their specific abilities, skill sets and potential through training and development programmes as well as regularly held feedback and development talks can lead to an increase in employee satisfaction and motivation. In view of the dynamics of the industry, a sustainable human resources development strategy is key for the success of Aras Kargo.

The development programmes of Aras Kargo serve primarily to promote skill sets and technical skills as well as to improve management skills. It also wants to gain new talented employees for Aras Kargo and keep them in the company long-term with its programmes.

If legally required or other regularly held training is necessary for continued operations, the employees of Aras Kargo must take part. These training and other professional certification programmes are considered to be working time. For example, training related to safety at work, adherence to legal provisions and to information security constitute legally mandated training.

Aras Kargo defines the need for training and the corresponding skill sets for each position. As part of the employment contracts of all employees, annual plans are created for education courses and training. All of these training measures are planned and organised during working time and are paid for by the company.

S1-1 (5) Policies related to human rights

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. The responsibility for this lies with the Management Board as well as every individual within the company, all employees and all senior executives in their areas of activity. After all, it is the people who take centre stage in this international Group. All stakeholders – including the employees, customers and business partners – are taken into consideration.

Code of Conduct and Ethics and Declaration of Principles on Human Rights

This is reflected in Österreichische Post AG's Declaration of Principles on Human Rights and supply chain 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. The Declaration of Principles on Human Rights and the Code of Conduct and Ethics are available on the Austrian Post website. The contents of the Code of Conduct and Ethics and the Declaration of Principles on Human Rights 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.

The Austrian Post Group is committed to upholding and respecting human rights, especially 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 and the Sustainable Development Goals (SDGs) of the United Nations.

Austrian Post does not tolerate any working conditions in its Group that go against international and national laws and regulations and ensures safe working conditions.

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

The guiding principles contained in Österreichische Post AG's Declaration of Principles on Human Rights state explicitly that any form of child labour, forced labour or human trafficking is strictly forbidden.

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.

Processes and mechanisms for monitoring adherence

Whenever violations are reported, Austrian Post follows defined processes to make sure they are resolved thoroughly and as quickly as possible. The company takes appropriate action in a timely manner and implements further measures to undo the impact of violations and prevent them in future (see S1–4 (5)).

Statutory regulations and general standards in Austria

In its Declaration of Principles on Human Rights, which serves as a Group-wide supplement to its Code of Conduct and Ethics, the Austrian Post Group underscores its commitment to upholding and respecting human rights, especially 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 and the Sustainable Development Goals (SDGs) of the United Nations.

With this Declaration in particular, Austrian Post creates a mutual understanding and shared standard with regard to upholding human rights throughout the entire Austrian Post Group.

The Austrian Post Declaration of Principles on Human Rights as well as the Code of Conduct and Ethics apply for all employees Group-wide. In all countries and regions in which the Austrian Post Group is active, the Group continually adheres to applicable regulations as well as the international human rights standards.

Policies at Aras Kargo

As a signatory of the UN Global Compact, the Universal Declaration of Human Rights and the ILO Declaration on Fundamental Rights and Principles at Work, Aras Kargo ascribes a great deal of importance to upholding fundamental human rights and pursues approaches to offer its employees a work environment based on these principles. Accordingly, Aras Kargo included the Code of Conduct and Ethics of Österreichische Post AG in its internal rules and adheres to these standards. To make these rules more understandable for its employees, Aras Kargo also developed specific guidelines and processes (compliance policies) for specific topics of the Code of Conduct.

Disclosure Requirement S1-2 – Processes for engaging with own workers and workers' representatives about impacts

Österreichische Post AG involves its employees directly and via the workers' representatives and employee representatives to ensure that material actual and potential impacts are addressed with suitable strategies and measures and that the company thus fulfils its due diligence. The perspectives of the own workforce thus shape the decisions and measures of Österreichische Post AG, with which the actual and potential impacts are to be overcome.

The workforce is involved as the situation and topics require, and in surveys and employee questionnaires. The employee representatives are addressed as part of the statutory participation rights (Federal Act on the Postal Service Works Constitution (PBVG), see especially Section 72 and 73 PBVG). Workers' representatives are deployed to the Supervisory Board. The subjects of the employee agreements are regulated in Section 96 et seq. of the Austrian Labour Relations Act. A "jour fixe" is held with the workers' representatives once per quarter.

Österreichische Post AG maintains a culture of open dialogue with its employees throughout the company 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 dialogue takes place in a variety of formats, for example via the intranet, regular events held by the Management Board for senior executives and employees, informational events for employees in operational areas as well as regular communications to all employees by post and by email.

Honest and continual feedback from employees is a material requirement for a corporate culture that will support Austrian Post in the long run to continue to be successful, internally as well as externally. Company-wide employee surveys are carried out regularly for this reason. The findings are used to derive further comprehensive measures.

The CEO or the Management Board, as the highest-ranking position within the company, bears responsibility for involving the company's own workforce as well as for ensuring that the results are included in the corporate policies.

The effectiveness of the collaboration of the company with its own workforce is ensured by the employee representatives exercising their participation rights. Additionally, standardised and as-needed events are held to share experiences and discuss current issues.

Agreements with workers' representatives related to human rights

The agreements made by Austrian Post with workers' representatives in connection to the human rights of its own workforce are, in particular, the agreements according to Section 96 et seq. of the Austrian Labour Relations Act (works agreements).

The topics covered in the works agreements are expressed in these regulations. They refer, among other things, to the mandatory participation rights for measures that affect human dignity. Upholding human rights is thus ensured accordingly.

To gain insight into the perspectives of employees who are particularly susceptible to impacts and/or could be marginalised, regular, topic-related dialogue takes place with employee representatives. Current issues and topics (company organisation, salary matters, results of employee surveys, etc.) are discussed.

For the publication of strategic measures, Österreichische Post AG uses internal publication platforms that also are sorted accordingly by topic and thus ensure a corresponding level of knowledge in all parts of the workforce.

In addition to the aforementioned preservation of participation rights of the employee representatives and the role of the trade unions of the postal and telecommunications employees, the topics formulated during the discussion processes are addressed in an adequate, timely fashion.

Disclosure Requirement S1-3 – Processes to remediate negative impacts and channels for own workers to raise concerns

S1-3 (1) Processes to remediate negative impacts on the own workforce

Österreichische Post AG has defined various processes to remediate negative impacts on members of its own workforce. The company's own workers have the opportunity to turn to the following contacts or to use the following reporting offices: their own managers, employee representatives, the internal office of the ombudsperson or the equality officer. The contact information for the office of the ombudsperson, the equality officer and the employee representatives are listed on the intranet. The ombudsperson checks the facts, talks to those involved and supports them in finding a solution. They do not present complete solutions. The final procedure is decided by those involved themselves. The internal office of the ombudsperson works anonymously, which means that the individual cases are handled confidentially – unless the involved employees desire otherwise. In the event of frequently recurring and therefore also structural matters, attempts are made to find solutions that cannot be traced to individuals. In addition, while maintaining anonymity, the involved parties are contacted to prevent such incidents in future. For safety incidents or violations of data privacy, there is also a dedicated security page where incidents can be reported. Employees are required to report any violation of data privacy or suspicion thereof promptly. In accordance with the whistleblowing guideline, there is an internal reporting office in the Compliance & Risk Management department for whistleblowers (see G1).

S1-3 (2) Channels for own workers to raise concerns and have them addressed

Österreichische Post AG has created various channels via which its own workforce can raise concerns.

The various channels and mechanisms through which the company's own workforce can submit grievances/complaints, and the availability of these channels, are determined in consultation with the head of human resources and the Management Board.

Employee survey

A company-wide employee survey is carried out every two years. The employee survey is an instrument for organisational development that provides a current picture of the mood of the workforce of Österreichische Post AG with regard to various topics and aspects of their daily work. The focus here is the satisfaction of its employees regarding various topics such as leadership, health management, information and communication, work processes, the dedication of the workforce as well as the assessment of the corporate cultural values.

All employees are invited to take part in the survey. Participation is anonymous and voluntary. The results of the employee survey are analysed by the full company as well as by business areas and the central areas. The business areas and the central areas create measures for themselves to improve these results and thus increase satisfaction. The implementation of the measures is assessed using defined milestones. The individual perspectives of the employees are the impetus for change and actively shape the work environment for everyone.

360-degree feedback

This feedback tool serves to evaluate the leadership qualities in accordance with the leadership model of Österreichische Post AG from different perspectives. Every manager receives individual recommendations for further development as part of the feedback process. The results and recommendations are only shared with the individual managers. They may choose to reflect on the results together with their team and their own superiors. This survey is carried out every two years to regularly reflect on the development of the leadership culture and heighten it. The feedback tool can also be used annually if needed.

Culture process

Österreichische Post AG has had a culture process running for many years, and it actively calls on employees to address any concerns to an email address that has been created specifically for this purpose. Every report that is filed is reviewed internally by the in-house culture team. As with the office of the ombudsperson, the filed reports are analysed. Actions are taken based on the content. The involved persons are encouraged to find a solution themselves. The culture ambassadors are happy to advise Österreichische Post AG or the culture team in this. In severe cases, the employee representatives and the head of human resources can also be involved.

Exit interviews

In operational areas, exit interviews are conducted with employees leaving the company. The results are forwarded to the heads of the department in question to derive measures together with the responsible human resources departments.

S1-3 (3) Availability of grievance/complaints handling mechanism related to employee matters, and procedures for tracking grievances/complaints and ensuring the effectiveness of the channels

Employees can turn to their direct managers with concerns at any time in ad hoc development talks or in their annual development talks. Other reporting options listed above are also available. Reports that are filed are analysed and processed. In severe cases, the head of human resources is involved.

Recourse to legal action is available regarding the assertion or review of claims relevant to labour law.

Workers, stakeholders and the general public alike can make use of the Austrian Post Group's WhistleDesk to report potential violations. This is a whistleblowing system in accordance with EU regulations as well as national law. The whistleblowing guideline includes a whistleblowing process including redress proceedings and safeguarding provisions for whistleblowers.

S1-3 (4) Communication of the structures and processes for own workers to raise concerns or needs as well as strategies to protect individuals that use them against retaliation

All contact points and options are communicated via the Austrian Post intranet and in the onboarding process. In addition, cultural ambassadors are available to act as points of contact in the specialist departments. E-learning programmes on compliance are also available, which is mandatory for all employees with e-learning access. The Code of Conduct and Ethics is mailed to the homes of employees upon joining the company, together with their employment contracts.

Workers were made aware of the WhistleDesk through a wide-reaching communication campaign. Employees are regularly reminded about the WhistleDesk via the Code, guidelines and training sessions, and are invited to report issues. The WhistleDesk is easily accessible for internal workers as well as external workers via the website.

The EU Directive on the protection of individuals who report violations of Union law (“whistleblowing guideline” for short) grants whistleblowers protection from disadvantages by the company, provided that they report violations/misconduct in the areas specified in the Whistleblower Protection Act (Section 3 HSchG) to the best of their knowledge and in good faith via the company’s internal whistleblowing system (see G1).

Disclosure Requirement S1-4 – Taking action on material impacts on own workforce, and approaches to mitigating material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions

S1-4 (1) Measures related to working conditions

Measures at Austrian Post

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to working conditions (see S1-1 (1)) and targets related to working conditions (see S1-5 (1)).

To ensure adequate wages for all employees under consideration of the legal provisions, measures are undertaken that could contribute to ensuring an appropriate standard of living and increasing the satisfaction and motivation of the employees. These are comprised of:

Remuneration in the overhead area: Market-conforming all-in salaries in accordance with internally established salary ranges for each position (largely a significant overpayment compared to the collective agreement). The remuneration comprises a basic salary as well as potentially variable salary components (MbO/sales bonus policy for all positions for which this is designated).

Establishment of remuneration models for operational company areas: The remuneration models are tailored to each area and contain the corresponding compensations such as, for example, performance or machine bonuses, lump-sum overtime payments, (increased) layover pay, detention pay, reimbursement for travel expenses/mileage allowance, pay per parcel, MbO bonuses, commissions, etc.

Increase of the minimum and actual wages set out in the collective agreement through annual collective agreements/collective bargaining.

Extraordinary bonuses for projects.

Participation in the annual external benchmark comparison to ensure remuneration in line with the market (in the areas above the collective agreement).

Employee bonuses were paid in the reporting year to cushion overall price increases.

Employee referral bonus (bonuses for referring a new employee in the operational areas) to attract specialists.

Add-on benefits such as health offers, post.sozial offers and employee participation programmes (EBIT bonus).

The topic of working time has significant influence on the satisfaction and health of employees. Long working hours can lead to health concerns and a reduction in quality of life. Flexible working hours can have a positive impact on employee satisfaction. Working time tracking ensures that rest time is granted and maximum working hours are not exceeded.

Reconciling work and private life and thus achieving a good work-life balance is an important factor in the design of a working environment. Measures such as flexible working hours, the ability to take holidays or personal leave, and further measures such as remote working or the provision of childcare make work-life balance possible. This can have a positive impact on the health, motivation and satisfaction of employees.

Measures at Aras Kargo

Remuneration in the overhead area: A salary overview of the market is created every year for Aras Kargo. The general market salary study is one of the most important instruments for determining the salary policy of Aras Kargo, which must be competitive and which makes it possible to attract and keep the best talents for the company.

Remuneration models for the operational areas: The salaries are slightly above the minimum wages in accordance with the collective bargaining agreement. Performance bonuses are paid each quarter for union members. Performance bonuses for non-union employees are paid annually in accordance with the performance management system. Financial assistance is provided for births, marriages, bereavement, serious illness or injury.

Work-life balance: Employees in the company headquarters have the option to work from home. For female employees, leave options are available for childcare and birth. All employees are entitled to leave for their own weddings. Bereavement leave is granted in the event of the death of a member of the immediate family. On religious holidays, payments are made in the form of food vouchers. For births and weddings, payments in the form of food vouchers are also made.

S1-4 (2) Measures related to health and safety

Measures at Austrian Post

The health and safety of employees are material topics in preventing accidents and work-related ill health. Poor occupational health and safety can have a negative impact on the health of employees. Broad measures are carried out at Österreichische Post AG to provide employees with a safe and healthy working environment.

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to health and safety (see S1-1 (2)) and targets related to health and safety (see S1-5 (2)).

Safety at work is dealt with in formal occupational safety committees made up of safety experts, occupational physicians, safety officers, employee representatives and employer representatives. During these meetings, members put together suggestions for improving individual safety and health-related areas and discuss measures which could be taken.

Advice is continually provided by employee protection bodies.

The creation of organisational rules, operating instructions and leaflets as needed promotes safety at work.

Guidance and training on security risks and potential dangers is provided regularly to support a safe working environment (before starting work, employees receive workplace-related instruction; ad hoc training is provided, for example, following work-related accidents).

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. Following this, corrective measures are implemented.

When needed, personal protective equipment is provided to ensure safety while working.

With the introduction of a management system with ISO 45001 certification, Österreichische Post AG underscores its commitment to the health of its employees and that workplace safety has the highest priority for the company. The company uses this management system to establish demonstrably effective processes to reduce the risk of injuries, accidents and work-related illnesses. Five locations were certified in 2024.

A detailed incident analysis is carried out after every accident. The cause is determined and the dangers are evaluated. A check is also carried out to determine 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”.

The following additional measures have been implemented to prevent accidents and promote occupational health:

Austrian Post offers health-promoting measures at various locations in Austria. In addition to providing regular health consultations, the Austrian Post health bus toured through Austria again in 2024 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.

In 2024, in cooperation with the Austrian health insurance fund, various projects were launched in Distribution East, Central, West and at additional logistics centres to promote occupational health. 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. In addition, in 2024 the low-threshold vaccination programme against TBE, influenza and COVID-19 was expanded to include the tetravalent vaccine (diphtheria, tetanus, polio, whooping cough), HPV, herpes zoster (shingles) and pneumococcal vaccination.

The mental health of employees is also an important topic at Austrian Post. In 2024, Österreichische Post AG continued with its evaluation of mental stress in the workplace at distribution and logistics centres.

Measures at Aras Kargo

The health and safety of employees and providing safe workplaces are just as important to Aras Kargo as its economic success. For this reason, the company addresses its health and safety topics with a proactive approach in line with the Occupation Health and Safety Act and the requirements of the ISO 45001 standard for health and safety. Aras Kargo was first certified in 2014 in accordance with the standard OHSAS 18001 for health and safety management systems and has maintained continual certification since then. In 2022, Aras Kargo renewed its certification in accordance with ISO 45001 and expanded its scope of application to all hubs and regional management systems in 2024.

In line with the proactive perspective of Aras Kargo of creating safe workplaces and ensuring the health and safety of employees, the following measures have been implemented:

Risk assessments are carried out for every operational activity. In 2024, these were carried out using software to monitor and review the status of the planned measures.

In line with the employment contract of all employees, refresher training courses on health and safety as well as special topic-specific training measures are carried out.

All health and safety matters are addressed in the health and safety committees, which safety experts, occupational physicians, workers’ representatives, regional representatives from the human resources and administration department and employer representatives also take part in. These committees meet every two or three months according to pre-determined agendas. Accidents are one of the most important points on these agendas. Aras Kargo carries out accident investigations and root cause analyses according to internal processes. The committees discuss the results and make suggestions to prevent accidents or avoid their recurrence.

Aras Kargo provides the necessary personal protective equipment according to the risks determined in the risk assessment.

S1-4 (3) Measures related to equal treatment and opportunities for all

Measures at Austrian Post

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to equal treatment and opportunities (see S1-1 (3)) and targets related to equal treatment and opportunities (see S1-5 (3)).

Österreichische Post AG strives to create a work environment in which its employees can let their potential unfurl, and works to promote diversity and equal opportunities. The company aims to provide the same opportunities to its employees at all levels in areas such as development, career opportunities and work-life balance.

Comprehensive measures are taken to promote equal opportunities for its employees. These serve to prevent discrimination and can have positive impacts on the income security, satisfaction and motivation of its employees. These measures are derived from the results of the employee survey, exit interviews and strategic corporate goals.

Diversity network: Österreichische Post AG has established a total of seven network groups to raise its employees' awareness of the issue and improve their expertise in this area, while also incorporating diversity into the company's organisational structure. The seven groups cover seven different areas: accessibility, ethnicity and origin, women in leadership, age and generations, work and family, LGBTIQA+ 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 puts Österreichische Post AG in a position to drive innovation across its divisions while also defining ways in which it can improve from a diversity perspective to make itself a more sustainable company.

Measures related to multilingualism, such as the implementation of a guidance system using pictograms in logistics centres or the introduction of a translation tool for mobile phones, support equality of opportunity and an inclusive working environment and thus increases the satisfaction and motivation of employees.

Promoting equal opportunity leads to positive impacts on gender equality and helps to prevent discrimination. This comprises measures to advance women in leadership positions in the Elly gender balance project at Österreichische Post AG, the continuation of indexing in the Women's Career Index and agreements for setting goals regarding women in leadership positions.

Further measures to advance female senior executives in distribution comprise group leadership coaching for site leaders, needs-focussed individual coaching for site leaders, and internal mentoring for new site and regional leaders.

Conducting workshops with international Group companies on the topic of gender & diversity management raises awareness and promotes the company-wide organisational spread of an equal and inclusive work environment.

To sensitise senior executives and employees to the topic of diversity, diversity-specific seminars are offered for senior executives such as unconscious bias, age-appropriate leadership and female empowerment. The creation of an e-learning module for all employees on diversity rounds out the awareness training measures.

Active parental leave management at Österreichische Post AG comprises measures such as the creation of an e-learning module as well as the reconceptualisation of the parental leave breakfast with a focus on employees in operational areas, and can thus lead to positive impacts on the satisfaction and motivation of employees on parental leave.

With regard to equal treatment, it is of great importance that people with disabilities can take part in professional life on equal terms. Access to inclusive workplaces can lead to income security and an increase in the satisfaction and motivation of employees with disabilities through secure employment. Specialist further training and training with external experts contribute to developing accessibility and to raising awareness in the departments.

"Work and Family Life" audit: Measures for implementation are defined in a target agreement. The top measures at Österreichische Post AG in operational areas are: strengthening cultural messages, highlighting existing flexibility in working times and supporting senior executives with parental leave management.

Measures at Aras Kargo

With regard to equal treatment, it is of great importance that people with disabilities can take part in professional life on equal terms. The national legal quota for the employment of employees with disabilities is adhered to at all locations.

To ensure equal opportunity and fairness to all employee groups, career opportunities are announced internally through open communication with all employees, and internal applications are given priority.

The application forms do not ask any questions about gender, ethnicity, relationship status or other specific criteria in order to avoid any potential prejudices in their consideration. To prevent discrimination, no personal questions such as home town or ethnicity are asked during job interviews.

All assessments as part of the selection and internal promotion procedure are carried out objectively using competency-based techniques that are based on work-related skills.

To increase the awareness of the employees and senior executives, the monthly company magazine contains articles about the importance of having a balanced gender ratio in the workplace. The importance of equal opportunity in recruitment and career paths is highlighted in regularly held meetings and training courses. This is supported by the "Gender Balance Webinar Series".

Aras Kargo is a member of the LEAD Network Türkiye to support and improve the role of women in professional life. The non-profit organisation is supported through sponsorships and participation at various events such as conferences and workshops.

S1-4 (4) Measures related to training and skills development

Measures at Austrian Post

Austrian Post supports its employees in their professional and personal development. This involves offering training which focuses on different target groups and skills, from specialised training courses through to coaching. Österreichische Post AG continued this training approach in 2024 in addition to the Leadership Academy. In addition, it offers a wide range of training options and thus opportunities for many paths for development in the company.

Österreichische Post AG 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. Development talks take place at least once per year. The development talk procedure was analysed from the ground up in 2023 and a new form for the talks was introduced in 2024.

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to training and skills development (see S1-1 (4)) and targets related to training and skills development (see S1-5 (4)).

The "Post Akademie" is where all of Österreichische Post AG's training programmes and development paths come together under one roof. The company takes care to ensure a balanced ratio of women and men in its programmes. As part of the Leadership Academy, there is an offering specifically for women (for example, female empowerment). The Apprentice Academy is a key component for training roughly 250 apprentices in seven different professions throughout Austria. The Logistics Academy provides a number of professional development programmes for employees in distribution, logistics centres and transport logistics. The Branch Academy offers employees in the branch network interesting career prospects and a broad range of development measures. The Sales Academy provides fundamental technical training for employees and senior executives in sales in the divisions Parcel Austria, Business Solutions and the Mail Division.

These skills-oriented training and education offers can lead to an increase in the satisfaction and motivation of the employees by providing opportunities for advancement and career options.

Talent programmes to help employees develop and advance include the L.E.A.D. programme, which serves to strengthen and expand the skills of the top management, the Excellence Programme, which aims to prepare talented employees for a leadership role within the company, as well as the Trainee Programme, in which candidates with Bachelor's and Master's degrees can get a comprehensive look at different departments in the company through rotations.

E-learning: Digital learning is a core part of a digital working environment. The Austrian Post learning platform is called LENA – "Lerne Elektronisch Nachhaltig Aktiv" ("learn electronically, sustainably, actively"). The platform provides a variety of e-learning courses and online training courses on a variety of topics for flexible learning. Around 9,000 people currently have access to LENA. The content will be rolled out to more target groups in future.

Post Internal Labour Market: If employees are affected by restructuring measures, Austrian Post offers them opportunities to reposition themselves on the job market. The Post Internal Labour Market department also offers career guidance and counselling. It provides assistance for Austrian Post employees who are looking for a new position within the company or elsewhere.

"New normal" seminars: "New normal" in the work context is a collective term for the new forms of (hybrid) teamwork and covers the adaptations to the work environment that had to be made. Österreichische Post AG offers "new normal" seminars so that its employees can develop specifically in these areas.

Development talks: The development talks lay the tracks for good collaboration and are an important component of the feedback culture in the company. During the talk, the past year is reflected on and feedback is provided. Goals and further training measures are also agreed. At Austrian Post, a distinction is made between the annual development talk and the ad hoc development talk. The annual development talk should take place at least once per year.

Development paths: The development of its employees is very important to Österreichische Post AG. In today's working world, it is essential that they know which steps need to be taken in order to advance up the career ladder and to achieve professional goals. Österreichische Post AG supports them in their development with clear and transparent development paths. Transparent development paths offer clear information about the various positions, requirements and development opportunities in the company. Development paths in various areas are depicted in a brochure and also addressed in development talks.

Measures at Aras Kargo

Aras Kargo places great value on the development of its employees. This development process starts with the orientation programme on the first day of work.

In annual talks with senior executives, the need for training is analysed in order to track and steer the development paths of the managers and their teams. The training measures that are to be completed during the year are determined based on these analyses.

Leadership training for senior executives aims to strengthen the technical and behavioural aspects as well as management skills of the senior executives. Self-management, employee leadership, organisational governance and corporate governance are key modules of these programmes.

Webinars are offered for employees under the "WebinAras" scheme. These webinars focus on both personal and professional development.

The "Aras Academy" platform allows employees to develop their skills with technical, personal or legal video training courses.

Each month, "Competent Aras Training" sessions are held in which the company focuses on one of the skill sets in the Aras Kargo skills package. In addition to these, skill sets are strengthened through video training, gamification and competitions.

S1-4 (5) Measures related to human rights

Measures at Austrian Post

Austrian Post would like to guarantee that its activities are always ethically irreproachable and exemplary, continually upholding human rights. The Group-wide Code of Conduct and Ethics and the Declaration of Principles on Human Rights of Austrian Post reflect the commitment of the Austrian Post Group to the principles contained in the UN Global Compact and related standards.

To maintain safe and good working conditions and prevent negative impacts on human rights, all basic principles and guidelines on human rights are adhered to.

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to human rights (see S1-1 (5)) and targets related to human rights (see S1-5 (5)).

Whenever violations are reported, Austrian Post follows defined processes to make sure they are resolved thoroughly and as quickly as possible. The company takes appropriate action in a timely manner and implements further measures to undo the impact of violations and prevent them in future.

Employees can report any wrongdoings at any time using the WhistleDesk, the Austrian Post Group's whistleblowing system. The contact data can be found on the Austrian Post Group website or on the intranet (see G1-1).

Ombudsperson for employees: The activities of the office of the ombudsperson are geared towards contributing to the values of Österreichische Post AG and thus to employee satisfaction. The office of the ombudsperson acts as a neutral third party in the event of conflicts. The ombudsperson takes on the role of mediator. All employees of Österreichische Post AG can turn to the office of the ombudsperson. All concerns are treated with absolute confidentiality. The ombudsperson checks the facts, talks to those involved and supports them in finding a solution. They do not present complete solutions. The final procedure is decided by those involved themselves.

During recruiting, the age of the employees to be hired is verified and documented accordingly. This documentation ensures that all employees are the right age for the job they will perform.

Measures at Aras Kargo

Training measures are carried out regularly to ensure adherence with the compliance guidelines by all employees and to promote a culture of compliance. In addition, it is possible to report violations of the Code of Conduct and Ethics or the compliance guidelines by telephone and email. Beyond this, compliance training is carried out in two categories each year: a general compliance workshop that is mandatory each year for all employees and a tailored compliance workshop for risk groups. After each training course, a round of questions is held following the presentation and the materials are shared with the participants.

The whistleblowing channels (telephone and email) are available to all employees at any time. The identity of the reporting parties is kept confidential and anonymous unless explicitly stated otherwise. To raise awareness of and understanding for the function of the reporting hotline, announcements are made at regular intervals by email.

Reports of violations are first reviewed by the team for assessing reports. If the report constitutes a potential violation of the Code of Conduct and Ethics or the compliance guidelines, the report in question is next evaluated by the Ethics Committee. All reports believed to constitute violations of the Code of Conduct and Ethics or the compliance guidelines are investigated carefully and confidentially by the reviewers, and the findings are documented.

The principles of equal treatment, the overtime regulation and the employer's duty of care as well as the compliance guidelines, which are rooted in labour law, aim to prevent violations of human rights. Especially the human rights policy, the policy for equal opportunities, diversity and inclusion as well as the policy for the prevention of discrimination, harassment and violence are a significant reflection of the dedication of Aras Kargo to protecting human rights. Aras Kargo has a zero-tolerance policy for human rights violations.

S1-4 (6) Tracking and assessing the effectiveness of actions and initiatives

The effectiveness of actions is shown in the results of the employee survey, 360-degree feedback and exit interviews. In conducting the exit interviews, attempts are made to understand the reasons the employees are leaving the company and to gather valuable feedback that can contribute to the improvement of working conditions and the corporate culture.

The project team tracks the planned actions after an initiative (e.g. following an employee survey) by means of continual evaluation and communication with all persons responsible for the topic in question.

Austrian Post conducted its fifth company-wide employee survey in 2023. All employees were invited to take part. Participation is anonymous and voluntary and is supported by the external institute EUCUSA. Based on the results of the survey, actions have been put in place within the divisions by the corresponding senior executives, and their implementation shall be regularly reviewed.

The effectiveness of measures relating to occupational health and safety is additionally traced and assessed by the annual accident statistics as well as the quarterly reporting. Additionally, the evaluation of mental load is re-assessed at regular intervals, with the effectiveness of the defined measures being reviewed.

S1-4 (7) Processes to identify the necessity and appropriateness of measures

Measures are derived from the results of the employee survey, exit interviews, 360-degree feedback and strategic corporate goals. The measures are developed in the corresponding Österreichische Post AG divisions.

In the area of occupational safety, a detailed accident analysis is carried out after every accident. The cause is determined and the dangers are evaluated. Appropriate measures are taken depending on the outcome of the analysis process. 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.

S1-4 (8) Ensuring that own practices do not have any material negative impacts on own workforce

Using the measures described in the previous chapters, it can be ensured that the company's own practices do not have any material negative impacts on the company's own workers.

S1-4 (9) Resources for managing material impacts

To implement the policies related to own workers, measures are carried out that are not part of specific action plans. No material financial impacts or significant operating expenses (OpEx) and/or capital expenditure (CapEx) result from this.

S1-4 (10) Actions taken or planned to mitigate material risks or pursue material opportunities for the undertaking

There are currently no material risks or opportunities at Austrian Post in connection with own workers.

METRICS AND TARGETS

Disclosure Requirement S1-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities

S1-5 (1) Targets related to working conditions at Österreichische Post AG

In relation to working conditions, the aim is to sustainably reduce employee turnover. The quantification of the target, which is to be achieved by 2030, will be determined as part of a strategic process in the first half of 2025, and will include a corresponding action plan. Österreichische Post AG considers employee turnover to be influenced by the following factors: working atmosphere, fair wages, career opportunities, quality of communication, employee loyalty and work-life balance.

The target contributes to the policies related to working conditions (see S1-1 (1)) and is defined and monitored in consultation with the head of human resources and the Management Board.

S1-5 (2) Targets related to health and safety at Österreichische Post AG

In relation to health and safety, the following targets were set for the assessment of progress:

Reduce frequency of accidents (per 1 million work hours) by 15% by 2030.

This is a relative target that is in relation to the total hours worked. The unit to be used for the calculation is the number of work-related accidents (starting with one working day lost) in relation to the hours worked, per one million working hours. The set target level is 23, from a value of 27 in the base year 2020. Annual progress: 2022: 27.1; 2023: 27.0; 2024: 23.2

No fatal work-related accidents in post and parcel delivery per reporting year. Annual progress: Fatalities as a result of work-related injury: 2022: 1; 2023: 0; 2024: 0

Implementation of a management system in accordance with ISO 45001 and certification of Österreichische Post AG until 2030. Five additional locations were certified in 2024.

A detailed incident analysis is carried out after every accident. The cause is determined and the dangers are evaluated. A check is also carried out to determine whether the relevant process was fully complied with. Appropriate measures are taken depending on the outcome of the analysis process.

Austrian Post uses a management system to establish demonstrably effective processes to reduce the risk of injuries, accidents and work-related ill health.

The target "Reduce frequency of accidents (per 1 million work hours) by 15% by 2030", the term "frequency of accidents" must be redesignated due to CSRD stipulations (ESRS Note I S1, 88c) as "Number and rate of recordable work-related accidents". The term "Number of work-related accidents" was changed to "Recordable work-related accidents".

The targets are reviewed quarterly as part of the reporting to the employee protection officer of Österreichische Post AG.

The quarterly internal report on ESG key figures reports to the Management Board on key figures connected to occupational health and safety. In addition, the Management Board receives a detailed report on accident statistics annually.

The above targets contribute to the policies related to health and safety (see S1-1 (2)) and are defined and monitored in consultation with the head of human resources and the Management Board.

S1-5 (3) Targets related to equal treatment and opportunities in employment at Österreichische Post AG

In relation to equal treatment and opportunities for all, the following target was set for the assessment of progress:

40% women in leadership positions by 2030 based on the Elly gender balance project of Österreichische Post AG.

Annual progress: 2022: 36.1%; 2023: 37.1%; 2024: 37.7%

Only employees of Österreichische Post AG (excluding Group companies) are taken into consideration in the figures of 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 Post Internal Labour Market. Employees on long-term leave are included in the calculation.

There were no changes to the parameters, measurement methodologies, significant assumptions or data collection procedures during the reporting period for this target.

Reviewing targets in addition to the conception, approval and implementation of measures are carried out in project management by diversity management in cooperation with the corresponding organisational unit. The goal with each is the sustainable implementation into the processes and structures of the individual organisational units. Continual progress is communicated regularly with all stakeholders involved. Continuity is ensured through monthly reporting in the division to the full Management Board and all senior executives as well as the evaluation talk with division heads as needed or at least annually. The quantitative targets are monitored continually using a dashboard and their development is observed.

The target contributes to the policies related to equal treatment and opportunities (see S1-1 (3)) and is defined and monitored in consultation with the head of human resources and the Management Board.

S1-5 (4) Targets related to training and skills development at Österreichische Post AG

In relation to training and skills development, the following target was set for the assessment of progress:

Increase employee engagement from 76% to 82% by 2030 (indicator based on the 2017 employee survey). 2023: 84% This will be measured again in 2025.

Employee engagement is measured using the engagement index. This is oriented on Pritchard's "say-stay-strive" model. According to this model, engagement comprises the components "say": positive verbal statements (endorsement), "stay": the intention to stay with the company (loyalty), and "strive": striving for the better of the company (motivation).

The employee engagement index was chosen because it is more meaningful as a comprehensive value than purely employee satisfaction and is thus more comparable with other companies.

There were no changes to the parameters, measurement methodologies, significant assumptions or data collection procedures during the reporting period for this target.

Reviewing targets in addition to the conception, approval and implementation of measures are carried out with the approval of the departments and the Management Board. Continual progress is communicated regularly with all stakeholders involved.

The target contributes to the policies related to training and skills development (see S1-1 (4)) and is defined and monitored in consultation with the head of human resources and the Management Board.

S1-5 (5) Targets related to human rights at Österreichische Post AG

To achieve the goal of upholding human rights, a Code of Conduct and Ethics was created that is binding for all employees of the Austrian Post Group. The Declaration of Principles on Human Rights of Austrian Post, which complements the Group-wide Code of Conduct and Ethics, underlines the commitment of Austrian Post to uphold human rights. Human rights violations will not be tolerated. In the event of reports or violations, Austrian Post follows defined processes to make sure they are resolved thoroughly and as quickly as possible. The company takes appropriate action in a timely manner and implements further measures to prevent violations in future.

The definition of a measurable, outcome-oriented target is planned by the end of 2026.

Disclosure Requirement S1-6 – Characteristics of the undertaking's employees

The number of employees is reported in headcount and as an average for the reporting period.

The retrieval of both general key figures and key figures according to gender is system-based.

With regard to the key figure "Number of employees with permanent contracts": A permanent contract is one in which the service contract is for an indefinite period of time and the service relationship does not provide for termination after a certain period of time.

With regard to the key figure "Number of employees with temporary contracts": A temporary contract is one in which the term of the contract is limited and the employment relationship ends when the term expires.

Regarding the key figure "Number of non-guaranteed hours employees": This would include people employed by the business without a guaranteed minimum or fixed number of hours (e.g. casual workers or those on zero-hour contracts).

Employee turnover refers the total number of employees who leave the company during the reporting period. This is calculated as headcount as an average over the reporting period. The turnover rate is defined as the number of permanent staff employed for at least six months who leave the company. All forms of staff departures are taken into account.

In the 2024 reporting year, employee turnover at Österreichische Post AG and the Austrian Post Group was below the previous year's level. The main reason for this is the positive development at Österreichische Post AG and the Group company Aras Kargo.

In connection with the information on the total number of employees in the company, the staff costs of the Austrian Post Group are the most representative figure presented in the financial statements (see consolidated financial statements, Note 11. Staff costs).

T 44 Employees by gender

Gender	Number of employees (headcount)
Male	20,758
Female	8,813
Diverse[1]	–[2]
Not specified	–[2]
Total number of employees	**29,572**

[1] Gender according to employees' own statements
[2] Not available Group-wide

T 45 Details on employees by gender

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Employees by gender (headcount)	**18,941**	**18,601**	**18,816**	**28,913**	**28,963**	**29,572**
thereof female (headcount)	6,610	6,403	6,291	8,958	8,853	8,813
thereof female (%)	34.9	34.4	33.4	31.0	30.6	29.8
thereof male (headcount)	12,331	12,198	12,525	19,955	20,110	20,758
thereof male (%)	65.1	65.6	66.6	69.0	69.4	70.2

T 46 Employees by country

Country	Number of employees (headcount)
Austria[1]	20,458
Türkiye	6,876
Other	2,238
Total number of employees	**29,572**

[1] Österreichische Post AG employs 18,816 people which is 91.9% of the company's employees in Austria.

T 47 Employees by type of contract and gender – Österreichische Post AG

2024	Female	Male	Other[1]	Not specified	Total
Number of employees (headcount)	6,291	12,525	–[2]	–[2]	18,816
Number of employees with permanent employment contracts (headcount)	5,836	11,162	–[2]	–[2]	16,998
Number of employees with temporary employment contracts (headcount)	455	1,363	–[2]	–[2]	1,818
Number of non-guaranteed hours employees (headcount)	0	0	–[2]	–[2]	0
Number of full-time employees (headcount)	3,946	11,281	–[2]	–[2]	15,227
Number of part-time employees (headcount)	2,345	1,244	–[2]	–[2]	3,589

[1] Gender according to employees' own statements
[2] Not available Group-wide

T 48 Employees by type of contract and gender – Group

2024	Female	Male	Other[1]	Not specified	Total
Number of employees (headcount)	8,813	20,758	–[2]	–[2]	29,572
Number of employees with permanent employment contracts (headcount)	8,217	19,109	–[2]	–[2]	27,326
Number of employees with temporary employment contracts (headcount)	596	1,650	–[2]	–[2]	2,246
Number of non-guaranteed hours employees (headcount)	0	0	–[2]	–[2]	0
Number of full-time employees (headcount)	6,211	19,343	–[2]	–[2]	25,554
Number of part-time employees (headcount)	2,602	1,415	–[2]	–[2]	4,018

[1] Gender according to employees' own statements
[2] Not available Group-wide

T 49 Employees by type of contract and region

2024	Austria	Türkiye[1]	Other	Total
Number of employees (headcount)	20,458	7,109	2,004	29,572
Number of employees with permanent employment contracts (headcount)	18,496	6,971	1,859	27,326
Number of employees with temporary employment contracts (headcount)	1,962	139	145	2,246
Number of non-guaranteed hours employees (headcount)	0	0	0	0
Number of full-time employees (headcount)	16,539	7,072	1,942	25,554
Number of part-time employees (headcount)	3,918	37	62	4,018

[1)] Türkiye region incl. Azerbaijan

T 50 Details on employee turnover

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Total turnover (headcount)	3,329	2,902	2,863	5,149	4,784	4,674
Total turnover (%)	17.6	15.7	15.3	17.5	17.1	16.6

Disclosure Requirement S1-7 – Characteristics of non-employees in the undertaking's own workforce

Austrian Post employs non-employee workers as "temporary staff". These are reported in FTE (full-time equivalents) and as an average for the reporting period. A full-time employee is someone whose contractual employment corresponds to the standard weekly working hours stipulated in the collective agreement.

Temporary employees include leased personnel from external companies. The leased hours are converted into FTE and shown as an average for the reporting period. Temporary staff are used to cover peak periods, primarily in the logistics centres and in distribution.

T 51 Details on non-employee workers

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Temporary staff (FTE)	**640**	**632**	**618**	**1,878**	**1,901**	**1,880**

Disclosure Requirement S1-8 – Collective bargaining coverage and social dialogue

In Austria, 98% of employees are covered by collective agreements. In the Türkiye region (including Azerbaijan), the figure is 77%. The collective bargaining coverage of employees of the Austrian Post Group is based on the relevant legal provisions. In Austria, several collective labour agreements apply to Österreichische Post AG and the Austrian Post Group companies. In Austria, 94% of employees are covered by workplace representation.

There is neither a European Works Council (EWC), a Societas Europaea (SE) Works Council, nor a Societas Cooperativa Europaea (SCE) Works Council.

T 52 Information on collective bargaining coverage and social dialogue

	Collective bargaining coverage		Social dialogue
Coverage rate	Employees – EEA	Employees – Non-EEA countries	Workplace representation (EEA only)
	(for countries with >50 empl. representing >10% total empl.)	(estimate for regions with >50 empl. representing >10% total empl.)	(for countries with >50 empl. representing >10% total empl.)
0–19%			
20–39%			
40–59%			
60–79%		Türkiye[1]	
80–100%	Austria		Austria

[1] Türkiye region incl. Azerbaijan

Disclosure Requirement S1-9 – Diversity metrics

Employees in leadership positions (management and management level) are reported in headcount and in accordance with the definition of the Elly gender balance project of Österreichische Post AG. The figures do not include payroll units which are not involved in the project. The most significant of these is the Post Internal Labour Market. Employees on long-term leave are included in the calculation.

In the previous sustainability reporting (until 2023), employees were reported by age group in FTE (full-time equivalents). In the 2024 sustainability report, the key figures for employees by age group are reported in headcount in accordance with ESRS requirements and are therefore not available for previous years.

T 53 Details on diversity parameters

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Employees in leadership positions (headcount)	**984**	**1,031**	**1,190**	**1,319**	**1,376**	**1,547**
thereof female (headcount)	355	382	449	458	481	548
thereof female (%)	36.1	37.1	37.7	34.7	35.0	35.4
thereof male (headcount)	629	649	741	861	895	999
thereof male (%)	63.9	62.9	62.3	65.3	65.0	64.6
Employees by age group (headcount)	**-**	**-**	**18,816**	**-**	**-**	**29,572**
under 30	-	-	3,938	-	-	6,563
30–50	-	-	7,965	-	-	14,602
over 50	-	-	6,913	-	-	8,406
Employees by age group (%)						
under 30	-	-	20.9	-	-	22.2
30–50	-	-	42.3	-	-	49.4
over 50	-	-	36.7	-	-	28.4

Disclosure Requirement S1-10 – Adequate wages

The employees of Österreichische Post AG and its Group companies are remunerated in accordance with the legal regulations in the respective countries and the applicable collective bargaining agreements. In addition, salary surveys are used to ensure that remuneration is in line with the market, and in Austria the company participates in a salary survey. In addition to the statutory and collectively agreed salary increases, there are also performance-related extraordinary salary increases. Accordingly, all employees of Austrian Post and its Group companies receive appropriate remuneration in line with the applicable benchmarking.

The following values are used for the calculation: Only applicable for EEA: Adequate wages according to EU Directive 2022/2024; statutory minimum wage; lowest value from the applicable collective bargaining agreements (if at least 95% of employees are covered by collective bargaining agreements); 60% of the median wage; 50% of the gross average wage.

Disclosure Requirement S1-11 – Social protection

In all Group companies – including those outside Austria – the Austrian Post Group employs staff in accordance with the applicable legal regulations. This means that there is social protection for illness, unemployment, work-related accidents, invalidity, parental leave and pensions in accordance with the legal provisions applicable in each country.

Certain groups defined by law may be exempt from this cover, however. In Austria, for example, there is no statutory compulsory insurance for marginally employed persons.

Disclosure Requirement S1-12 – Persons with disabilities

"Employees with disabilities" are reported in accordance with the provisions of country-specific legislation and, from 2024, in headcount and as an annual average. Austrian Post has already reported measures and key figures according to a different definition in previous years, which are not comparable with the current figures.

T 54 Details on persons with disabilities

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Employees with disabilities (headcount)	–	–	709	–	–	948
Employees with disabilities (%)	–	–	3.8	–	–	3.2

Disclosure Requirement S1-13 – Training and skills development metrics

Key figures on performance and career development reviews are reported for the first time for 2024 in accordance with ESRS requirements and are therefore not available for previous years.

Österreichische Post AG attaches great importance to providing employees with guidance and thus promoting their continued development. Performance and career development reviews provide clarity and transparency, help to prioritise tasks, create a sense of commitment, increase motivation and strengthen personal responsibility.

Performance and career development reviews take place in a formalised form as MbO/sales bonuses or performance bonuses primarily in the overhead areas or for senior executives in operational areas, meaning that the percentage of employees here is relatively low. General development talks are held regularly with all employees, but are not of a judgemental nature. The disparity between the performance and career development reviews planned and those carried out results from departures from the company and leaves of absence.

On average, women complete more hours of training than men. Due to the gender distribution in the company, however, the total amount is higher for men in absolute terms.

Each seminar, training course or module is counted individually to determine the number of training hours. If a seminar or training course consists of several modules, each module is counted.

T 55 Details on performance and career development reviews

Indicators	Österreichische Post AG 2022	Österreichische Post AG 2023	Österreichische Post AG 2024	Group 2022	Group 2023	Group 2024
Employees who have participated in regular performance and career development reviews	**–**	**–**	**2,403**	**–**	**–**	**4,161**
Women	–	–	867	–	–	1,483
Men	–	–	1,536	–	–	2,678
Employees who have participated in regular performance and career development reviews (%)	**–**	**–**	**12.8**	**–**	**–**	**14.1**
Women (%)	–	–	13.8	–	–	16.8
Men (%)	–	–	12.3	–	–	12.9
Reviews carried out in relation to reviews agreed	**–**	**–**	**95.9**	**–**	**–**	**95.0**
Women (%)	–	–	95.8	–	–	93.3
Men (%)	–	–	95.9	–	–	96.0

T 56 Details on training hours

Indicators	Österreichische Post AG 2022	Österreichische Post AG 2023	Österreichische Post AG 2024	Group 2022	Group 2023	Group 2024
Training hours (number)	**137,275**	**152,384**	**145,409**	**261,614**	**303,690**	**325,548**
thereof women	55,235	64,269	57,488	90,313	103,350	112,555
thereof men	82,039	88,115	87,921	171,301	200,339	212,993
Average training hours per employee	**7.2**	**8.2**	**7.9**	**9.1**	**10.5**	**11.0**
Women	8.4	10.0	9.3	10.1	11.7	12.8
Men	6.7	7.2	7.3	8.6	10.0	10.3

Disclosure Requirement S1-14 – Health and safety metrics

Some key figures on health and safety are reported for the first time for 2024 in accordance with ESRS requirements and are therefore not available for previous years.

Recordable work-related accidents are occupational accidents (= work-related injuries) of persons in active employment resulting in one or more full days of absence from work, which lead to the following: death, days away from work, restricted work, medical treatment or a significant injury diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work, medical treatment beyond first aid, or loss of consciousness.

The number of work-related accidents among own employees at Österreichische Post AG fell from 751 in 2023 to 681 in the 2024 reporting year. The Group also recorded a further reduction in work-related accidents compared to previous years. The presentation of work-related accidents does not include commuting accidents. Accidents during the period of employment are included.

One fatal occupational accident occurred at the Group company Aras Kargo in 2024.

The rate of work-related accidents involving Austrian Post's own employees has also fallen compared to the previous year, both at Österreichische Post AG and within the Group. The rate of work-related accidents represents the number of work-related accidents per one million hours worked.

T 57 Details on health and safety

	Österreichische Post AG			Group		
Indicators	**2022**	**2023**	**2024**	**2022**	**2023**	**2024**
Coverage by statutory requirements and/or standards or guidelines from the health and safety management system (%)	**–**	**–**	**100**	**–**	**–**	**100**
Coverage for own employees (%)	–	–	100	–	–	100
Coverage for temporary staff (%)	–	–	100	–	–	100
Fatalities as a result of work-related injury or ill health	**1**	**0**	**0**	**1**	**1**	**1**
Deaths as a result of work-related injuries	1	0	0	1	1	1
thereof own employees	1	0	0	1	1	1
thereof temporary staff	–	–	0	–	–	0
thereof other workers[1]	–	–	–[2]	–	–	–[2]
Deaths as a result of work-related ill health	–	–	–[2]	–	–	–[2]
thereof own employees	–	–	–[2]	–	–	–[2]
thereof temporary staff	–	–	–[2]	–	–	–[2]
thereof other workers[1]	–	–	–[2]	–	–	–[2]
Recordable work-related accidents	**771**	**751**	**711**	**1,103**	**1,096**	**1,127**
thereof own employees	771	751	681	1,103	1,096	1,013
thereof temporary staff	–	–	30	–	–	114
Rate of work-related accidents	**27.1**	**27.0**	**23.0**	**22.7**	**23.0**	**21.3**
Own employees	27.1	27.0	23.2	22.7	23.0	20.7
Temporary staff	–	–	20.5	–	–	28.8
Recordable work-related ill health						
Own employees	–	–	–[2]	–	–	–[2]
Days lost due to work-related injuries and ill health						
Own employees	–	–	15,891.0[2]	–	–	20,640.0[2]

[1] Other workers working on the undertaking's sites, such as value chain workers if they are working on the undertaking's sites.
[2] Work-related ill health and accident figures for other workers are not recorded for data protection reasons.

Disclosure Requirement S1-15 – Work-life balance metrics

Key figures on work-life balance are reported for the first time for 2024 in accordance with ESRS requirements and are therefore not available for previous years.

In Austria and in all other Group company countries, all employees are entitled to family-related leave in accordance with the relevant legal provisions.

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Details on work-life balance

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Employees entitled to family-related leave (%)	**–**	**–**	**100**	**–**	**–**	**100**
Women (%)	–	–	100	–	–	100
Men (%)	–	–	100	–	–	100
Percentage of entitled employees that took family-related leave (%)	**–**	**–**	**19.4**	**–**	**–**	**14.2**
Women (%)	–	–	25.7	–	–	21.2
Men (%)	–	–	16.2	–	–	11.3

Disclosure Requirement S1-16 – Remuneration metrics (pay gap and total remuneration)

Remuneration metrics in accordance with ESRS requirements are reported for the first time for 2024 and are therefore not available for previous years. When determining the remuneration metrics, only those members of the Management Board who had a valid contractual relationship for the entire financial year are taken into account.

To calculate the gender pay gap according to ESRS, the difference between the average gross hourly pay level of men and women is expressed as a ratio of the average gross hourly pay level of men. The ESRS gender pay gap for all employees at Österreichische Post AG is 8.5% and 4.2% for the Group.

To calculate the Group-wide key figure, the gender pay gaps calculated for the individual Group companies were weighted according to the number of employees.

This key figure calculated in accordance with ESRS does not take into account different functions and framework conditions.

Austrian Post employs numerous workers in blue-collar positions in addition to workers in academic positions. Due to its historical past, the company also employs different groups of employees under different legal frameworks (civil servants, former federal employees, new employees of Austrian Post), something that should be taken into account when analysing these circumstances with regard to the gender pay gap. The ESRS gender pay gap indicator does not take into account the special situation of Österreichische Post AG.

Therefore, taking into account the specific circumstances of Österreichische Post AG, in 2024 an analysis of gender-specific pay differences for the calendar year 2023 was carried out by an external consultant, which is reported here as a voluntary additional entity-specific disclosure. The result was that the gender pay gap at Österreichische Post AG was 1.2%.

This analysis takes into account the different groups of employees according to their framework conditions. Furthermore, significant clusters, such as those based on the type of function performed (blue collar/white collar), seniority and functional classification, are identified and all employees are grouped accordingly. This detailed analysis yields a very realistic gender pay gap of 1.2%. The reason for this low figure is that the company has fixed salary schemes in place, in particular for operational functions within Österreichische Post AG's branch network, logistics centres, distribution and other areas, as well as under civil service law, which preclude gender-specific pay differences.

The total remuneration ratio represents the ratio between the annual total remuneration of the highest-paid individual and the median total remuneration of all employees. At Österreichische Post AG, this ratio is 1:54.0. Due to different economic and wage policy conditions in the various countries, the ratio in the Group is higher at 1:69.8. The median of the entire gross hourly pay level of men and women was used to determine the median of total annual remuneration.

T 59 Details on compensation metrics

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Gender pay gap in detail – voluntary additional entity-specific disclosure (%)[1]	–	1.2	–	–	–	–
ESRS gender pay gap (%)[1]	–	–	8.5	–	–	4.2
Total remuneration ratio	–	–	54.0	–	–	69.8

[1] Positive figure: men earn more than women by this percentage. Negative figure: women earn more than men by this percentage.

Disclosure Requirement S1-17 – Incidents, complaints and severe human rights impacts

Key figures on incidents and complaints are reported for the first time for 2024 in accordance with ESRS requirements and are therefore not available for previous years.

Complaints filed through channels for employees refer to complaints made through channels that allow individuals within the company's own workforce to raise concerns (including grievance mechanisms) and which have not been received by the company or competent authorities through a formal and/or established procedure. These are cases that were reported to the company as part of established internal procedures (e.g. ombudsperson, whistleblowing system) and for which actions were required.

All cases concluded in the reporting period and cases still open at the time of reporting have been disclosed. All reported cases were examined accordingly and appropriate remedial action has been taken.

The total amount of fines, penalties, and compensation for damages totalling EUR 18 thousand and EUR 19 thousand respectively is reported in the (consolidated) financial statements under "Other operating expenses – Other" (see consolidated financial statements, Note 12.2 Other operating expenses).

T 60 Details on incidents and complaints

	Österreichische Post AG			Group		
Indicators	2022	2023	2024	2022	2023	2024
Discrimination, including harassment	**–**	**–**	**6**	**–**	**–**	**11**
Complaints[1]	**–**	**–**	**13**	**–**	**–**	**23**
thereof complaints filed through channels for employees[1]	–	–	13	–	–	23
thereof complaints filed to the National Contact Points[1]	–	–	0	–	–	0
Total amount of fines, penalties and compensation for damages related to the incidents and complaints disclosed above (in EUR)	**–**	**–**	**18,000**	**–**	**–**	**19,087**
Identified cases of severe human rights incidents (e.g. forced labour, human trafficking or child labour)	**–**	**–**	**0**	**–**	**–**	**0**
thereof incidents of non-compliance with the United Nations Guiding Principles on Business and Human Rights	–	–	0	–	–	0
thereof incidents of non-compliance with the ILO Declaration on Fundamental Principles and Rights at Work	–	–	0	–	–	0
thereof incidents of non-compliance with the OECD Guidelines for Multinational Enterprises	–	–	0	–	–	0
Total amount of fines, penalties and compensation for damages related to human rights incidents (in EUR)	**–**	**–**	**0**	**–**	**–**	**0**

[1] Cases already mentioned under "Discrimination, including harassment" are not presented here.

ESRS S2 Workers in the value chain

STRATEGY

S2 Disclosure Requirement related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

As the leading logistics and postal service provider in Austria, with Group companies in CEE/SEE and Türkiye, Austrian Post has a great responsibility to society – and it wants to live up to this responsibility. Austrian Post must rely on business partners and suppliers along the value chain to provide its services.

During the course of the materiality assessment, workers in the value chain were evaluated and findings from the risk analysis of the supply chain management system were considered.

The assessment of impacts, risks and opportunities and their interaction with strategy and business model with regard to workers in the value chain starts by looking at business partners in the value chain. During the course of the identification, the risk criteria “sector”, “country” and “procurement volume” were considered. The risk categories “sector” and “country” are oriented along risks relating to human rights, such as child labour or forced labour.

In addition, an analysis of the composition of the business partner portfolio was carried out. The goods and services utilised by the Group are from numerous providers; as a result, no dependency risks to individual business partners have been identified at present.

During the course of the materiality assessment, the following material impacts of the Austrian Post Group on workers in the value chain and risks were identified:

Impacts

Seasonal fluctuation The Austrian Post Group relies on permanent employees and cooperation with business partners to ensure efficient and broad provision of services in a personnel-intensive industry.

The Austrian Post Group operates in a sector that is subject to seasonal fluctuation. As a result, capacity utilisation fluctuates, which leads to fluctuations in the employment situation and has a negative impact on the secure employment of employees in the value chain. Additionally, seasonal fluctuations could have a negative influence on the working time of employees in the value chain.

This impact affects employees at freight service partner companies that transport goods between logistics centres or deliver mail items. Workers with postal partners in Austria or agencies abroad who provide branch services are also affected.

Route delegation and volume planning Additional impacts with a potential negative impact on the working time of employees in the value chain are route delegation and volume planning. This could also have an impact on the work-life balance of employees.

This impact could affect employees at freight service partner companies that transport goods between logistics centres or deliver mail items.

Accidents and injuries Physically demanding activities are common in the logistics industry. The Austrian Post Group also relies on road transport. Conditions at the logistics sites and on the roads could lead to accidents and injuries that could have a negative impact on the health and safety of employees in the value chain.

This impact could affect employees at freight service partner companies that transport goods between logistics centres or deliver mail items.

Competition and margin pressure The delivery services industry is subject to intense competition and margin pressure. This has an impact on the contracts with business partners and can also have a negative impact on the remuneration of employees in the value chain. Long-term delivery partners and sustainable customer pricing can help reduce the cost pressure for delivery, which could also have a positive impact on the remuneration of employees.

This impact could affect employees at freight service partner companies that transport goods between logistics centres or deliver mail items.

Risks

Failure to meet standards in the supply chain In the course of the regular risk management process, "Failure to meet standards in the supply chain" was identified as a material risk with regard to workers in the value chain. The risk lies in the fact that, despite numerous preventative measures, individual cases of failure to meet standards in the supply chain (affecting human rights as well as environmental rights) cannot be ruled out.

IMPACT, RISK AND OPPORTUNITY MANAGEMENT

Disclosure Requirement S2-1 – Policies related to value chain workers

The Austrian Post Group is committed to acting in an exemplary manner in accordance with internationally recognised standards regarding ethical conduct and integrity. With its Declaration of Principles on Human Rights (in short: Human Rights Declaration), which serves Group-wide as a supplement to the Code of Conduct and Ethics, Austrian Post underscores its commitment to upholding human rights, including in relation to workers in the value chain, and respects these especially 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 all countries and regions in which the Austrian Post Group is active, the Group continually adheres to applicable regulations as well as the international human rights standards. It thus creates a shared understanding and joint standard regarding upholding human rights throughout the entire Group as well as in its supply chain and value chain.

The benchmarks for conduct specified in the Declaration and the Code are substantiated with topic-specific guidelines. The Group-wide guideline on supply chain compliance, for example, defines stipulations and due diligence processes to ensure adherence to the values of the Code and the guiding principles of the Declaration in the value chain.

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.

The guidelines also take the topic of sustainability into account. They call for an environmentally and socially responsible orientation of purchasing and supplier relationships in accordance with the sustainability strategy.

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. This was expanded in 2024 to tenders over EUR 1m and is intended to incentivise suppliers to place a stronger focus on sustainability going forward.

The internal ordering system was also improved to make sustainable product categories easier to recognise, and is being constantly updated. For example, environmentally friendly items are highlighted in the internal ordering system, making them recognisable at a glance. Accordingly, the Austrian Post Group requires consistent adherence to the environmental, social and governance standards from all its suppliers. These requirements are set out in writing in the Code of Conduct for Contractors.

The Code of Conduct for Contractors is a binding component of all purchasing contracts of the Austrian Post Group.

Suppliers are required to adhere to the minimum ethical, social and ecological standards stipulated in the Code of Conduct for Contractors.

Further information on how suppliers are handled can be found in G1-2.

Disclosure Requirement S2-2 – Processes for engaging with value chain workers about impacts

The Austrian Post Group engages in dialogue with stakeholders at multiple levels. This includes representatives of business partners in the value chain as well as, for example, their workers. For this cross-stakeholder approach, please refer to SBM-2.

In addition, the Austrian Post Group also regularly engages in dialogue with the workers in the value chain who are affected by the material impacts. This dialogue was not structured in the past, but instead took place as part of the collaboration with business partners via the relevant departments.

As a measure for improvement, this dialogue will be intensified and standardised in future.

Disclosure Requirement S2-3 – Processes to remediate negative impacts and channels for value chain workers to raise concerns

The WhistleDesk, the whistleblowing system of the Austrian Post Group, is available to anyone looking to report concerns or information. This also comprises anyone involved in the value chain. Employees can report concerns at any time using the Austrian Post Group's WhistleDesk. The contact data can be found in the Code for Contractors as well as the Austrian Post Group website.

Further details about whistleblowing options, processes and remedial action can be found in G1-1.

Disclosure Requirement S2-4 – Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those actions

To reduce the negative impacts as well as to manage the risks, a compliance management system in accordance with ISO 37301 has been implemented and successfully certified. Its aim is to ensure compliance with supply chain due diligence (supply chain compliance). In addition to determining impacts, opportunities and risks, the definition of goals and the tracking of these goals is key in maintaining and continually improving the management system.

The values of the Austrian Post Group serve as the foundation of the Group-wide management system, and are reflected in the Code of Conduct and Ethics and the Human Rights Declaration. These values are the basis for the standards that are laid out in the Code for Contractors and must be confirmed and adhered to as a binding contractual component by business partners.

Adherence to the standards is controlled by the Austrian Post Group in a risk-oriented manner (depending on the materiality of the business partner, the risk country, the risk industry) (see table: Risk-oriented business partner controls).

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Risk-oriented business partner controls

Risk levels	Controls as part of supply chain compliance	Reduction of material risk/impact
Low	No additional measures required	Not applicable
Medium	Vendor integrity check	Risk of "Failure to meet standards in the supply chain"
	Vendor integrity check	Impact of "Seasonal fluctuations"
	Additional controls including on-site audits	Impact of "Route delegation and volume planning"
		Impact of "Accidents and injuries"
		Impact of "Competition and margin pressure"
High		Risk of "Failure to meet standards in the supply chain"

The vendor integrity check (VIC) audits whether the Code of Conduct for Contractors has been adhered to and human rights have been upheld, using system support.

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.

Additional checks with business partners with an increased risk such as freight service providers in particular are intended to identify potential risks associated with these sectors early on and to derive consequences from these.

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. During the course of the 2024 audits, deviations to the Austrian Post supply chain compliance standards were identified. A rectification is being developed in collaboration with the companies in question.

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

To limit the negative impacts of seasonality regarding the aspects of "secure employment" and "working time", the business partners are included in the season planning at an early stage. This allows the business partners to implement measures for personnel and working time planning on their end in a timely manner.

The measures and controls mentioned above are ongoing activities and initiatives that serve to reduce both risks and the identified negative effects and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion.

METRICS AND TARGETS

Disclosure Requirement S2-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities

The aim of the supply chain compliance management system is to maintain ISO 37301 certification to support the fulfilment of corporate due diligence. The suitability and effectiveness of the measures taken with regard to the reduction of risks and negative impacts can be measured by the successful continuation of ISO 37301 certification. Österreichische Post AG's full supply chain management system was ISO 37301-certified for the first time in 2024, and is to be reviewed annually. In subsequent years, the certification will continue to cover 100% of Österreichische Post AG's supply chain. In future, the supply chain compliance management system in accordance with ISO 37301 will also be rolled out across the Group, with the long-term goal of certification. The certification report is submitted to the Management Board. The concerns of stakeholders, which were discussed during the stakeholder roundtable, were taken into account when setting this target.

ESRS S4 Consumers and end-users

Due to Österreichische Post AG's obligation to provide a universal service in Austria, this material topic only applies to Österreichische Post AG and not to its Group companies.

STRATEGY

S4 Disclosure Requirement related to ESRS 2 SBM-3 – Material impacts, risks and opportunities and their interaction with strategy and business model

Every day Österreichische Post AG delivers letters and parcels throughout Austria. In order to safeguard the supply of basic postal services to the Austrian population, Österreichische Post AG offers nationwide services and delivers 4.1bn mail items in Austria annually. Thanks to a broad range of digital and analogue services, Austrian Post takes into account the needs of its customers and integrates them into its core business through everyday solutions. The optimisation of facilities and processes ensures efficient logistics. This makes a key contribution to improving customer satisfaction.

The following material impacts relating to consumers and end-users were identified in the materiality assessment:

Protecting freedom of expression by offering freely available and secure communication services that are protected by letter/postal secrecy

In connection with information-related impacts for consumers and/or end-users, Austrian Post has an impact – a minor but positive one – on freedom of expression, in particular by guaranteeing letter and postal secrecy. This is, however, something that the entire Austrian population can benefit from.

Broad access to information for customers via direct and indirect channels

The Austrian population has various ways to access information about Austrian Post – be it directly via contact with customer-facing employees at the time of delivery or at post offices, on the internet at post.at, via the customer service team or via third parties such as the Austrian Regulatory Authority for Broadcasting and Telecommunications (RTR). Even if the impact is moderate, this effect on the basic needs of consumers and end-users is a positive one.

Non-discriminatory and barrier-free access to postal services

Social inclusion of consumers and end-users is a top priority for Austrian Post. Non-discriminatory access to postal services makes it much easier to meet basic needs.

IMPACT, RISK AND OPPORTUNITY MANAGEMENT

Disclosure Requirement S4-1 – Policies related to consumers and end-users

As a universal service provider, Österreichische Post AG is responsible for providing reliable postal services throughout Austria. It must ensure the basic provision of postal services (universal service). This universal service is a minimum range of postal services that are generally considered necessary to maintain a basic service for users, which are offered nationwide and to which all users have access.

Going beyond the legal requirements, Austrian Post's success is inextricably linked to customer satisfaction. Customised solutions can be developed based on in-depth knowledge of customer needs and wishes. Alongside sustainability and diversity, customer orientation is at the heart of Austrian Post's corporate strategy. As such, the full Management Board is responsible for achieving this objective. The overarching goal is to achieve commercial success by offering sustainable and customer-oriented services.

Austrian Post also strives to act in accordance with ethical standards and to live up to its responsibility towards consumers and end-users.

The standards that it aims to meet in its dealings with consumers and end-users alike are defined in the Code of Conduct and Ethics and in the Declaration of Principles on Human Rights. Both the Code of Conduct and Ethics and the Declaration of Principles on Human Rights are based on, and comply with, internationally recognised standards, e.g. the principles of the UN Global Compact, the Universal Declaration of Human Rights and the fundamental conventions of the International Labour Organization (ILO).

Austrian Post conducts a regular Group-wide risk analysis which incorporates findings from the ongoing national and international sharing of experience within the Austrian Post Group, as well as from dialogue with stakeholders. The results of this risk analysis are also used in the context of end-users and consumers to develop measures to minimise the risks identified and to compensate for any damage caused. For further information on risk management that goes beyond the disclosure requirements, see IRO-1 and the "Opportunities and risks" section of the Group management report.

Consumers and end-users can also report violations of the law or the rules set out in the Code of Conduct and Ethics and in the Declaration of Principles on Human Rights anonymously via the Compliance WhistleDesk. In 2024, no cases of non-respect of the UN Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at Work or OECD Guidelines for Multinational Enterprises that involve consumers and/or end-users were reported in the downstream value chain.

Disclosure Requirement S4-2 – Processes for engaging with consumers and end-users about impacts

In line with the strategic emphasis on customer orientation, the perspectives of consumers and end-users are given due consideration into business decisions as standard. The stakeholder roundtable is held once a year. Other channels, such as the customer service team, are evaluated on an ongoing basis and strategic steps or new measures are implemented as and when necessary. In order to gain insights into the views of vulnerable consumers (for example persons with disabilities), Austrian Post collaborates with interest groups such as the myAbility Business Forum, a B2B network which focuses on business and accessibility.

Operational responsibility for engaging with consumers and end-users lies with the responsible divisional managers, who in turn report to the Management Board.

Disclosure Requirement S4-3 – Processes to remediate negative impacts and channels for consumers and end-users to raise concerns

The Austrian Postal Market Act (Postmarktgesetz) stipulates that every postal service provider has to develop a suitable process for handling user complaints and disputes. If no solution can be reached using the grievance mechanism, the individuals affected can contact the RTR arbitration body or ordinary courts of law.

Consumers and end-users can use several channels to contact Austrian Post and voice their concerns. Customers can get in touch with the Austrian Post customer service team directly using the contact form or by telephone if they have any questions, comments or concerns. The customer service team is subject to ongoing quality checks and evaluations. The customer satisfaction surveys (see S4-5) also enquire as to the use of Austrian Post's customer service. The Austrian Post WhistleDesk is also available to consumers and end-users (for more information on the WhistleDesk, please refer to G1). These points of contact allow Austrian Post to meet its statutory obligation to have a suitable grievance mechanism in place. There are also indirect contact points, such as the Supreme Postal Authority within the Austrian Federal Ministry for Finance or the regulatory authority RTR. Customer concerns regarding Austrian Post are often brought to the attention of consumer protection organisations, the Austrian Ombudsman Board or politicians, especially mayors. Thanks to its good cooperation with the various authorities, Austrian Post can ensure that these concerns, too, are addressed proactively.

Disclosure Requirement S4-4 – Taking action on material impacts, and approaches to mitigating material risks and pursuing material opportunities related to consumers and end-users and effectiveness of those actions and approaches

Österreichische Post AG puts ongoing measures and initiatives in place that serve to prevent negative impacts as well as to achieve positive impacts, and are not part of specific action plans. As these measures are ongoing, there is no time horizon for their completion. The measures listed below contribute to the policies related to consumers and end-users (see S4-1) and targets related to consumers and end-users (see S4–5).

Investments were also made for this in the 2024 financial year. A total of EUR 18m was invested in the logistics network and the network of locations (including self-service solutions) in the reporting year. These investments are part of the total additions to fixed assets and are presented in the Notes to the Consolidated Financial Statements in section 17 "Property, plant and equipment".

Nationwide services and presence

Austrian Post is committed to ensuring that customers can access services quickly, safely and reliably. It achieves this with its nationwide logistics network, which has been expanded considerably in recent years to allow the company to handle the increasing volumes in the parcel segment. This allows Austrian Post not only to meet the statutory requirements for provision of its universal service and the high demands of shipping customers, but also to offer its end-users and consumers top-quality postal services.

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. In the 2024 reporting year, Austrian Post met these requirements with 1,680 postal service points, including 358 company-operated branch offices and 1,322 postal partners.

The right solution for every situation

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

With its 24/7 self-service options, Austrian Post aims to meet this requirement in both the bricks-and-mortar and digital segments. In addition to 79,438 pick-up boxes, its self-service solutions included 1,449 pick-up stations with 149,492 lockers and 581 drop-off stations in the year under review. These services are very popular with customers. More than 24 million mail items were sent using these machines, which are accessible 24/7. Austrian Post continues to work on making it even easier and more convenient to send letters and parcels.

In 2024, the services that the company offers in collaboration with partners were expanded, too. Since autumn 2024, Austrian Post has been cooperating with MyFlexBox, a parcel station operator, allowing it to expand its own network to include another 545 pick-up stations.

The postal partner scheme
The postal partner scheme was born out of Austrian Post's obligation to provide access to postal and banking services throughout Austria. This considerably improves access to local amenities for people in rural areas, in particular. Postal partners from numerous different sectors have been offering postal and banking services in addition to their own products and services 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. Postal partners are also provided with support with structural changes to meet the requirements of barrier-free design.

There were 1,322 postal partners in the 2024 reporting year.

Accessibility
Accessibility is an established component of the company's diversity programme. Equal treatment and non-discrimination are guaranteed through:

- Barrier-free access to branches and postal stations
- Mandatory structural accessibility for new postal partners
- Labelling for glass surfaces
- The roll-out of a tactile guidance system at branches
- A bell for people to use to seek assistance from employees
- Barrier-free company-operated pick-up stations
- Considering lower heights for slots in letter and deposit boxes
- Greater convenience and accessibility thanks to the pick-up service, parcel redirection and various options for mail delivery

METRICS AND TARGETS

Disclosure Requirement S4-5 – Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities

Ensuring the nationwide provision of first-rate postal services in Austria is the utmost priority for Austrian Post, as this makes a key contribution to the country's communications infrastructure. As a universal services provider in Austria, Österreichische Post AG is subject to legal requirements with respect to the reliability of supply and delivery speed. It also sets itself other ambitious targets in order to provide the sort of customer orientation that has been established as a firm component of its corporate strategy.

The targets contribute to the policies related to consumers and end-users (see S4-1). Customers are also involved in the process for setting targets, for example at the stakeholder roundtable. The Management Board is ultimately responsible for monitoring the targets.

There were no changes to the parameters, measurement methodologies, significant assumptions or data collection procedures during the reporting period for the following targets.

Austrian Post is currently pursuing the following targets in connection with its impact on consumers and end-users:

- Increase in customer satisfaction to 73 points by 2030 – Austrian Post's average Customer Satisfaction Index (CSI) score in 2024 was 72 points. The company started at 64 points in 2011. Customer satisfaction was measured on a quarterly basis during the reporting period by the market research institute. 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.
- Annual fulfilment of statutory requirements: In 2024, Austrian Post once again met the legal

requirements for its network of postal service points with 1,680 locations. Both delivery indicators outperformed legal universal service obligations: 95.1% of letters were delivered on the next working day, and 95.2% of parcels addressed to private individuals were delivered within two working days.
- Expansion of the self-service stations: Österreichische Post AG aims to massively expand its self-service solutions from the current 1,449 pick-up stations to more than 2,000 by 2027.

4.4 Governance information

ESRS G1 – Business conduct

IMPACT, RISK AND OPPORTUNITY MANAGEMENT

Disclosure Requirement G1-1– Corporate culture and business conduct policies

As a responsible company that acts with integrity, the Austrian Post Group expects ethically impeccable and exemplary behaviour from all employees, regardless of their position.

Austrian Post's mission statement points the company 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 people at Austrian Post 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 the focus lies. Austrian Post wants to achieve sustainable corporate success, not just in terms of economic aspects, but also in terms of the social sphere, the environment and employees.

How the Group views its responsibilities, which is derived from the mission statement, is documented in a Group-wide Code of Conduct and Ethics that guides everything Austrian Post does. The contents of the Code also reflect Austrian Post's commitment 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.

The Code of Conduct and Ethics is substantiated as needed through additional guidelines. These guidelines are based on the values and principles of the Code of Conduct and Ethics.

Austrian Post also uses a comprehensive range of information and training measures as well as practical advice for this purpose. The training program is designed to be target group-specific and risk-oriented.

In terms of the exposure to bribery or corruption, the following positions have been defined as "high risk":

- People in risk positions:
  - People with purchasing agendas
  - People involved in marketing and sales
- People with communications agendas:
  - People who report directly to the executive management or department heads (exposed individuals with leadership responsibilities)
- People on administrative, management and supervisory bodies:
  - CEO, COO, CFO
  - Executive management
  - Members of the Supervisory Board

Workers, stakeholders and the general public alike can make use of the Austrian Post Group's WhistleDesk to report potential violations. This is a whistleblowing system in accordance with EU regulations as well as national law. The processes are designed so that an independent and objective review of the reports is carried out in a timely fashion, and appropriate measures or remedies can be implemented. The processes are part of the certified compliance management system. The whistleblowing guideline includes a whistleblowing process including redress proceedings and safeguarding provisions for whistleblowers.

Workers were made aware of the WhistleDesk through a wide-reaching communication campaign. The contact information for this reporting channel can be found in the Code of Conduct and Ethics, in the Code of Conduct for Contractors and in various guidelines. In addition, employees are regularly reminded about the WhistleDesk in training sessions and invited to report issues. Business partners in the value chain are also required to make their workers aware of this reporting channel.

The WhistleDesk is easily accessible for internal workers as well as external workers via the website.

With its diverse activities and communications channels, Austrian Post wants to ensure that all business along its entire value chain is conducted in a responsible, sustainable and exemplary fashion.

Disclosure Requirement G1-2 – Management of relationships with suppliers

Responsible conduct and integrity are very important to Austrian Post – not just in the company's own processes within the Group, but in all business relationships. The Group has therefore defined roles, responsibilities and processes.

Austrian Post requires its 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.

Further information on dealing with suppliers can be found in the statements on SBM-2, S2 and G1-6.

Disclosure Requirement G1-3 – Prevention and detection of corruption and bribery

The compliance management system (CMS) for business compliance meets the requirements of ISO 37001 (anti-bribery management systems), while the CMS for supply chain compliance meets the requirements of ISO 37301 (compliance management systems). Both of the management systems used by Austrian Post were reviewed externally and certification was confirmed in 2024.

The CMS calls for an annual cycle of risk analysis, derivation of measures and implementation of measures as well as surveillance and monitoring by the compliance organisation.

The annual compliance plan is created based on the results of the compliance risk analyses and is approved by the Management Board. It comprises risk-reducing regulations and improvement measures. The implementation of the annual plan is monitored.

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. The central Compliance Office is supported by the compliance officers in the company's divisions and Group companies.

T 62 Information on anti-corruption and anti-bribery training

	High-risk	Bodies and executive management	Other permanent employees
Delivery method and duration			
In-person/Teams	1 hour	1 hour	
Mandatory e-learning	0.5 hours		0.5 hours
Frequency	annual	annual	annual
Contents			
Definition of corruption	x	x	x
Identification of risks	x	x	x
Prevention and internal objectives/strategies	x	x	x
Whistleblowing	x	x	x
Compliance organisation	x	x	

The company also runs a number of training programmes 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 the company's full-time and part-time employees are provided with business compliance training at least once a year. The company also provides 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 2024, a Group-wide training rate of 86% was achieved with the target group defined as high-risk.

The training plan calls for the following training measures (see table: Information on anti-corruption and anti-bribery training).

In addition to training for employees, the further education and recertification of compliance officers is also a part of training activities. The International Compliance Day was held again in 2024. The emphasis of this training event was on the topics of business and supply chain compliance.

METRICS AND TARGETS

Disclosure Requirement G1-4 – Confirmed incidents of corruption or bribery

No cases of corruption occurred in the Austrian Post Group in 2024. 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 the compliance management system in 2024.

Disclosure Requirement G1-5 – Political influence and lobbying activities

Österreichische Post AG maintains open dialogue with political interest groups and decision makers. As a leading logistics company, the Group monitors 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. To do this, Austrian Post communicates its concerns, which are often closely connected to material risks, opportunities and impacts, to political decision makers in the federal government, parliament, the states, cities and communities as well as social partners. Establishing possible political contact for domestic or international Group companies must be approved by the Group management.

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 the company to foster a culture of open dialogue with all of its stakeholders. This takes place based on the values of the Code of Conduct and Ethics of Austrian Post as well as the Lobbying and Interest Representation Transparency Act (LobbyG), which is derived from it. Neither direct nor indirect political contributions are made to organisations or officials.

According to the Lobbying and Interest Representation Transparency Act, employees are required to register and disclose cases in which they represent the interests of their company in the political arena. Austrian Post is registered in the EU Transparency Register under the identification number 726916114945-91; it is registered in the Austrian Lobbying and Interest Representation Register under registration 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.

Disclosure Requirement G1-6 – Payment practices

The Austrian Post Group uses the services of a large number of suppliers of different sizes and legal forms, including small and medium enterprises (SMEs). Austrian Post always works with these companies on a basis of trust (see also G1-2).

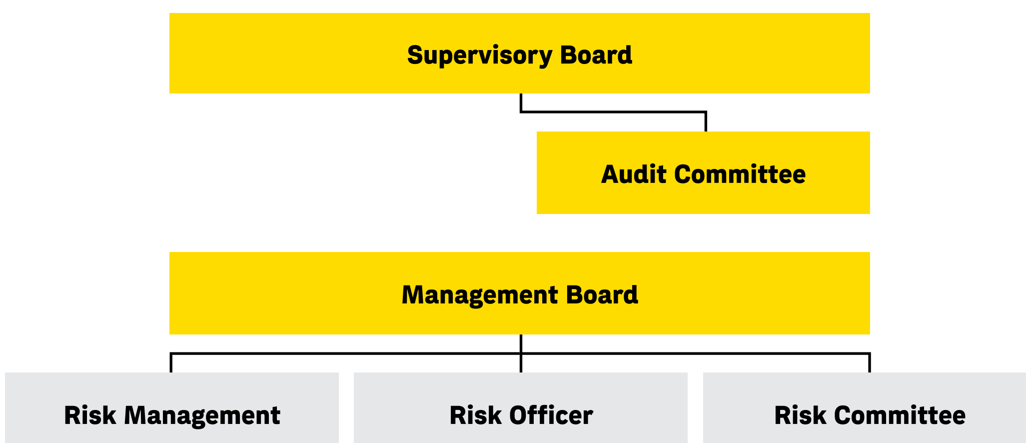
This work also includes the seamless processing of payments, which is ensured by the implementation of appropriate processes and remedial action that are also safeguarded by a control system. The standard contractual payment terms do not differ according to the size of the supplier, and are clearly communicated. No legal proceedings for late payments were pending in the reporting year.

5. Opportunities and Risks

5.1 Risk Management System (ESRS 2 IRO-1 para. 53(e))

Austrian Post has a comprehensive risk management system in place encompassing all business units and Group companies in order to support the achievement of the objectives set out in the Group and sustainability strategy. This system is generally based on the June 2017 COSO standard “Enterprise Risk Management – Integrated Framework”, meaning that it is founded on the elements of governance, strategy and objectives, implementation, review, evaluation and information, communication and reporting. Risks are defined as the potential deviation from business targets. The objective of risk management is to identify risks at an early stage and to analyse and evaluate them before going on to take appropriate measures designed to ensure that the company meets its business targets. Risks are identified, evaluated, monitored and documented in their overall context by a Group-wide risk management system in accordance with uniform principles.

G 31 **Governance Structure of Risk Management**



5.1.1 Governance– Roles and Responsibilities

The Supervisory Board and Audit Committee monitor the risk management system, which provides the structure, as well as the development and management of decisive risks.

Every individual in the Austrian Post Group contributes, through their decisions and actions, to the risk profile and management and is called upon to implement the basic principles and values of the Group.

In addition, the following individuals/functions have a special role to play:

The **Management Board** is responsible for the Group’s opportunity and risk profile, as well as for risks that span business areas, including financial risks, and the management of this profile and these risks.

The **management** of each business area is responsible for their business area's risks and the management of these.

This responsibility cannot be delegated.

The Management Board is supported by the Risk Committee in managing the opportunity and risk profile, as well as risks that span business areas.

The Group risk management team is responsible for creating an effective enterprise risk management system that is suitable for the company. This includes analysing the situation and the requirements for such a management system as well as implementing, maintaining, monitoring and continually improving it.

Beyond this, the Group risk management team coordinates the risk management process, which encompasses the identification, evaluation, management and monitoring of risks. This also includes supporting the specialist departments and project leadership in the creation of the basis for decision-making in the administrative, management and supervisory bodies.

5.1.2 Reporting and Monitoring

The performance of the supervisory and management role is supported by the Group risk management team reporting to the administrative, management and supervisory bodies.

The regular reporting calls for reporting at least every half-year to the Management Board and the Audit Committee as well as reporting at least once a year to the full Supervisory Board.

In addition, the administrative, management and supervisory bodies receive information on opportunities and risks from the company divisions or project leads, gathered with the involvement of the Group risk management team, that is needed in order to make decisions that require approval.

Unexpected risks are reported directly (ad hoc) to the Management Board and, if needed, to the Audit Committee and/or Supervisory Board.

The performance of the enterprise risk management system is evaluated by auditors annually in conformity with the Austrian Corporate Governance Code. This annual audit activity will be stepped up with the entry into force of the CSRD. Moreover, the design, suitability and effectiveness of the risk management system are evaluated, monitored and controlled on a regular basis.

5.1.3 Goals and Risk Policy

Austrian Post's risk policy focuses on safeguarding and sustainably increasing enterprise value and is incorporated into the corporate and sustainability strategy.

Austrian Post is prepared to take risks provided that the resulting portfolio of opportunities and risks is well-balanced and that they remain commensurate with the company's legal circumstances and fundamental ethical values. The goals of safeguarding and achieving a sustainable increase in enterprise value must not be jeopardised.

The Austrian Post Group has derived limits on the basis of these risk policy principles that make it possible to act within a defined risk appetite and ensure risk-bearing capacity.

5.1.4 Risk Management Process

The most important steps in the risk management process are presented below:

1. Identification and Evaluation The Group-wide standard risk management process is conducted every six months. As part of the process, all divisions and fully consolidated subsidiaries are required to identify and evaluate opportunities and risks, define controlling measures and update the status of the opportunities and risks the company is already aware of. The Group risk management team also supports the individual divisions and project managers by conducting proactive risk assessments with regard to their risks. Various methods are used, including expert discussions, workshops and analyses by the risk management team.

Within the context of analysis and evaluation, opportunities and risks are depicted in scenarios and are subsequently quantified to the greatest possible extent with respect to the dimensions of potential consequences and probability of occurrence assessing the impact on EBIT and cash flow. Non-quantifiable risks are evaluated on the basis of pre-defined qualitative criteria. Risks and opportunities are assessed over the time horizons that are appropriate for each risk type, i.e. short-term (1 year), medium-term (1–4 years) and, if necessary, long-term (more than 4 years).

The results of the identification and evaluation process are documented in a specially designed risk management software.

The central risk management team gathers information and reviews the identified and evaluated opportunities and risks. The financial impacts of potential overlap are taken into account in the aggregation process. The overall risk position of the Austrian Post Group is determined by using statistical methods. Stress tests are carried out to assess risk-bearing capacity.

The risk portfolio is also analysed by the Risk Management Committee and is subject to a plausibility check.

2. Management and Monitoring Opportunities and risks are prioritised and controlled on the basis of the portfolio analyses performed after the risk identification and evaluation process. The control of risks is based on defining appropriate measures aimed at avoiding or reducing risks or otherwise transferring them to third parties. The business areas examine the potential measures and subsequently implement them.

The Austrian Post Group operates internal insurance management to systematically deal with insurable risks. Its primary responsibility is to continuously optimise the insurance situation and processes relating to the handling and settling of claims.

Regular dialogue between the Group risk management team and the risk owners helps to ensure that the risk portfolio is up to date. The half-yearly cycle used in the standard risk management process also ensures regular monitoring of opportunities and risks and the measures taken to control them.

5.2 Main Opportunities and Risks

Austrian Post's opportunities and risks result from the overall risk environment and from the trends and changes that the company is exposed to or confronted with. The company has identified significant opportunities and risks in the following areas:

5.2.1 Mail Market

Austrian Post is continually expanding its range of services in the mail segment to include various additional physical and electronic services, and is adapting its product portfolio in the Mail Division to meet the needs of its customers. These adjustments to the product and service portfolio are complemented by pricing measures.

Nevertheless, the trend towards the electronic substitution of letters and especially towards electronic delivery will continue in future. This development, which is being facilitated by legislation, could lead to a significant decline in mail volumes and may thus negatively impact earnings.

What is more, there is a possibility that a change in legal regulations with regard to the delivery of governmental mail would mean that some of these mail items will no longer be delivered by Austrian Post. The substitution of letter mail by electronic media is expected to accelerate further as a result of the E-Government Act that has come into force, and further digitalisation measures launched by the federal government on an ongoing basis could result in a further drop in volumes.

The direct mail business is influenced by general economic conditions and consumer purchasing power, and is heavily dependent on the intensity of corporate advertising. However, bricks-and-mortar retailers – the most important customer group for direct mail – will continue to face structural trends. Market consolidation is increasing, while bricks-and-mortar retailers continue to suffer from the growth of the e-commerce market. In turn, this could result in a reduction in advertising materials and direct mail volumes, which would have a negative impact on earnings. Customer interest in reducing paper volumes and the ongoing challenging economic environment could also have an adverse impact. In addition, digital advertising and uncertainties regarding GDPR may reduce physical mailings.

5.2.2 Parcel Market

E-commerce continues to offer growth potential. This opens up opportunities in terms of volume and price development. There is, however, a risk that e-commerce growth could be curbed by a persistently negative economic environment. In the e-commerce segment, Austrian Post stands out due to its new, quick and lean solutions for online orders. Austrian Post has clear competitive advantages with respect to its quality and cost structure. Nevertheless, competition remains intense. The risk associated with volume splitting by customers and the intensive expansion of self-collection solutions, also by competitors, are adding to the pressure. This can lead to shifts in market share or to price and volume risks. Furthermore, parcel growth in all regions is dominated by large online mail order companies that are still growing at a disproportionately fast rate compared to the market itself.

Notable losses in volume and the accompanying effects on revenue and earnings may arise due to internal delivery services established by major customers in the markets in which Austrian Post operates, along with the associated potential further increases in activities carried out by customers themselves. Sustainability considerations and increased customer demands due to supply chain due diligence regulations are playing an increasingly important role in e-commerce. Austrian Post is constantly developing innovative and sustainable product solutions and is further expanding its CO_2-free delivery services. These activities set the Austrian Post Group apart from its competitors and could translate into additional parcel volumes.

5.2.3 Staff Costs and Structure of Employment Contracts

The business model of Austrian Post has a high staff cost structure. The current economic situation and ongoing high levels of inflation continue to increase the risk of rising staff costs.

Furthermore, a large number of the Austrian Post Group employees have the status of civil servants, which means that they are subject to public sector employment laws, amendments to which can have an additional negative impact. As a result, there are both opportunities and risks regarding earnings effects resulting from the increased establishment or reduction in provisions due to the age structure, as well as staff optimisation measures.

5.2.4 Logistics and Infrastructure Costs

In addition to the company's own parcel deliveries, Austrian Post also works with freight companies. Due to the increase in parcel volumes and the associated rise in demand for freight services, coupled with the rise in fuel costs, the company is exposed to the risk of cost increases. Increased sustainability requirements could also push costs up. Austrian Post takes this new environment into account in its projections, meaning that a less dramatic increase in costs is to be assessed as an opportunity.

5.2.5 Key Investments

Aras Kargo (Türkiye) Austrian Post holds an 80% stake in the Turkish parcel services provider Aras Kargo a.s. Türkiye is a market with a young population, meaning that it offers considerable potential in the field of e-commerce. This comes hand-in-hand with real opportunities for parcel volume growth. In the current environment, there is a risk that overall economic conditions could develop to the detriment of Austrian Post. The exchange rate and ongoing high inflation are the most important economic parameters. The exchange rate can have an impact on Austrian Post's result due to the conversion of the Turkish lira into euros. Inflation can affect the cost structure, purchasing power and, as a result, business development. In a competitive environment, Aras Kargo is one of Türkiye's leading parcel companies. This creates a risk of shifts in market share due to intense competition or declining quality. In addition, the trend towards increased self-delivery by large customers is also associated with a risk of volume loss in Türkiye.

bank99 (Austria) The development of bank99's revenue and earnings depends primarily on how interest rates develop. A high key interest rate represents an opportunity for bank99's financial performance, but a sharp or even gradual reduction in the key interest rate could give rise to risks. Unfavourable development in staff and IT costs or intense competition from local banks could also have a negative impact. These opportunity and risk aspects could result in the earnings reported by bank99 deviating from Austrian Post's expectations. Ongoing global uncertainty could have an impact on the financial industry and lead to the risk that, in the event of the resolution of a member of the Austrian deposit guarantee scheme (ESA), bank99 would also have to make a contribution. bank99 operates in a complex regulatory and legal environment and, as such, is exposed to the risk that, despite the bank exercising the greatest possible care, authorities may take a different legal view that could have negative consequences, e.g. penalties, negative reporting and loss of customers.

CEE/SEE subsidiaries Delivery to pick-up stations is much more established in Southeast and Eastern Europe than in Austria. This is why Austrian Post is continuously investing in appropriate delivery solutions at its subsidiaries in order to counteract volume losses in this market. Opportunities and risks are also arising from changes in the parcel volumes of major e-commerce retailers.

5.2.6 Financial Instruments

Detailed information on the risks associated with financial instruments and risk management can be found in the 2024 Annual Report, Consolidated Financial Statements, Note 29.2.

5.2.7 Environmental, Social and Governance (ESG) Risks

Österreichische Post AG has been pursuing sustainability objectives for more than ten years now. This is reflected in the integrated Group and sustainability strategy. ESG issues are a top priority, which is why Österreichische Post AG welcomes and supports climate and environmental protection measures. In order to take account of the increased focus on sustainability, Austrian Post has further enhanced its risk management system to create an integrated risk management system that takes ESG opportunities and risks into account.

For a detailed list of ESG-related matters in the portfolio of opportunities and risks, as well as measures to exploit these opportunities or reduce risks, please refer to section 4 Non-financial statement.

5.2.8 Overall Legal/ Regulatory Conditions

Given the large number of products and services that it offers, the Austrian Post Group operates in a very demanding legal and regulatory environment, which is subject to, for example, the Austrian Postal Market Act, data protection regulations, tax regulations, and capital market and competition law, as well as more stringent anti-corruption regulations and challenging sustainability requirements.

As a result, it is impossible to rule out a scenario in which, despite the greatest possible care taken by Austrian Post, other authorities, e.g. tax authorities, supervisory authorities or courts, could take a different legal view, and that this could lead to additional payments, penalties or compensation payments.

5.2.9 IT and Other Technical Facilities

To a significant degree, the Austrian Post Group is dependent upon the use of complex technical systems. Its postal services heavily rely on the support provided by data processing systems, modern communications media and other technical equipment. Against this backdrop, the Austrian Post Group is investing in IT and other technical facilities for its distribution and delivery networks on an ongoing basis. In this regard, the performance of the company is closely linked with the functioning of key sites. In the case of a temporary or permanent technical system failure, or should unauthorised data access or data manipulation occur, for instance as a result of cybercrime, this could potentially lead to disruptions in Austrian Post’s business and logistics operations with associated revenue losses, as well as a loss of reputation and customer defections and additional expenses.

5.2.10 Geopolitical and Macroeconomic Risks

There is a risk that the geopolitical and macroeconomic environment will continue to hinder an economic recovery. A prolonged recession could have a negative impact on the risk situation, both directly and indirectly through changes in consumer behaviour and corporate insolvencies.

5.3 Overall Assessment of the Group’s Opportunity and Risk Situation

The company continuously monitors the above described risks and opportunities. In response, appropriate measures are carried out and initiatives launched. A look at the company’s main opportunities and risks shows that, while the issues that Austrian Post is facing are changing and shifting, the company’s opportunities and risks are stable overall. As a result, there is no threat to the company’s survival from today’s perspective.

6. Other Legal Disclosures

6.1 Internal Control System and Risk Management with Regard to the Accounting Process

As an international postal and logistics services provider, the Austrian Post Group is subject to a variety of operational risks in carrying out its business operations. The company deals with these risks proactively. The focus on its core business activities along with decades of experience in the business have enabled the Austrian Post Group to identify risks at an early stage, evaluate them and quickly implement suitable precautionary measures. Austrian Post also has years of experience in the area of financial services as a contractual partner of a bank and, since 2020, with its own bank, which also involves compliance with the particularly stringent requirements in the area of risk management and internal control system for banks. A standardised risk management system has been set up for the entire Austrian Post Group, encompassing all organisational units and important Group companies as well as an internal control system for all important processes. For the specific area relating to the bank, the internal control system and risk management have been expanded and adapted to meet the specific requirements for banks. The internal control system serves as part of the risk management system and encompasses risk-oriented procedures integrated into business operations. Section 82 of the Austrian Stock Corporation Act (AktG) also sets out the obligation to establish an accounting and internal control system that meets the company's requirements. In particular, the accounting, financial and sustainability reporting processes as well as the upstream business processes are considered here. The particular business unit is responsible for carrying out controls.

6.1.1 Controlling Environment

The standardised methods of accounting and valuation applied throughout the Group are contained in the Group manual. Revisions to IFRS are continually monitored by Group Accounting and are regularly published on a Group-wide basis. In addition to the Group manual, there are guidelines and specialised concepts on selected Group processes, particularly changes in the scope of consolidation.

Group companies compile comprehensive and appropriate IFRS Reporting Packages in a timely manner on the basis of the standardised accounting and valuation rules in force. The IFRS Reporting Packages serve as the starting point for further processing within the context of system-supported Group consolidation. Group Accounting is responsible for preparing the consolidated financial statements. Its duties and responsibilities mainly focus on the structured transfer of the reported data stemming from Group companies, the carrying out of consolidation and elimination measures, the analytical processing of the data compiled in the consolidated accounts and the corresponding preparation of internal and external financial reports. The process governing the preparation of the consolidated financial statements is based on a schedule requiring strict adherence.

6.1.2 Risk Assessment

The internal control system is set up in a risk-oriented manner. The existing interface between the internal control system and the compliance and risk management system ensures a coordinated approach between these areas. The effectiveness of the internal control system is also regularly evaluated by Group Auditing.

6.1.3 Control Measures

The consolidated financial statements of Austrian Post are compiled on a monthly basis and use a simultaneous consolidation method carried out in SAP SEM-BCS. The compilation of the notes to the accounts and the calculation of deferred taxes are also performed in SAP SEM-BCS. Centralised processes for data entry and data changes have been defined for the master data area (e.g. SAP SEM positions, SAP Group account charts and customer data). SAP R/3 is predominantly used to compile the monthly accounts. The transition to IFRS is accomplished employing parallel (dual) SAP accounting. The transfer of reporting data to SAP SEM-BCS is undertaken using an automated upload.

Multitiered quality assurance measures are implemented to avoid the incorrect presentation of transactions with the objective of accurately compiling IFRS Reporting Packages for consolidation purposes. In turn, Group Accounting takes the financial accounts compiled by the Group companies and subjects them to several levels of comprehensive plausibility and data quality checks. The carrying out of quality checks at all levels is a prerequisite for the authorisation to publish the Group's consolidated financial statements.

6.1.4 Information and Communication

Preliminary data from the consolidated financial statements is provided to top management levels to enable them to fulfil their monitoring and control duties. The following reports are issued in the context of preparing the consolidated financial statements: Supervisory Board report, monthly report, report on the performance of subsidiaries, data analysis and evaluation. The quarterly Supervisory Board reports are primarily provided for the Management Board and Supervisory Board of Österreichische Post AG. Other internal reports are also prepared throughout the year containing detailed comments on selected financial statement items, earnings reconciliations and performance indicators in addition to the Supervisory Board report and the legally stipulated notes/annual report, interim financial reports and non-financial reporting. These are made available to the relevant management levels so that they can perform their monitoring and control functions in addition to strategic and operational management, especially with regard to proper accounting and reporting. The monthly report provides an overview of key financial and performance indicators of the company – also at segment level. Group Controlling prepares a monthly report which contains information on the business development of Austrian Post's Group companies. In addition to the reporting on key financial indicators, the Audit Committee also receives a report every six months regarding the current status of the internal control system and the audits carried out. Communications with Austrian Post shareholders take place in accordance with the stipulations contained in the Austrian Corporate Governance Code. Communications are conveyed through the Investor Relations website (post.at/investor) as well as through direct discussions with investors. Published information is made available to all investors simultaneously. In addition to these publications, investors are also provided with extensive additional information on the Austrian Post Investor Relations website, including investor presentations, information on the Austrian Post share, published inside information and the financial calendar.

6.1.5 Monitoring

The key focus of Austrian Post's operational risk management is the identification, evaluation and control of major risks which arise from the company's core business. This process is coordinated by key managers of the divisions. The Austrian Post Group is structured into the divisions operating on the market, the Mail Division, the Parcel & Logistics Division and the Retail & Bank Division, as well as the Corporate Division, which additionally provides Group administration services. The Group companies within the Austrian Post Group are assigned to the various divisions in accordance with the particular focus of their business activities. The major business risks in these operational units are continuously identified and monitored, serving as the basis for determining appropriate risk management measures. Additional key instruments to control and counteract risks include Group-wide risk management and internal control system guidelines for dealing with major risks, planning and control processes as well as ongoing reporting. These guidelines encompass, for example, definition and monitoring of limits and procedures designed to limit financial risks and strict adherence to the principle of having dual control to oversee all business transactions. In addition, regular reviews of the reliability, regularity and legality of the accounting process and reporting are carried out by the Group's Internal Audit department. The planning and control processes serve as an early warning system, and simultaneously as the basis to evaluate the effectiveness of the controlling measures being implemented. In addition to the Report to the Entire Management Board containing the main indicators, there are also monthly performance reviews on operating units, which continue on a hierarchical manner in line with the integrated planning and reporting processes.

6.2 Information Pursuant to Section 243a of the Austrian Commercial Code (UGB)

The share capital of Österreichische Post AG amounts to EUR 337,763,190 and is divided into 67,552,638 non-par value shares with a nominal value of EUR 5 per share. There are no voting rights restrictions or syndicate agreements that the company is aware of.

Through Österreichische Beteiligungs AG (ÖBAG), the Republic of Austria has a 52.8% shareholding in Österreichische Post AG, based on the number of outstanding shares (a total of 67,552,638). Austrian Post is not aware of any other shareholders holding more than 10% of the company's shares.

To the company's best knowledge, there are no shareholders owning shares with special controlling interests. Employees who are shareholders of Österreichische Post AG exercise their voting rights on an individual basis. There are no rules with regards to the appointment or dismissal of members of the Management Board or the Supervisory Board, or as regards to changes to be made to the company's Articles of Association which can be directly inferred from legal regulations.

Authorised Capital In accordance with Section 5a of the Articles of Association of Österreichische Post AG, the Management Board is authorised until 16 June 2025, subject to approval of the Supervisory Board, to increase the share capital, in accordance with Section 169 of the Austrian Stock Corporation Act (AktG), by up to EUR 16,888,160 through the issuance of up to 3,377,632 new, ordinary bearer shares (non-par value shares) in exchange for cash and/or contributions in kind, and in some cases also by excluding shareholder subscription rights. This amendment to the Articles of Association was entered in the commercial register on 6 August 2020.

Conditional Capital In accordance with Section 5b of the Articles of Association of Österreichische Post AG, the share capital of the company was increased by up to EUR 16,888,160 by issuing up to 3,377,632 non-par value shares in accordance with Section 159 of the Austrian Stock Corporation Act (AktG). The capital increase may only be carried out for the purpose of granting rights of exchange and subscription rights to creditors of financial instruments pursuant to Section 174 of the Austrian Stock Corporation Act (AktG). The Management Board is authorised, contingent upon approval of the Supervisory Board, to set the further conditions associated with conducting the conditional increase in capital. This amendment to the Articles of Association was entered in the commercial register on 6 August 2020.

Share Buy-Back Programme The Annual General Meeting of Austrian Post held on 18 April 2024 authorised the Management Board pursuant to Section 65 Para 1 (4) and (8), Para 1a and 1b of the Austrian Stock Corporation Act (AktG) to acquire non-par value bearer or registered shares of the company, with this to amount to up to 10% of the company's share capital, over a period running from 1 November 2024 to 31 October 2026, on or outside stock exchanges, and only from individual shareholders or a single shareholder, especially ÖBAG, at a lowest equivalent value of EUR 10 per share, and at a highest equivalent value of EUR 60 per share.

Trading in treasury shares is excluded as the objective of the purchase. The authorisation can be exercised in part or in full or several amounts and for the purposes of realising one or more objectives by the company, a subsidiary (Section 228 Para 3 of the Austrian Commercial Code [UGB]) or by a third party acting on a paid commission basis on behalf of the company. The acquisition by the Management Board may especially be performed in cases in which the shares are to be offered to employees, senior managers and members of the Management Board of the company or of one affiliated with it in conjunction with an employee participation programme, a stock option programme and/or a private foundation, whose primary purpose is to hold and manage the shares for one or more of the aforementioned persons (such as an employee share participation foundation in accordance with Section 4d Para 4 of the Austrian Income Tax Act [EStG]).

The Management Board of Österreichische Post AG can resolve to make this purchase on a stock exchange. In such cases, the Supervisory Board has to be subsequently informed of this resolution. A purchase not made via an exchange requires the prior approval of the Supervisory Board. In a case of a purchase not made on the exchange, this purchase can be undertaken in a way excluding the proportionate right of sale (reverse exclusion of subscription rights).

The Management Board is authorised for a term of five years starting with approval of the resolution pursuant to Section 65 Para 1b of the Austrian Stock Corporation Act (AktG), with the approval of the Supervisory Board but without requiring the Annual General Meeting's passing of a resolution, to pass a resolution stipulating that treasury shares are to be sold or used in a way other than their sale via an exchange or through a public offer, appropriately adhering to the rules established for the exclusion of subscription rights held by shareholders, especially with respect to shares to be offered to employees, senior managers and/or members of the Management Board of the company or of one affiliated with it in conjunction with an employee participation programme or with a stock option programme and/or issued to a private foundation, whose primary purpose is to hold and manage the shares for one or more of the aforementioned persons (such as an employee share participation foundation in accordance with Section 4d Para 4 of the Austrian Income Tax Act (EStG)) and to determine the terms and conditions of the sale. The authorisation can be exercised in part or in full or several amounts and for the purposes of realising one or more objectives by the company, a subsidiary (Section 228 Para 3 of the Austrian Commercial Code (UGB)) or by a third party acting on a paid commission basis on behalf of the company.

The Management Board is also authorised to reduce the share capital with the consent of the Supervisory Board and, if necessary, this is to be undertaken through the withdrawal of treasury shares and does not require the Annual General Meeting's passing a resolution, in accordance with Section 65 Para 1 (8) last sentence in conjunction with Section 122 of the Austrian Stock Corporation Act (AktG). The Supervisory Board is authorised to resolve upon amendments to the Articles of Association arising from the withdrawal of shares.

Financial Instruments as Defined by Section 174 of the Austrian Stock Corporation Act (AktG) The Management Board was also authorised, with the consent of the Supervisory Board, to issue, up to 16 June 2025, financial instruments, as defined by Section 174 of the Austrian Stock Corporation Act (AktG), with these especially including convertible bonds, income bonds and profit participation rights, featuring a total nominal amount of up to EUR 250,000,000. This authorisation comprises the rights of exchange of and/or subscription rights for up to 3,377,632 shares of the company and/or is configured in a way permitting the shares to be reported as equity. This issuance is to be allowed to be undertaken in one or more tranches and in a variety of combinations, also incorporating the direct rendering of a guarantee for the issuance of financial instruments by an affiliated company, and with this extending to the granting of rights of exchange and/or subscription rights for the shares of the company.

To satisfy rights of exchange and/or subscription, the Management Board is entitled to make use of conditional capital or treasury shares, or a combination of both.

The price and terms of issuance of financial instruments are to be set by the Management Board with the approval of the Supervisory Board. The setting of this price has to adhere to recognised financial and mathematical methods of calculation and the share price of the company, within the context of a recognised pricing procedure.

The Management Board is authorised to exclude shareholders' subscription rights to the financial instruments, as stipulated in Section 174 of the Austrian Stock Corporation Act (AktG), contingent upon approval of the Supervisory Board.

There are no significant contractual agreements to which the company is a party, which would take effect, cause major changes or expire in the event of a change in ownership resulting from a takeover.

No compensation agreements exist between the members of the Management Board and Supervisory Board or with employees in case of a public takeover offer.

7. Outlook for 2025

The underlying trends in the European letter and parcel markets have remained unchanged for years and are expected to continue: rising parcel volumes due to increased domestic and international e-commerce orders, in contrast to continuous decline in addressed and unaddressed letter and direct mail volumes. These trends are influenced by a somewhat improved market environment, although many European countries still have weak economic growth. In addition, the business and consumer investment climate remains cautious.

Revenue in 2025

Following the strong increase in revenue of 13.9% in 2024, driven by positive special effects, 2025 is likely to bring a period of consolidation. Some effects, such as the numerous elections in Austria, which created high letter volumes, or the strong revenue growth in Türkiye, cannot be assumed to occur again in 2025. Austrian Post's goal for 2025 is to achieve modest revenue growth with the Turkish Lira continuing its development. The exchange rate impact on the accuracy of the revenue forecast has a range of approximately ± 2%.

The revenue of the Mail Division is expected to decline somewhat after the positive effects of last year. The general trend of declining volumes of conventional mail is assumed to continue, and the same is valid for direct mail and media post due to low economic momentum.

In the Parcel & Logistics Division, on the other hand, the company predicts that growth will continue. Growth in revenue in the mid-single-digit range seems possible based on further growth in national and international e-commerce. The accuracy of the forecast is hindered by the extent to which inflation and the currency in Türkiye could fluctuate.

The Retail & Bank Division is also expected to have a mid-single-digit increase in revenue in the 2025 financial year based on stable or slightly lower interest rates.

Earnings in 2025

Based on a somewhat improved macroeconomic environment compared to 2024 and a slight uptick in revenue, the Group will continue to focus on efficiency and productivity across all activities. Revenue growth combined with cost discipline are required to ensure the desired stability of Austrian Post. As a result, the target of achieving earnings (EBIT) in the region of EUR 200m in 2025 remains unchanged.

Investments in 2025

In recent years, Austrian Post's investment programme – with CAPEX averaging between EUR 140m and EUR 160m over the past five years – was impacted by capacity expansion in Austria. With an increase in sorting capacity to around 140,000 parcels an hour, the foundation has been laid for the most efficient and reliable logistics network in the country. The need for investment will shift in the coming years and focus on the growing markets of Southeast and Eastern Europe, as well as Türkiye. The total capital requirement (CAPEX) for 2025 is expected to be between EUR 150m and EUR 160m. In addition to replacement investments, the focus will be on international growth as well as investment to decarbonise logistics.

Austrian Post's aim remains to offer a combination of growth and strong dividends. The Management Board will propose to the Annual General Meeting scheduled for 9 April 2025 to approve dividend distribution in the amount of EUR 1.83 per share. The company is continuing its attractive dividend policy: Austrian Post continues to pursue the objective of distributing at least 75% of the Group's net profit to its shareholders.

Vienna, 14 February 2025

The Management Board

WALTER OBLIN
CEO
Chair of the Management Board

PETER UMUNDUM
Deputy CEO
Parcel & Logistics (COO)

BARBARA POTISK-EIBENSTEINER
Member of the Management Board
Chief Financial Officer (CFO)

Consolidated Financial Statements

Consolidated Income Statement

for the 2024 Financial Year

EUR m	Note	2023	2024
Revenue	(8.)	2,740.8	3,123.1
thereof income from financial services	(9.)	127.6	158.0
thereof income from effective interest		72.6	98.5
Other operating income	(12.1)	100.3	104.1
Total operating income		**2,841.2**	**3,227.2**
Raw materials, consumables and services used	(10.)	–832.4	–920.6
Expenses from financial services	(9.)	–21.6	–51.4
Staff costs	(11.)	–1,215.4	–1,405.5
Depreciation, amortisation and impairment losses	(16., 17., 18., 19., 20.)	–201.3	–215.5
Other operating expenses	(12.2)	–387.4	–437.2
thereof impairment losses in accordance with IFRS 9		–10.5	–9.9
Total operating expenses		**–2,658.2**	**–3,030.1**
Results from financial assets accounted for using the equity method	(6.4.1)	2.1	3.1
Net monetary gain		5.1	7.1
Earnings before financial result and income tax (EBIT)		**190.2**	**207.3**
Financial income		30.8	28.3
Financial expenses		–33.8	–38.8
Financial result	(13.)	**–3.0**	**–10.5**
Profit before tax		**187.2**	**196.7**
Income tax	(14.)	–48.5	–50.8
Profit for the period		**138.7**	**145.9**
Attributable to:			
Shareholders of the parent company	(25.)	132.6	137.9
Non-controlling interests	(25.)	6.2	8.0
EARNINGS PER SHARE (EUR)			
Basic and Diluted	(15.)	**1.96**	**2.04**

Consolidated Statement of Comprehensive Income

for the 2024 Financial Year

EUR m	Note	2023	2024
Profit for the period		**138.7**	**145.9**
Items that may be reclassified subsequently to the income statement:			
Currency translation differences and hyperinflation adjustment – investments in foreign businesses	(25.)	–3.5	16.4
Total items that may be reclassified		**–3.4**	**16.4**
Items that will not be reclassified subsequently to the income statement:			
Changes in fair value FVOCI – equity instruments	(29.)	0.4	0.1
Tax effect of changes in the fair value	(14.)	–0.1	0.0
Revaluation of defined benefit obligations	(26.)	–12.5	5.0
Tax effect of revaluation	(14.)	3.5	–1.1
Total items that will not be reclassified		**–8.7**	**4.0**
Other comprehensive income		**–12.2**	**20.4**
Total comprehensive income		**126.6**	**166.3**
Attributable to:			
Shareholders of the parent company	(25.)	121.8	154.9
Non-controlling interests	(25.)	4.7	11.4

Consolidated Balance Sheet

as at 31 December 2024

EUR m	Note	31 Dec. 2023	31 Dec. 2024
ASSETS			
Non-current assets			
Goodwill	(16.)	60.0	60.0
Intangible assets	(17.)	85.9	98.9
Property, plant and equipment	(18.)	1,356.3	1,392.0
Investment property	(20.)	94.6	75.2
Financial assets accounted for using the equity method	(6.4.1)	28.3	28.9
Other financial assets	(23.2)	7.0	6.8
Contract assets		0.4	0.7
Other receivables	(22.)	9.9	7.7
Deferred tax assets	(14.)	22.6	24.0
		1,664.9	**1,694.2**
Financial assets from financial services	(23.1)		
Cash, cash equivalents and central bank balances		839.1	652.1
Receivables from banks		34.2	4.3
Receivables from customers		1,791.9	1,966.9
Investments		633.7	1,422.0
Other		46.7	42.8
		3,345.6	**4,088.1**
Current assets			
Other financial assets	(23.2)	20.4	40.4
Inventories	(21.)	22.7	24.5
Contract assets	(8.2)	0.5	0.5
Trade and other receivables	(22.)	426.7	488.3
Tax assets	(14.)	108.7	77.4
Cash and cash equivalents	(24.)	87.5	78.5
		666.6	**709.6**
		5,677.1	**6,491.9**

EUR m	Note	31 Dec. 2023	31 Dec. 2024
EQUITY AND LIABILITIES			
Equity	(25.)		
Share capital		337.8	337.8
Capital reserves		91.0	91.0
Revenue reserves		290.0	307.7
Other reserves		–35.5	–18.5
Equity attributable to shareholders of the parent company		**683.3**	**717.9**
Non-controlling interests		**33.4**	**43.7**
		716.7	**761.6**
Non-current liabilities			
Provisions	(26.)	307.7	294.6
Other financial liabilities	(28.2)	553.4	543.0
Other liabilities	(27.)	69.9	20.0
Contract liabilities	(8.2)	0.6	0.0
Deferred tax liabilities	(14.)	0.4	0.8
		932.0	**858.3**
Financial liabilities from financial services	(28.1)		
Borrowings from banks		75.6	72.8
Liabilities to customers		3,076.4	3,769.7
Other		29.0	35.5
		3,181.1	**3,878.0**
Current liabilities			
Provisions	(26.)	285.1	296.9
Tax liabilities	(14.)	4.2	5.2
Other financial liabilities	(28.2)	65.9	130.8
Trade and other payables	(27.)	460.8	533.7
Contract liabilities	(8.2)	31.2	27.4
		847.3	**994.0**
		5,677.1	**6,491.9**

Consolidated Cash Flow Statement

for the 2024 Financial Year

EUR m	Note	2023	2024
OPERATING ACTIVITIES			
Profit before tax		187.2	196.7
Depreciation, amortisation and impairment losses		201.3	215.5
Results from financial assets accounted for using the equity method	(6.4)	–2.1	–3.1
Provisions – non-cash		24.2	31.1
Net position of monetary items – non-cash		6.1	1.0
Other non-cash transactions	(30.1)	–96.1	–45.8
Gross cash flow		**320.6**	**395.5**
Trade and other receivables		–65.4	–63.1
Inventories		–2.3	–3.0
Contract assets		2.7	–0.4
Provisions		–46.7	–30.0
Trade and other payables		71.2	19.4
Contract liabilities		–0.3	–4.4
Financial assets/liabilities from financial services	(30.1)	–44.2	–237.6
Interest received from financial services		75.2	100.1
Interest paid from financial services		–14.0	–31.2
Taxes paid		–42.3	–23.4
Cash flow from operating activities		**254.5**	**121.7**
INVESTING ACTIVITIES			
Acquisition of intangible assets		–9.4	–18.3
Acquisition of property, plant and equipment/investment property		–155.3	–143.1
Sale of property, plant and equipment/investment property		30.8	18.8
Acquisition of subsidiaries/non-controlling interests/business units	(6.2)	–0.6	–0.1
Disposal of subsidiaries		–0.8	0.0
Acquisition of financial assets accounted for using the equity method		–12.9	–3.4
Payments for hedging foreign currency transactions		0.0	0.3
Acquisition of financial investments in securities/money market investments		–50.0	–90.0
Sale of financial investments in securities/money market investments		95.0	70.0
Dividends received from financial assets accounted for using the equity method		1.2	1.7
Interest received and income from securities		6.2	13.6
Cash flow from investing activities		**–95.7**	**–150.6**
Free cash flow		**158.8**	**–28.9**

EUR m	Note	2023	2024
FINANCING ACTIVITIES			
Acceptance of long-term financing		75.2	0.8
Settlement of long-term financing		0.0	–0.3
Settlement of lease liabilities		–66.8	–73.9
Changes in short-term financial liabilities	(30.1)	–27.8	57.9
Dividends paid		–121.0	–125.9
Interest paid		–10.2	–15.8
Payments from non-controlling interests		0.9	4.6
Cash flow from financing activities		**–149.8**	**–152.6**
Currency translation differences in cash and cash equivalents		–3.0	–0.7
Monetary loss on cash and cash equivalents		–10.0	–13.8
Change in cash and cash equivalents		**–4.0**	**–196.0**
Cash and cash equivalents as at 1 January		930.6	926.6
Cash and cash equivalents as at 31 December	(30.1)	**926.6**	**730.6**

Consolidated Statement of Changes in Equity

for the 2023 Financial Year

EUR m	Share capital	Capital reserves	Revenue reserves	Other reserves: IAS 19 reserve	Other reserves: FVOCI reserve	Other reserves: Currency translation reserve	Equity attributable to shareholders of the parent company	Non-controlling interests	Equity
Balance as at 1 January 2023	**337.8**	**91.0**	**275.7**	**–23.0**	**1.5**	**–3.3**	**679.7**	**30.7**	**710.4**
Profit for the period	0.0	0.0	132.6	0.0	0.0	0.0	132.6	6.2	138.7
Other comprehensive income	0.0	0.0	0.0	–8.3	0.3	–2.8	–10.7	–1.4	–12.2
Total comprehensive income	**0.0**	**0.0**	**132.6**	**–8.3**	**0.3**	**–2.8**	**121.8**	**4.7**	**126.6**
Dividends paid	0.0	0.0	–118.2	0.0	0.0	0.0	–118.2	–2.8	–121.0
Payments to subsidiaries with non-controlling interests	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.9	0.9
Transactions with owners	**0.0**	**0.0**	**–118.2**	**0.0**	**0.0**	**0.0**	**–118.2**	**–1.9**	**–120.1**
Acquisition of subsidiaries	0.0	0.0	0.0	0.0	0.0	0.0	0.0	–0.1	–0.1
Other changes	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**–0.1**	**–0.1**
Balance as at 31 December 2023	**337.8**	**91.0**	**290.0**	**–31.2**	**1.8**	**–6.1**	**683.3**	**33.4**	**716.7**

for the 2024 Financial Year

EUR m	Share capital	Capital reserves	Revenue reserves	Other reserves: IAS 19 reserve	Other reserves: FVOCI reserve	Other reserves: Currency translation reserve	Equity attributable to shareholders of the parent company	Non-controlling interests	Equity
Balance as at 1 January 2024	**337.8**	**91.0**	**290.0**	**–31.2**	**1.8**	**–6.1**	**683.3**	**33.4**	**716.7**
Profit for the period	0.0	0.0	137.9	0.0	0.0	0.0	137.9	8.0	145.9
Other comprehensive income	0.0	0.0	0.0	4.1	0.1	12.7	17.0	3.4	20.4
Total comprehensive income	**0.0**	**0.0**	**137.9**	**4.1**	**0.1**	**12.7**	**154.9**	**11.4**	**166.3**
Dividends paid	0.0	0.0	–120.2	0.0	0.0	0.0	–120.2	–5.7	–125.9
Payments to subsidiaries with non-controlling interests	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.6	4.6
Transactions with owners	**0.0**	**0.0**	**–120.2**	**0.0**	**0.0**	**0.0**	**–120.2**	**–1.1**	**–121.3**
Step acquisition of a subsidiary	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	–0.1
Other changes	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**0.0**	**–0.1**
Balance as at 31 December 2024	**337.8**	**91.0**	**307.7**	**–27.1**	**1.9**	**6.7**	**717.9**	**43.7**	**761.6**

Notes to the Consolidated Financial Statements for the 2024 Financial Year

1. Reporting Entity

Österreichische Post AG (hereinafter referred to Austrian Post) and its subsidiaries are postal, logistics and service companies in the mail, parcel, branch network and financial services segments. The business activities of the Austrian Post Group include the provision of postal and parcel services, specialised logistics such as express mail delivery and value logistics, sales of telecommunications products and retail goods in the branch network and the provision of financial services. Moreover, the range of services includes fulfilment services, various online services such as the e-letter and cross-media solutions, data and output management as well as document collection, digitalisation and processing, amongst other services.

The headquarters of Austrian Post are located in Vienna, Austria. The mailing address is Österreichische Post AG, Rochusplatz 1, 1030 Vienna. The company is registered in the company register at the Vienna Commercial Court under the registry number FN 180219d.

2. Summary of Accounting Principles

The consolidated financial statements of Österreichische Post AG for the 2024 financial year have been prepared in accordance with the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board as of 31 December 2024, as adopted by the European Union, and the additional requirements of section 245a of the Austrian Commercial Code (UGB).

The consolidated financial statements of Austrian Post consist of the consolidated income statement, the consolidated statement of comprehensive income, the consolidated balance sheet, the consolidated cash flow statement, the consolidated statement of changes in equity and the notes to the consolidated financial statements. The consolidated income statement has been prepared using the nature of expense method. Consolidated cash flow from operating activities is presented using the indirect method.

The consolidated financial statements are prepared in euros. All amounts are stated in millions of euros (EUR m) unless otherwise indicated. When aggregating rounded amounts and percentages, rounding differences may occur due to the use of automated calculation aids.

3. Accounting Policies

The annual financial statements of subsidiaries included in the consolidated financial statements are based on standard accounting and measurement methods (together the accounting policies). The Management Board must make judgements in the application of accounting policies. The summary of the significant accounting policies also includes disclosures on the use and impact of these judgements.

3.1 Scope of Consolidation and Financial Assets Accounted for Using the Equity Method

3.1.1 PRINCIPLES OF CONSOLIDATION

All companies in which Austrian Post has a controlling interest (subsidiaries) are fully consolidated in the consolidated financial statements of Austrian Post Group. Full consolidation of the subsidiary begins at the point in time when Austrian Post gains control and ends when control is terminated.

Companies which are jointly managed according to IFRS 11 (joint ventures) as well as companies in which a significant influence can be exercised as defined by IAS 28 (associates) are included in the consolidated financial statements using the equity method. The existence of significant influence is assessed based on the criteria in IAS 28.5 et seq. In cases where the existence of significant influence cannot be clearly determined, the Management Board must make discretionary decisions. The focus is not primarily on formal criteria, but on whether there is an actual possibility to participate in the financial and operating policy decisions.

3.1.2 BUSINESS COMBINATIONS

The acquisition costs correspond to the fair value of the consideration transferred (in particular cash and cash equivalents, other assets transferred and contingent consideration). The identifiable assets acquired and liabilities assumed are measured at fair value on the acquisition date. Intangible assets are determined using an appropriate valuation method, depending on the type of asset and the availability of information. As a rule, the income approach is used for customer relationships and trademark rights. As a rule, the fair value of land and buildings is determined by independent experts or experts in the Austrian Post Group.

Analogous to the recognition of assets acquired and liabilities assumed, all available information about the circumstances at the acquisition date is also used for the initial accounting treatment of contingent purchase-price liabilities. In this case, additional information about the facts and circumstances prevailing at the time of acquisition that become known during the valuation period leads to a retrospective restatement of the reported provisional amounts. Changes resulting from events after the acquisition date (for example, the achievement of an earnings target) are not treated as adjustments within the valuation period, but instead lead to the adjustment of the purchase price liability through profit or loss.

In a step acquisition, the previously held equity interest is remeasured at fair value on the acquisition date and the resulting profit or loss is recognised in the income statement.

Non-controlling interests are initially recognised based on their proportionate share of the acquiree's identifiable net assets on the acquisition date. Changes in the Group's stake in a subsidiary that do not result in a loss of control are accounted for as equity transactions. Positive differences resulting from first-time inclusion are recognised as goodwill, whereas negative differences are reported immediately in profit and loss. Auxiliary acquisition costs are recognised in profit and loss.

3.1.3 FINANCIAL ASSETS ACCOUNTED FOR USING THE EQUITY METHOD

Pursuant to the equity method, investments are recognised at cost and subsequently increased or reduced by the respective changes in equity in proportion to the particular stake held by Austrian Post. Negative changes in equity are recognised in excess of other non-current interests (e.g. loans) at amortised cost inasmuch as they in substance form part of the net investment in the associate or joint venture.

On each balance sheet date, an assessment is made as to whether there are indications of impairment of net investments in associates within the meaning of IFRS 9. If such indications exist, an impairment test is conducted. An impairment loss is recognised if the carrying amount of the net investment exceeds its recoverable amount. If the recoverable amount subsequently increases, the impairment loss is reversed by up to a maximum of the original impairment. The pro-rata portion of the impairment loss attributable to the carrying amount of the shares is presented in results from financial assets accounted for using the equity method. The presentation of impairment losses on the carrying amounts of other elements of net investment depends on the nature of these elements.

3.2 Currency Translation

The consolidated financial statements are prepared in euros, the functional currency of Österreichische Post AG. The euro is the functional currency for Group companies in Austria and in countries of the European Economic and Monetary Union. The functional currency of the remaining companies included is the respective local currency.

Foreign Currency Transactions Group companies record business transactions in their financial statements in the functional currency at the exchange rate on the transaction date. Monetary items are subsequently measured at the European Central Bank's reference exchange rate applicable on the balance sheet date. Exchange gains and losses are recognised in profit or loss.

Translation of a Foreign Operation For the purposes of translating the financial statements of subsidiaries whose functional currency is not the euro, balance sheet items, with the exception of equity, are translated at the European Central Bank's reference exchange rate as applicable on the balance sheet date, while any equity items are translated using the historical rate on the acquisition or origination date. Expenses and income are translated using the average reference exchange rate for the month in question in order to comply with IAS 21 even in cases involving more pronounced exchange rate fluctuations. The resultant currency translation differences are recognised directly in equity.

Financial statements of subsidiaries whose functional currency is the currency of a hyperinflationary economy are translated using the European Central Bank's reference exchange rate that applies on the reporting date after restatement in accordance with IAS 29 Financial Reporting in Hyperinflationary Economies.

3.3 Hyperinflation

Due to changes in the general purchasing power of the functional currency in Türkiye (Turkish lira, TRY), the financial statements of the Turkish subsidiaries have been included by applying IAS 29 Financial Reporting in Hyperinflationary Economies since the 2022 financial year.

This means that the following adjustments are made prior to translation into the Group currency:

- For non-monetary items in the balance sheet carried at cost or amortised cost, the restatement is based on a general price index from the acquisition or production date. Monetary items in the balance sheet are not restated.
- Restatements for equity components are based on a general price index dating from the time of their addition.
- All items in the income statement and statement of comprehensive income are restated using a general price index from the date on which the income and expenses in question were first recognised in the financial statements.
- Differences between the carrying amount of individual assets and liabilities in the balance sheet and their tax base are accounted for in accordance with IAS 12 Income Taxes.
- In accordance with IAS 21.42(b), no adjustment is made to the comparative figures for the previous period.

The profit or loss from the net monetary position is shown in a separate item in the income statement under earnings before financial result and income tax (EBIT). The inflation adjustment effect resulting from the translation of the financial statements is presented as part of the exchange difference in the currency translation reserves. The adjustment of non-monetary assets is included in the currency translation differences.

The financial statements of the Turkish subsidiaries are based on the historical cost concept. The consumer price index (2003) published by the Turkish Statistical Institute was used for the adjustment. The consumer price index stood at 2,684.55 as at 31 December 2024 (31 December 2023: 1,859.38).

The change in the consumer price index in the current reporting period is shown below:

Monthly Change in Consumer Price Index – Türkiye:

in %	2023	2024
January	6.65	6.70
February	3.15	4.53
March	2.29	3.16
April	2.39	3.18
May	0.04	3.37
June	3.92	1.64
July	9.49	3.23
August	9.09	2.47
September	4.75	2.97
October	3.43	2.88
November	3.28	2.24
December	2.93	1.03

3.4 Presentation of the Provision of Financial Services Within the Consolidated Financial Statements

In the interests of ensuring the transparent presentation of the consolidated financial statements, the specific line items resulting from the financial services business are presented separately in the consolidated income statement, the consolidated balance sheet and the consolidated cash flow statement.

3.4.1 FINANCIAL ASSETS AND LIABILITIES FROM FINANCIAL SERVICES

The balance sheet items of the financial services business are presented under financial assets and liabilities from financial services. In particular, the items recognised are those that result directly from the deposit, lending and investment business or arise from the settlement of P.S.K. Orders (for example payment of pensions, unemployment benefits and similar benefits in the name, and for the account, of third parties). Cash and cash equivalents, demand deposits held at banks and central bank balances are also reported in these line items. The items are presented in order of liquidity. Explanatory information on measurement is provided in Note 3.16 Financial Instruments.

3.4.2 RESULT FROM FINANCIAL SERVICES

The result from financial services comprises the following items:

- Income from financial services
- Expenses from financial services
- Impairment losses in accordance with IFRS 9
- Valuation and derecognition income

Income from Financial Services Income from financial services forms part of revenue and includes all interest and commission income from the provision of financial services. In the consolidated income statement, the income is shown separately with a "thereof" note in the interests of ensuring the most transparent presentation possible.

Interest Income Interest income includes all interest income from the lending and investment business. Interest income from financial assets and liabilities measured at amortised cost and financial assets measured at fair value through other comprehensive income is recognised using the effective interest method. Interest income also includes commission income which, as an integral part of the effective interest method, falls within the scope of IFRS 9. Interest income calculated using the effective interest method is disclosed separately in the consolidated income statement using a "thereof" note.

Commission Income Commission income includes fees and commission income from the financial services offered. At present, this mainly includes commission from the current account business, payment transactions, the lending business, the custody of securities, insurance brokerage and the disbursement of P.S.K. orders. Fees and commission that form an integral component of the effective interest rate of a financial instrument are covered by IFRS 9. For fees and commission that do not form an integral component of the effective interest rate, the provisions set out in IFRS 15 are applied and the revenue is recognised at a specific point in time. Fees and commission from services relating to a particular period are recognised over the corresponding period. This relates, among other things, to flat-rate one-off fees from cooperation agreements with third-party providers.

Expenses from Financial Services Expenses for financial services include interest expenses and commission expenses from the provision of financial services and are presented as a separate item in the consolidated income statement.

Interest Expense Interest expense includes all interest expenses from the deposit business, as well as negative interest from the investment business. Interest expense from financial assets and liabilities measured at amortised cost and financial assets measured at fair value through other comprehensive income is recognised using the effective interest method.

Commission Expense Commission expense includes fees and commission expenses in connection with the financial services offered. At present, this mainly relates to commission from the current account business, payment transactions, the lending business and the custody of securities.

Impairment Losses in Accordance with IFRS 9 Impairment losses according to IFRS 9 are recognised in other operating expenses. Please refer to Note 3.16.3 Impairment Losses for further explanatory information.

Valuation and Derecognition Income The valuation and derecognition income is shown under other operating income/other operating expenses and mainly includes any ineffectiveness from hedge accounting, as well as disposal results from the premature termination of loans.

3.4.3 PRESENTATION OF FINANCIAL SERVICES IN CASH FLOW

In the consolidated cash flow statement, the cash flows resulting from the deposit, lending and investment business are reported within cash flow from operating activities in the items Financial assets/liabilities from financial services, Interest received from financial services and Interest paid from financial services.

The item Financial assets/liabilities from financial services shows the change in financial liabilities from financial services and financial assets from financial services with the exception of cash and cash equivalents and central bank balances. This item largely comprises all inflows and outflows of customer deposits, mortgage loans, consumer loans and current account overdrafts, securities and money market investments in the financial services business, as well as the change in other financial assets and liabilities resulting from the settlement of payment transactions. Cash and cash equivalents and central bank balances are included in the item Cash and cash equivalents (see also Note 30.1 Consolidated Cash Flow Disclosures).

The items Interest received from financial services and Interest paid from financial services only comprise the interest cash flows resulting from the deposit, lending and investment business.

Cash flows not relating to the deposit, lending and investment business, which also include inflows and outflows of commission and fees are shown in the appropriate other items.

3.5 Revenue from Contracts with Customers

MAIL

Letter Mail, Direct Mail and Media Post The Austrian Post Group performs services involving the collection, sorting and delivery of various letter mail items, direct mail and print media. Under IFRS 15, such performance obligations are considered to be fulfilled over time. On balance, the existing contracts or services to be provided in this business area are characterised by a very high degree of uniformity and very short lead times in providing the services. As a universal service provider, Österreichische Post AG is generally obligated to accept and deliver every mail item. As a rule, additional services (e.g. registered mail) are not classified as a distinct performance in the contractual context and are thus recognised together with the mail item as a single performance obligation. Overseas items are usually delivered to the recipients abroad in cooperation with international postal operators.

Statistical empirical values from, among other things, regularly conducted runtime measurements are used to measure the stage of completion of the contract activity. The amount of revenue to be realised is determined based on the ratio of costs incurred to date to the total costs of the delivery of letter mail, direct mail and print media (cost-to-cost method).

The collection of a mail item at an Austrian Post drop-off point (i.e. at the beginning of the performance obligation) triggers invoicing and thus the related recognition of revenue and a receivable. That portion of the performance obligation which has not yet been provided is recognised as deferred income and reported as a contract liability.

The transaction price is paid either by prepayment of the contracted transport service (sale of postage stamps or cash franking at the branch office), or in the case of business customers, after the fact with an average payment target of one or two months. Accordingly, receivables at Austrian Post do not normally have a significant financing component.

For prepayments received in connection with postage stamps and revenue from senders' franking machines, the performance yet outstanding is recognised as a deferral under contract liabilities. The outstanding performance is calculated based on empirical values (in the case of postage stamps) or by transferring historical data as part of the loading process (in the case of sender franking machines).

With respect to the sale of letter mail, direct mail and print media products to business customers, volume discounts are often agreed upon based on the revenue of a financial year. These discounts must be classified as variable consideration within the meaning of IFRS 15. Revenue from these sales is recognised in the amount of the price stipulated in the contract less the estimated volume discount. The expected volumes are estimated based on historical values and are updated every reporting date. Necessary adjustments are made cumulatively in the period in which the estimate is revised.

Business Solutions Business Solutions services include outsourcing services for the digitalisation and automation of business processes in B2B information management. This includes, among other things, the digitalisation of incoming mail including intelligent data reading, data processing with the help of robotic process automation and the like, as well as transactional printing or the electronic delivery of items.

These performance obligations are predominantly satisfied over time, with a period of performance that is generally less than one month. As a result, revenue is recognised over time. As a rule, payment is made after performance with an average payment term of one or two months.

PARCEL & LOGISTICS

The Austrian Post Group collects, accepts, sorts and delivers various parcel and Austrian Post express mail items. Under IFRS 15, such performance obligations are considered to be fulfilled over time. A high degree of standardisation, shipment tracking and very short throughput times characterise the services performed in this business area. As a rule, additional services (e.g. cash on delivery) are not classified as a distinct performance in the contractual context and are thus recognised together with the parcel item as a single performance obligation. Österreichische Post AG uses various subcontractors and freight companies which take over parts of the delivery process within Austria. Overseas items are usually delivered to the recipients abroad in cooperation with international postal operators and parcel services providers.

Data from shipment tracking for each parcel is used to measure the stage of completion. The amount of revenue to be realised is determined based on the ratio of costs incurred to date to the total costs of the parcel delivery (cost-to-cost method).

The collection of a mail item at an Austrian Post drop-off point (i.e. at the beginning of the performance obligation) triggers invoicing and thus the related recognition of revenue and a receivable. That portion of the performance obligation which has not yet been provided is recognised as deferred income and reported as a contract liability.

With respect to the sale of parcels to business customers, volume discounts are often agreed upon based on the revenue of a financial year. These discounts must be classified as variable consideration within the meaning of IFRS 15. Revenue from these sales is recognised in the amount of the price stipulated in the contract less the estimated volume discount. The expected volumes are estimated based on historical values and are updated every reporting date. Adjustments are made in the period in which the estimate is revised.

RETAIL & BANK

Branch Services The services provided by the branch network include the sale/brokering of various items of merchandise and postal and telecommunication products.

Revenue from the sale of retail goods is recognised at a specific point in time when the goods are handed over to the customer. Payment of the transaction price is due immediately as soon as the customer purchases a retail good.

In addition, the Austrian Post Group provides brokerage services, in particular for telecommunications contracts and products for its partner A1 Telekom Austria AG. Accordingly, this revenue is recognised at the time the brokerage service is provided (e.g. when the A1 customer signs a telecommunications contract or a mobile telephone is handed over to the A1 customer) in the amount of the commissions received (net method).

Financial Services For information on revenue from contracts with customers from financial services, please refer to Note 3.4.2 Result from Financial Services.

3.6 Income Tax

Disclosures on Tax Groups The Austrian Post Group has used the option granted in Austria to form corporate tax groups for purposes of joint taxation. There is one corporate group, with Österreichische Post AG as the group parent. All group members have their registered offices in Austria.

In the tax group, the group parent generally uses tax allocations to charge or credit the group members with the amounts of corporate income tax that are attributable to them. This includes offsetting positive and negative tax allocations of 23% of the taxable earnings (stand-alone method).

Disclosures on Income Taxes Income taxes include current and deferred taxes. They are always presented in the consolidated income statement except to the extent that the taxes result from transactions that have been recognised in other comprehensive income (OCI) or in equity or they result from a business combination.

The Austrian Post Group is of the opinion that potential interest expenses and penalties in connection with income tax payments do not fulfil the definition of income taxes pursuant to IAS 12. Accordingly, any such amounts are generally recognised pursuant to the provisions of IAS 37.

Measurement of Current Taxes Current taxes include the expected tax payments or credits for the current year and the adjustments made in the current year to the expected subsequent tax payments or tax credits from previous years. The recognised amount represents the best possible estimate and includes withholding taxes from distributions.

In certain circumstances, current tax assets and liabilities can be presented at net. This is the case in the Austrian Post Group when the tax relates to income tax levied by the same taxation authority and the company has a legally enforceable right to offset tax assets and liabilities.

The top-up taxes provided for as part of the introduction of global minimum tax/Pillar II are subject to the provisions of IAS 12. However, the mandatory exception is applied and no related effects on deferred taxes have been determined. The tax expense due to Pillar II – if an expense is incurred – is recognised in the current income tax expense.

Measurement of Deferred Taxes Deferred taxes are measured using the balance sheet liability method for all temporary differences between the carrying amounts as per the IFRS consolidated financial statements and the corresponding tax bases. However, Austrian Post does not make use of the option to recognise deferred taxes in the following cases:

- Temporary differences arising from the initial recognition of an asset or liability other than in a business combination and which, at the time of the transaction, do not affect either the accounting profit or taxable profit (tax loss) (Initial Recognition Exemption, "IRE"), whereby, as an exception, the amendment to IAS 12 (on deferred taxes related to assets and liabilities arising from a single transaction), which came into force in the EU on 1 January 2023, has already been applied accordingly within the scope of the interpretation since the introduction of IFRS 16 Leases on 1 January 2019
- Temporary differences related to investments in subsidiaries, branches, associates and interests in joint arrangements to the extent that the parent is able to control the timing of the reversal of the differences and it is probable that the reversal will not occur in the foreseeable future
- Taxable differences in connection with the initial recognition of goodwill

Deferred tax assets from temporary differences from balance sheet items as well as from loss carryforwards are recognised to the extent to which a) sufficient deferred tax liabilities are available or b) it is probable based on a history of profit that taxable income will be available in the foreseeable future and the tax expense will thus be realisable. Deferred taxes are not recognised if a company has a history of recent taxable losses (in one of the last two years). The unrecognised deferred taxes are reassessed at each balance sheet date and if applicable, recognised if there is a reasonable belief that the tax benefit can be realised.

Deferred tax assets and liabilities can be presented at net under certain circumstances. The disclosures above under "Measurement of current taxes" apply analogously to deferred taxes.

Deferred taxes are measured based on the tax rates applicable in the individual countries at the balance sheet date or at the rates already announced as applicable for the period in which the deferred tax assets and tax liabilities will be realised.

The following table shows the tax rates applied when calculating deferred income taxes:

Country	2023	2024
Bosnia and Herzegovina	10%	10%
Bulgaria	10%	10%
Germany	30%	30%
Croatia	18%	10–18%
Montenegro	9%	9%
Austria	23%	23%
Serbia	15%	15%
Slovakia	21%	21-24%
Slovenia	22%	22%
Hungary	9%	9%
Türkiye	25%	25%
Azerbaijan	20%	20%

3.7 Determination of Fair Value in Accordance with IFRS 13

The Austrian Post Group measures fair value pursuant to the principles in IFRS 13.

For this purpose, the fair values are assigned to the following levels of the measurement hierarchy based on the inputs used in the valuation techniques:

- Level 1: Quoted prices in active markets for identical assets or liabilities
- Level 2: Market price quotations that are observable for the asset or liability, either directly or indirectly
- Level 3: Input factors that are not observable on the market

The Austrian Post Group uses market-based, cost-based and income-based valuation techniques, depending on the asset and the available inputs. The use of observable inputs is given the highest priority.

3.8 Impairment in Accordance with IAS 36

On each balance sheet date, an assessment is made as to whether there are indications of impairment of the carrying amounts of intangible assets, property, plant and equipment, right-of-use assets from leases and investment property. If such indications exist, an impairment test is conducted. In addition, intangible assets with indefinite useful lives and goodwill are subject to annual impairment tests irrespective of whether there are any such indications.

The recoverable amount of the individual particular asset or CGU is determined during the impairment test and compared to the respective carrying amount. The recoverable amount is the higher amount of the fair value less costs to sell and the value in use. If the recoverable amounts are determined by using net present value methods, the weighted average cost of capital (WACC) is used as the discount rate using the capital asset pricing model (CAPM). Appropriate surcharges are factored into the discount rate to reflect country, currency and price risks. If the cash inflows are denominated in foreign currencies, the recoverable amount in the foreign currency is determined and then converted into euros using the exchange rate on the balance sheet date. If companies that are not subject to the same currency are combined in a CGU, a single currency is used to determine the recoverable amount, which is then translated into euros at the closing rate if the single currency is a foreign currency.

Impairment losses and reversals of impairment are recognised in the income statement under depreciation, amortisation and write-downs or under other operating income.

Goodwill Goodwill is allocated to the individual cash-generating units (CGUs) within the Austrian Post Group. Goodwill from the acquisition of a foreign operation is carried in its functional currency and converted at the rate on the balance sheet date.

At Austrian Post, impairment testing is performed in accordance with the value-in-use concept. In this case, the recoverable amount of the cash-generating unit (CGU) is determined on the basis of the value in use.

In order to determine the value in use in logistics (Mail, and Parcel & Logistics Divisions), the expected future cash flow is discounted to its present value with the help of the discounted cash flow method by using the weighted average cost of capital (WACC) after tax. Market data from peer group companies, among other things, is used to determine a standard market cost of capital in the logistics sector. The cash flow forecasts in the planning period are based on the management-approved planning for the 2025 financial year and the medium-term business planning for a period of an additional three years (2026–2028). The cash flow forecasts are based on both the company's experience in the past as well as economic data collected outside of the company and sector-specific data if available.

The value in use for the financial services CGU (Retail & Bank Division) is generally calculated using an income approach in the form of the dividend discount model. The future distributions accruing to the owners are discounted to their present value using a cost of equity rate. Market data from peer group companies, among other things, is used to determine a standard market cost of equity rate. As in logistics, the expected future distributions in the detailed planning period are based on the business plans approved by the management. The distribution forecasts are based on both the internal assumptions from the business model, the regulatory requirements and the industry-specific and economic overall data that is collected externally.

The amount after the detailed planning period is accounted for assuming a perpetual annuity for all CGUs. The maximum amount for the growth rate set for the perpetual annuity is the long-term growth and inflation expectations of the countries and sectors in which the particular CGU generates its cash flow. As a rule, a growth rate of 1.0 % (2023: 1.0 %) is applied, while necessary retained earnings are taken into account. The main valuation assumptions generally underlying the determination of the recoverable amount are assumptions by the management about the expected short- and long-term business development, the discount rate applied and the expected long-term growth rate.

Corporate Assets Corporate assets in accordance with IAS 36.100f are allocated to the CGUs to which they relate in the context of impairment testing. Within the Austrian Post Group, corporate assets relate primarily to the company headquarters. The logistics network production unit and the branch network also include corporate assets.

3.9 Intangible Assets

Purchased intangible assets are recognised at cost and amortised on a straight-line basis over three to ten years based on their economic lives or contract period. Customer relationships are amortised on a straight-line basis over a period of five to seven years based on their economic lives. Trademarks are generally assumed to have an indefinite useful life as there is no foreseeable end to their economic use. Intangible assets with indefinite useful lives are not amortised, but are subjected to annual impairment testing.

Internally generated intangible assets are recognised if the general recognition criteria and the special application guidance of IAS 38 are met. In this case, the creation process is divided into a research and a development phase. Initial recognition is in the amount of the directly attributable costs from the date on which the internally generated intangible asset meets the recognition criteria of IAS 38. At the Austrian Post Group, this primarily applies to internally developed software.

3.10 Property, Plant and Equipment

Property, plant and equipment is measured at cost less depreciation. Depreciation rates are based on expected economic lives. The economic lives remain unchanged from the previous year's estimates. The following useful lives are applied as standard throughout the Group:

Useful Lives	Year
Buildings	10–50
Buildings – right-of-use assets	5–15
Technical plant and machinery	5–10
Technical plant and machinery – right-of-use assets	2–4
Vehicle fleet	4–10
IT and technical equipment	3–6
Other equipment, furniture and fittings	5–20

In individual cases, there are also right-of-use assets for which the useful lives exceed the ranges shown in the table.

3.11 Leases

3.11.1 LEASES AS THE LESSEE

At inception of a contract, a check is performed to determine whether the contract constitutes a lease in accordance with IFRS 16. For leases, rights-of-use to the leased objects are recognised at cost as assets and the present value of the payment obligations entered into are recognised as liabilities. Right-of-use assets are assigned to the same balance sheet items in the balance sheet in which the underlying assets of leases are stated. Lease liabilities are reported under other financial liabilities.

The present value of **lease liabilities** includes the following lease payments:

- Fixed payments less any lease incentives receivable
- Variable payments that are linked to an index or rate
- Expected residual value payments from residual value guarantees by the lessee
- Exercise prices of purchase options if exercise by the lessee is reasonably certain
- Penalties for the termination of leases, if the lease term takes into account that the lessee will exercise a termination option

The lease payments are discounted using the incremental borrowing rate.

The cost of **right-of-use assets** is comprised as follows:

- Amount of the initial measurement of the lease liability
- Lease payments made upon or prior to provision, less lease incentives received
- All initial direct costs incurred by the lessee
- Estimated costs for restoration obligations

Right-of-use assets are subsequently measured at amortised cost. The right-of-use assets are depreciated on a straight-line basis over the lease term. If ownership is transferred to the lessee at the end of the lease term or the cost of the right-of-use asset reflects that the lessee will probably exercise a purchase option, the asset is depreciated until the end of its economic life. The useful lives taken as a basis are shown in Note 3.10 Property, Plant and Equipment.

When determining the lease term, all facts and circumstances are taken into account that result in the exercise of extension options or the non-exercise of termination options. Within the Austrian Post Group, real estate leases in particular include extension and termination options. Real estate leases are allocated to Group-internal specified term categories in connection with the determination of the lease term.

Payments for short-term leases (less than twelve months) and leases whose underlying assets are of minor value, are recognised on a straight-line basis as an expense in profit or loss. The election under IFRS 16.4 is also applied, according to which the provisions of IFRS 16 are not applied to leases of intangible assets.

Non-recoverable VAT amounts arising from liabilities in connection with leases are not a component of the lease payments and are recognised as an expense.

Deferred taxes are recognised on temporary differences in connection with right-of-use assets and lease liabilities.

3.11.2 LEASES AS THE LESSOR

The Austrian Post Group is the lessor of a large number of properties. As lessor in an operating lease, Austrian Post recognises the assets at amortised cost in property, plant and equipment. The income from rent and leasing is reported for the period in which it is generated under other operating income. As lessor in a finance lease, Austrian Post recognises the asset under trade and other receivables at the amount of the net investment.

3.12 Investment Property

Investment property is property held to earn rental income and/or for capital appreciation, and which could be sold separately. In the case of an owner-occupied portion, the allocation is based on the percentage of use. Investment property is recognised and measured using the cost method. As in the previous year, depreciation is taken on a straight-line basis based on a useful life of 20 to 50 years.

The fair values of the investment properties presented in the notes to the consolidated financial statements were determined by experts at Österreichische Post AG as well as external experts in accordance with the requirements of IFRS 13. Measurement is primarily based on income-based approaches (in particular present value techniques). As a rule, the income approach is used, while the discounted cash flow method is applied for more complex properties. These are Level 3 measurements within the meaning of IFRS 13 (fair value hierarchy). The inputs used comprise in particular property-related data such as lettable space, vacancy rate, rental income and interest rates. The annual rental income used in relation to the market value (gross initial yield) ranges from 3.1% to 14.5% (2023: 3.3% to 13.8%) and the capitalisation rates/property rates used range from 3.7% to 8.7% (2023: 3.4% to 7.6%).

Market-based approaches (in particular sales comparable approaches) are also used for undeveloped land and land under development. These are Level 2 measurements within the meaning of IFRS 13. The inputs used comprise in particular price information from comparable transactions in active markets.

3.13 Provisions for Termination and Jubilee Benefits

Provisions for Termination Benefits The Austrian Post Group's termination benefit obligations include both a defined contribution as well as a defined benefit system.

Provisions for defined benefit obligations are recognised for statutory entitlements on the part of employees. As a general rule, civil servants are not entitled to termination benefits. Within the Austrian Post Group, it is essentially employees of Österreichische Post AG as well as those working for subsidiaries in Austria who are entitled to termination benefits when they reach the legal retirement age or when their employment contracts are terminated by the employer. In addition, the corresponding entitlement of Aras Kargo a.s. is taken into account. The amount of the entitlement depends on the number of years of service and the salary drawn at the time of termination or retirement. The provisions are calculated on an actuarial basis using the projected unit credit method.

There are defined contribution obligations with respect to salaried employees of Österreichische Post AG and employees working for Austrian subsidiaries whose employment commenced after 31 December 2002. These termination benefit obligations are settled through the regular payment of corresponding contributions to an employee pension fund. Except for this, there is no other further obligation on the part of the Austrian Post Group; hence there is no requirement to recognise a provision.

Provisions for Jubilee Benefits In some cases, the Austrian Post Group is obliged to pay jubilee benefits to employees who have served the Group for specified periods of time. These obligations apply in particular to employees of Österreichische Post AG. According to Austrian Post's employment rules, civil servants and salaried employees are given jubilee benefits amounting to two monthly salaries after 25 years of service and four monthly salaries after 40 years. Civil servants with at least 35 years of service at the time of their retirement and who have already reached the age of 65 no later than their retirement date can also receive jubilee benefits in the amount of four monthly salaries. Salaried employees subject to the first part of the collective wage agreement receive jubilee benefits totalling one monthly salary for 20 years of service, one and a half monthly salaries for 25 years of service, two and a half monthly salaries for 35 years of service and three and a half monthly salaries after 40 years of service. Provisions for jubilee benefits are calculated based on the actuarial projected unit credit method analogous to the provisions for termination benefits.

Actuarial Parameters In the course of the regular review and to ensure the best possible estimation of actuarial parameters used in determining provisions for termination and jubilee benefits, the Austrian Post Group has defined company-specific parameters as the basis for calculating these provisions that were determined according to uniform Group guidelines.

The following average weighted parameters were used as the basis for calculating provisions for termination and jubilee benefits:

	Termination benefits		Jubilee benefits	
	2023	2024	2023	2024
Discount rate	5.62%	6.47%	3.50%	3.49%
Salary/pension increase	6.46%	6.29%	4.45%–4.96%	3.46%
Employee turnover rate	2.09%	2.53%	1.43%–17.47%	1.67%-16.88%

The retirement age used for the calculation is based on the statutory provisions of the country concerned:

Retirement age	2023	2024
Female employees	55–65	59-65
Male employees	56–65	60-65
Civil servants	65	65

The average weighted duration of the defined benefit obligation amounts to 11 years for termination benefits (2023: 12 years) and 12 years for jubilee benefits (2023: 11 years).

An index for senior, fixed-rate corporate bonds (Mercer Pension Discount Yield Curve) serves as the basis for determining the discount rate and then the relevant interest rate is determined based on the duration of the individual obligations.

The biometric assumptions taken into account in actuarial calculations are based, for the Austrian Group companies, on the calculation bases published by the Austrian Actuarial Association (AVÖ) for pension insurance ("mortality tables"). The calculation bases published for pension insurance (AVÖ 2018-P insurance tables for calculating pensions) were used for the purposes of the calculation. Similar actuarial calculation bases are used in other countries.

The salary increases applied come from the derivation of expected future wage and salary increases. The calculation is carried out individually for each provision, taking into account the legal regulations and provisions under collective bargaining agreements, for example biannual salary increases for civil servants.

The employee turnover rates applied were determined depending on length of service and based on the empirical values for previous years.

The effects of changes in actuarial parameters lead to actuarial gains and losses, which are reported in other comprehensive income for provisions for termination benefits and in staff costs for jubilee benefits. The effects from changes in the interest rate and changes in future salary increases are included in the actuarial gains and losses from the change in financial assumptions. The reconciliation of the present value of the individual obligations is presented in Note 26.2 Provisions for Termination and Jubilee Benefits.

The interest expense from provisions for termination and jubilee benefits are reported in the financial result. All other changes are reported as staff costs.

3.14 Provisions for Underutilisation

The provision for underutilisation mainly includes provisions in connection with employees assigned to the **Post Internal Labour Market** organisational unit, the staff cost shortfall and the process relating to civil servants who are **entering into retirement** for reasons of physical disability. The employment relationships on which this provision is based were categorised as onerous contracts within the meaning of IAS 37, as the service relationship is not balanced.

Provisions for employees assigned to the **Post Internal Labour Market** organisational unit are recognised for future staff costs of employees whose contracts cannot be terminated (primarily civil servants) who lose their jobs within the context of ongoing internal organisational processes for adaptation to changing market conditions and whose services can no longer be utilised by the company or who can only be utilised to perform minor duties, meaning that they are assigned to the Post Internal Labour Market organisational unit.

The calculation of the amount allocated to provisions is based on the present value of the expenses incurred up until the employee's retirement based on the application of an average level of underutilisation and in consideration of an employee turnover rate. If employees whose contracts cannot be terminated cannot be utilised within the company or leased to external companies under terms that do not provide for a full recovery of associated staff costs, the percentage of cost under-absorption is factored into the calculation of the provisions, taking future developments into account. All parameters are continually evaluated and adjusted to reflect changing conditions. In the development of the provision for the Post Internal Labour Market, new provisions and reversals were netted.

There was a change in the estimate used to calculate the provision for the **Post Internal Labour Market**. Instead of the previous approach, which involved applying employee turnover discounts, the provision is now calculated based on actuarial principles, taking into account age-dependent turnover rates, and an actuarial expert opinion is obtained. The switch to turnover rates allows the impact of staff turnover on the amount of the provision to be estimated more reliably. This change in estimate resulted in a provision that was EUR 27.1m lower. The effects of this change were recognised in full in the income statement under staff costs in the 2024 financial year.

The following parameters were used in calculating provisions for the Post Internal Labour Market, changes to which led – all other factors held constant – to the following changes in the provisions for the Post Internal Labour Market:

Post Internal Labour Market	2023	2024	Change EUR m
Discount rate	3.25%	3.00%	1.0
Salary increase	5.00%	3.50%	–6.2
Employee turnover discount/turnover rate	2.70%	4.30%-7.30%	–27.1
Rate of underutilisation	36.80–100.00%	51.30%–100.00%	18.0

The provisions for **staff cost shortfalls** are set up for future personnel expenses relating to employees whose contracts cannot be terminated (primarily civil servants) and who can be utilised within the company on a permanent basis on arm's length terms – under terms that do not provide for a full recovery of associated staff costs. The amount of the provision is calculated as the present value of the cost shortfall associated with the employees concerned until their retirement. All parameters are continually evaluated and adjusted to reflect changing conditions.

The provisions for underutilisation encompass future staff costs for civil servants who are in the process of **entering into retirement** for reasons of physical disability. The provisions are calculated as the present value of the future staff costs for the period of the average expected time until retirement is approved. All parameters are continually evaluated and adjusted to reflect changing conditions.

The present value of the provisions for staff cost shortfalls and employees who are in the process of retiring is calculated using a discount rate and the expected salary increase.

The following parameters were used in calculating provisions for employees in the process of entering into retirement, and provisions for staff cost shortfalls:

Other underutilisation	2023	2024
Discount rate	3.00%–3.50%	2.75%–3.25%
Salary increase	4.25%–5.25%	3.25%–3.50%

3.15 Share-based Payments

In 2009, the Supervisory Board of Österreichische Post AG approved the introduction of a share-based remuneration programme. Corresponding share-based remuneration programmes (Long-term Incentive Programmes) were realised for members of the Management Board and executives in financial years 2010 to 2024. These programmes are a share-based and performance-oriented remuneration model whose tranches extend over a three-year period (performance period) and require a one-time personal investment as a condition of participation. The performance period extends from 1 January of the year in which the particular tranche is issued until 31 December of the third-following year. The number of shares of Österreichische Post AG that must be purchased by Management Board members at the outset of the programme is calculated as a defined percentage of their gross fixed salaries divided by the reference price of the Austrian Post share for the fourth quarter of the respective prior year. The number of Austrian Post shares to be purchased by executives is determined based on the chosen investment category according to the conditions of participation.

Remuneration is paid out on the basis of bonus shares, with payment being made either in the form of shares in Österreichische Post AG or in cash. The decision regarding the form of payment for the bonus shares is at the discretion of the Supervisory Board's Remuneration Committee for the programme for the Management Board, and at the Management Board's discretion for the programme for the executives. However, past business practice indicates that payment in cash can be assumed, which is why the remuneration is accounted for as cash-settled share-based payments.

The fair value of the share-based payments was determined using a model that takes into account performance indicators and the extent of the services rendered by the employee to date. This involves an income-based approach (present value technique) within the meaning of IFRS 13 taking account of the expected goal achievement (based on company planning), employee turnover and an estimate of the future share price. The data used are classified as Level 3 inputs as defined in the fair value hierarchy. Until the liability is settled, the fair value is remeasured at each reporting date and on the settlement date and is reported under provisions. All changes in fair value are recognised in profit or loss under staff costs.

3.16 Financial Instruments

3.16.1 CLASSIFICATION

Financial Assets In the Austrian Post Group, financial assets are classified in the following valuation categories:

- At amortised cost
- Recognised at fair value through other comprehensive income (FVOCI) – debt instruments
- Recognised at fair value through other comprehensive income (FVOCI) – equity instruments
- Recognised at fair value through profit or loss (FVTPL)

Cash, cash equivalents and central bank balances, receivables from banks, receivables from customers, financial assets and other receivables from financial services, trade receivables and other receivables, money market investments and cash and cash equivalents are held as part of a business model that aims to collect the contractual cash flows. As the cash flow criterion is also met, these financial assets are classified as measured at amortised cost.

The securities included in other financial assets are held as part a business model that aims both to collect the contractual cash flows and to sell the financial assets. As a result, they are measured at fair value through other comprehensive income (FVOCI).

The shares included in other financial assets represent equity instruments for which the FVOCI option was exercised in accordance with IFRS 9.4.1.4. Consequently, they are measured at fair value through other comprehensive income (FVOCI without recycling).

Derivative financial instruments must be assigned to the "fair value through profit or loss measurement" category (FVTPL).

Financial Liabilities Financial liabilities are generally measured at amortised cost. The liability held from the acquisition of financial assets accounted for using the equity method, however, falls under the exemption provided for in IFRS 9.4.2.1 and is to be measured at fair value through profit or loss (FVTPL).

3.16.2 ASSESSMENT

Measurement at Initial Recognition

Financial assets and liabilities are generally recognised for the first time on the settlement date, i.e. the date on which the financial asset is transferred. At this point in time, the Austrian Post Group measures a financial asset or a financial liability at fair value, which as a rule, corresponds to the transaction price. In the case of a financial asset or financial liability measured at amortised cost or measured at fair value through profit or loss (FVOCI), the transaction costs directly relating to the acquisition of the asset or liability are also recognised. Trade receivables are recognised based on the requirements for revenue recognition in accordance with IFRS 15.

Subsequent Measurement and Presentation

Financial instruments measured at amortised cost are measured using the effective interest rate method. Gains or losses on disposal are recognised directly in the consolidated income statement in the same way as current income and valuation adjustments. The result from the subsequent measurement of liabilities resulting from purchase obligations of non-controlling interests is recognised in the consolidated income statement, with the expenses/income from revised estimates of future results being recognised under other operating expenses/income. Expenses/income from foreign currency valuation, as well as extraordinary inflation adjustments and the expense from the interest cost of the liability are reported as part of the financial result.

Debt instruments measured at fair value through other comprehensive income (FVOCI) are recognised at fair value at the respective balance sheet date. Changes in fair value are recognised in other comprehensive income (OCI) or in the FVOCI reserve. An exception to this is the foreign currency valuation, which is shown in the consolidated income statement. Current income and valuation adjustments are likewise recognised directly in the consolidated income statement. On the disposal of debt instruments measured at FVOCI, the amounts recognised in other comprehensive income are reclassified to the consolidated income statement.

Equity instruments recognised at fair value through other comprehensive income (FVOCI) are recognised at fair value at the respective balance sheet date. Changes in fair value are recognised in other comprehensive income (OCI) or in the FVOCI reserve – i.e. the same as foreign currency measurement. When equity instruments measured at FVOCI are disposed of, the amounts recognised in other comprehensive income are not reclassified in the consolidated income statement; instead, associated amounts in the FVOCI reserve are reclassified to the revenue reserves. Current income is directly recognised in the income statement under the financial result.

Financial instruments measured at fair value through profit or loss (FVTPL) are recognised at fair value through profit or loss on the reporting date. All changes in the carrying amount as well as current income are recognised directly in the consolidated income statement under financial result for the logistics business and under other operating income for the financial services business.

Gains and losses resulting from the disposal of trade receivables in the "amortised cost measurement" category and impairment losses in accordance with IFRS 9 are to be listed as separate items in the consolidated income statement pursuant to IAS 1.82. Due to a lack of materiality, the impairment losses recognised in the financial result in accordance with IFRS 9, which relate to bank balances, money market investments and securities from the logistics business measured at fair value through other comprehensive income (FVOCI), are not reported as a separate item in the consolidated income statement. Gains and losses resulting from the disposal of trade receivables in the amortised cost measurement category are also not recorded separately in the consolidated income statement due to a lack of materiality.

3.16.3 IMPAIRMENT LOSSES

Impairments losses in accordance with IFRS 9 include both impairments on financial assets/contract assets and income/expenses from the provision for off-balance sheet risk positions. Off-balance sheet risk positions are obligations from which a risk may arise, for example in the case of loan commitments or liabilities from guarantees in the context of the banking business.

Impairments are recognised within the Austrian Post Group in the amount of the expected credit losses in accordance with IFRS 9. The specific method depends on the type of financial asset as well as on the occurrence of a significant increase in credit risk. Thus, the following items are to be measured based on the expected credit loss model in accordance with IFRS 9:

- Central bank balances from financial services
- Receivables from banks resulting from financial services
- Receivables from customers from financial services
- Other financial assets from financial services, including long-term financial assets
- Off-balance sheet risk positions (financial services)
- Securities in the category measured at amortised cost
- Securities in the category measured at FVOCI
- Money market investments
- Bank balances
- Trade receivables
- Other receivables incl. lease receivables
- Contract assets

Financial Assets From Financial Services and Off-balance Sheet Risk Positions (summarised below as **financial assets from financial services**) A distinction is made between three impairment levels for the purposes of calculating the expected credit losses on financial assets from financial services:

- Stage 1: Stage 1 relates to financial assets from financial services for which no significant increase in credit risk has been identified since initial recognition. Impairment losses are recognised in the amount of the 12-month expected credit losses. For investment grade securities, the low credit risk exemption pursuant to IFRS 9.5.5.10 is applied. As long as there is an investment grade rating, a low credit risk is therefore assumed and there is no transfer to stage 2.
- Stage 2: Financial assets from financial services in stage 2 show a significant increase in credit risk since initial recognition. Impairment losses are recognised in the amount of the expected credit losses over their term. Quantitative and qualitative criteria are used to check the significant increase in credit risk. Quantitative criteria are evident from a deterioration in the internal rating scale. Qualitative criteria are checked at account and customer level and include the setting of forbearance indicators, inclusion in the payment reminder process and assignment as an estate. In addition, all of a customer's receivables are transferred to stage 2 if a customer's receivables are overdue by more than 30 days.
- Stage 3: Financial assets from financial services in stage 3 are considered to be in default. Interest income is recognised in such cases using the effective interest rate on the amortised cost (net carrying amount). All client receivables are transferred to stage 3 when the default indicator is set in accordance with the Capital Requirements Regulation (CRR) (unlikely to pay and/or 90 days past due).

For financial assets from financial services in stages 1 and 2, the expected credit losses are calculated using standardised model parameters. For stage 3 financial assets from financial services, the calculation depends on the significance of the outstanding amount: if the outstanding amount is less than EUR 0.3m, the expected credit losses are determined using model parameters. If the outstanding amount exceeds EUR 0.3m, the expected credit losses are determined on the basis of an individual estimate.

The following model parameters are used to calculate the expected credit losses:

- Probability of default (PD): The PD stands for the probability that a debtor will not fulfil the latter's financial obligations and will default. The PD calculated is used for non-defaulted receivables positions (stages 1 and 2) and is adjusted at least annually. A PD of one is used for defaulted receivables (stage 3).
  The default probabilities for receivables from customers required to calculate the expected credit losses are calculated using internal rating models. The necessary input parameters are based primarily on historical empirical values of comparable business models that are obtained externally. The parameters used are validated once a year. If no sufficient history is available, expert estimates are used. External ratings are used to determine probabilities of default for calculating the expected credit losses for receivables from banks and other financial assets from financial services.
- Loss-given default (LGD): LGD embodies the expectation regarding the amount of loss on a defaulted receivable. As the current product landscape also includes collateral for mortgage loans, a distinction is made between unsecured LGD and secured LGD in the risk models. At present, not all products have a corresponding history for LGD modelling and validation. This results in different approaches to LGD depending on the product group. An LGD of 72.0% (2023: 72.0%), derived from historical data, is assumed for current accounts. For consumer loans, an LGD of 51.5% (2023: 53.8%) for performing loans and 70.9% (2023: 53.8%) for non-performing loans is derived from historical data. The LGD for mortgage loans is separated into a secured and an unsecured portion. These amount to 10.0% (2023: 10.0%) for the secured part and 42.0% (2023: 42.0%) for the unsecured part of the financing.

- Exposure at default (EAD): EAD corresponds to the amount owed at the time of default. Repayment cash flows and carrying amounts are used to determine the amount of the current balance in order to map the EAD trend. The EAD can consist of an on-balance sheet and an off-balance sheet portion. As current account products and credit cards do not have a predefined term, the modelled maturities from the liquidity maturity statement are used here. The repayment schedules and the contractual term are used for lending products. In cases involving off-balance sheet transactions, a credit conversion factor (CCF) is also used. This is defined individually depending on the type of product involved. In general, the account limits are deleted when the first default indicator is set.

For financial assets from financial services that are purchased or originated credit impaired (POCI), the expected credit losses over the term are initially recognised in the credit-adjusted effective interest rate. This is why no impairment loss is recognised to begin with. Changes in expected credit losses based on current cash flow estimates are then recognised in profit or loss as expenses or income in impairment losses.

Trade Receivables The simplified approach permitted under IFRS 9 is used to determine expected credit losses on trade receivables. Accordingly, impairment losses are determined in the amount of the credit losses expected over the term (stage 2 or stage 3) on the basis of an impairment matrix. Impairment losses are recognised by means of this matrix on the basis of historically observed default rates tiered according to (days past due) maturity. Forward-looking information is also evaluated and, if necessary, the default rates used are adjusted. In addition, trade receivables with a carrying amount of more than EUR 0.1m are considered on an item-by-item basis and scrutinised to recognise additional expected credit defaults over their term. Expected credit losses are determined separately for domestic and foreign customers as well as for international postal carriers.

Lease Receivables Impairment losses for lease receivables are measured in the amount of the lifetime expected credit loss (stage 2 or stage 3). Austrian Post applies the simplified approach permitted under IFRS 9. For lease receivables associated with a low default risk, an external rating is considered investment grade.

Miscellaneous Financial Assets Impairment losses on miscellaneous financial assets subject to the IFRS 9 impairment model are recognised in the amount of the 12-month expected credit loss (stage 1). If a significant increase in credit loss occurs, impairment losses are recognised in the amount of the lifetime expected credit losses. Credit risk is assumed to have increased significantly when a trade receivable is more than 30 days overdue (stage 2). An exposure is considered non-performing or impaired (stage 3) if the following factors apply:

- The individual receivable is overdue > 90 days
- Insolvency proceedings have been initiated

The effective interest rate for stage 3 receivables is to be applied to the amortised cost (net carrying amount) as opposed to the gross carrying amount.

According to the method used, expected credit losses are determined for securities, balances with banks and money market investments based on the loan loss provisioning model. The expected credit loss is determined as the probability-weighted amount based on the probability of default (PD) and the loss given default (LGD). The company primarily relies on issuer-specific data supplied by Bloomberg to calculate the probability of default. To simplify things, global default rates such as those published by Standard & Poor’s or Moody’s are taken into account. For other receivables, practical simplifications will be applied in line with IFRS 9.B5.5.35 based on the type and scope of the receivables and to determine impairment losses by using an impairment matrix similar to the one used for trade receivables. The loss rates are derived partly based on historical empirical values and partly based on reasonable estimates. In addition, trade receivables with a carrying amount of more than EUR 0.1m are considered on an item-by-item basis and scrutinised to recognise additional expected credit defaults over their term. The expected credit losses are determined separately for claims for damages and other miscellaneous receivables.

Modified Financial Assets If the contractually stipulated cash flows of a financial asset are renegotiated or modified, an assessment is carried out as to whether the existing financial asset should be written off. If the renegotiation or modification does not lead to derecognition, the gross carrying amount is recalculated taking the modified cash flows into account. An assessment is likewise made at the time of modification and at the subsequent balance sheet dates as to whether there is a significant increase in the credit risk of the financial instrument.

Forbearance Measures In the event of modifications or renegotiations involving financial assets from financial services, a check also has to be performed to determine whether these constitute forbearance measures. Forbearance measures are concessions made to debtors who are at risk of no longer being able to meet their payment obligations. They include contract modifications such as deferrals, term extensions, interest rate reductions or debt waivers, as well as internal debt restructuring. Accordingly, a measure is deemed to constitute a forbearance measure if all of the following three criteria are met:

- This is a transaction that is objectively suitable for providing relief on the repayment terms.
- The transaction represents subjective relief for the debtor that would not have been granted to other debtors with comparable credit ratings and collateral.
- The relief related to a default that had already occurred or it was designed to prevent an impending default.

Forbearance measures are used for risk positions such as loans, debt securities, as well as irrevocable loan commitments. Positions held in the trading portfolio are excluded. Forbearance positions can be both performing and non-performing. Forbearance status is maintained at account level. All measures classified as forbearance must be recorded in the forbearance portfolio for at least two years. At the end of this probationary period, classification as forbearance can be reversed.

Write-offs Receivables and securities that the bank will not, in all probability, be able to recover are to be derecognised in full or in part. A receivable is considered to be irrecoverable if, among other things, insolvency proceedings have been initiated and the chances of success are less than 50%, at least two enforcement procedures have been unsuccessful, if the client's permanent residence cannot be determined in the long term, if the client does not have any sustainable attachable income, or if the client's other liabilities are so substantial that the recoverability of the receivable appears to be have no prospects of success. Receivables and debt securities are also to be derecognised in full or in part if a share or the entire outstanding amount has been waived. This can be the case in the event of a recovery or payment plan, as well as in the case of proceedings for a levy on income in the context of an insolvency, an out-of-court settlement or an advance payment arrangement.

3.16.4 HEDGE ACCOUNTING

In order to hedge interest rate risks arising from both fixed-rate and variable-rate financial assets and liabilities from financial services, part of the derivative financial instruments of the Austrian Post Group have been designated as hedging instruments. These hedges (hedge accounting) are generally accounted for in accordance with the provisions set out in IFRS 9 and, in the case of fixed-rate assets and liabilities, correspond to a fair value hedge as defined by IFRS 9.6.5.2a. Furthermore, from the 2024 financial year onwards, a portfolio fair value hedge will also be used to hedge current account deposits on the liabilities side as part of the EU IAS 39 carve-out. Interest rate risk is monitored and controlled as part of the management of market risk.

In cases involving fixed-rate financial instruments, a market price risk arises from the change in the relevant reference yield curve. By using interest rate derivatives as hedging instruments, the fixed interest rate on the hedged items is transferred to a variable interest rate linked to the reference interest rate.

The interest rate derivatives designated as hedging instruments have an economic relationship with the interest rate risk component of the hedged item. The non-interest-rate-related risk components (such as credit spreads) are not part of the hedge. This means that the hedged item and the hedging instrument are structured in such a way that the parameters relevant for measurement purposes oppose each other. In the case of fair value hedges, opposing effects are only recognised to the extent that there is an economic relationship, without creating artificial volatility in the income statement. Likewise, the underlying risk associated with the derivative is identical to the hedged risk component.

The Austrian Post Group uses a **fair value hedge** to hedge interest rate risk. Derivative financial instruments designated as fair value hedges are used to hedge recognised assets or liabilities against the risk of a change in fair value. As of the 2024 financial year, a **portfolio fair value hedge** is also used in accordance with the EU IAS 39 carve-out Derivative financial instruments designated as portfolio fair value hedges are used to hedge a portfolio against the risk of a change in fair value.

Fair Value Hedge

A fair value hedge relationship in the form of a micro hedge exists if a hedged item (or a group of hedged items) can be clearly allocated to one or more hedging transactions. In the case of mortgage loans and liabilities to customers, the bottom layer hedge is used as a special form of micro hedge. The hedge ratio is 1:1. The detailed approach is as follows:

- From the fixed-rate mortgage loans, which are grouped according to maturity and fixed interest rate, a bottom layer is dedicated to hedge accounting as a base amount which, taking into account the expected and early repayments, will very likely still be available when the hedging instruments mature. This approach means that early repayments, other derecognition scenarios as well as impairment losses are always allocated to the unhedged amount that exceeds the defined base amount. This means that these amounts do not affect the measurement of hedge effectiveness unless they reach the bottom layer threshold that has been defined.
- To hedge the financial assets, a derivative (hedging instrument) is allocated to a financial asset (hedged item). This derivative matches the parameters of the financial asset in question in terms of nominal value, term and fixed interest rate.
- To hedge liabilities to customers, the individual fixed-term deposits are grouped by maturity; the fixed interest rates of all fixed-term deposits in each maturity band are identical. As with the mortgage loans, a base amount is dedicated to hedge accounting which, taking into account early termination, will very likely still be available when the hedging instruments mature. This means that early termination does not affect the measurement of hedge effectiveness unless they reach the bottom layer threshold that has been defined.

To test the effectiveness of the hedge, the change in the fair value of the hedged risk from the hedged items for mortgage loans and liabilities to customers is determined using hypothetical derivatives that largely correspond to the contractual terms of the hedging transactions. The market value is used for financial assets. The present values for the effectiveness tests are calculated in accordance with the Group's internal hedge accounting policies using both the dollar off-set method and a regression analysis.

Portfolio Fair Value Hedge

In a portfolio fair value hedge in accordance with the rules of the EU IAS 39 carve-out, a portfolio is hedged in its entirety against interest rate risks. Current account deposits on the liabilities side are allocated to maturity bands in line with their expected withdrawal and due dates. An amount of liabilities to be hedged is determined from the portfolio as the hedged item. The potential hedging amount is also determined using the bottom layer approach. To test the effectiveness of the hedge, the change in the fair value of the hedged risk from the designated portfolio is determined using hypothetical derivatives. The present values for the effectiveness tests are also calculated using both the dollar off-set method and a regression analysis.

In the case of mortgage loans, liabilities to customers and the portfolio of current account deposits on the liabilities side, the hedging relationship can become ineffective if the nominal value of the hedged items falls below that of the derivative. In the case of financial assets, changes in the economic relationship or in the hedge ratio can lead to ineffectiveness. If a hedge is no longer effective, rebalancing has to be used to restore its effectiveness. There was no rebalancing in the 2024 financial year.

At the inception of the hedges, both the hedge and the risk management objectives and strategies for the hedge are formally designated and documented. The documentation includes the identification of the hedging instruments, the hedged items and the nature of the risks being hedged. The documentation also sets out the method used for assessing whether the hedges meet the requirements for hedge effectiveness. A hedge is only accounted for if the criteria defined in IFRS 9/IAS 39 for portfolio hedges are met.

Both the changes in the fair values of the hedging instruments and the offsetting changes in the fair values of the hedged items, to the extent these are attributable to the hedged risks, are recognised in the consolidated income statement. Fluctuations in the value of the hedged items are generally offset by fluctuations in the value of the hedging instruments; any deviations (hedge ineffectiveness) are recognised in other operating income (in the event of a positive surplus) or in other operating expenses (in the event of a negative surplus).

The derivatives designated as hedging instruments are measured at fair value through profit or loss. Positive market values from the hedging instruments are reported under other financial assets from financial services, while negative market values are shown under other liabilities from financial services. The hedged items in the Austrian Post Group are all measured at amortised cost and adjusted to reflect the change in the fair value of the hedged risk in the context of the hedge (basis adjustments). The change in the fair value of the hedged risk from the portfolio is recognised as a separate item under financial liabilities from financial services. The hedged items assigned to the portfolio continue to be recognised in their assigned category.

Upon termination of fair value hedges, the adjustments recognised (basis adjustment) on the financial assets/financial liabilities designated as hedged items are reversed over the remaining term to maturity and are presented in the consolidated income statement under income/expenses from financial services. When portfolio fair value hedges are terminated, the recognised adjustments to the portfolio are reversed in full by the end of the corresponding interest rate adjustment date and are presented in the consolidated income statement under income/expenses from financial services.

4. Changes in Accounting and Valuation Methods

4.1 Mandatory Application of New and Revised International Financial Reporting Standards (IFRS)

The following new and revised standards have been applied on a mandatory basis for the first time during the 2024 financial year:

Mandatory Application of Revised Standards		Effective date EU[1]
IAS 1	Classification of Liabilities as Current or Non-current	1 Jan. 2024
IAS 1	Non-current Liabilities with Covenants	1 Jan. 2024
IAS 7/IFRS 7	Supplier Finance Arrangements	1 Jan. 2024
IFRS 16	Lease Liability in a Sale and Leaseback	1 Jan. 2024

[1] To be applied in financial year beginning on or after the effective date.

The application of the amended standards did not have any material impact on the consolidated financial statements.

4.2 Standards Published but not yet Applied and Standards That Have not yet Entered into Force in the EU

The following standards and interpretations have been endorsed or are in the process of endorsement by the European Union. However, mandatory application of these standards will only take place in the future. The following standards have not been applied early.

New Standards not yet Applied		Endorsement EU	Effective date EU[1]
IFRS 18	Presentation and Disclosure in Financial Statements	to be decided	1 January 2027
IFRS 19	Subsidiaries without Public Accountability: Disclosures	to be decided	1 January 2027

Revised Standards not yet Applied		Endorsement EU	Effective date EU[1]
Miscellaneous	Annual Improvements to IFRS Account Standards, Volume 11	to be decided	1 January 2026
IFRS 7/IFRS 9	Financial Instruments: Classification and Measurement	to be decided	1 January 2026
IFRS 7/IFRS 9	Contracts Referencing Nature-dependent Electricity	to be decided	1 January 2026
IAS 21	Lack of Exchangeability	12 November 2024	1 January 2025

[1] To be applied in financial year beginning on or after the effective date.

The objective of IFRS 18 is to set out requirements for the presentation and disclosure of information in financial statements. The first-time adoption of this standard is expected to result in a significant change, particularly in the presentation of the consolidated income statement.

All other new and revised standards not yet applied are unlikely to have any material impact on the consolidated financial statements of Austrian Post.

5. Future-related Assumptions and Estimation Uncertainties

All assumptions and estimates are continually updated and are based on historical empirical values and other factors, including expectations regarding future events that appear reasonable under the circumstances. The assumptions and estimates derived from this process can differ from the amounts that actually occur.

5.1 Future-related Assumptions and Estimates

The material future-related assumptions and estimates, which carry a significant risk that assets and liabilities may have to be adjusted in future financial years, are set out below and should be read in conjunction with the related notes:

Future-related Assumptions and Estimation Uncertainties	Reference
Assessment of recoverability of intangible assets, goodwill, property, plant and equipment and investment property	Note 3.8; Note 16
Business combinations (determination of fair values, measurement of variable purchase price components, measurement of purchase obligations)	Note 3.1; Note 6.2; Note 27
Determining the terms of leases	Note 3.11; Note 19
Measurement of provisions for termination and jubilee benefits (determination of the parameters used)	Note 3.13; Note 26.2
Measurement of provision for underutilisation (determination of parameters used)	Note 3.14; Note 26.3
Crediting of previous periods of service for (former) civil servants	Note 26.3
Recovery of contributions from the payroll of civil servants	Note 26.4
Recognition of provisions for potential compensation payments under data protection law	Note 26.4
Determination of fair value of financial instruments	Note 29.1.3; Note 29.1.4
Measurement of financial instruments (impairment)	Note 3.16
Recognition and subsequent measurement of income taxes	Note 3.6
Estimation of variable consideration in the context of revenue recognition	Note 3.5

The Group is also confronted with external events and developments that require forward-looking assumptions and estimates and are presented below.

5.2 Climate-related Aspects

As a postal, logistics and service company with international operations, the Austrian Post Group is exposed to climate-related uncertainties and risks that could potentially have a negative impact on the Group's assets, financial and earnings position. To ensure that these are identified and managed at an early stage, a comprehensive risk management system has been established that also covers climate/environmental, social and governance risks (ESG risks). These uncertainties and risks require the use of forward-looking assumptions and estimates. Climate-related uncertainties and risks primarily affect activities related to transport and logistics infrastructure. In the course of preparing the consolidated financial statements, potential effects were analysed, in particular on the recoverability of assets in accordance with IAS 36 and IFRS 9, on the useful life of assets and on the recognition of provisions and/or contingent liabilities.

The Austrian Post Group has developed an integrated corporate and sustainability strategy to manage climate-related risks and seize climate-related opportunities. Climate-related risks are incorporated into the Austrian Post Group's financial planning process by implementing measures to minimise climate-related risks. In the context of cash flows, investment expenditure is the area that is most affected by climate-related measures, as these measures include the procurement of electric vehicles and photovoltaic systems. In addition, any climate-related systematic risk factors are taken into account in the weighted average cost of capital (WACC) by applying current market and country risk premiums. As at 31 December 2024, this did not result in any need for impairment.

Furthermore, in the course of the financial planning process for the 2024 financial year, a greenhouse gas emissions plan for the 2025–2028 period was prepared across the Group, which should highlight the effects of the economic development and planned measures for greenhouse gas reduction. This makes a direct contribution to the effective management of climate-related opportunities and risks and to the achievement of Austrian Post's climate targets.

Corresponding packages of measures have also been defined which aim to avoid greenhouse gas emissions (e.g. by using electric vehicles), among other things. Further measures to reduce the potential impact of climate change (e.g. protection against overheating in summer by using shading or green area plans in logistics centres) are also being evaluated on an ongoing basis, particularly at locations with higher daytime temperatures, such as in Türkiye (e.g. shift plans, uniforms and air conditioning). As the measures will be implemented and further evaluated over a period spanning several years, and the main focus will be on the use of renewable energies, there are no significant conversion or one-off effects and no significant climate-related fluctuations in the results for the 2024 financial year. By the same token, there are no material effects on expected useful lives as at 31 December 2024 on this basis.

There are also no obligations arising from the overall legal framework or any climate changes that would justify the recognition of a provision as defined by IAS 37 as at 31 December 2024.

In connection with the banking business, climate-related risks can arise in both credit risk and operational risk, particularly with regard to property used as collateral in the case of credit risk. Climate risks can be divided into physical risks as a result of changing climatic conditions, and transition risks as a result of the development towards a low-greenhouse gas economy and society. Stress tests based on the EBA/ECB climate stress tests were carried out at portfolio level with regard to both aspects in order to estimate and quantify them. The outcome was that, while climate risks are relevant to banking business activities, they are not considered to be material from today's perspective. A comprehensive set of KPIs has been implemented for management purposes (e.g. financed emissions per square metre for residential loans, percentage of Taxonomy-eligible financing, increase in the average energy efficiency class for residential financing). The aim is to continuously improve the KPIs. In addition, information on energy efficiency certificates and energy efficiency category data is collected when granting new residential construction loans in order to address and mitigate physical and transition climate risks. A high-risk area check is also carried out as part of the collateralisation process. If collateral is located in the red high-risk area according to the land use plan, the financing will be rejected.

In the area of trade receivables and other receivables, no customers have been identified who are affected by climatic events or climate-related measures or legislation, or whose creditworthiness is impaired. Consequently, there were no climate-related effects on impairment losses.

All in all, there are no material climate-related risks to the consolidated financial statements as at 31 December 2024 and no effects on the company's ability to continue as a going concern. Since further developments are subject to uncertainty, the effects of climate-related risks are continuously monitored and taken into account in the Group's risk management. In addition, climate-related sustainability targets are incorporated into the variable salary components for top management.

5.3 Macroeconomic/Geopolitical Environment

Current developments and uncertainties arising from the macroeconomic and geopolitical environment are monitored on an ongoing basis and any potential effects on the consolidated financial statements are reviewed. While the ongoing war in Ukraine has no direct impact on the Austrian Post Group, analyses in the 2024 financial year focused in particular on the subdued economic climate and, once again, on developments in interest rates and inflation. This largely relates to the impairment testing of assets according to IAS 36, the recognition and measurement of assets pursuant to IFRS 9 and IFRS 13, and the measurement of employee benefits.

Uncertainty factors arising from macroeconomic developments, in particular from the current inflation and interest rate environment, were taken into account in impairment testing in accordance with IAS 36 via the weighted average cost of capital (WACC). The current inflation environment and future economic trend were also reflected in the cash flows. The reviews did not reveal any trigger and consequently no need for impairment for the 2024 financial year.

In addition, the current overall macroeconomic conditions were taken into account when determining the fair values of the investment properties presented in the notes in the relevant parameters such as interest rates, rents and maintenance costs.

With regard to trade receivables, and other receivables no significant observable or expected changes in the estimated default risk resulting from macroeconomic or geopolitical developments were identified in the 2024 financial year. Consequently, there were no material effects on impairment losses.

In relation to receivables from customers from financial services, slightly higher default risks were observed for consumer loans compared to previous years. Despite the unstable environment, no significant effects on the key risk parameters, probability of default (PD) and loss given default (LGD), were identified for residential real estate financing. In order to take account of the ongoing macroeconomic uncertainties due to global crises, an additional impairment requirement was determined on the basis of various economic scenarios, in line with previous years. This covers the expected uncertainties, particularly with regard to trends in economic growth and the unemployment rate.

In view of the sustained high level of inflation in Türkiye, the annual financial statements of the Turkish subsidiaries are still included by applying IAS 29 Financial Reporting in Hyperinflationary Economies. Further explanatory information and the inflation adjustments can be found in Notes 3.3 Hyperinflation, 16 Goodwill, 17 Intangible Assets, 18 Property, Plant and Equipment, 19 Leases and 20 Investment Property.

When it came to measuring employee benefits, the current economic outlook was reflected in the actuarial parameters. This did not have any material impact as at 31 December 2024. Further explanatory information is provided in Notes 3.13 Provisions for Termination and Jubilee Benefits, 3.14 Provisions for Underutilisation, 26.2 Provisions for Termination and Jubilee Benefits and 26.3 Other Employee Provisions.

There were no significant effects in other areas either, meaning that no material impacts on the consolidated financial statements were identified as at 31 December 2024.

6. Scope of Consolidation and Financial Assets Accounted for Using the Equity Method

6.1 List of Shares in Companies

In addition to Österreichische Post AG, 16 domestic (31 December 2023: 24) and 16 foreign (31 December 2023: 16) subsidiaries are included in the consolidated financial statements. Furthermore, two foreign companies (31 December 2023: two foreign companies) are accounted for using the equity method.

	31 Dec. 2023		31 Dec. 2024	
Company and Location	Interest in %	Method of consolidation[1]	Interest in %	Method of consolidation[1]
ACL advanced commerce labs GmbH, Graz	70.00	FC	70.00	FC
adverserve				
adverserve Holding GmbH, Vienna	100.00	FC	100.00	FC
adverserve digital advertising Services Gesellschaft m.b.H., Vienna	100.00	FC	100.00	FC
adverserve digital advertising Services d.o.o., Zagreb	75.00	FC	100.00	FC
adverserve digital advertising Services Schweiz GmbH, Zurich[4]	100.00	NC	0.00	n/a
adverserve digital advertising Services Deutschland GmbH, Hamburg[4]	100.00	NC	0.00	n/a
Agile Actors GmbH, Vienna	100.00	FC	100.00	FC
Agile Actors Hellas Single Member S.A., Chalandri[2,3]	80.00	EM	80.00	EM
Aras Digital Teknoloji Hizmetleri Anonim Şirketi a.s., Istanbul	80.00	FC	80.00	FC
Aras Kargo Yurtici Yurtdisi Tasimacilik a.s., Istanbul	80.00	FC	80.00	FC
Austrian Post International Deutschland GmbH, Bonn	100.00	FC	100.00	FC
bank99 AG, Vienna	90.00	FC	90.00	FC
City Express d.o.o., Belgrade	100.00	FC	100.00	FC
Express One d.o.o., Sarajevo	100.00	FC	100.00	FC
Express One Hungary Kft., Budapest	100.00	FC	100.00	FC
Express One Montenegro d.o.o., Podgorica	100.00	FC	100.00	FC
Express One Slovenia d.o.o., Komenda	100.00	FC	100.00	FC
Express One Slovakia s.r.o., Ivanka pri Dunaji	100.00	FC	100.00	FC
feibra GmbH, Vienna	100.00	FC	100.00	FC
M&BM Express OOD, Sofia	76.00	FC	76.00	FC
Medien.Zustell GmbH, Vienna	100.00	FC	0.00	n/a
Overseas Trade Co Ltd d.o.o., Hrvatski Leskovac	100.00	FC	100.00	FC
Post 001 Finanzierungs GmbH, Vienna	100.00	FC	100.00	FC
Post 002 Finanzierungs GmbH, Vienna	100.00	FC	0.00	n/a
Post 104 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post Interne Services und Finanzierungs GmbH, Vienna (formerly Post 106 Beteiligungs GmbH)	100.00	FC	100.00	FC
Post 107 Beteiligungs GmbH, Vienna	100.00	FC	0.00	n/a
Post 108 Beteiligungs- und Dienstleistungs GmbH, Vienna	100.00	FC	100.00	FC
Post 202 Beteiligungs GmbH, Vienna[4]	100.00	NC	0.00	n/a
Post 206 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 207 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 301 Beteiligungs GmbH, Vienna	100.00	FC	0.00	n/a

Company and Location	31 Dec. 2023 Interest in %	31 Dec. 2023 Method of consolidation[1]	31 Dec. 2024 Interest in %	31 Dec. 2024 Method of consolidation[1]
Post Business Solutions GmbH, Vienna	100.00	FC	100.00	FC
Post E-Commerce GmbH, Vienna	100.00	FC	0.00	n/a
Post Immobilien GmbH, Vienna	100.00	FC	0.00	n/a
Post IT Services GmbH, Vienna	100.00	FC	0.00	n/a
Post Systemlogistik GmbH, Vienna	100.00	FC	0.00	n/a
Post & Co Vermietungs OG, Vienna	100.00	FC	100.00	FC
Post Wertlogistik GmbH, Vienna	100.00	FC	100.00	FC
PROWERB Gesellschaft für produktive Werbung GmbH, Vienna	100.00	FC	100.00	FC
Scanpoint Slovakia s.r.o., Nitra	100.00	FC	100.00	FC
Slovak Parcel Service s.r.o., Ivanka pri Dunaji	100.00	FC	100.00	FC
Starex Global Yurtici ve Yurtdisi Tasimacilik a.s., Istanbul	60.00	FC	60.00	FC
Star Express Azerbaijan L.L.C., Baku	60.00	FC	60.00	FC
ADELHEID/AEP				
ADELHEID GmbH, Alzenau[2,3]	51.52	EM	51.52	EM
AEP GmbH, Alzenau[2,3]	51.52	EM	51.52	EM
EURODIS GmbH, Weinheim	37.60	NC-OI	37.60	NC-OI

[1] FC – Full consolidation, NC – Subsidiary not consolidated due to immateriality, EM – Equity method, NC-OI – Other shares not consolidated due to lack of control or significant influence
[2] The profit for the period of assets accounted for using the equity method corresponds to the proportionate profit for the period of the respective group
[3] No controlling influence due to a contractual agreement or legal circumstances
[4] In liquidation

6.2 Changes to the Scope of Consolidation

The following changes were made to the scope of consolidation and transactions with non-controlling interests in the 2024 financial year:

	Interest			
Company name	**from**	**to**	**Date of transaction**	**Comment**
MAIL				
adverserve digital advertising Services d.o.o., Zagreb	75.00%	100.00%	15 February 2024	Step acquisition
adverserve digital advertising Services Schweiz GmbH, Zurich	100.00%	0.00%	18 January 2024	Liquidation
adverserve digital advertising Services Deutschland GmbH, Hamburg	100.00%	0.00%	17 October 2024	Liquidation
Post 107 Beteiligungs GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	3 July 2024	Merger
PARCEL & LOGISTICS				
Post Systemlogistik GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	29 October 2024	Merger
Medien.Zustell GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	30 October 2024	Merger
CORPORATE				
Post Immobilien GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	9 July 2024	Merger
Post IT Services GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	27 August 2024	Merger
Post 301 Beteiligungs GmbH, Vienna (Österreichische Post AG, Vienna)[1]	100.00%	0.00%	28 August 2024	Merger
Post E-Commerce GmbH, Vienna (Post 301 Beteiligungs GmbH, Vienna)[1]	100.00%	0.00%	20 August 2024	Merger
Post 002 Finanzierungs GmbH, Vienna (Post 001 Finanzierungs GmbH, Vienna)[1]	100.00%	0.00%	26 July 2024	Merger
Post 202 Beteiligungs GmbH, Vienna	100.00%	0.00%	12 April 2024	Liquidation

[1] The Group company listed first was merged with the Group company listed in parenthesis and is therefore no longer included in the scope of consolidation.

MAIL
adverserve digital advertising Services d.o.o.

On 15 February 2024, adverserve digital advertising Services GmbH, Vienna, acquired the remaining 25% of shares in the company, which has been fully consolidated since 2019. The acquisition, which was recognised directly in equity, resulted in the reclassification of non-controlling interests to equity attributable to shareholders of the parent company. Overall, the acquisition had no material effect on the consolidated financial statements.

adverserve digital advertising Services Schweiz GmbH and adverserve digital advertising Services Deutschland GmbH

The two companies that have been deconsolidated since 2021 as a result of liquidation were liquidated with definitive effect in the 2024 financial year. This does not have any material effect on the consolidated financial statements.

CORPORATE
Post 202 Beteiligungs GmbH

The company, which has been deconsolidated since 2023 as a result of liquidation, was liquidated with definitive effect in the 2024 financial year. This does not have any material effect on the consolidated financial statements.

6.3 Non-controlling Interests

The following table shows the breakdown of material non-controlling interests by company:

EUR m	Non-controlling interests 31 Dec. 2023	Non-controlling interests 31 Dec. 2024	Interest in % 31 Dec. 2023	Interest in % 31 Dec. 2024
Aras Kargo Yurtici Yurtdisi Tasimacilik a.s., Istanbul	15.3	21.2	20.00	20.00
bank99 AG, Vienna	16.5	20.7	10.00	10.00
Other	1.6	1.8	n/a	n/a
Non-controlling interests	**33.4**	**43.7**		

The table below shows information on subsidiaries with significant non-controlling interests before intercompany eliminations:

2023 financial year

EUR m	Aras Kargo a.s.	bank99 AG
Percentage of non-controlling interests	**20.0%**	**10.0%**
Non-current assets	95.9	36.0
Financial assets from financial services	0.0	3,336.5
Current assets	82.4	11.1
Non-current liabilities	–22.4	–11.0
Financial liabilities from financial services	0.0	–3,135.8
Current liabilities	–81.1	–71.6
Net assets	**74.8**	**165.2**
Net assets of non-controlling interests	15.3	16.5
Revenue/income from financial services	354.5	128.0
Profit for the period	27.1	–8.8
Other comprehensive income	–8.6	0.0
Total comprehensive income	**18.5**	**–8.8**
Profit attributable to non-controlling interests	5.4	–0.9
Other comprehensive income attributable to non-controlling interests	–1.7	0.0
Cash flow from operating activities	46.7	–40.5
Cash flow from investing activities	–2.1	–3.0
Cash flow from financing activities	–20.4	6.8
Currency translation differences in cash and cash equivalents	–3.0	0.0
Monetary loss on cash and cash equivalents	–9.6	0.0
Change in cash and cash equivalents	**11.6**	**–36.7**

2024 financial year

EUR m	Aras Kargo a.s.	bank99 AG
Percentage of non-controlling interests	**20.0%**	**10.0%**
Non-current assets	132.8	34.6
Financial assets from financial services	0.0	4,079.1
Current assets	117.9	8.3
Non-current liabilities	–34.8	–9.4
Financial liabilities from financial services	0.0	–3,820.3
Current liabilities	–111.8	–85.3
Net assets	**104.1**	**207.0**
Net assets of non-controlling interests	21.2	20.7
Revenue/income from financial services	514.0	158.9
Profit for the period	39.2	–4.4
Other comprehensive income	14.7	0.0
Total comprehensive income	**53.8**	**–4.4**
Profit attributable to non-controlling interests	7.8	–0.4
Other comprehensive income attributable to non-controlling interests	2.9	0.0
Cash flow from operating activities	68.8	–225.5
Cash flow from investing activities	0.7	–5.4
Cash flow from financing activities	–43.4	43.9
Currency translation differences in cash and cash equivalents	–3.6	0.0
Monetary loss on cash and cash equivalents	–13.5	0.0
Change in cash and cash equivalents	**9.1**	**–187.0**

Dividends of EUR 4.9m (2023: EUR 1.8m) were allocated to the non-controlling interests in Aras Kargo a.s. in the 2024 financial year.

6.4 Financial Assets Accounted for Using the Equity Method

6.4.1 ASSOCIATES

Composition of Carrying Amounts

EUR m	Interest in %	2023	Interest in %	2024
ASSOCIATES				
ADELHEID GmbH, Alzenau	51.52	7.6	51.52	8.5
Agile Actors Hellas Single Member S.A., Chalandri	80.00	20.7	80.00	20.4
Net carrying amount as at 31 December		**28.3**		**28.9**

ADELHEID GmbH ADELHEID GmbH owns a 100% stake in AEP GmbH, Alzenau, Germany, which supplies pharmaceutical products to pharmacies in Germany. Although the shareholding in ADELHEID GmbH, Alzenau, amounts to 51.5%, there is no controlling interest pursuant to IFRS 10. On the basis of the existing corporate governance, the required voting rights majority to attain control of relevant corporate bodies amounts to 66.6%.

Agile Actors Hellas Single Member S.A. The shares in the Greek IT services provider were acquired on 22 February 2023. Due to the agreed corporate governance, Austrian Post does not have the option of controlling the relevant activities during the earn-out phase. As a result, the 80% share is included in the consolidated financial statements using the equity method in accordance with IAS 28.

All shares in associates are accounted for using the equity method pursuant to IAS 28 in the consolidated financial statements of Austrian Post. In the Group's opinion, there are no material associates.

The reconciliation of the carrying amounts is as follows:

Reconciliation of Carrying Amounts

EUR m	2023	2024
Net carrying amount at 1 January	**7.2**	**28.3**
Additions arising from acquisitions	20.9	0.0
Proportionate share of profit for the period	2.1	3.1
Dividends paid	–1.9	–2.5
Net carrying amount as at 31 December	**28.3**	**28.9**

The share of the total comprehensive income attributable to associates that are considered insignificant came to EUR 3.1m (2023: EUR 2.1m). Of this, no amounts were recognised in other comprehensive income.

7. Segment Reporting

General Information In line with the divisional structure of the Austrian Post Group, the segment reporting is based on the reporting segments Mail, Parcel & Logistics, Retail & Bank and Corporate, and corresponds to the reporting to the Management Board (as Chief Operating Decision Maker according to IFRS 8). The reportable segments are identified on the basis of the difference between products and services. No operating segments were combined as part of the identification of the reporting segments. Logistics for mail and parcels in Austria is bundled in the internal logistics network production unit, which charges its services to the operating divisions based on the costs incurred.

Mail The product and service portfolio of the Mail Division includes the delivery of letters and document shipments, addressed and unaddressed direct mail and newspapers, and online services such as e-letters and business operations such as input management, document logistics and output management. The product portfolio is also supplemented with cross-media solutions and digital advertising. The offering is rounded off by additional physical and digital services in customer communications as well as optimisation in document processing. The division is responsible for the results of its entire product and service portfolio, including distribution, collection, sorting and delivery.

The Mail Division also bears additional expenses resulting from the special ongoing statutory obligations of Österreichische Post AG (in particular its obligations as a universal service provider in Austria and the specific employment situation of civil servant employees).

Parcel & Logistics The Parcel & Logistics Division offers one-stop solutions for parcel and express parcel shipments along the entire value chain. The division is responsible for the results of the entire service provision process, including logistics services purchased both within the Group and externally. In addition to conventional parcel products, express delivery and food delivery, the portfolio in Austria also includes a broad range of value-added services. Tailored fulfilment solutions such as warehousing, order picking, returns management, the transport of valuable goods and cash, web shop logistics and web shop infrastructures are offered. Internationally, the Parcel & Logistics Division is represented in CEE and Türkiye, as well as neighbouring countries, through its subsidiaries. In addition, stationary logistics for pharmaceutical products is offered in Germany through the associate ADELHEID/AEP.

Retail & Bank In addition to the branch business, the Retail & Bank Division comprises bank99 AG – Austrian Post's bank – which offers financial services throughout Austria. The bank99 AG business model is based in particular on the use of Austrian Post's branches. The division's product offering includes postal and telecommunication products, merchandise, as well as the financial services offered by a retail bank and payment transactions services.

Corporate The Corporate Division is primarily responsible for services in the area of Group administration, the development of new business models, the rental of properties not required for operations and the development of real estate projects. Non-operational services typically provided for the management and control of a corporate Group include, among other things, the management of the company's properties, providing IT support services and the administration of the Internal Labour Market of Austrian Post.

Group Reconciliation The elimination of transactions between segments is shown in the Group Reconciliation column. Furthermore, the column serves the reconciliation from segment figures to Group figures. The depreciation, amortisation and write-downs and segment investments shown in this column mainly relate to the internal logistics network production unit.

Information about Profit or Loss

2023 financial year

EUR m	Mail	Parcel & Logistics	Retail & Bank	Corporate	Group Reconciliation	Group
Revenue (segments)	1,190.4	1,416.5	168.6	2.4	–37.1	2,740.8
Revenue intra-Group	4.7	0.7	192.3	0.0	–197.7	0.0
Total revenue	**1,195.2**	**1,417.2**	**360.9**	**2.4**	**–234.8**	**2,740.8**
thereof revenue with third parties	1,175.2	1,395.0	168.2	2.3	0.0	2,740.8
thereof income from financial services	0.0	0.0	128.0	0.0	–0.4	127.6
Results from financial assets accounted for using the equity method	0.0	0.4	0.0	1.7	0.0	2.1
Depreciation, amortisation and impairment losses	–6.2	–37.2	–20.6	–21.9	–115.4	–201.3
thereof impairment losses recognised in profit or loss	0.0	–2.1	–4.1	0.0	–5.4	–11.6
EBIT	**152.3**	**89.5**	**–13.7**	**–37.5**	**–0.4**	**190.2**
Financial result						–3.0
Profit before tax						**187.2**
Segment investments	8.0	40.5	11.3	11.0	167.9	238.6

2024 financial year

EUR m	Mail	Parcel & Logistics	Retail & Bank	Corporate	Group Reconciliation	Group
Revenue (segments)	1,239.8	1,712.5	201.5	2.6	–33.4	3,123.1
Revenue intra-Group	5.4	3.1	207.0	0.0	–215.6	0.0
Total revenue	**1,245.3**	**1,715.6**	**408.6**	**2.6**	**–249.0**	**3,123.1**
thereof revenue with third parties	1,227.6	1,692.2	200.7	2.6	0.0	3,123.1
thereof income from financial services	0.0	0.0	158.9	0.0	–0.9	158.0
Results from financial assets accounted for using the equity method	0.0	1.0	0.0	2.2	0.0	3.1
Depreciation, amortisation and impairment losses	–5.7	–44.0	–15.7	–26.4	–123.7	–215.5
thereof impairment losses recognised in profit or loss	0.0	0.0	0.0	–4.5	–1.2	–5.7
Reversal recognised in profit or loss	0.0	0.3	0.2	0.0	0.0	0.5
EBIT	**159.1**	**103.3**	**–11.8**	**–43.0**	**–0.3**	**207.3**
Financial result						–10.5
Profit before tax						**196.7**
Segment investments	5.7	84.6	21.6	17.8	107.6	237.3

Transactions between the segments are executed at market-based prices or based on costs. The settlement of additional expenses resulting from Austrian Post’s special statutory obligations is a cost-based process. The accounting treatment of transactions between the segments does not fully correspond to the accounting principles applied within the Austrian Post Group. In particular, the principles for revenue recognition under IFRS 15 are applied in a simplified manner and intra-Group leasing transactions are not fully reflected according to IFRS 16.

Information about Geographical Areas

Revenue is shown according to the location of the company performing the service and exclusively refers to revenue generated with companies outside of the Austrian Post Group:

2023 financial year

EUR m	Austria	Türkiye[1]	Other countries	Group
Revenue	2,156.2	355.1	229.6	2,740.8
Non-current assets other than financial instruments and deferred tax assets	1,447.5	94.2	59.9	1,601.6

[1] including Azerbaijan

2024 financial year

EUR m	Austria	Türkiye[1]	Other countries	Group
Revenue	2,362.9	516.7	243.5	3,123.1
Non-current assets other than financial instruments and deferred tax assets	1,428.0	139.2	63.4	1,630.7

[1] including Azerbaijan

8. Revenue from Contracts with Customers

8.1 Revenue from Contracts with Customers

The following table shows the revenue from contracts with customers pursuant to IFRS 15 by type of product/service or region for each reportable segment:

EUR m	2023	2024
Letter Mail	699.1	721.7
Business Solutions	43.6	47.7
Direct Mail	302.7	317.4
Media Post	129.9	140.8
Mail	**1,175.2**	**1,227.6**
Parcel Austria	806.4	928.7
Parcel Türkiye[1]	355.1	516.7
Parcel CEE/SEE	198.1	213.6
Logistics Solutions/Consolidation	35.4	33.2
Parcel & Logistics	**1,395.0**	**1,692.2**
Branch services	40.6	42.7
Commission income from financial services	47.5	47.4
Retail & Bank	**88.1**	**90.1**
Other revenue	2.3	2.6
Corporate	**2.3**	**2.6**
Revenue from contracts with customers	**2,660.7**	**3,012.5**
thereof recognised in revenue	2,660.7	3,012.5

[1] including Azerbaijan

8.2 Assets and Liabilities from Contracts with Customers

The following table shows the status of trade receivables and contract assets and liabilities from contracts with customers in accordance with IFRS 15 as of 31 December 2023 and 31 December 2024.

EUR m	31 Dec. 2023	31 Dec. 2024
Trade receivables	332.0	384.7
Contract assets	0.9	1.3
Contract liabilities	31.8	27.4

The contractual liabilities recognised as at 31 December 2024 relate to advance payments received for services not yet provided in connection with letter and parcel delivery, postage stamps and franking machines used by senders and the financial services business.

Of the contract liabilities recognised as at 1 January 2024, EUR 30.5m (2023: EUR 29.6m) were recognised in revenue.

The relief provided for under IFRS 15.121a is applied, based on which no further disclosures are made on the total amount of the transaction price of those performance obligations not yet fulfilled as at 31 December 2024 that have an expected original term of one year or less.

9. Result from Financial Services

The income from financial services and the expenses for financial services reported in the consolidated income statement comprise the items shown in the following two tables:

EUR m	2023	2024
Interest income	80.1	110.6
Commission income	47.5	47.4
Result from financial services	**127.6**	**158.0**

EUR m	2023	2024
Interest expense	–16.7	–45.2
Commission expense	–4.9	–6.1
Expenses from financial services	**–21.6**	**–51.4**

Impairment losses in accordance with IFRS 9 that affect financial assets from financial services are recognised in other operating expenses.

No negative interest is recognised in interest expenses in the 2024 financial year (2023: EUR 0.0m).

The total result from financial services is as follows:

EUR m	2023	2024
Interest income	80.1	110.6
thereof income from effective interest	72.6	98.5
thereof interest income not calculated using the effective interest method	7.6	12.1
Interest expense	–16.7	–45.2
Net interest income/expense	**63.4**	**65.4**
Commission income	47.5	47.4
Commission expense	–4.9	–6.1
Net commission income/expenses	**42.5**	**41.2**
Net interest and commission income/expenses	**106.0**	**106.6**
Revaluation and derecognition income	0.4	0.9
Impairment losses in accordance with IFRS 9	–7.9	–9.0
Result from financial services	**98.4**	**98.6**

Interest income mainly results from receivables from customers totalling EUR 58.8m (2023: EUR 47.0m), cash reserves of EUR 23.8m (2023: EUR 18.6m), securities totalling EUR 15.6m (2023: EUR 6.4m) and interest income from hedging instruments in the context of hedge accounting totalling EUR 12.1m (2023: EUR 7.6m). Interest expense results primarily from receivables from customers in the amount of EUR 43.7m (2023: EUR 14.9m). EUR 23.0m (2023: EUR 21.0m), or the lion's share, of the commission income relates to the current account business and payment transactions, while EUR 19.7m (2023: EUR 22.1m) relates to the other service business and EUR 4.3m (2023: EUR 4.0m) is attributable to the securities business.

10. Raw Materials, Consumables and Services Used

EUR m	2023	2024
MATERIAL		
Fuels	32.7	33.1
Merchandise	7.5	7.3
Supplies, clothing, stamps	30.4	29.8
Other	2.4	5.2
	73.0	**75.4**
SERVICES USED		
International postal carriers	53.8	50.3
Addressed and unaddressed mailing lists	15.5	13.7
Energy	38.8	24.4
Transport	430.1	476.4
Contract and leasing staff	50.1	54.8
Sales network commission	127.9	171.0
Other	43.3	54.5
	759.4	**845.2**
	832.4	**920.6**

11. Staff Costs

EUR m	2023	2024
Wages and salaries	935.4	1,087.5
Termination benefits	15.1	16.2
Statutory levies and contributions	226.3	258.8
Other staff costs	38.6	42.9
	1,215.4	**1,405.5**

Expenses for termination benefits can be broken down as follows:

EUR m	2023	2024
Management Board	0.1	0.1
Senior executives	0.3	0.3
Other employees	14.7	15.9
	15.1	**16.2**

In the 2024 financial year, contributions to the Mitarbeitervorsorgekasse (MVK) (employee pension fund) relating to defined contribution termination benefit obligations were recognised as expenses in the amount of EUR 8.0m (2023: EUR 7.0m).

The statutory levies and contributions include pension cover contribution margins for civil servants to the Republic of Austria. There are no pension commitments to civil servants or employees, as their pension benefits are generally paid by the Republic of Austria. Due to legal regulations, however, the Austrian Post Group is obligated to pay a pension contribution margin to the Republic of Austria. The contributions for civil servants (including the civil servants' own employee contributions) amount to a maximum of 24.8% of the remuneration paid to active civil servants depending on age and contribution basis. Contributions on behalf of salaried employees are based on the currently valid provisions of the Austrian General Social Security Act (ASVG).

The average number of employees during the financial year was:

	2023	2024
Blue-collar employees	6,844	7,131
White-collar employees	17,942	18,614
Civil servants	3,936	3,581
Trainees	242	245
Total headcount	**28,964**	**29,571**
Corresponding full-time equivalents	**27,254**	**27,802**

12. Other Operating Income and Expenses

12.1 Other Operating Income

EUR m	2023	2024
Leases	35.2	40.8
Work performed by the enterprise and capitalised	6.1	9.0
Unchargeable expenses	3.9	4.4
Settlements of damage claims	4.7	4.4
Disposal of property, plant and equipment/investment properties	24.2	10.8
Personnel leasing and administration	0.7	1.1
Other	25.5	33.6
	100.3	**104.1**

Other operating income from leases relates to assets leased in part (property, plant and equipment and investment property), which are classified as operating leases. Please refer to Note 19 Leases for further explanatory information.

Work performed by the enterprise and capitalised is mainly related to the capitalisation of internally generated software.

Furthermore, the remaining other operating income includes a large number of individual immaterial amounts.

12.2 Other Operating Expenses

EUR m	2023	2024
IT services	89.9	98.8
Maintenance	75.4	88.1
Travel and mileage	30.3	32.6
Damages	13.2	10.3
Communications and advertising	24.4	27.0
Consultancy	11.3	13.9
Waste disposal and cleaning	17.5	19.5
Leasing and rental payments	17.8	18.2
Other taxes (excl. income taxes)	19.4	25.5
Insurance	12.4	13.5
Contract and leasing staff	11.8	10.0
Telephone	4.9	5.1
Training and professional development	4.9	4.2
Service level agreements with third parties	4.1	3.8
Impairment losses in accordance with IFRS 9	10.5	9.9
Other	39.5	57.0
	387.4	**437.2**

The item “Impairment losses in accordance with IFRS 9” relates to the banking business in the amount of EUR 9.0m (2023: EUR 7.9m) and logistics in the amount of EUR 0.9m (2023: EUR 2.6m).

The remaining other operating expenses include a large number of individual immaterial amounts.

13. Financial Result

EUR m	Note	2023	2024
FINANCIAL INCOME			
Interest income		11.0	16.4
Income from securities		0.5	0.5
Income from revaluation of financial assets and derivatives		0.1	1.1
Income from foreign currency valuation		19.2	10.4
		30.8	**28.3**
FINANCIAL EXPENSES			
Interest expense from lease liabilities		–6.1	–9.6
Interest expense for other financial liabilities		–4.7	–6.0
Interest expense for other liabilities		–8.5	–9.8
Interest expense (interest effects of provisions)	(26.2)	–7.9	–9.1
Expenses from revaluation of financial assets and derivatives		–1.5	–0.9
Results from revaluation of realised derivatives		0.0	0.0
Expenses from foreign currency valuation		–5.1	–3.1
Other		–0.1	–0.3
		–33.8	**–38.8**
		–3.0	**–10.5**

Income/expenses from foreign currency valuation relates, on the one hand, to inflation and currency effects associated with the liabilities resulting from purchase obligations of non-controlling interests in the amount of minus EUR 5.1m (2023: EUR -11.5m) and, on the other hand, to valuations of the cash and cash equivalents and money market investments in Turkish lira in the amount of EUR 2.1m (2023: EUR 2.5m).

Interest expense for other payables mainly relates to expenses from the subsequent measurement of liabilities resulting from purchase obligations of non-controlling interests amounting to EUR 9.1m (2023: EUR 7.4m). For further information on liabilities resulting from purchase obligations of non-controlling interests, please refer to Note 27. Trade and Other Payables.

Impairment losses in accordance with IFRS 9 on money market investments, bank balances and securities measured at fair value through other comprehensive income (FVOCI) are reported under expenses and income from the revaluation of financial assets and derivatives. Due to the immaterial amounts involved, they are not disclosed as separate items in the income statement in accordance with IAS 1.82.

14. Income Tax

EUR m	2023	2024
Income tax expense for the current year	41.0	50.9
Tax credits/arrears from prior tax years	–0.7	0.3
Deferred tax expense/income	8.2	–0.3
	48.5	**50.8**

Tax Reconciliation The Group tax rate is defined as the ratio of recognised income tax to profit before tax and is 25.9% in the 2024 financial year (2023: 25.9%).

Tax reconciliation at the Austrian Post Group is based on the statutory tax rate of the parent company in Austria amounting to 23%. Deviations from the statutory tax rates for subsidiaries are displayed in a dedicated reconciliation item.

The reconciliation of the expected income tax with the recognised income tax expense is as follows:

EUR m	2023	2024
Profit before tax	**187.2**	**196.7**
Expected taxes on income	**44.9**	**45.3**
TAX DEDUCTIONS DUE TO		
Write-down of subsidiaries to lower going concern value	–0.7	–1.9
Adjustments to foreign tax rates	–0.5	0.0
Profits not affecting taxes (accounted for using the equity method)	–0.5	–0.7
Adjustment for non-tax penalties	0.0	–1.6
Asset revaluation in tax law/Hyperinflation Local Gaap/Tax[1]	–5.8	–1.5
Other tax-reducing items	–4.0	–4.3
	–11.5	**–10.0**
TAX INCREASES DUE TO		
Impairment losses on goodwill	0.2	0.0
Adjustments to foreign tax rates	0.0	0.4
Changes in the consolidation scope	0.1	0.0
Appreciation – subsidiaries	0.5	1.0
Non-tax penalties	1.2	0.0
Adjustment – earn-out valuation[2]	0.9	4.5
Adjustment – hyperinflation	7.4	5.5
Effects from Ecosocial Tax Reform Act	0.2	0.0
Other tax-increasing items	3.0	2.8
	13.6	**14.2**
Income tax expense for the period	**47.0**	**49.5**
Adjustment of withholding tax	0.5	1.0
Adjustment of current tax income/expense from prior years	–0.7	0.3
Adjustment of deferred tax income/expense from prior years	0.9	–0.7
Change in unrecognised deferred tax assets	0.9	0.7
Current tax expense	**48.5**	**50.8**

[1] in Türkiye
[2] see Note 27 Trade and Other Payables

Information on Deferred Tax Assets and Deferred Tax Liabilities

Temporary differences between the amounts shown in the consolidated financial statements and those recognised for tax purposes have the following effect on the deferred taxes reported on the balance sheet:

	Deferred tax assets		Deferred tax liabilities	
EUR m	31 Dec. 2023	31 Dec. 2024	31 Dec. 2023	31 Dec. 2024
Goodwill	0.1	0.0	–0.4	–0.4
Customer relationships	0.3	0.2	–2.4	–2.2
Trademarks	0.0	0.0	–6.4	–8.2
Other intangible assets	0.1	0.0	–1.4	–1.2
Property, plant and equipment	6.5	5.8	–5.7	–7.6
Right-of-use assets	0.0	0.0	–86.2	–87.1
Financial assets (write-down to lower going concern value)	2.4	3.4	0.0	0.0
Other financial assets	0.0	0.0	–0.5	–0.5
Inventories	0.0	0.1	0.0	0.0
Receivables	1.2	3.8	–0.1	–0.1
Financial assets from financial services	0.0	0.0	–2.4	–5.3
Contract assets	0.0	0.0	–0.1	–0.2
Provisions	24.5	28.0	–0.1	–0.1
Payables and contract liabilities	3.9	2.8	–0.7	–1.0
Financial liabilities from financial services	2.4	5.2	0.0	0.0
Lease liabilities	87.2	87.1	0.0	0.0
Tax loss carryforwards	0.0	0.8	0.0	0.0
	128.7	**137.4**	**–106.4**	**–114.0**
Depreciation on deferred tax assets and loss carryforwards	–0.1	–0.2	0.0	0.0
Offsetting	–106.0	–113.2	106.0	113.2
Deferred tax – balance sheet approach	**22.6**	**24.0**	**–0.4**	**–0.8**

The development of deferred taxes and the division of the changes into components recognised in profit and loss and those recognised in equity is displayed in the following table:

EUR m	2023	2024
Deferred tax assets (+)/tax liabilities (–) as at 1 January	**26.2**	**22.2**
Deferred tax expense (–) / income (+) recognised through income statement	–8.2	0.3
Change in deferred taxes recognised in other comprehensive income		
thereof relating to fair value adjustment (FVOCI) – equity and debt instruments	–0.1	0.0
thereof relating to revaluation of defined benefit obligation	3.5	1.1
Currency translation differences and other changes	0.9	–0.3
Deferred tax assets (+)/tax liabilities (–) as at 31 December	**22.2**	**23.2**

The following temporary differences were not recognised, as it is unlikely that there will be taxable earnings in the future. The temporal distribution of the ability to recognise tax loss carryforwards is as follows:

EUR m	31 Dec. 2023	31 Dec. 2024
UNRECOGNISED TEMPORARY DIFFERENCES FROM:		
Loss carryforwards	**57.8**	**65.7**
thereof due within not later than 2 years	1.6	1.0
thereof due within 3–4 years	2.0	4.0
thereof due within 5–6 years	1.4	8.2
due within an indefinite period of time	52.7	52.5
Other temporary differences	**0.8**	**1.2**
	58.6	**66.9**

Temporary differences of EUR 68.8m (31 December 2023: EUR 49.3m) arising from shares in subsidiaries (outside basis differences) were not recognised, as it is likely that these temporary differences will not change in the foreseeable future.

15. Earnings per Share

Earnings per share are calculated by dividing the share of the profit for the period attributable to the shareholders of Österreichische Post AG by the weighted average of outstanding shares in the financial year. Shares newly issued or repurchased during a period are taken into account on a pro rata basis for the period in which they are outstanding. In order to calculate diluted earnings per share, the average number of shares and share of the profit for the period attributable to shareholders of Österreichische Post AG are adjusted for diluting effects. Since, however, there are currently no diluting effects, the diluted earnings per share match the basic earnings per share.

		2023	2024
Profit for the period attributable to equity holders of the parent company	(EUR m)	132.6	137.9
Adjusted profit for the period for the determination of diluted earnings per share	(EUR m)	132.6	137.9
Weighted average number of outstanding ordinary shares used in calculating basic earnings per share	(shares)	67,552,638	67,552,638
Weighted average number of outstanding ordinary shares used in calculating diluted earnings per share	(shares)	67,552,638	67,552,638
Basic earnings per share	(EUR)	**1.96**	**2.04**
Diluted earnings per share	(EUR)	**1.96**	**2.04**

16. Goodwill

EUR m	2023	2024
HISTORICAL COSTS		
Balance as at 1 January	**76.7**	**74.3**
Additions arising from acquisitions	0.8	0.0
Disposals	–3.6	0.0
Transfers	0.3	0.0
Currency translation differences	0.1	0.4
Balance as at 31 December	**74.3**	**74.8**
IMPAIRMENT LOSSES		
Balance as at 1 January	**16.9**	**14.3**
Additions	0.9	0.0
Disposals	–3.6	0.0
Currency translation differences	0.0	0.4
Balance as at 31 December	**14.3**	**14.7**
Carrying amount as at 1 January	**59.8**	**60.0**
Carrying amount as at 31 December	**60.0**	**60.0**

The disposals in 2023 relate to the deconsolidation of the sold subsidiary Weber Escal d.o.o. The following table shows goodwill by segment and cash-generating unit:

EUR m	31 Dec. 2023	31 Dec. 2024
MAIL		
Mail	39.2	39.2
	39.2	**39.2**
PARCEL & LOGISTICS		
Parcel & Logistics Austria	12.0	12.0
Other	8.9	8.9
	20.9	**20.9**
	60.0	**60.0**

Due to the strategic development of an overall network for parcel services in the Central and Eastern Europe (CEE) region, the individual operating parcel companies in the CEE region were categorised as a joint CGU. Previously, these parcel companies were largely categorised as separate CGUs. The goodwill of the CGU Parcel & Logistics CEE is still allocated to the Parcel & Logistics Division under Other.

The mandatory impairment tests (pursuant to IAS 36) are carried out in accordance with the principles described in Note 3.8. The long-term discount rates applied to the primary individual cash-generating units are as follows:

	2023	2024
	WACC after tax	WACC after tax
MAIL		
Mail	7.5%	7.3%
PARCEL & LOGISTICS		
Parcel & Logistics Austria	7.5%	7.3%
Other	8.2%–18.7%	8.7%–13.9%

The Parcel & Logistics Division under Other includes the WACCs for the CGU Aras Kargo and the CGU Parcel & Logistics CEE. Due to the overall economic conditions in Türkiye, in particular the expected future inflation rates, period-specific discount rates are applied to the CGU Aras Kargo. In some cases, these are significantly higher than the long-term discount rate.

The following table shows the additions to the impairment losses on goodwill by segment and cash-generating unit (CGU):

EUR m	2023	2024
PARCEL & LOGISTICS		
Weber Escal	0.9	0.0
	0.9	**0.0**

In addition to the impairment test, sensitivity analyses related to the primary valuation assumptions were also carried out for all CGUs with significant goodwill. EBIT was reduced by 10% in the first sensitivity analysis, whereas the discount rate was raised by one percentage point in the second sensitivity analysis. Given the current uncertainty regarding macroeconomic and geopolitical developments, as well as climate risks, an additional extended sensitivity analysis was conducted in which EBIT was reduced by 20% and the discount rate was increased by two percentage points. All other things being equal, changes in these parameters would not result in any impairment losses on goodwill for any of the cash-generating units with significant goodwill.

17. Intangible Assets

2023 financial year

EUR m	Customer relationships	Trademarks	Other intangible assets	Total
HISTORICAL COSTS				
Balance as at 1 January 2023	**33.7**	**29.3**	**147.0**	**210.0**
Additions arising from acquisitions	0.0	0.0	0.4	0.4
Disposal arising from deconsolidation	–1.1	0.0	–0.7	–1.8
Additions	0.0	0.0	9.6	9.6
Disposals	0.0	–0.1	–1.0	–1.1
Transfers	0.0	–0.3	0.0	–0.3
Currency translation differences	0.1	0.2	0.0	0.4
Balance as at 31 December 2023	**32.8**	**29.1**	**155.2**	**217.1**
AMORTISATION AND IMPAIRMENT LOSSES				
Balance as at 1 January 2023	**19.5**	**3.5**	**85.3**	**108.3**
Disposal arising from deconsolidation	–1.1	0.0	–0.7	–1.8
Amortisation	3.3	0.0	17.7	21.0
Impairment losses	0.0	0.0	4.5	4.5
Disposals	0.0	0.0	–0.9	–0.9
Currency translation differences	0.1	0.0	0.1	0.1
Balance as at 31 December 2023	**21.7**	**3.5**	**106.0**	**131.2**
Carrying amount as at 1 January 2023	**14.3**	**25.7**	**61.7**	**101.7**
Carrying amount as at 31 December 2023	**11.1**	**25.5**	**49.2**	**85.9**

2024 financial year

EUR m	Customer relationships	Trademarks	Other intangible assets	Total
HISTORICAL COSTS				
Balance as at 1 January 2024	**32.8**	**29.1**	**155.2**	**217.1**
Additions	0.0	0.0	19.6	19.6
Disposals	–1.6	0.0	–0.7	–2.3
Currency translation differences	5.0	7.2	4.8	17.0
Balance as at 31 December 2024	**36.2**	**36.3**	**179.0**	**251.4**
AMORTISATION AND IMPAIRMENT LOSSES				
Balance as at 1 January 2024	**21.7**	**3.5**	**106.0**	**131.2**
Amortisation	3.8	0.0	15.0	18.8
Disposals	–1.6	0.0	–0.6	–2.2
Currency translation differences	2.4	0.0	2.4	4.7
Balance as at 31 December 2024	**26.2**	**3.5**	**122.8**	**152.6**
Carrying amount as at 1 January 2024	**11.1**	**25.5**	**49.2**	**85.9**
Carrying amount as at 31 December 2024	**9.9**	**32.8**	**56.2**	**98.9**

Intangible assets include trademarks with indefinite useful lives with a carrying amount of EUR 32.8m (31 December 2023: EUR 25.5m), all of which have been allocated to the CGU Aras Kargo.

Additions to other intangible assets relate to internally developed software in the amount of EUR 6.9m (2023: EUR 3.9m).

The currency translation differences shown relate primarily to fluctuations in value in connection with the Turkish lira.

18. Property, Plant and Equipment

2023 financial year

EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
HISTORICAL COSTS						
Balance as at 1 January 2023		**1,521.0**	**309.7**	**502.9**	**68.4**	**2,402.0**
Additions arising from acquisitions	(6.)	0.1	0.0	0.1	0.0	0.2
Disposal arising from deconsolidation		–1.0	0.0	–1.5	0.0	–2.5
Additions		91.7	26.5	93.9	15.7	227.8
Disposals		–35.1	–8.6	–24.2	–0.9	–68.8
Transfers		39.8	21.0	1.7	–62.5	0.0
Reclassification as investment property	(20.)	–16.3	0.0	0.0	0.0	–16.3
Currency translation differences		–9.0	0.2	0.1	0.0	–8.7
Balance as at 31 December 2023		**1,591.2**	**348.9**	**573.0**	**20.6**	**2,533.6**
DEPRECIATION AND IMPAIRMENT LOSSES						
Balance as at 1 January 2023		**606.3**	**178.6**	**283.5**	**0.0**	**1,068.4**
Disposal arising from deconsolidation		–0.7	0.0	–1.1	0.0	–1.7
Depreciation		86.8	23.3	56.3	0.0	166.5
Impairment losses		0.2	0.0	0.5	0.0	0.8
Disposals		–25.4	–7.8	–22.5	0.0	–55.8
Reclassification as investment property	(20.)	3.3	0.0	0.0	0.0	3.3
Currency translation differences		–4.2	0.0	0.1	0.0	–4.1
Balance as at 31 December 2023		**666.4**	**194.0**	**316.9**	**0.0**	**1,177.3**
Carrying amount as at 1 January 2023		**914.7**	**131.1**	**219.4**	**68.4**	**1,333.6**
Carrying amount as at 31 December 2023		**924.7**	**154.8**	**256.1**	**20.6**	**1,356.3**

2024 financial year

EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
HISTORICAL COSTS						
Balance as at 1 January 2024		**1,591.2**	**348.9**	**573.0**	**20.6**	**2,533.6**
Additions		85.4	10.0	94.0	28.0	217.4
Disposals		–23.8	–7.8	–37.6	–0.1	–69.3
Transfers		10.3	2.0	3.3	–15.6	0.0
Reclassification as investment property	(20.)	19.1	0.0	0.0	0.0	19.1
Currency translation differences		9.1	4.0	6.9	0.0	20.0
Balance as at 31 December 2024		**1,691.3**	**357.0**	**639.6**	**32.9**	**2,720.8**
DEPRECIATION AND IMPAIRMENT LOSSES						
Balance as at 1 January 2024		**666.4**	**194.0**	**316.9**	**0.0**	**1,177.3**
Depreciation		95.7	24.7	68.0	0.0	188.4
Impairment losses		1.2	0.0	0.0	0.0	1.2
Reversal of impairment losses		0.0	–0.2	–0.3	0.0	–0.5
Disposals		–10.5	–6.8	–34.5	0.0	–51.8
Reclassification as investment property	(20.)	7.6	0.0	0.0	0.0	7.6
Currency translation differences		2.6	1.3	2.8	0.0	6.7
Balance as at 31 December 2024		**763.0**	**213.0**	**352.8**	**0.0**	**1,328.8**
Carrying amount as at 1 January 2024		**924.7**	**154.8**	**256.1**	**20.6**	**1,356.3**
Carrying amount as at 31 December 2024		**928.3**	**144.1**	**286.8**	**32.9**	**1,392.0**

As at 31 December 2024, there were purchase obligations of around EUR 21.7m for property, plant and equipment (31 December 2023: EUR 15.7m).

The currency translation differences shown relate primarily to fluctuations in value in connection with the Turkish lira.

19. Leases

19.1 Leases as the Lessee

The performance of the right-of-use assets based on the class of underlying asset is shown in the following table.

Right-of-use Assets in the 2023 financial year

EUR m	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Total
Carrying amount as at 1 January 2023	**394.6**	**1.6**	**6.9**	**403.0**
Additions	63.4	0.0	6.1	69.6
Additions arising from acquisitions	0.1	0.0	0.0	0.1
Disposal arising from deconsolidation	–0.4	0.0	–0.4	–0.8
Disposals	–8.5	0.0	–0.1	–8.6
Reclassification as investment property	–20.6	0.0	0.0	–20.6
Depreciation	–60.9	–0.5	–3.7	–65.1
Impairment losses	–0.2	0.0	–0.2	–0.4
Currency translation differences	–5.0	0.0	–0.1	–5.0
Carrying amount as at 31 December 2023	**362.6**	**1.0**	**8.5**	**372.2**

Right-of-use Assets in the 2024 financial year

EUR m	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Total
Carrying amount as at 1 January 2024	**362.6**	**1.0**	**8.5**	**372.2**
Additions	65.9	0.1	16.5	82.6
Disposals	–6.5	0.0	–1.3	–7.8
Reclassification as investment property	13.0	0.0	0.0	13.0
Depreciation	–67.1	–0.5	–5.8	–73.4
Impairment losses	–1.2	0.0	0.0	–1.2
Reversal of impairment losses	0.0	0.2	0.1	0.4
Currency translation differences	2.4	0.0	0.5	2.9
Carrying amount as at 31 December 2024	**369.3**	**0.9**	**18.6**	**388.7**

The additions to right-of-use assets for property and buildings during the 2024 financial year mainly relate to buildings rented for the first time.

The reclassification to property and buildings mainly relates to a rented logistics centre in Upper Austria, which was also used by the company itself in the 2024 financial year.

The lease liabilities are reported in the consolidated balance sheet as part of other financial liabilities (see Note 28.2). For more details on the maturity analysis of the lease liabilities based on the remaining term to maturity, see Note 29.2.2 Presentation of Types of Risk.

The following amounts in conjunction with IFRS 16 are recognised in the **consolidated income statement:**

EUR m	2023	2024
Expenses relating to leases of low-value assets	0.3	0.2
Expenses relating to short-term leases	0.4	0.4
Other operating expenses	**0.7**	**0.6**
Depreciation of right-of-use assets	65.1	73.4
Impairment losses of right-of-use assets	0.4	1.2
Reversal of impairment losses on right-of-use assets	0.0	–0.4
Depreciation, amortisation and impairment losses	**65.5**	**74.2**
Interest expense from lease liabilities	6.1	9.6
Financial expenses	**6.1**	**9.6**

Cash outflows for leases amounting to EUR 84.0m (31 December 2023: EUR 73.6m) in total are included in the **consolidated cash flow statement**.

A **sensitivity analysis** of the assumptions on the exercise of renewal options or non-exercise of termination options of the relevant right-of-use asset produced the following outcome: a change in the lease term by +/–1 year in each case would have the following effects on the amount of the right-of-use assets or lease liabilities recorded if all other factors remained the same:

	Lease term	
EUR m	+1 year	–1 year
Right-of-use assets/lease liabilities	58.4	–49.8

19.2 Leases as the Lessor

Finance Leases Since March 2021, a rented property that had been used up until that point in time has no longer been needed. As the agreement cannot be terminated, the property is now being sub-let. The sub-lease extends over the entire remaining lease term and is to be classified as a finance lease.

As at 31 December 2024, lease receivables totalling EUR 2.8m (31 December 2023: EUR 3.8m) are reported under trade and other receivables before impairment losses, EUR 1.3m (31 December 2023: EUR 2.4m) of which have a term of more than one year.

Maturity Analysis

EUR m	31 Dec. 2023	31 Dec. 2024
No later than one year	1.4	1.6
Later than one year and not later than two years	1.4	1.2
Later than two years and not later than three years	1.0	0.1
Total amount of non-discounted lease receivables	3.8	2.8
Item in the income statement in which the ineffectiveness was recognised	**3.8**	**2.8**

Operating Leases The income from operating leases reported under leases in the consolidated income statement amounts to EUR 29.2m in the 2024 financial year (2023: EUR 25.8m). The underlying leases are largely terminable operating leases with the indexation of rents and operating subleases. The subleases relate to rented buildings that are sublet to subcontractors based on the same terms and conditions as those set out in the original lease agreement. The terms of the lease agreements with subcontractors are linked to the terms of the original lease agreement and include further termination options.

The resulting amount of non-discounted lease payments due annually is as follows at the balance sheet date:

EUR m	31 Dec. 2023	31 Dec. 2024
No later than one year	26.3	28.6
Later than one year and not later than two years	23.7	25.7
Later than two years and not later than three years	21.5	22.6
Later than three years and not later than four years	19.7	20.7
Later than four years and not later than five years	18.9	20.0
Later than five years	51.1	48.7
	161.1	**166.4**

Lease payments were determined based on the respective lease term for fixed-term leases. The contractual terms for leases with an indefinite term were calculated based on historical data and applied to future lease payments.

The historical costs and carrying amounts of land and buildings reported under property, plant and equipment and for which operating leases exist amounted to EUR 77.9m (31 December 2023: EUR 85.9m) and EUR 13.9m (31 December 2023: EUR 15.8m) respectively as at 31 December 2024. Accumulated depreciation in the 2024 financial year amounted to EUR 64.0m (2023: EUR 70.1m).

20. Investment Property

EUR m	Note	2023	2024
HISTORICAL COSTS			
Balance as at 1 January		**283.9**	**286.7**
Additions		1.4	0.4
Disposals		–14.9	–3.1
Reclassification as property, plant and equipment	(19.)	16.3	–19.1
Currency translation differences		0.0	0.6
Balance as at 31 December		**286.7**	**265.5**
DEPRECIATION AND IMPAIRMENT LOSSES			
Balance as at 1 January		**199.7**	**192.2**
Depreciation		2.3	2.6
Impairment losses		5.4	4.5
Disposals		–11.8	–1.4
Reclassification as property, plant and equipment	(19.)	–3.3	–7.6
Balance as at 31 December		**192.2**	**190.3**
Carrying amount as at 1 January		**84.2**	**94.6**
Carrying amount as at 31 December		**94.6**	**75.2**

EUR m	31 Dec. 2023	31 Dec. 2024
Fair value	341.7	335.3
Rental income	17.7	17.8
Expenses arising from leased property	4.5	4.8
Operating expenses arising from vacant property	1.4	1.3

The reclassification mainly relates to a rented logistics centre in Upper Austria, which was largely used by the company itself in the 2024 financial year.

EUR 3.3m of the impairment losses relate to a project in Linz, for which capitalised planning costs had to be adjusted due to what is now a long implementation horizon, and EUR 1.2m to properties in Salzburg and Vienna. The impairment losses are recognised under depreciation, amortisation and write-downs in the consolidated income statement and relate to the Corporate segment.

21. Inventories

EUR m	31 Dec. 2023	31 Dec. 2024
Materials and consumables	17.7	19.9
Merchandise	5.0	4.6
	22.7	**24.5**

22. Trade and Other Receivables

	31 Dec. 2023			31 Dec. 2024		
EUR m	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Trade receivables	332.0	0.0	332.0	384.7	0.0	384.7
Receivables from financial assets accounted for using the equity method	1.7	0.0	1.7	2.5	0.0	2.5
Other receivables	93.0	9.9	103.0	101.1	7.7	108.8
	426.7	**9.9**	**436.7**	**488.3**	**7.7**	**495.9**

The receivables from financial assets accounted for using the equity method include subordinate shareholder loans including accrued interest from AEP GmbH, Germany, in the amount of EUR 0.9m (31 December 2023: EUR 0.9m) and receivables from dividend income from Agile Actors Hellas Single Member S.A., Greece, in the amount of EUR 1.6m (31 December 2023: EUR 0.8m).

For information on the lease receivables from contractual relationships as the lessor included in trade and other receivables, please refer to Note 19 Leases.

With respect to the presentation of impairment losses on trade and other receivables, refer to Note 29.2 Risks and Risk Management Related to Financial Instruments – Logistics.

23. Financial Assets

23.1 Financial Assets from Financial Services

The following tables show the contractual remaining terms of the financial assets from financial services:

31 December 2023

EUR m	Due daily	<3 months	>3 months <1 year	Due within 1 year	>1 year <5 years	>5 years	Due in more than 1 year	Total
	Due within 1 year				Due in more than 1 year			
Cash, cash equivalents and central bank balances	839.1	0.0	0.0	839.1	0.0	0.0	0.0	839.1
Cash on hand	106.6	0.0	0.0	106.6	0.0	0.0	0.0	106.6
Central banks	728.6	0.0	0.0	728.6	0.0	0.0	0.0	728.6
Sight deposits	3.9	0.0	0.0	3.9	0.0	0.0	0.0	3.9
Receivables from banks	0.0	34.2	0.0	34.2	0.0	0.0	0.0	34.2
Receivables from customers	21.0	0.4	5.3	26.7	102.6	1,662.6	1,765.2	1,791.9
Mortgage loans	0.4	0.0	0.0	0.4	1.9	1,455.9	1,457.8	1,458.2
Consumer loans	10.8	0.4	5.3	16.5	100.6	206.8	307.4	323.8
Current accounts	9.9	0.0	0.0	9.9	0.0	0.0	0.0	9.9
Investments	0.0	0.0	75.2	75.2	426.8	131.7	558.5	633.7
Other receivables	10.4	0.0	0.0	10.4	0.0	36.4	36.4	46.7
Positive market values from hedge accounting	0.0	0.0	0.0	0.0	0.0	36.4	36.4	36.4
Other clearing receivables	10.4	0.0	0.0	10.4	0.0	0.0	0.0	10.4
Total	**870.4**	**34.5**	**80.6**	**985.6**	**529.4**	**1,830.6**	**2,360.0**	**3,345.6**

31 December 2024

EUR m	Due daily	<3 months	>3 months <1 year	Due within 1 year	>1 year <5 years	>5 years	Due in more than 1 year	Total
	Due within 1 year				Due in more than 1 year			
Cash, cash equivalents and central bank balances	652.1	0.0	0.0	652.1	0.0	0.0	0.0	652.1
Cash on hand	101.4	0.0	0.0	101.4	0.0	0.0	0.0	101.4
Central banks	547.6	0.0	0.0	547.6	0.0	0.0	0.0	547.6
Sight deposits	3.1	0.0	0.0	3.1	0.0	0.0	0.0	3.1
Receivables from banks	0.0	4.3	0.0	4.3	0.0	0.0	0.0	4.3
Receivables from customers	25.5	0.4	4.6	30.5	98.0	1,838.3	1,936.3	1,966.9
Mortgage loans	0.6	0.0	0.0	0.6	3.6	1,622.8	1,626.4	1,627.0
Consumer loans	13.8	0.4	4.6	18.8	94.4	215.5	309.9	328.7
Current accounts	11.2	0.0	0.0	11.2	0.0	0.0	0.0	11.2
Investments	0.0	29.9	233.2	263.1	1,039.4	119.5	1,158.9	1,422.0
Other receivables	9.7	0.3	5.2	15.2	0.0	27.7	27.7	42.8
Positive market values from hedge accounting	0.0	0.3	5.2	5.5	0.0	27.7	27.7	33.1
Other clearing receivables	9.7	0.0	0.0	9.7	0.0	0.0	0.0	9.7
Total	**687.3**	**34.8**	**243.1**	**965.2**	**1,137.4**	**1,985.6**	**3,122.9**	**4,088.1**

23.2 Other Financial Assets

EUR m	31 Dec. 2023 Due within 1 year	31 Dec. 2023 Due in more than 1 year	31 Dec. 2023 Total	31 Dec. 2024 Due within 1 year	31 Dec. 2024 Due in more than 1 year	31 Dec. 2024 Total
Money market investments	20.0	0.0	20.0	40.0	0.0	40.0
Sundry other financial assets	0.4	7.0	7.4	0.4	6.8	7.3
Total	**20.4**	**7.0**	**27.4**	**40.4**	**6.8**	**47.3**

Money market investments only include fixed-term deposits with Austrian banks.

Other financial assets mainly include shares of 1.7% in Wiener Börse AG which Österreichische Post AG holds due to its listing on the Vienna Stock Exchange. The shareholding is recognised as a financial asset pursuant to IFRS 9 and is assigned to the category fair value through other comprehensive income (FVOCI) in accordance with the exercise of the option. The fair value of the shares on the reporting date is EUR 6.6m (2023: EUR 6.4m).

For disclosures on determining market values, refer to Note 29 Financial Instruments.

24. Cash and Cash Equivalents

EUR m	31 Dec. 2023	31 Dec. 2024
Bank balances	67.9	69.4
Cash on hand	19.7	9.1
	87.5	**78.5**

Impairment losses are not recognised separately due to the immaterial amounts involved.

25. Equity

Equity Items The share capital of Österreichische Post AG amounts to EUR 337.8m and is fully paid-up. The share capital is divided into 67,552,638 non-par value bearer shares with a nominal value of EUR 5 each.

At the Annual General Meeting held on 17 June 2020, the Management Board of Österreichische Post AG was authorised to issue new authorised capital, and the Articles of Association of Österreichische Post AG were correspondingly adapted. Contingent upon the approval of the Supervisory Board, the share capital of Austrian Post can be increased by up to EUR 16,888,160.00 over a period of five years ending on 16 June 2025 by issuing up to 3,377,632 new ordinary bearer shares (non-par value shares), in some cases also by excluding shareholder subscription rights. Furthermore, the Annual General Meeting voted in favour of a conditional increase of the company's share capital by up to EUR 16,888,160.00 through the issuance of up to 3,377,632 non-par value bearer shares for the purpose of granting rights of exchange and subscription rights to creditors of financial instruments.

The Management Board was authorised, pursuant to Section 65 Para 1 (4) and (8), Para 1a and 1b of the Austrian Stock Corporation Act (AktG), to acquire non-par value bearer or registered shares of the company, with this to amount to up to 10% of the company's share capital over a period from 1 November 2024 to 31 October 2026, in particular from Österreichische Beteiligungs AG, at a lowest equivalent value of EUR 10.00 per share, and at a highest equivalent value of EUR 60.00 per share.

The number of shares outstanding which are entitled to dividends developed as follows during the financial year:

	Stück
Balance as at 1 January 2024	**67,552,638**
Balance as at 31 December 2024	**67,552,638**
Weighted average number of shares in the 2024 financial year	67,552,638

The main shareholder of Österreichische Post AG, based on the number of shares outstanding, is Österreichische Beteiligungs AG (ÖBAG), Vienna, with a stake of 52.8%.

Austrian Post's capital reserves resulting from capital surplus and contributed capital by shareholders as reported in the consolidated statement of changes in equity correspond to those reported in the financial statements of Österreichische Post AG.

Other reserves contain the IAS 19 reserves, reserves from the market valuation of financial instruments (FVOCI reserve) and the currency translation reserves. The IAS 19 reserves result from adjustments and changes made to actuarial assumptions whose effects are recognised in other comprehensive income. The reserve from the market valuation of financial instruments encompasses fair value changes for financial assets classified as being at fair value through other comprehensive income (FVOCI). Gains and losses resulting from changes in fair value are directly recognised in the reserves without recognition in profit or loss. The amounts are shown after tax. The currency translation reserves comprise all exchange differences arising from the translation of the annual financial statements of the company's subsidiaries in foreign currencies, as well as the effect of the inflation adjustment for subsidiaries whose functional currency is the currency of a hyperinflationary economy. The change in the currency translation reserves for the current financial year is mainly the result of the translation of, and hyperinflationary adjustments made to, the annual financial statements of Aras Kargo, which are prepared in Turkish lira.

For information on non-controlling interests, please refer to Note 6.3 Non-controlling Interests.

The profit for the period in the 2024 financial year amounted to EUR 145.9m (2023: EUR 138.7m). The profit for the period attributable to equity holders of the parent company amounted to EUR 137.9m (2023: EUR 132.6m). In accordance with the provisions stipulated in the Austrian Stock Corporation Act, the basis for the distribution of profits is the annual financial statements of Österreichische Post AG at the balance sheet date of 31 December 2024. The distributable profit shown therein totalled EUR 308.3m (2023: EUR 304.7).

The Management Board will propose a dividend for the 2024 financial year totalling EUR 123.6m (corresponding to a basic divided of EUR 1.83 per share) (2023: EUR 120.2m, basic divided of EUR 1.78 per share).

Capital Management The capital management of the Austrian Post Group aims at ensuring a suitable capital structure to serve as the basis for achieving its growth and acquisition targets as well as a sustainable increase in shareholder value.

Within the context of its dividend policy for the upcoming years, the Austrian Post Group intends to distribute at least 75% of its net profit to its shareholders, assuming the continuation of the company's successful business development and that no exceptional circumstances arise. On the basis of the earnings projections, which are updated on an ongoing basis, both the minimum capitalisation required under company law to be able to make the planned distribution and the liquidity required in this regard are monitored and additional measures are taken if necessary.

Taking the total assets of EUR 6,491.9m as at 31 December 2024 as a basis (31 December 2023: EUR 5,677.1m), the equity ratio as at 31 December 2024 came to 11.7% (31 December 2023: 12.6%).

Minimum Capital Requirements for bank99 AG bank99 AG is subject to the regulatory capital requirements imposed by the banking supervisory authorities based on Regulation (EU) No 575/2013 (Capital Requirements Regulation – CRR), taking several amendments into account. The own funds calculated in accordance with the CRR comprise the following:

Eligible Own Funds of bank99 AG According to the Austrian Commercial Code (CRR)

EUR m	31 Dec. 2023	31 Dec. 2024
Paid-in capital	100.9	100.9
Disclosed reserves	173.7	219.8
Retained earnings	–97.5	–104.5
Annual loss	–7.0	–5.6
Less deduction items	–19.6	–20.5
Core capital (TIER 1)	**150.4**	**190.1**
Eligible supplementary capital	0.0	3.4
Supplementary capital (TIER 2)	**0.0**	**3.4**
Total eligible own funds	**150.4**	**193.5**

Own Funds Requirements of bank99 AG According to the Austrian Commercial Code (CRR)

EUR m	31 Dec. 2023	31 Dec. 2024
Credit risk	816.9	903.8
Credit value adjustment (CVA)	15.5	16.2
Operational risk	103.8	153.0
Total risk amount (calculation basis)	**936.1**	**1,073.0**
Tier 1 capital ratio (CET1) based on total risk	16.1%	17.7%
Own funds ratio in relation to total risk	16.1%	18.0%

The capital ratios were well in excess of the legally required levels throughout the entire financial year. In addition, supplementary capital of EUR 3.4m was recognised in 2024 (2023: EUR 0.0m). This relates to the recognition of an additional impairment loss (management overlay), which was categorised as supplementary capital within the meaning of Article 62c CRR.

26. Provisions

	31 Dec. 2023			31 Dec. 2024		
EUR m	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Provisions for termination benefits	3.9	117.9	121.8	3.3	114.2	117.4
Provisions for jubilee benefits	8.7	54.0	62.7	8.4	47.9	56.4
Other employee provisions	105.6	134.3	239.9	128.0	131.7	259.7
Other provisions	166.9	1.5	168.4	157.3	0.8	158.0
	285.1	**307.7**	**592.8**	**296.9**	**294.6**	**591.5**

26.1 Share-based Payments

As at 31 December 2024, the Management Board members Walter Oblin and Peter Umundum and the former Management Board member Georg Pölzl are taking part in remuneration programmes thirteen to fifteen. The total sum of the requisite personal investment for participation in the existing share-based remuneration programme as at 31 December 2024 amounted to 45,440 shares for Management Board members and 244,879 shares for executives. The Austrian Post shares must be held continuously until the end of the subsequent financial year following the expiration of the performance period.

Remuneration is paid out on the basis of bonus shares as a unit of measure and depends on the degree to which the goal of predefined performance indicators has been achieved (earnings per share, free cash flow, total shareholder return and ESG goals). Target values for the performance indicators are defined at the beginning of each individual tranche, with each goal being equally weighted. The achievement of the goals is monitored over a period of three years. The total bonus is based on the overall achievement of the goals from the aforementioned parameters, the share price trend of Österreichische Post AG and the dividends paid during the three-year term. The total bonus for Management Board members and participating executives is limited. Management Board members are subject to an upper limit of 200% of the bonus specified upon 100% overall achievement of the agreed goals. In addition, the Remuneration Committee reached an agreement with the Management Board members with respect to the maximum remuneration of the Management Board. Depending on the tranche, executives are subject to an upper limit of between 125% and 145% in the event of maximum goal achievement.

The currently expected number of bonus shares (notional amount) is allocated to the individual tranches on the respective key dates as follows:

Number of Bonus Shares per Tranche	31 Dec. 2023	31 Dec. 2024
Tranche 11	5,621	0
Tranche 12	250,799	1,009
Tranche 13	256,775	254,641
Tranche 14	322,859	315,572
Tranche 15	0.0	285,488
	836,054	**856,710**

The services acquired and the liability incurred are recognised at the fair value of the liability, in proportion to the extent to which the services have been rendered to date. The fair value of the liability is allocated to the individual tranches at the respective key dates as follows:

EUR m	31 Dec. 2023	31 Dec. 2024
NET CARRYING AMOUNT OF PROVISION		
Tranche 11	0.1	0.0
Tranche 12	10.6	0.0
Tranche 13	7.5	10.0
Tranche 14	3.6	8.4
Tranche 15	0.0	4.7
	21.8	**23.1**

In the 2024 financial year, a total of EUR 10.3m was paid out entirely in cash for tranche twelve. Tranche eleven is paid out in three instalments for employees who have left the company, with the last instalment paid in January 2024.

The total expense recognised for share-based remuneration in each reporting period is allocated to the individual tranches as follows:

EUR m	2023	2024
TOTAL EXPENSE		
Tranche 11	–0.2	0.0
Tranche 12	4.0	0.1
Tranche 13	4.1	2.5
Tranche 14	3.6	4.8
Tranche 15	0.0	4.7
	11.5	**12.1**

26.2 Provisions for Termination and Jubilee Benefits

2023 financial year

EUR m	Termination benefits	Jubilee benefits	Total
Present Value of the Obligation as at 1 January 2023	**117.1**	**61.0**	**178.1**
Current service cost	5.7	2.2	7.9
Interest expense	5.5	2.2	7.6
Actuarial gains (–) and losses (+) from the change in demographic assumptions	–0.1	0.1	0.0
Actuarial gains (–) and losses (+) from the change in financial assumptions	12.7	0.8	13.6
Experience adjustments	3.5	3.0	6.5
Actual payments	–16.9	–6.6	–23.5
Currency translation differences	–5.7	0.0	–5.7
Present Value of the Obligation as at 31 December 2023	**121.8**	**62.7**	**184.5**

2024 financial year

EUR m	Termination benefits	Jubilee benefits	Total
Present Value of the Obligation as at 1 January 2024	**121.8**	**62.7**	**184.5**
Current service cost	6.4	2.3	8.7
Interest expense	6.9	1.8	8.7
Actuarial gains (–) and losses (+) from the change in demographic assumptions	0.0	–0.7	–0.7
Actuarial gains (–) and losses (+) from the change in financial assumptions	–7.0	–3.2	–10.2
Experience adjustments	3.7	1.1	4.7
Actual payments	–13.0	–7.6	–20.5
Currency translation differences	–1.3	0.0	–1.3
Present Value of the Obligation as at 31 December 2024	**117.4**	**56.4**	**173.8**

Actuarial gains and losses arise from the adjustments to the parameters for the discount rate, salary increases, and employee turnover rates as described in Note 3.13 Provisions for Termination and Jubilee Benefits. Actuarial gains and losses as well as adjustments to termination benefits made from experience are recognised in other comprehensive income. Actuarial gains and losses as well as adjustments to jubilee benefits made from experience are recognised in staff costs.

Expenses for termination and jubilee benefits are included under staff costs in the consolidated income statement, with the exception of the interest expense, which is included in the financial result.

The actuarial parameters used were also subjected to a sensitivity analysis. If all other parameters remain constant, a change in the discount rate, a change in salary increases and a change in the employee turnover rates of +/–1 percentage point would have the following effects on the amount of the provisions shown in the table:

	Discount rate		Salary increase		Employee turnover rate	
EUR m	–1 pp	+1 pp	–1 pp	+1 pp	–1 pp	+1 pp
Termination benefits	12.3	–10.7	–10.4	11.7	0.1	4.5
Jubilee benefits	3.0	–2.7	–2.2	2.4	3.2	–2.9

26.3 Other Employee Provisions

2023 financial year

EUR m	Underutilisation	Other employee-related provisions	Total
Balance as at 1 January 2023	**174.6**	**100.1**	**274.8**
Change in the consolidation scope	0.0	–0.1	–0.1
Reclassification	–0.9	0.0	–0.9
Allocation	8.1	64.1	72.2
Use	–21.1	–49.8	–70.8
Reversal	–19.6	–18.5	–38.1
Accrued interest	4.2	0.0	4.2
Currency Translation	0.0	–1.3	–1.3
Balance as at 31 December 2023	**145.3**	**94.5**	**239.9**

2024 financial year

EUR m	Underutilisation	Other employee-related provisions	Total
Balance as at 1 January 2024	**145.3**	**94.5**	**239.9**
Allocation	25.6	78.3	103.9
Use	–20.3	–48.4	–68.7
Reversal	–8.5	–9.6	–18.1
Accrued interest	3.4	0.0	3.4
Currency Translation	0.0	–0.7	–0.7
Balance as at 31 December 2024	**145.5**	**114.1**	**259.7**

Provisions for Underutilisation The new allocation to the provision for underutilisation of EUR 25.6m is mainly due to an allocation of EUR 11.6m as a result of the increase in the estimated duration of proceedings for civil servants who are in the process of being transferred to retirement for reasons of physical disability, an allocation of EUR 9.2m to provisions for staff cost shortfalls and the change in the provision for the Post Internal Labour Market of EUR 4.0m. The change in the provision for the Post Internal Labour Market includes changes in estimates and parameters amounting to EUR -14.4m as well as allocations for entries into the Post Internal Labour Market due to restructuring and reversals as a result of withdrawals from the Post Internal Labour Market amounting to EUR 18.4m.

The use of provisions amounting to EUR 20.3m refers to current payments for the employees included in the provision for underutilisation.

Reversals of provisions totalling EUR 8.5m mainly relate to the premature termination of provisions for civil servants who are in the process of entering into retirement for reasons of physical disability.

A sensitivity analysis on the actuarial parameters used resulted in the following effects on the amount of the provisions in the event of a change in the degree of underutilisation by +/–10 percentage points each and a change in the employee turnover rate, the actuarial interest rate or salary increases by +/–1 percentage point each, with all other parameters remaining constant:

	Rate of underutilisation		Employee turnover rate		Discount rate		Salary increase	
EUR m	–10 pp	+10 pp	–1 pp	+1 pp	–1 pp	+1 pp	–1 pp	+1 pp
Underutilisation	–18.2	15.6	3.7	–3.5	6.3	–5.9	–6.3	6.6

Other Employee-related Provisions Other employee-related provisions mainly encompass provisions for employee profit-sharing schemes and performance-related bonuses, provisions arising from crediting previous periods of service for (former) civil servants. Of the new provisions set out, the lion's share of EUR 68.2m (2023: EUR 61.5m) relates to the allocation for profit-sharing and performance bonuses. The use of provisions mainly refers to payments for profit-sharing and performance bonuses in the 2024 financial year in the amount of EUR 48.0m (2023: EUR 46.5m). The reversals primarily include EUR 9.4m (2023: EUR 13.6m) in provisions for employee profit-sharing schemes and performance-related bonuses.

As at 31 December 2024, the provisions arising from crediting previous periods of service for (former) civil servants included in other employee provisions amount to EUR 16.8m (31 December 2023: EUR 12.6m) and are based on the following: In a decision dated 11 November 2014, the European Court of Justice found, upon presentation by the Austrian Supreme Administrative Court, that the method for eliminating age discrimination in the civil servants' payroll system legally established in 2010 is in violation of EU law. Since the issue of crediting previous periods of service affected not only the civil servants allocated to Österreichische Post AG but all civil servants, the Austrian National Council reacted and undertook a comprehensive reform of the federal payroll system on 21 January 2015. This reform dealt with the main criticism of the ECJ and removed it. This pay reform was naturally also implemented for the civil servants employed by Österreichische Post AG. In a more recent preliminary ruling procedure before the European Court of Justice on the crediting of previous periods of civil service, the ECJ ruled on 8 May 2019 that the payroll reform of 2015 was insufficient. As a result, a further amendment was made to civil service law by the federal government, according to which the crediting of previous service periods before the age of 18 must be individually reassessed for each (former) civil servant. In its judgment of 20 April 2023, the European Court of Justice once again ruled that the national regulations on the salary classification of civil servants run contrary to Council Directive 2000/78/EC. With its amendment to the 2019 public-sector salary reform in November 2023, the legislator decided to revise the crediting of previous service periods for all civil servants who were affected by the 2019 public-sector salary reform. Österreichische Post AG is implementing the amendment and has used a best possible estimate to make a provision for the subsequent payments resulting from the recalculated pay-related length of service.

26.4 Other Provisions

Other Provisions

EUR m	31 Dec. 2023	31 Dec. 2024
Balance as at 1 January	**174.6**	**168.4**
Reclassification	0.6	0.0
Allocation	16.7	25.6
Use	–10.1	–17.4
Reversal	–10.9	–18.1
Currency translation	–2.4	–0.5
Balance as at 31 December	**168.4**	**158.0**

In addition to provisions for litigation and legal expenses, auditing and consulting fees as well as provisions for damages, other provisions are designed in particular to cover expenses for potential compensation payments in the amount of EUR 99.6m (2023: EUR 99.6m). These compensation payments relate to the recovery of contributions from the payroll of civil servants and are based on the following: Österreichische Post AG and its legal predecessor paid contributions from the payroll for the civil servants assigned to them in the period from 1 May 1996 to 31 May 2008. However, based on a ruling handed down by the Austrian Administrative Court in 2015, there was no legal obligation to make these payments. As a result, Österreichische Post AG was awarded contributions totalling EUR 141.1m by the Austrian Federal Finance Court for the period of 2015 to 2019. However, in exchange for the total contributions awarded to date, Österreichische Post AG has obligations for possible compensation payments, which have been set aside based on a payment request issued by the Federal Chancellery. Based on the data available, there are differences of opinion between the Federal Chancellery and Österreichische Post AG regarding the amount of the compensation payments.

Provisions have also been recognised for possible risks arising from administrative criminal proceedings and civil proceedings for damages by way of a best estimate. These are based on the following: the Data Protection Authority has brought administrative criminal proceedings against Österreichische Post AG in the financial years since 2019 on grounds of the unlawful processing of data qualifying as personal and sensitive data and the violation of the rights of data subjects within the meaning of the GDPR. One of these data protection proceedings had not yet reached a final conclusion at the time the consolidated financial statements were prepared. In addition, Österreichische Post AG is a defendant in a number of civil proceedings for damages. Some of the pending proceedings were concluded in the 2024 financial year. Further disclosures in connection with these provisions have been waived in accordance with IAS 37.92, as this information may affect the outcome of proceedings that are still ongoing or may influence potential further proceedings.

In the 2024 financial year, the abuse of a dominant position resulted in the utilisation of the provision for legal disputes in the amount of EUR 10.2m. As at 31 December 2024, provisions of EUR 6.0m (2023: EUR 11.8m) exist for further potential risks in this area.

bank99 receives services from various service providers tax-free in accordance with Section 6 (1) Z28 sentence 2 of the Austrian Value Added Tax Law (UStG) ("intermediate bank exemption"). The intermediate bank exemption is currently the subject of state aid proceedings brought before the European Court of Justice by the Austrian Federal Finance Court. In the 2024 financial year, the affected contractual relationships were analysed, which led to the recognition of a provision in an immaterial amount.

The Austrian Post Group has assumed liabilities from letters of comfort totalling EUR 11.9m (2023: EUR 10.8m).

27. Trade and Other Payables

EUR m	31 December 2023 Due within 1 year	Due in more than 1 year	Total	31 December 2024 Due within 1 year	Due in more than 1 year	Total
Trade payables	269.7	0.0	269.7	275.0	0.0	275.0
Payables from financial assets accounted for using the equity method	0.2	0.0	0.2	1.8	0.0	1.8
Liabilities from acquisition of financial assets accounted for using the equity method	3.3	5.8	9.1	3.3	3.0	6.4
Liabilities from obligation to acquire non-controlling interests	0.0	48.8	48.8	67.7	0.0	67.7
Other liabilities	187.6	15.4	202.9	185.9	17.0	202.8
	460.8	**69.9**	**530.8**	**533.7**	**20.0**	**553.7**

Payables from financial assets accounted for using the equity method include liabilities from clearing in the amount of EUR 1.0m (31 December 2023: EUR 0.0m) and trade payables of EUR 0.8m (31 December 2023: EUR 0.2m) to Agile Actors Hellas Single Member S.A., Greece.

Liabilities from the acquisition of financial assets accounted for using the equity method comprise the contingent consideration from the acquisition of Agile Actor Hellas S.A. Further explanatory information is provided below in Note 29 Financial Instruments.

The liabilities resulting from purchase obligations of non-controlling interests result from options for the acquisition of the remaining 20% of the shares in Aras Kargo a.s. 2025 and 2026 have been agreed as possible exercise dates. The future purchase price depends on the company's success. However, the subsequent measurement is made on the basis of the preliminary results and the application of the current EUR/TRY exchange rate and is discounted using the effective interest rate method. Varying the input factors and the exchange rate produces the following sensitivities as at the reporting date:

EUR m	EBITDA −10%	EBITDA +10%	Reference rate at balance sheet date EUR/TRY −10%	Reference rate at balance sheet date EUR/TRY +10%
Liabilities from obligation to acquire non-controlling interests	–6.6	6.6	7.5	–6.2

The calculation was based on the assumption that the option will be exercised at the earliest possible date (2025). If the option is exercised one year later, this would have no material impact on the amount of the liability recognised.

The result from the subsequent measurement of liabilities resulting from purchase obligations of non-controlling interests amounts to minus EUR 18.9m in the 2024 financial year (2023: minus EUR 1.2m) and is recognised in the consolidated income statement. This includes other operating income and expenses from the change in estimates of future results in the amount of minus EUR 15.0m (2023: minus EUR 5.4m) and expenses and income from the foreign currency valuation from inflation adjustments and from the compounding of liabilities in the amount of minus EUR 3.9m (2023: EUR 4.1m), see Note 13 Financial Result.

Other liabilities mainly comprise liabilities to tax authorities and social security carriers in the amount of EUR 32.6m (31 December 2023: EUR 37.5m) and liabilities for unused vacation amounting to EUR 47.0m (31 December 2023: EUR 44.9m).

This item also includes government grants, which mainly relate to federal government subsidies for property, plant and equipment related to electric-powered vehicles and structural investments amounting to EUR 18.6m (31 December 2023: EUR 6.9m), as well as COVID-19 investment subsidies amounting to EUR 3.5m (31 December 2023: EUR 3.9m).

28. Financial Liabilities

28.1 Financial Liabilities from Financial Services

The following tables show the contractual remaining terms of the financial liabilities from financial services:

31 December 2023

	Due within 1 year				Due in more than 1 year			
EUR m	Due daily	<3 months	>3 months <1 year	Due within 1 year	>1 year <5 year	>5 year	Due in more than 1 year	Total
Borrowings from banks	75.6	0.0	0.0	75.6	0.0	0.0	0.0	75.6
Liabilities to customers	2,446.6	204.3	420.6	3,071.5	4.9	0.0	4.9	3,076.4
Other liabilities	18.6	0.0	0.0	18.6	0.4	10.0	10.4	29.0
Negative market values from hedge accounting	0.0	0.0	0.0	0.0	0.4	10.0	10.4	10.4
Other clearing liabilities	18.6	0.0	0.0	18.6	0.0	0.0	0.0	18.6
Total	**2,540.9**	**204.3**	**420.6**	**3,165.7**	**5.3**	**10.0**	**15.3**	**3,181.1**

31 December 2024

	Due within 1 year				Due in more than 1 year			
EUR m	Due daily	<3 months	>3 months <1 year	Due within 1 year	>1 year <5 year	>5 year	Due in more than 1 year	Total
Borrowings from banks	57.7	15.1	0.0	72.8	0.0	0.0	0.0	72.8
Liabilities to customers	2,849.9	288.0	596.7	3,734.6	35.1	0.0	35.1	3,769.7
Customer deposits	2,849.9	288.0	596.7	3,734.6	35.2	0.0	35.2	3,769.8
Portfolio fair value hedge	0.0	0.0	0.0	0.0	–0.1	0.0	–0.1	–0.1
Other liabilities	12.7	0.0	1.1	13.8	3.1	18.6	21.7	35.5
Negative market values from hedge accounting	0.0	0.0	1.1	1.1	3.1	18.6	21.7	22.8
Other clearing liabilities	12.7	0.0	0.0	12.7	0.0	0.0	0.0	12.7
Total	**2,920.2**	**303.1**	**597.8**	**3,821.1**	**38.3**	**18.6**	**56.8**	**3,878.0**

As at 31 December 2024, there are irrevocable loan commitments to customers amounting to EUR 21.7m (31 December 2023: EUR 19.7m) and liability commitments to credit card operators amounting to EUR 1.4m (31 December 2023: EUR 2.0m).

28.2 Other Financial Liabilities

	31 December 2023			31 December 2024		
EUR m	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Borrowings from banks	2.3	226.0	228.3	59.0	226.4	285.4
Lease liabilities	63.6	326.0	389.6	71.8	315.3	387.1
Other financial liabilities	0.0	1.4	1.4	0.0	1.3	1.3
	65.9	**553.4**	**619.3**	**130.8**	**543.0**	**673.7**

29. Financial Instruments

29.1 Financial Instruments

29.1.1 FINANCIAL ASSETS AND LIABILITIES

The following tables show the carrying amounts of financial assets and liabilities by IFRS 9 measurement category as at 31 December 2023 and 31 December 2024:

31 December 2023

EUR m	Recognised at amortised cost	At fair value through OCI (FVOCI) – recycling	At fair value through OCI (FVOCI) – no recycling	At fair value through profit or loss (FVTPL) – mandatory	Total at fair value	Total
FINANCIAL ASSETS						
Financial assets from financial services	3,309.2	0.0	0.0	36.4	36.4	3,345.6
Cash, cash equivalents and central bank balances	839.1	0.0	0.0	0.0	0.0	839.1
Receivables from banks	34.2	0.0	0.0	0.0	0.0	34.2
Receivables from customers	1,791.9	0.0	0.0	0.0	0.0	1,791.9
Mortgage loans	1,458.2	0.0	0.0	0.0	0.0	1,458.2
Consumer loans	323.8	0.0	0.0	0.0	0.0	323.8
Current accounts	9.9	0.0	0.0	0.0	0.0	9.9
Investments	633.7	0.0	0.0	0.0	0.0	633.7
Other receivables	10.4	0.0	0.0	36.4	36.4	46.7
Positive market values from hedge accounting	0.0	0.0	0.0	36.4	36.4	36.4
Other clearing receivables	10.4	0.0	0.0	0.0	0.0	10.4
Other financial assets	20.0	0.5	7.0	0.0	7.4	27.4
Money market investments	20.0	0.0	0.0	0.0	0.0	20.0
Sundry other financial assets	0.0	0.5	7.0	0.0	7.4	7.4
Trade receivables and other receivables	382.8	0.0	0.0	0.0	0.0	382.8
Trade receivables	332.0	0.0	0.0	0.0	0.0	332.0
Receivables from financial assets accounted for using the equity method	1.7	0.0	0.0	0.0	0.0	1.7
Other receivables[1]	49.1	0.0	0.0	0.0	0.0	49.1
Cash and cash equivalents	87.5	0.0	0.0	0.0	0.0	87.5
Total	**3,799.6**	**0.5**	**7.0**	**36.4**	**43.8**	**3,843.4**

31 December 2023

EUR m	Recognised at amortised cost	At fair value through OCI (FVOCI) – recycling	At fair value through OCI (FVOCI) – no recycling	At fair value through profit or loss (FVTPL) – mandatory	Total at fair value	Total
FINANCIAL LIABILITIES						
Financial liabilities from financial services	3,170.7	0.0	0.0	10.4	10.4	3,181.1
Borrowings from banks	75.6	0.0	0.0	0.0	0.0	75.6
Liabilities to customers	3,076.4	0.0	0.0	0.0	0.0	3,076.4
Other liabilities	18.6	0.0	0.0	10.4	10.4	29.0
Negative market values from hedge accounting	0.0	0.0	0.0	10.4	10.4	10.4
Other clearing liabilities	18.6	0.0	0.0	0.0	0.0	18.6
Other financial liabilities	617.9	0.0	0.0	1.4	1.4	619.3
Borrowings from banks	228.3	0.0	0.0	0.0	0.0	228.3
Lease liabilities	389.6	0.0	0.0	0.0	0.0	389.6
Sundry other financial liabilities	0.0	0.0	0.0	1.4	1.4	1.4
Trade and other payables	419.8	0.0	0.0	9.1	9.1	428.9
Trade payables	269.7	0.0	0.0	0.0	0.0	269.7
Payables from financial assets accounted for using the equity method	0.2	0.0	0.0	0.0	0.0	0.2
Liabilities from acquisition of financial assets accounted for using the equity method	0.0	0.0	0.0	9.1	9.1	9.1
Liabilities from obligation to acquire non-controlling interests	48.8	0.0	0.0	0.0	0.0	48.8
Other liabilities[2]	101.1	0.0	0.0	0.0	0.0	101.1
Total	**4,208.4**	**0.0**	**0.0**	**20.9**	**20.9**	**4,229.3**

[1] Excluding prepayments and receivables from tax authorities and social security carriers
[2] Excluding payments received in advance and liabilities to tax authorities and social security carriers as well as unused vacation

31 December 2024

EUR m	Recognised at amortised cost	At fair value through OCI (FVOCI) – recycling	At fair value through OCI (FVOCI) – no recycling	At fair value through profit or loss (FVTPL) – mandatory	Total at fair value	Total
FINANCIAL ASSETS						
Financial assets from financial services	4,055.0	0.0	0.0	33.1	33.1	4,088.1
Cash, cash equivalents and central bank balances	652.1	0.0	0.0	0.0	0.0	652.1
Receivables from banks	4.3	0.0	0.0	0.0	0.0	4.3
Receivables from customers	1,966.9	0.0	0.0	0.0	0.0	1,966.9
Mortgage loans	1,627.0	0.0	0.0	0.0	0.0	1,627.0
Consumer loans	328.7	0.0	0.0	0.0	0.0	328.7
Current accounts	11.2	0.0	0.0	0.0	0.0	11.2
Investments	1,422.0	0.0	0.0	0.0	0.0	1,422.0
Other receivables	9.7	0.0	0.0	33.1	33.1	42.8
Positive market values from hedge accounting	0.0	0.0	0.0	33.1	33.1	33.1
Other clearing receivables	9.7	0.0	0.0	0.0	0.0	9.7
Other financial assets	40.0	0.5	6.8	0.0	7.3	47.3
Money market investments	40.0	0.0	0.0	0.0	0.0	40.0
Sundry other financial assets	0.0	0.5	6.8	0.0	7.3	7.3
Trade receivables and other receivables	437.4	0.0	0.0	0.0	0.0	437.4
Trade receivables	384.7	0.0	0.0	0.0	0.0	384.7
Receivables from financial assets accounted for using the equity method	2.5	0.0	0.0	0.0	0.0	2.5
Other receivables[1]	50.2	0.0	0.0	0.0	0.0	50.2
Cash and cash equivalents	78.5	0.0	0.0	0.0	0.0	78.5
Total	**4,610.9**	**0.5**	**6.8**	**33.1**	**40.4**	**4,651.3**

31 December 2024

EUR m	Recognised at amortised cost	At fair value through OCI (FVOCI) – recycling	At fair value through OCI (FVOCI) – no recycling	At fair value through profit or loss (FVTPL) – mandatory	Total at fair value	Total
FINANCIAL LIABILITIES						
Financial liabilities from financial services	3,855.2	0.0	0.0	22.8	22.8	3,878.0
Borrowings from banks	72.8	0.0	0.0	0.0	0.0	72.8
Liabilities to customers	3,769.7	0.0	0.0	0.0	0.0	3,769.7
Customer deposits	3,769.8	0.0	0.0	0.0	0.0	3,769.8
Portfolio fair value hedge	–0.1	0.0	0.0	0.0	0.0	–0.1
Other liabilities	12.7	0.0	0.0	22.8	22.8	35.5
Negative market values from hedge accounting	0.0	0.0	0.0	22.8	22.8	22.8
Other clearing liabilities	12.7	0.0	0.0	0.0	0.0	12.7
Other financial liabilities	672.5	0.0	0.0	1.3	1.3	673.7
Borrowings from banks	285.4	0.0	0.0	0.0	0.0	285.4
Lease liabilities	387.1	0.0	0.0	0.0	0.0	387.1
Sundry other financial liabilities	0.0	0.0	0.0	1.3	1.3	1.3
Trade and other payables	440.1	0.0	0.0	6.4	6.4	446.5
Trade payables	275.0	0.0	0.0	0.0	0.0	275.0
Payables from financial assets accounted for using the equity method	1.8	0.0	0.0	0.0	0.0	1.8
Liabilities from acquisition of financial assets accounted for using the equity method	0.0	0.0	0.0	6.4	6.4	6.4
Liabilities from obligation to acquire non-controlling interests	67.7	0.0	0.0	0.0	0.0	67.7
Other liabilities[2]	95.6	0.0	0.0	0.0	0.0	95.6
Total	**4,967.7**	**0.0**	**0.0**	**30.5**	**30.5**	**4,998.2**

[1] Excluding prepayments and receivables from tax authorities and social security carriers
[2] Excluding payments received in advance and liabilities to tax authorities and social security carriers as well as unused vacation

29.1.2 HEDGE ACCOUNTING

In the 2024 financial year, further hedges of fixed-rate mortgage loans were arranged using interest rate derivatives (interest rate swaps). In addition, interest rate risks from fixed-rate investments and fixed-interest liabilities to customers were hedged for the first time using interest rate derivatives (interest rate swaps). The interest rate derivatives are concluded with Austrian banks under the Austrian master agreement for financial futures (incl. collateralisation annex) in euros.

The table below shows the nominal amounts, broken down by their remaining terms, and the market values of the hedging instruments as at 31 December 2023 and 31 December 2024:

Nominal Value of Hedging Instruments as at 31 December 2023

	Nominal					Market value	
EUR m	<3 months	>3 months <1 year	>1 year to 5 years	>5 years	Total nominal	Positive market value	Negative market value
ASSETS							
Interest rate derivatives – mortgage loans	0.0	0.0	24.0	518.0	542.0	36.4	10.4

Nominal Value of Hedging Instruments as at 31 December 2024

	Nominal					Market value	
EUR m	<3 months	>3 months <1 year	>1 year to 5 years	>5 years	Total nominal	Positive market value	Negative market value
ASSETS							
Interest rate derivatives – mortgage loans	0.0	0.0	69.0	700.5	769.5	27.6	16.9
Interest rate derivative – investments	0.0	0.0	69.9	102.5	172.4	0.0	5.8
LIABILITIES							
Interest rate derivative – liabilities to customers							
Fair value hedge	130.0	342.0	0.0	0.0	472.0	5.5	0.0
Portfolio fair value hedge	0.0	80.0	120.0	0.0	200.0	0.0	0.1

Positive market values from hedging instruments are recognised under financial assets from financial services. Negative market values from hedging instruments are recognised under financial liabilities from financial services.

The carrying amounts and the basis adjustments of the hedged items are as follows:

Carrying Amount and Basis Adjustments from Hedged Items

EUR m	31 December 2023			31 December 2024		
	Carrying amount of hedged item	Basis adjustments included in the carrying amount	Adjustment to basis adjustment portfolio fair value hedge	Carrying amount of hedged item	Basis adjustments included in the carrying amount	Adjustment to basis adjustment portfolio fair value hedge
ASSETS						
Receivables from customers						
Mortgage loans – fair value hedge	1,099.1	–26.0	n/a	1,287.9	–10.8	n/a
Investments – fair value hedge	0.0	0.0	n/a	179.8	5.4	n/a
LIABILITIES						
Liabilities to customers						
Fair value hedge	0.0	0.0	n/a	525.6	1.0	n/a
Portfolio fair value hedge	n/a	n/a	0.0	n/a	n/a	–0.1

The following table shows the impact of hedge accounting on the income statement:

Result of Hedge Accounting as at 31 December 2023

EUR m	Result of hedged items	Result of hedging instruments	Result of hedging relationship
ASSETS			
Receivables from customers			
Mortgage loans – fair value hedge	31.8	–31.8	0.0

Result of Hedge Accounting as at 31 December 2024

EUR m	Result of hedged items	Result of hedging instruments	Result of hedging relationship
ASSETS			
Receivables from customers			
Mortgage loans – fair value hedge	15.2	–15.2	0.0
Investments – fair value hedge	5.4	–4.8	0.6
LIABILITIES			
Liabilities to customers			
Fair value hedge	–1.0	1.0	0.0
Portfolio fair value hedge	0.1	–0.1	0.0

Ineffectiveness is recognised under operating income in the event of a positive surplus and under other operating expenses in the event of a negative surplus.

29.1.3 FINANCIAL ASSETS AND LIABILITIES MEASURED AT FAIR VALUE

The following tables show the financial assets measured at fair value by IFRS 13 fair value hierarchy level as at 31 December 2023 and 31 December 2024:

31 December 2023

EUR m	Level 1	Level 2	Level 3	Total
FINANCIAL ASSETS				
Financial assets from financial services	0.0	36.4	0.0	36.4
Other receivables	0.0	36.4	0.0	36.4
Positive market values from hedge accounting	0.0	36.4	0.0	36.4
Other financial assets	0.5	6.7	0.2	7.4
Total	**0.5**	**43.1**	**0.2**	**43.8**
FINANCIAL LIABILITIES				
Financial liabilities from financial services	0.0	10.4	0.0	10.4
Other liabilities	0.0	10.4	0.0	10.4
Negative market values from hedge accounting	0.0	10.4	0.0	10.4
Other financial liabilities	0.0	1.4	0.0	1.4
Sundry other financial liabilities	0.0	1.4	0.0	1.4
Trade and other payables	0.0	0.0	9.1	9.1
Liabilities from acquisition of financial assets accounted for using the equity method	0.0	0.0	9.1	9.1
Total	**0.0**	**11.8**	**9.1**	**20.9**

31 December 2024

EUR m	Level 1	Level 2	Level 3	Total
FINANCIAL ASSETS				
Financial assets from financial services	0.0	33.1	0.0	33.1
Other receivables	0.0	33.1	0.0	33.1
Positive market values from hedge accounting	0.0	33.1	0.0	33.1
Other financial assets	0.5	6.6	0.2	7.3
Total	**0.5**	**39.7**	**0.2**	**40.4**
FINANCIAL LIABILITIES				
Financial liabilities from financial services	0.0	22.8	0.0	22.8
Other liabilities	0.0	22.8	0.0	22.8
Negative market values from hedge accounting	0.0	22.8	0.0	22.8
Other financial liabilities	0.0	1.3	0.0	1.3
Sundry other financial liabilities	0.0	1.3	0.0	1.3
Trade and other payables	0.0	0.0	6.4	6.4
Liabilities from acquisition of financial assets accounted for using the equity method	0.0	0.0	6.4	6.4
Total	**0.0**	**24.1**	**6.4**	**30.5**

In respect of other financial assets, the fair value at level 2 relates to the shares on the Vienna Stock Exchange. These shares are measured based on the exit price on the basis of the existing syndicate agreement and regular index-based value adjustments.

The measurement of market values from hedge accounting is carried out using the income approach. Accordingly, future cash flows are discounted to the measurement date, taking into account yield curves directly observable on the money and capital markets and measurement premiums for similar assets. In order to determine the fair value, an adjustment is also made in connection with the credit value adjustment (CVA). The CVA measurement adjustment is determined by the expected positive exposure and the counterparty's probability of default.

Sundry other financial liabilities are measured on the basis of forward yield curves observable on the capital market.

The fair value at level 3 relates to the liability from the acquisition of financial assets accounted for using the equity method and comprises the contingent consideration from the acquisition of Agile Actors Single Member S.A., which was initially recognised at the acquisition date in February 2023. The future purchase price is dependent on the EBIT generated in 2024 and 2025. The fair value was allocated to level 3 and is calculated on the basis of current earnings projections, taking into account the WACC as at the measurement date as the discount rate. As at 31 December 2024, the liability was recognised at a fair value of EUR 6.4m (2023: EUR 9.1m). As agreed, an initial payment of EUR 3.4m was made in the financial year and a subsequent measurement of EUR 0.7m (2023: EUR 1.1m) was recognised. If the expected EBIT for 2024 and 2025 was reduced by 10% in each case, the liability as at 31 December 2024 would be EUR 0.8m lower. An increase in the expected EBIT by 10% in each case would not affect the amount of the liability. A change in the WACC by +/– one percentage point would be reflected in the liability in an amount of EUR –/+ 0.0m.

The Group recognises reclassifications between different levels of the fair value hierarchy at the end of the reporting period in which the change occurred. No transfers were made between levels in the current financial year.

29.1.4 FINANCIAL ASSETS AND LIABILITIES NOT MEASURED AT FAIR VALUE

The fair value of the following financial assets and liabilities measured at amortised cost, taking into account the levels of the fair value hierarchy of IFRS 13, is as follows as at 31 December 2023 and 31 December 2024:

31 December 2023

EUR m	Carrying amount	Fair value	Level 1	Level 3
FINANCIAL ASSETS				
Receivables from banks	34.2	34.1	0.0	34.1
Receivables from customers				
Mortgage loans	1,458.2	1,463.5	0.0	1,463.5
Consumer loans	323.8	357.2	0.0	357.2
Investments	633.7	596.9	596.9	0.0
FINANCIAL LIABILITIES				
Liabilities to customers	3,076.4	3,071.9	0.0	3,071.9
Liabilities from obligation to acquire non-controlling interests	48.8	34.1	0.0	34.1

31 December 2024

EUR m	Carrying amount	Fair value	Level 1	Level 3
FINANCIAL ASSETS				
Receivables from banks	4.3	4.3	0.0	4.3
Receivables from customers				
Mortgage loans	1,627.0	1,667.8	0.0	1,667.8
Consumer loans	328.7	369.2	0.0	369.2
Investments	1,422.0	1,390.6	1,390.6	0.0
FINANCIAL LIABILITIES				
Liabilities to customers	3,769.8	3,765.4	0.0	3,765.4
Liabilities from obligation to acquire non-controlling interests	67.7	64.4	0.0	64.4

Financial Assets The fair value of the financial assets listed in this table is determined using the present value method, taking into consideration credit risks and currently observable market data on interest rates.

Financial Liabilities Financial liabilities measured at amortised cost comprise liabilities from purchase obligations of non-controlling interests with a carrying amount of EUR 67.7m (31 December 2023: EUR 48.8m). This results from options for the acquisition of the remaining 20% of the shares in Aras Kargo a.s., where the future purchase price depends on the company's success. The calculation of the fair value of EUR 64.4m (31 December 2023: EUR 34.1m) is generally based on the same assumptions as the calculation at amortised cost, except that an updated WACC is used as the discount rate.

Liabilities to customers are measured using the present value method, taking into account currently observable market data on interest rates.

In the case of all other financial assets and liabilities, which are not measured at fair value, it is assumed that the fair values correspond to the carrying amounts due to the primarily short-term nature of these items.

29.1.5 OFFSETTING OF FINANCIAL INSTRUMENTS

The Austrian Post Group primarily makes use of offsetting according to IAS 32 with international postal providers, in which case the offset and correspondingly netted amounts are immaterial.

29.1.6 INFORMATION ON THE STATEMENT OF COMPREHENSIVE INCOME

The following table shows the net gains and losses from financial instruments, excluding interest and dividends, included in the statement of comprehensive income for the 2023 and 2024 financial years:

EUR m	2023 Income statement	2023 Other comprehensive income	2023 Total	2024 Income statement	2024 Other comprehensive income	2024 Total
AT FAIR VALUE THROUGH PROFIT OR LOSS (FVTPL) MANDATORY						
Valuation results	–34.3	0.0	–34.3	–19.6	0.0	–19.6
	–34.3	**0.0**	**–34.3**	**–19.6**	**0.0**	**–19.6**
AT FAIR VALUE THROUGH OCI (FVOCI) – EQUITY INSTRUMENTS						
Valuation results	0.0	0.3	0.3	0.0	0.4	0.4
	0.0	**0.3**	**0.3**	**0.0**	**0.4**	**0.4**
FINANCIAL ASSETS MEASURED AT AMORTISED COST						
Valuation results	35.9	0.0	35.9	13.0	0.0	13.0
	35.9	**0.0**	**35.9**	**13.0**	**0.0**	**13.0**
FINANCIAL LIABILITIES MEASURED AT AMORTISED COST						
Valuation results	–1.2	0.0	–1.2	–19.7	0.0	–19.7
	–1.2	**0.0**	**–1.2**	**–19.7**	**0.0**	**–19.7**
	0.4	**0.3**	**0.7**	**–26.3**	**0.4**	**–25.9**

The total interest income and expenses for financial assets and liabilities calculated according to the effective interest rate method with the exception of financial instruments measured at fair value through profit or loss are presented below:

EUR m	2023	2024
INTEREST INCOME		
Recognised at amortised cost		
Financial assets from financial services	72.6	98.5
Other financial assets	0.9	1.0
Cash and cash equivalents	5.1	9.9
	78.6	**109.4**
INTEREST EXPENSES		
Recognised at amortised cost		
Financial liabilities from financial services	–16.7	–45.2
Other financial liabilities	–10.8	–15.6
Trade and other payables	–7.4	–9.1
	–34.9	**–69.9**

29.2 Risks and Risk Management Related to Financial Instruments

The risks related to financial instruments are disclosed separately for logistics and the banking business, as additional (primarily regulatory) requirements and information are taken into account in the context of banking services.

Logistics encompass the entire business activities of Austrian Post, excluding its banking business. The banking business mainly comprises services provided by bank99 and represent a part of the Group's financial services. Other receivables from offsetting with postal partners, which result primarily from P.S.K. orders, are shown in the following disclosures in Logistics.

29.2.1 RISK MANAGEMENT

The finance and risk management policies of the Austrian Post Group are aimed at hedging profits against financial risks of all kinds. In managing its financial positions, the Group fundamentally takes a strategic approach to portfolio assessment and follows conservative risk policies.

The Austrian Post Group continually monitors potential concentrations of risk. This can arise in the case of financial instruments with similar features, terms and conditions, for example with respect to terms to maturity, counterparty structure and the implementation of the investment strategy, or with groups of connected clients or large-scale exposures. Concentration risks are counteracted, for example, by the investments of fixed-term deposits at different banks, the diversification of the issuers in the securities portfolio, maturity profile diversification or by setting limits.

Risk management is subject to a body of rules developed by the Management Board, which define the relevant objectives, principles, functions and responsibilities. In addition, these rules lay down standardised processes, so as to provide an assurance of reliable internal auditing. Furthermore, the organisational risks relating to treasury operations are kept to a minimum by structuring the processes involved in an appropriate manner (e.g. keeping the trading and accounting of financial transactions separate, backing up electronic data storage). Furthermore, additional risk management requirements are taken into account in the banking business. A separate risk management system has been set up for this purpose to control and monitor the risks arising from the banking business in an appropriate manner. This system features a multi-stage process that ensures the separation of functions that are incompatible with each other with regard to both organisational structures and processes. The clear separation between the front office and the back office is ensured up to the Management Board level. The aim is to identify, actively manage and limit risks at an early stage in order to ensure the creation of a consistent risk profile and the maintenance of adequate capital resources. One key aspect supplementing the ongoing risk management activities are stress tests, which highlight vulnerabilities and provide key impetus for limiting and managing significant risks.

A standardised reporting system is used to track risks relating to the current situation. In addition, the Austrian Post Group has clearly defined written strategies and operational guidelines for the management of all financial risks.

29.2.2 PRESENTATION OF TYPES OF RISK

Logistics

The following risks exist as a result of the financial instruments deployed by the Austrian Post Group:

- Credit Risks
- Liquidity risks
- Market risks

Credit Risks

Credit risk for the Austrian Post Group involves the possibility of contractual partners being unable to fulfil their obligations from the operating business and financial transactions. The amounts reported on the asset side of the balance sheet represent the maximum creditworthiness and credit risk. Where there are recognisable credit risks in respect to the financial assets, impairments are made to account for them. See Note 3.16 Financial Instruments.

The overall risk attached to receivables is low, as most of the customers have agreed to direct debit arrangements, have arranged for bank guarantees in risky cases or have paid in advance. In addition, most of the outstanding amounts are owed by contracting partners which have excellent credit ratings.

In order to minimise credit risk relating to securities, Austrian Post's portfolio of securities is restricted to papers from issuers with an investment grade rating or a comparable level of creditworthiness. Austrian Post only invests in investment funds managed by internationally reputable asset management companies. Particularly close attention is paid to the liquidity and low exposure to settlement risk of the financial products. Money market transactions are subject to fixed trading limits.

Using this as the basis, the gross carrying amounts of the main classes of credit risk within the Austrian Post Group as at 31 December 2023 as well as 31 December 2024 are as follows:

Gross Carrying Amounts as at 31 December 2023

		General approach			Simplified approach	
EUR m	Gross carrying amount – total	Stage 1	Stage 2	Stage 3	Stage 2	Stage 3
Trade receivables	334.5	–	–	–	331.5	3.0
Other receivables	50.6	38.9	5.3	2.6	3.8	–

Gross Carrying Amounts as at 31 December 2024

		General approach			Simplified approach	
EUR m	Gross carrying amount – total	Stage 1	Stage 2	Stage 3	Stage 2	Stage 3
Trade receivables	387.6	–	–	–	382.6	4.9
Other receivables	51.5	44.2	0.5	3.9	2.8	–

The overall credit risk of all securities in the category FVOCI, bank balances, money market investments and other receivables from offsetting with postal partners in Austrian Post's portfolio is considered to be low, and is not presented here due to the immaterial amounts involved.

Trade Receivables As at 31 December 2023 and 31 December 2024, the following impairment losses arise for trade receivables:

31 December 2023

		Overdue			
EUR m	Not overdue	1–30 days	31–90 days	>90 days	Total
Gross carrying amount	277.7	51.5	2.3	3.0	334.5
Expected loss rate in %	0.4%	0.3%	4.2%	38.5%	0.7%
Impairment loss	**1.0**	**0.2**	**0.1**	**1.2**	**2.5**

31 December 2024

		Overdue			
EUR m	Not overdue	1–30 days	31–90 days	>90 days	Total
Gross carrying amount	320.1	61.2	1.3	4.9	387.6
Expected loss rate in %	0.0%	0.2%	27.8%	47.3%	0.7%
Impairment loss	**0.1**	**0.1**	**0.4**	**2.3**	**2.9**

Other Receivables The impairment losses for other receivables amount to EUR 1.2m as at 31 December 2024 (31 December 2023: EUR 1.4m). The expected credit losses for lease receivables and receivables from offsetting with postal partners are included in the expected credit losses for other receivables and are immaterial overall. In addition, there was no write-off in the reporting year of other receivables which are still subject to enforcement measures.

The impairment losses on the main credit risk classes developed as follows:

	Other receivables				Trade receivables		
EUR m	Stage 1	Stage 2	Stage 3	Total	Stage 2	Stage 3	Total
Balance as at 1 January 2023	**0.3**	**0.1**	**0.9**	**1.2**	**0.6**	**2.4**	**3.0**
Derecognitions	0.0	–0.2	–0.2	–0.4	–0.3	–0.6	–0.9
Revaluation	0.0	0.5	0.1	0.6	0.2	0.1	0.3
Balance as at 31 December 2023	**0.2**	**0.4**	**0.8**	**1.4**	**0.5**	**2.0**	**2.5**

	Other receivables				Trade receivables		
EUR m	Stage 1	Stage 2	Stage 3	Total	Stage 2	Stage 3	Total
Balance as at 1 January 2024	**0.2**	**0.4**	**0.8**	**1.4**	**0.5**	**2.0**	**2.5**
Derecognitions	–0.1	–0.2	–0.3	–0.6	0.0	–0.1	–0.1
Revaluation	0.1	–0.1	0.4	0.4	–0.8	1.3	0.5
Balance as at 31 December 2024	**0.3**	**0.1**	**0.9**	**1.2**	**–0.3**	**3.2**	**2.9**

Securities in the Category FVOCI All securities in the category FVOCI in Austrian Post's portfolio feature a low credit risk. Therefore, the impairment loss was recognised to the amount of the 12-month expected credit loss. A low default risk remains for securities as long as an investment grade rating exists. The impairment losses recognised on this basis as at 31 December 2024 involved immaterial amounts.

Money Market Investments Money market investments exclusively include fixed-term deposits with Austrian banks. Money market investments are subject to the general approach pursuant to IFRS 9. Due to the low credit risk involved, an impairment loss was recognised to the amount of the expected 12-month credit loss. The impairment loss recognised as at 31 December 2024 involved immaterial amounts.

Bank Balances The calculation of the expected credit losses is carried out in accordance with the general approach according to IFRS 9 to the amount of the expected credit losses and the actual remaining term to maturity of the receivables. The impairment losses recognised as at 31 December 2024 involved immaterial amounts.

Liquidity Risks

The purpose of Austrian Post's liquidity management procedures is to maintain the solvency of the Group at all times. The liquidity management system is based on a liquidity plan which is regularly subject to target/performance comparisons and adjusted as necessary. Net interest income is optimised by actively managing cash flows.

The following tables show the maturity analysis of the financial liabilities based on the remaining term to maturity:

Gross Carrying Amounts as at 31 December 2023

			Term to maturity		
EUR m	Carrying amount	Gross cash flow	<1 year	1–5 years	>5 years
FINANCIAL LIABILITIES					
Other financial liabilities	619.3	647.3	75.3	447.7	124.3
thereof lease liabilities	389.6	414.9	70.2	220.4	124.3
Trade payables	269.7	269.7	269.7	0.0	0.0
Payables from financial assets accounted for using the equity method	0.2	0.2	0.2	0.0	0.0
Other liabilities	159.0	174.1	102.9	71.2	0.0
	1,048.2	**1,091.4**	**448.2**	**518.9**	**124.3**

Gross Carrying Amounts as at 31 December 2024

			Term to maturity		
EUR m	Carrying amount	Gross cash flow	<1 year	1–5 years	>5 years
FINANCIAL LIABILITIES					
Other financial liabilities	672.5	708.9	144.2	444.1	120.6
thereof lease liabilities	387.1	423.5	85.1	217.8	120.6
Trade payables	275.0	275.0	275.0	0.0	0.0
Payables from financial assets accounted for using the equity method	1.8	1.8	1.8	0.0	0.0
Other liabilities	170.9	182.7	162.7	20.0	0.0
	1,120.2	**1,168.4**	**583.7**	**464.1**	**120.6**

Market Risks

Market risks comprise the existing risks related to changes in market prices. The primary risks for the Austrian Post Group are from changes in interest rates and foreign exchange rates which could impact the company's assets, financial and earnings position.

Interest Rate Risk Interest rate risk represents the risk of changes in the value of financial instruments or interest payment flows as a result of movements in market interest rates. Interest rate risk includes the risk of changes in the present value of fixed interest balance sheet items and cash flow risk of variable interest balance sheet items. Interest rate risk exists particularly in case of receivables and payables with maturities of more than one year. Such long maturities are not of material importance in the operational area but do affect financial investments in securities and financial liabilities.

Management of interest rate risk is based on the portfolio approach. Normally, it is not individual positions but the entire portfolio that is managed, taking account of the underlying transactions. For this purpose, selective use is made of derivative instruments such as interest rate swaps and interest rate caps. The financial portfolio is compared with the benchmark on a daily basis.

Based on the portfolio composition, if all other parameters remained constant, a change in the market interest rate of +/− 1 percentage point would not have any material impact on the other financial result.

Currency Risk Currency risk refers to potential losses arising from the market changes in connection with movements in foreign exchange rates.

There are only limited risks on the asset side of the balance sheet arising from currency changes, as deliveries are almost entirely conducted on a euro basis and investments in securities and fixed-term deposits are also almost entirely carried out on a euro basis. Currency risk exists in part from service relationships with international postal operators settled on the basis of an artificial currency (special drawing rights or "SDR"). The special drawing rights price is determined by the IMF as a weighted average of the five most important global currencies. The fluctuation in the SDR price compared to the euro over the past three years was within a range of +/− 5%. Any change in the SDR/EUR price by +/− 1% compared to the reference rate on the balance sheet as at 31 December 2024 would lead to a valuation result of +/− EUR 1.2m.

With regard to the future receipt of the planned dividend distributed in Turkish lira used by Aras Kargo a.s., there is a risk that the Turkish lira will depreciate against the euro. Foreign currency forwards are concluded to hedge against the potential loss in value of the dividend payment in Turkish lira, depending on market expectations. There is no foreign currency forward as at 31 December 2024.

Banking Business

The banking business is mainly conducted by bank99 AG. This primarily comprises payment transaction services, the acceptance of customer funds, account services, the distribution of the bank's own and third-party lending, insurance and investment products, the granting of consumer and mortgage loans, as well as securities investments. Both fixed-rate and variable-rate loans are granted, but no foreign currency loans are offered. The investment of securities is the sole responsibility of the customer; bank employees do not provide any advice on this.

Risk Policy, Strategy & Appetite, Reporting The risk strategy of the banking business defines the bank's key risk policy principles, which aim to create a consistent risk profile and to maintain adequate capital resources. It was prepared on the basis of the overall bank strategy developed and adopted by the Management Board and determines all risk-related elements and explanatory information on the operationalisation of these elements.

The risk appetite or Risk Appetite Statement (RAS) forms a key part of the risk strategy. By defining the risk appetite, the Management Board and the Supervisory Board make a conscious decision about what constitutes the maximum tolerable risk. Risk appetite can be expressed in many ways. In addition to purely qualitative requirements, risk appetite can also be defined primarily through quantitative requirements (e.g. stringency of risk measurement, global limits, the definition of buffers for certain stress scenarios). This is achieved, in particular, by directly setting the level of certain operational and strategic limits so as to limit and manage risks within the context of the RAS. A traffic light system is used for all indicators to ensure that action is taken within the risk appetite that has been set as a target. Depending on the nature and status of the limit, various escalation processes are defined. The limits are also included in the reporting process.

Risk reporting is standardised and regular and ensures that all relevant bodies and decision makers have an adequate level of information on the key positions so that the risk associated with these positions can be assessed in a timely manner.

Risk Management Process Based on the risk strategy, the following process steps have been defined:

- Risk identification & materiality assessment
- Risk-bearing capacity analysis (ICAAP & ILAAP)
- Risk management
- Risk monitoring & reporting

Risk identification is the first step in the risk management process. As part of the risk identification and materiality assessment process, all material risks to which the Group is exposed in connection with its banking business are identified, evaluated and documented. The risk profile (risk taxonomy, materiality) is derived on the basis of this assessment. The risks arise primarily from the business policy focus and the transactions entered into within this context. Regulatory requirements can also have a significant impact on the way risks are addressed and managed. The risk identification and materiality assessment process is carried out at least every year or in the event of significant ad-hoc developments (significant changes in the macroeconomic environment and/or planned structural changes to the overall bank strategy, as well as banking supervisory law) and is presented and discussed in the Risk Committee.

Taken together, the Internal Capital Adequacy Assessment Process (ICAAP) and the Internal Liquidity Adequacy Assessment Process (ILAAP) form an integral part of risk management.

Internal Capital Adequacy Assessment Process (ICAAP) The central element of the internal capital adequacy assessment process of Pillar II (in contrast to regulatory Pillar I) is the risk-bearing capacity analysis. The quantification and subsequent comparison of the following two parameters is a prerequisite for the assessment of risk-bearing capacity:

- Quantification of the potential loss resulting from the materialisation of material risks
- Quantification of the risk cover funds available to cover the potential loss

When determining the potential loss or economic capital requirements, in addition to the conventional risk types under Pillar I (credit risk, market risk in the trading book and operational risk), Pillar II involves quantifying the interest rate risk in the banking book, the credit spread risk in the banking book, the macroeconomic risk and the refinancing cost risk with a statistical confidence level of 99.9% and a time horizon of one year.

The calculation of the risk cover funds is based on a regulatory+ approach, in which regulatory own funds are taken as a basis and adjusted to arrive at an economic perspective (e.g. adjustment of a shortfall or excess of risk provisions over the expected IRB loss), assuming that the company is a going concern in accordance with the ECB's ICAAP Guide. The risk-bearing capacity analysis ensures that sufficient capital is available for all relevant risks to which the company is exposed in the course of its banking operations.

The results of the ICAAP capital adequacy process are presented to the Management Board on a monthly basis via the Risk Committee and to the Supervisory Board on a quarterly basis as part of the risk report. Once a year, capital adequacy is also calculated from both a Pillar I and Pillar II perspective for the next three years based on the planning assumptions of the medium-term budget. The calculation is performed for the projected scenario and for an adverse scenario.

Internal Liquidity Adequacy Assessment Process (ILAAP) Internal liquidity risk monitoring is carried out as part of risk management and initially involves the identification of liquidity risks within risk identification. Based on this, the liquidity risk model (liquidity maturity statements) is used to ensure the availability of sufficient counterbalancing capacity to close potential liquidity bottlenecks in various scenarios (normal scenario, institution scenario, market scenario, combined scenario). If limits are violated (or limit-based early warning indicators emerge) or significant deviations from targets arise within the context of risk monitoring, the liquidity contingency plan is triggered. This sets out provisions governing the procedure and decision-making authority that applies in the event of a liquidity emergency and sets out requirements for suitable measures.

Stress tests Stress tests quantify the effects of possible adverse events, meaning that they help to monitor risks and classify the relative importance of risk types and factors correctly. As a rule, their overriding objective is to measure the consumption of equity in the event of stress, or to quantify the future extent of risk coverage potential and risk capital requirements. Their forward-looking perspective means that they serve as early warning indicators and facilitate the proactive management of risks. The stress tests are designed to reflect extreme but plausible events, allowing the bank to assess its capital and liquidity adequacy in crisis situations.

Recovery and resolution plan ABased on the Austrian Act on Bank Recovery and Resolution (BaSAG), a recovery plan was prepared setting out suitable options for action or measures in order to restore financial stability in the event of a significant deterioration in the financial situation. The recovery plan is updated at least once a year and is approved by the Management Board and the Supervisory Board.

The following risks are considered to be material in the context of the banking business:

- Credit risk
- Liquidity risk
- Market risk
- Operational risk
- Other risks
  - Macroeconomic risk
  - Money laundering and terrorist financing
  - Business risk
  - Reputational risk
  - Risk of excessive indebtedness
  - Model risk
  - Outsourcing risk

Credit Risk

Credit risk refers to the risk of a partial or full default on contractually agreed payments, regardless of the counterparty concerned.

The risk of incurring a partial or total loss due to default or a deterioration in the credit rating of the counterparty in lending transactions is referred to as counterparty risk and represents a significant risk in the context of the banking business. Lending transactions include both on-balance sheet and off-balance sheet transactions. Furthermore, the issuer risk, which, similarly to the above, describes the risk of incurring a partial or total loss due to default by the counterparty in cases involving issuers of securities, is also classified as material. In the banking business, transactions are settled exclusively by agreeing on safe settlement conditions, in particular DVP (delivery versus payment), meaning that there is basically no settlement risk. Concentration risk is also considered relevant in the context of the banking business. This refers to the risk of potential adverse effects arising from concentrations or interactions of similar and different risk factors or types of risk, such as the risk arising from lending to the same clients, to a group of connected clients, to clients in the same region or industry, to clients that offer the same services and goods, as well as from the use of credit risk mitigation techniques and, in particular, from indirect large-scale exposures.

The monitoring and management of credit risks from the banking business is the responsibility of Operational Credit Risk Management. Its remit encompasses all activities for reviewing, monitoring and managing risks associated with on-balance-sheet and off-balance-sheet transactions. The granting of loans, the valuation of collateral and the credit rating and collateral classification processes are subject to organisational and substantive regulations and are set out in various internal guidelines. As part of the internal credit check, external service providers are also consulted for payment and credit rating information on the relevant applicants for loans and current accounts, and an external appraisal of collateral values is obtained for mortgage loans. In addition, a default management system that is consistent with the Capital Requirements Regulation (CRR) and Capital Requirements Directive IV (CRD IV) is applied.

Credit risk (as part of the risk-bearing capacity analysis) is quantified on the basis of a model that is closely based on the Internal Ratings Based Approach (IRB approach). The risk potential corresponds to the unexpected loss from the lending and securities business.

In the case of the loan portfolio, a distinction is made between a healthy and a non-performing portfolio. A healthy portfolio (performing loan exposure) includes all transactions with a rating in categories 1–4, although transactions in rating category 4 are referred to as a watch-loan portfolio. Transactions in rating categories 1–3 with a forbearance indicator are also classified as being part of the watch-loan portfolio. All transactions in rating category 5 are non-performing loans (NPL). Obligor default is defined in line with the general default definition pursuant to Article 178 CRR. According to the CRR, an obligor is considered to be in default if:

- the obligor is considered unlikely to pay its credit obligations in full, without recourse by the institution to actions such as realising security or
- the obligor is past due more than 90 days on any material credit obligation to the institution.

Furthermore, in addition to the CRR provisions, obligor default is considered to have occurred if the following events occur in the context of forbearance measures:

- 30 days of default on payment as part of a forbearance measure under observation or
- new forbearance measure for an individual borrower under observation.

Within the banking business, default is always defined at debtor level, meaning that in the event of a default, all of a debtor’s claims are marked as defaulted at the same time. Default on a joint product requires all individual debtors or the joint product itself to default.

Further default criteria include the waiver of current interest, disposals of collateral, restructuring and insolvency. Default indicators set automatically (overdue indicators) are checked and confirmed by Operational Risk Management. The rating is also adjusted as part of this process. This is done automatically in the retail business.

All defaults are documented in a default database and are monitored on an ongoing basis. Default is resolved either by recovery or by final settlement. Recovery and, as a result, reclassification from the non-performing to the healthy portfolio occurs when no default indicator that was previously set is valid any more and the good conduct period that starts from the time as of which a default indicator is no longer valid has expired.

In the case of mortgage loans, the mortgage collateral furnished also has to be taken into account. When a mortgage application is submitted, these properties are valued using a suitable tool. For loans of more than EUR 0.25m, an external survey is also carried out. 120% of the loan amount is registered as a lien. Another valuation has to be performed after three years at the latest. If the market is subject to marked fluctuations or if there are indications that the property has lost significant value, the last valuation is also reviewed.

Credit Risk-Relevant Portfolio The credit risk-relevant portfolio comprises all positions from financial services that involve a credit risk in the narrower sense within the context of the banking business. These include both on-balance sheet and off-balance sheet items. The adjustments to the carrying amount recognised in the context of hedges (basis adjustments) are included in the gross carrying amount where applicable. As at 31 December 2023 and 31 December 2024, the credit risk-relevant portfolio is as follows:

Credit Risk-Relevant Portfolio as at 31 December 2023

EUR m	Net carrying amount	Risk provisions	Gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO			
Central bank balances and other sight deposits	732.5	0.0	732.5
Receivables from banks	34.2	0.0	34.2
Receivables from customers			
Mortgage loans	1,458.2	1.6	1,459.8
Consumer loans	323.8	15.8	339.6
Current accounts	9.9	2.2	12.1
Investments			
Recognised at amortised cost	633.7	0.1	633.8
Other clearing receivables	1.3	0.0	1.3
Subtotal	**3,193.6**	**19.7**	**3,213.3**
OFF-BALANCE ITEMS			
Liabilities from financial guarantee contracts	1.9	0.0	2.0
Loan commitments not yet drawn	19.7	0.0	19.7
Subtotal	**21.6**	**0.0**	**21.6**
Credit Risk-Relevant Portfolio	**3,215.2**	**19.7**	**3,234.9**

Credit Risk-Relevant Portfolio as at 31 December 2024

EUR m	Net carrying amount	Risk provisions	Gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO			
Central bank balances and other sight deposits	550.7	0.0	550.7
Receivables from banks	4.3	0.0	4.3
Receivables from customers			
Mortgage loans	1,627.0	1.7	1,628.7
Consumer loans	328.7	22.2	350.9
Current accounts	11.2	3.2	14.4
Investments			
Recognised at amortised cost	1,422.0	0.3	1,422.4
Other clearing receivables	0.7	0.0	0.7
Subtotal	**3,944.6**	**27.4**	**3,972.0**
OFF-BALANCE ITEMS			
Liabilities from financial guarantee contracts	1.4	0.0	1.4
Loan commitments not yet drawn	21.7	0.0	21.7
Subtotal	**23.1**	**0.0**	**23.1**
Credit Risk-Relevant Portfolio	**3,967.7**	**27.5**	**3,995.1**

In line with previous years, an additional risk provision of EUR 3.4m (2023: EUR 1.7m) was recognised as part of a management overlay in order to take account of the ongoing macroeconomic uncertainties.

Financial assets are used primarily to manage liquidity and mainly consist of Austrian and European public-sector debt securities. The off-balance sheet risk positions mainly include the loan commitments for mortgage loans.

The credit risk-relevant portfolio by client segment is as follows:

Credit Risk-Relevant Portfolio by Customer Segment as at 31 December 2023

EUR m	Retail customers	Financial institutions	Public sector	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO				
Central bank balances and other sight deposits	0.0	732.5	0.0	732.5
Receivables from banks	0.0	34.2	0.0	34.2
Receivables from customers				
Mortgage loans	1,459.8	0.0	0.0	1,459.8
Consumer loans	339.6	0.0	0.0	339.6
Current accounts	12.1	0.0	0.0	12.1
Investments				
Recognised at amortised cost	0.0	0.0	633.8	633.8
Other clearing receivables	0.7	0.6	0.0	1.3
Subtotal	**1,812.2**	**767.3**	**633.8**	**3,213.3**
OFF-BALANCE ITEMS				
Liabilities from financial guarantee contracts	2.0	0.0	0.0	2.0
Loan commitments not yet drawn	19.7	0.0	0.0	19.7
Subtotal	**21.6**	**0.0**	**0.0**	**21.6**
Total	**1,833.8**	**767.3**	**633.8**	**3,234.9**

Credit Risk-Relevant Portfolio by Customer Segment as at 31 December 2024

EUR m	Retail customers	Financial institutions	Public sector	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO				
Central bank balances and other sight deposits	0.0	550.7	0.0	550.7
Receivables from banks	0.0	4.3	0.0	4.3
Receivables from customers				
Mortgage loans	1,628.7	0.0	0.0	1,628.7
Consumer loans	350.9	0.0	0.0	350.9
Current accounts	14.4	0.0	0.0	14.4
Investments				
Recognised at amortised cost	0.0	64.8	1,357.6	1,422.4
Other clearing receivables	0.4	0.4	0.0	0.7
Subtotal	**1,994.3**	**620.1**	**1,357.6**	**3,972.0**
OFF-BALANCE ITEMS				
Liabilities from financial guarantee contracts	1.4	0.0	0.0	1.4
Loan commitments not yet drawn	21.7	0.0	0.0	21.7
Subtotal	**23.1**	**0.0**	**0.0**	**23.1**
Total	**2,017.4**	**620.1**	**1,357.6**	**3,995.1**

An automated payment reminder process has been put in place for all banking services, with an overdue counter starting to run on the first day after the due date. This results in the following breakdown of the credit risk-relevant portfolio by days overdue:

Credit Risk-Relevant Portfolio by Days Overdue as at 31 December 2023

EUR m	Not overdue	1–30 days	31–90 days	>90 days	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Central bank balances and other sight deposits	732.5	0.0	0.0	0.0	732.5
Receivables from banks	34.2	0.0	0.0	0.0	34.2
Receivables from customers					
Mortgage loans	1,459.2	0.2	0.0	0.4	1,459.8
Consumer loans	323.3	3.7	3.1	9.5	339.6
Current accounts	9.3	0.3	0.5	2.0	12.1
Investments					
Recognised at amortised cost	633.8	0.0	0.0	0.0	633.8
Other clearing receivables	1.3	0.0	0.0	0.0	1.3
Subtotal	**3,193.6**	**4.1**	**3.6**	**11.9**	**3,213.3**
OFF-BALANCE ITEMS					
Liabilities from financial guarantee contracts	2.0	0.0	0.0	0.0	2.0
Loan commitments not yet drawn	19.7	0.0	0.0	0.0	19.7
Subtotal	**21.6**	**0.0**	**0.0**	**0.0**	**21.6**
Total	**3,215.3**	**4.1**	**3.6**	**11.9**	**3,234.9**

Credit Risk-Relevant Portfolio by Days Overdue as at 31 December 2024

EUR m	Not overdue	1–30 days	31–90 days	>90 days	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Central bank balances and other sight deposits	550.7	0.0	0.0	0.0	550.7
Receivables from banks	4.3	0.0	0.0	0.0	4.3
Receivables from customers					
Mortgage loans	1,626.8	0.2	1.3	0.4	1,628.7
Consumer loans	329.7	3.6	3.2	14.4	350.9
Current accounts	10.3	0.4	0.5	3.2	14.4
Investments					
Recognised at amortised cost	1,422.4	0.0	0.0	0.0	1,422.4
Other clearing receivables	0.7	0.0	0.0	0.0	0.7
Subtotal	**3,944.9**	**4.2**	**4.9**	**18.1**	**3,972.0**
OFF-BALANCE ITEMS					
Liabilities from financial guarantee contracts	1.4	0.0	0.0	0.0	1.4
Loan commitments not yet drawn	21.7	0.0	0.0	0.0	21.7
Subtotal	**23.1**	**0.0**	**0.0**	**0.0**	**23.1**
Total	**3,968.0**	**4.2**	**4.9**	**18.1**	**3,995.1**

The client rating consists of five rating categories 1–5 which are shown in the tables below. The five rating categories are broken down further into five subcategories, A–E. This means that clients as a whole are assigned to 25 rating categories.

On this basis, the credit risk-relevant portfolio, broken down by rating category, is as follows:

Credit Risk-Relevant Portfolio by Rating Category as at 31 December 2023

EUR m	Rating 1	Rating 2	Rating 3	Rating 4	Rating 5	No rating	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO							
Central bank balances and other sight deposits	731.5	1.1	0.0	0.0	0.0	0.0	732.5
Receivables from banks	3.4	30.8	0.0	0.0	0.0	0.0	34.2
Receivables from customers							
Mortgage loans	0.0	0.0	1,446.9	11.2	1.7	0.0	1,459.8
Consumer loans	0.0	0.0	291.3	35.0	13.4	0.0	339.6
Current accounts	0.0	0.0	8.3	1.6	2.2	0.1	12.1
Investments							
Recognised at amortised cost	580.0	48.6	5.2	0.0	0.0	0.0	633.8
Other clearing receivables	0.0	0.0	0.0	0.0	0.0	1.2	1.3
Subtotal	**1,314.9**	**80.4**	**1,751.7**	**47.8**	**17.2**	**1.3**	**3,213.3**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	0.0	0.0	1.7	0.3	0.0	0.0	2.0
Loan commitments not yet drawn	0.0	0.0	19.7	0.0	0.0	0.0	19.7
Subtotal	**0.0**	**0.0**	**21.4**	**0.3**	**0.0**	**0.0**	**21.6**
Total	**1,314.9**	**80.4**	**1,773.0**	**48.0**	**17.2**	**1.3**	**3,234.9**

Credit Risk-Relevant Portfolio by Rating Category as at 31 December 2024

EUR m	Rating 1	Rating 2	Rating 3	Rating 4	Rating 5	No rating	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO							
Central bank balances and other sight deposits	548.3	2.4	0.0	0.0	0.0	0.0	550.7
Receivables from banks	4.3	0.0	0.0	0.0	0.0	0.0	4.3
Receivables from customers							
Mortgage loans	0.0	0.0	1,611.8	14.8	2.1	0.0	1,628.7
Consumer loans	0.0	0.0	287.0	46.3	17.7	0.0	350.9
Current accounts	0.0	0.0	9.5	1.0	3.8	0.0	14.4
Investments							
Recognised at amortised cost	1,105.7	263.4	53.3	0.0	0.0	0.0	1,422.4
Other clearing receivables	0.0	0.0	0.0	0.0	0.0	0.7	0.7
Subtotal	**1,658.2**	**265.8**	**1,961.5**	**62.1**	**23.6**	**0.8**	**3,972.0**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	0.0	0.0	1.4	0.0	0.0	0.0	1.4
Loan commitments not yet drawn	0.0	0.0	21.7	0.0	0.0	0.0	21.7
Subtotal	**0.0**	**0.0**	**23.1**	**0.0**	**0.0**	**0.0**	**23.1**
Total	**1,658.2**	**265.8**	**1,984.5**	**62.2**	**23.6**	**0.8**	**3,995.1**

A breakdown of the credit risk-relevant portfolio by IFRS 9 stage is shown below:

Credit Risk-Relevant Portfolio According to IFRS 9 Stage Allocation as at 31 Dec. 2023

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Central bank balances and other sight deposits	732.5	0.0	0.0	0.0	732.5
Receivables from banks	34.2	0.0	0.0	0.0	34.2
Receivables from customers					
Mortgage loans	1,447.1	10.6	1.7	0.4	1,459.8
Consumer loans	299.5	26.9	13.5	–0.2	339.6
Current accounts	7.4	2.5	2.2	0.0	12.1
Investments					
Recognised at amortised cost	633.8	0.0	0.0	0.0	633.8
Other clearing receivables	1.3	0.0	0.0	0.0	1.3
Subtotal	**3,155.8**	**39.9**	**17.3**	**0.2**	**3,213.3**
OFF-BALANCE ITEMS					
Liabilities from financial guarantee contracts	1.9	0.0	0.0	0.0	2.0
Loan commitments not yet drawn	19.3	0.3	0.0	0.0	19.7
Subtotal	**21.2**	**0.4**	**0.0**	**0.0**	**21.6**
Total	**3,177.0**	**40.3**	**17.3**	**0.2**	**3,234.9**

Credit Risk-Relevant Portfolio According to IFRS 9 Stage Allocation as at 31 Dec. 2024

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Central bank balances and other sight deposits	550.7	0.0	0.0	0.0	550.7
Receivables from banks	4.3	0.0	0.0	0.0	4.3
Receivables from customers					
Mortgage loans	1,611.9	14.3	2.1	0.4	1,628.7
Consumer loans	288.0	45.4	18.4	–0.9	350.9
Current accounts	8.4	2.1	3.8	0.0	14.4
Investments					
Recognised at amortised cost	1,422.4	0.0	0.0	0.0	1,422.4
Other clearing receivables	0.7	0.0	0.0	0.0	0.7
Subtotal	**3,886.4**	**61.8**	**24.4**	**–0.5**	**3,972.0**
OFF-BALANCE ITEMS					
Liabilities from financial guarantee contracts	1.3	0.0	0.0	0.0	1.4
Loan commitments not yet drawn	21.7	0.0	0.0	0.0	21.7
Subtotal	**23.1**	**0.0**	**0.0**	**0.0**	**23.1**
Total	**3,909.5**	**61.8**	**24.4**	**–0.5**	**3,995.1**

The credit risk-relevant portfolio by rating category and default risk category can be summarised as follows:

Credit Risk-Relevant Portfolio by Rating Category and Default Risk Category as at 31 December 2023

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Rating 1	1,314.9	0.0	0.0	0.0	1,314.9
Rating 2	80.4	0.0	0.0	0.0	80.4
Rating 3	1,762.5	10.1	0.0	0.3	1,773.0
Rating 4	17.9	30.1	0.0	0.0	48.0
Rating 5	0.0	0.0	17.3	–0.1	17.2
No rating	1.3	0.0	0.0	0.0	1.3
Total	**3,177.0**	**40.3**	**17.3**	**0.2**	**3,234.9**

Credit Risk-Relevant Portfolio by Rating Category and Default Risk Category as at 31 December 2024

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total gross carrying amount
CREDIT RISK-RELEVANT PORTFOLIO					
Rating 1	1,658.2	0.0	0.0	0.0	1,658.2
Rating 2	265.8	0.0	0.0	0.0	265.8
Rating 3	1,959.5	24.7	0.0	0.3	1,984.5
Rating 4	25.2	37.0	0.0	–0.1	62.2
Rating 5	0.0	0.0	24.4	–0.7	23.6
No rating	0.7	0.0	0.0	0.0	0.8
Total	**3,909.5**	**61.8**	**24.4**	**–0.5**	**3,995.1**

Collateral The following collateral is available in the form of mortgages for mortgage loans as well as for credit risks from loan commitments not yet drawn down:

Collateral in the Form of Mortgages

EUR m	31 Dec. 2023	31 Dec. 2024
CREDIT RISK-RELEVANT PORTFOLIO		
Receivables from customers		
Mortgage loans	1,470.4	1,622.3
Subtotal	**1,470.4**	**1,622.3**
OFF-BALANCE ITEMS		
Loan commitments not yet drawn	18.9	16.5
Subtotal	**18.9**	**16.5**
Total	**1,489.2**	**1,638.9**

Non-Performing Portfolio All receivables categorised as defaulted are grouped in the non-performing portfolio. The non-performing portfolio as at 31 December 2023 and 31 December 2024 is as follows:

Non-Performing Portfolio as at 31 December 2023

EUR m	Gross carrying amount total	NPL	Impairment loss NPL	Collateral NPL	NPE ratio	NPE coverage ratio	NPE collateral ratio
CREDIT RISK-RELEVANT PORTFOLIO							
Central bank balances and other sight deposits	732.5	0.0	0.0	0.0	0.0%	0.0%	0.0%
Receivables from banks	34.2	0.0	0.0	0.0	0.0%	0.0%	0.0%
Receivables from customers							
Mortgage loans	1,459.8	2.1	0.3	1.9	0.1%	12.7%	91.0%
Consumer loans	339.6	13.2	8.7	0.0	3.9%	66.0%	0.0%
Current accounts	12.1	2.2	1.6	0.0	17.9%	75.1%	0.0%
Investments							
Recognised at amortised cost	633.8	0.0	0.0	0.0	0.0%	0.0%	0.0%
Other clearing receivables	1.3	0.0	0.0	0.0	0.0%	0.0%	0.0%
Subtotal	**3,213.3**	**17.5**	**10.6**	**1.9**	**0.5%**	**60.7%**	**11.0%**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	2.0	0.0	0.0	0.0	0.0%	0.0%	0.0%
Loan commitments not yet drawn	19.7	0.0	0.0	0.0	0.0%	0.0%	0.0%
Subtotal	**21.6**	**0.0**	**0.0**	**0.0**	**0.0%**	**0.0%**	**0.0%**
Total	**3,234.9**	**17.5**	**10.6**	**1.9**	**0.5%**	**60.7%**	**11.0%**

Non-Performing Portfolio as at 31 December 2024

EUR m	Gross carrying amount total	NPL	Impairment loss NPL	Collateral NPL	NPE ratio	NPE coverage ratio	NPE collateral ratio
CREDIT RISK-RELEVANT PORTFOLIO							
Central bank balances and other sight deposits	550.7	0.0	0.0	0.0	0.0%	0.0%	0.0%
Receivables from banks	4.3	0.0	0.0	0.0	0.0%	0.0%	0.0%
Receivables from customers							
Mortgage loans	1,628.7	2.1	0.2	2.0	0.1%	8.9%	95.9%
Consumer loans	350.9	17.7	13.8	0.0	5.0%	78.0%	0.0%
Current accounts	14.4	3.8	3.0	0.0	26.7%	79.2%	0.0%
Investments							
Recognised at amortised cost	1,422.4	0.0	0.0	0.0	0.0%	0.0%	0.0%
Other clearing receivables	0.7	0.0	0.0	0.0	0.0%	0.0%	0.0%
Subtotal	**3,972.0**	**23.6**	**17.0**	**2.0**	**0.6%**	**72.1%**	**8.5%**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	1.4	0.0	0.0	0.0	0.0%	0.0%	0.0%
Loan commitments not yet drawn	21.7	0.0	0.0	0.0	0.0%	0.0%	0.0%
Subtotal	**23.1**	**0.0**	**0.0**	**0.0**	**0.0%**	**0.0%**	**0.0%**
Total	**3,995.1**	**23.6**	**17.0**	**2.0**	**0.6%**	**72.1%**	**8.5%**

The non-performing exposure ratio (NPE ratio) represents the share of the non-performing portfolio in relation to the total gross carrying amount of the credit risk-relevant portfolio. The NPE coverage ratio reflects the share of impairment losses for the non-performing portfolio in relation to the gross carrying amount of the non-performing portfolio. The NPE collateral ratio, on the other hand, shows the collateral for non-performing loans as a percentage of the total non-performing portfolio.

The non-performing portfolio developed as follows:

Development of the Non-Performing Portfolio

EUR m	2023	2024
Balance as at 1 January	**11.0**	**17.5**
Additions due to reclassification	11.9	13.9
Disposal due to recovery	–0.4	–0.7
Disposal due to repayment and derecognition	–3.6	–1.2
Net repayment and other changes	–1.4	–6.0
Balance as at 31 December	**17.5**	**23.6**

As at 31 December 2024, receivables from customers that had already been written off in the amount of EUR 2.2m (31 December 2023: EUR 5.9m) were the subject of enforcement activities. These mainly relate to receivables from consumer loans that are unlikely to be recovered.

The table below summarises the credit risk-relevant and non-performing portfolio broken down by measurement category and days overdue:

Credit Risk-Relevant and Non-Performing Portfolio by Measurement Category and Days Overdue as at 31 December 2023

EUR m	Gross carrying amount	Collateral	NPL	Collateral – NPL	Impairment loss NPL
RECOGNISED AT AMORTISED COST					
Not overdue	3,193.6	1,469.9	3.9	1.4	0.8
Overdue					
1–30 days	4.1	0.2	0.9	0.2	0.6
31–90 days	3.6	0.0	0.9	0.0	0.7
> 90 days	11.9	0.4	11.9	0.4	8.5
Total	**3,213.3**	**1,470.4**	**17.5**	**1.9**	**10.6**

Credit Risk-Relevant and Non-Performing Portfolio by Measurement Category and Days Overdue as at 31 December 2024

EUR m	Gross carrying amount	Collateral	NPL	Collateral – NPL	Impairment loss NPL
RECOGNISED AT AMORTISED COST					
Not overdue	3,944.9	1,620.4	3.9	1.2	1.9
Overdue					
1–30 days	4.2	0.2	0.4	0.0	0.3
31–90 days	4.9	1.3	1.3	0.4	0.8
> 90 days	18.1	0.4	18.1	0.4	14.0
Total	**3,972.0**	**1,622.3**	**23.6**	**2.0**	**17.0**

Impairment Losses The following table shows the development in impairment losses on the credit risk-relevant portfolio:

Development in Impairment Losses on the Credit Risk-Relevant Portfolio 2023

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2023	**2.9**	**4.4**	**6.9**	**–1.5**	**12.7**
Reclassification	–0.1	–2.2	2.2	0.0	0.0
Additions – new acquisitions	1.0	0.0	0.0	0.0	1.0
Derecognition	–0.2	–0.2	–0.9	0.5	–0.8
Revaluation	–0.2	3.6	4.7	–1.3	6.8
Utilisation	0.0	0.0	–0.1	0.0	–0.1
Balance as at 31 December 2023	**3.5**	**5.5**	**12.9**	**–2.2**	**19.7**

Development in Impairment Losses on the Credit Risk-Relevant Portfolio 2024

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2024	**3.5**	**5.5**	**12.9**	**–2.2**	**19.7**
Reclassification	–0.1	–1.6	2.1	–0.3	0.0
Additions – new acquisitions	0.5	0.0	0.0	0.0	0.5
Derecognition	–0.1	–0.1	–0.7	1.2	0.4
Revaluation	0.4	3.3	4.2	–0.9	7.0
Utilisation	0.0	0.0	–0.1	0.0	–0.1
Balance as at 31 December 2024	**4.2**	**7.1**	**18.4**	**–2.2**	**27.5**

The impairment losses for material credit risk positions are reconciled as follows:

Development in Impairment Losses – Mortgage Loans 2023

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2023	**0.9**	**0.4**	**0.0**	**0.0**	**1.3**
Additions – new acquisitions	0.0	–0.1	0.1	0.0	0.0
Revaluation	0.0	0.2	0.2	0.0	0.3
Balance as at 31 December 2023	**0.9**	**0.4**	**0.3**	**–0.1**	**1.6**

Development in Impairment Losses – Mortgage Loans 2024

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2024	**0.9**	**0.4**	**0.3**	**–0.1**	**1.6**
Reclassification	0.0	–0.1	0.1	0.0	0.0
Revaluation	0.1	0.3	–0.2	0.0	0.1
Balance as at 31 December 2024	**1.0**	**0.6**	**0.2**	**–0.1**	**1.7**

Development in Impairment Losses – Consumer Loans 2023

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2023	**1.9**	**3.9**	**6.1**	**–1.6**	**10.2**
Reclassification	–0.1	–2.0	2.0	0.1	0.0
Additions – new acquisitions	1.0	0.0	0.0	0.0	1.0
Derecognition	–0.1	–0.2	–0.8	0.5	–0.6
Revaluation	–0.4	3.1	3.6	–1.1	5.2
Balance as at 31 December 2023	**2.3**	**4.8**	**10.9**	**–2.1**	**15.8**

Development in Impairment Losses – Consumer Loans 2024

EUR m	Stage 1	Stage 2	Stage 3	POCI	Total
Balance as at 1 January 2024	**2.3**	**4.8**	**10.9**	**–2.1**	**15.8**
Reclassification	–0.1	–1.4	1.9	–0.3	0.0
Additions – new acquisitions	0.2	0.0	0.0	0.0	0.2
Derecognition	–0.1	–0.1	–0.6	1.1	0.3
Revaluation	0.5	3.1	3.1	–0.7	5.9
Balance as at 31 December 2024	**2.8**	**6.4**	**15.2**	**–2.1**	**22.2**

Liquidity Risk

Liquidity risk is understood as the risk that current or future financial payment obligations can no longer be met in full or on time when they fall due without incurring substantial economic losses.

The Treasury division is responsible for liquidity management, whereas the Strategic Risk Management division is responsible for monitoring and limiting liquidity risk. In addition to proposing limits for liquidity-related risks, the Strategic Risk Management division is also responsible for monitoring compliance with these limits. The central body for liquidity management and the related strategic risk management is the Asset Liability Committee, ALCO. This Committee reviews the current status of the liquidity risk categories, in particular insolvency risk and market liquidity risk.

As part of the Internal Capital Adequacy Assessment Process (ILAAP), compliance with the strategy and an acceptable level of risk is ensured by a catalogue of limits and requirements. In addition to regulatory liquidity ratios (the liquidity coverage ratio, LCR, and the net stable funding ratio, NSFR), these also include the time-to-wall and survival horizon values in the liquidity stress test. The time-to-wall ratio indicates the duration in months until the cumulative liquidity gap in the liquidity maturity statement falls into negative territory under stress assumptions and taking the liquidity buffer into account. This also determines the period within which the liquidity requirements can be covered by the available liquidity potential.

The following tables show the liquidity coverage ratio (LCR) and the net stable funding ratio (NSFR):

Liquidity Coverage Ratio

EUR m	31 Dec. 2023	31 Dec. 2024
Liquidity buffer	1,416.9	1,947.1
Net outflow of liquidity	253.1	298.3
Liquidity Coverage Ratio	**559.8%**	**652.8%**

Composition of the Liquidity Buffer

EUR m	31 Dec. 2023	31 Dec. 2024
Central bank balances less minimum reserve	699.0	511.8
Cash	112.0	101.4
Eligible investments	605.9	1,334.0
Liquidity Buffer	**1,416.9**	**1,947.1**

Net Stable Funding Ratio

EUR m	31 Dec. 2023	31 Dec. 2024
Stable financing available	3,069.3	3,749.0
Stable financing required	1,287.1	1,440.2
Net Stable Funding Ratio	**238.5%**	**260.3%**

The following tables show the contractual remaining terms of the financial liabilities from financial services and the off-balance sheet risk positions:

Maturity Analysis Based on the Remaining Term to Maturity as at 31 December 2023

EUR m	Carrying amount	Gross cash flow	Due daily	Within 3 months	More than 3 months to 1 year	More than 1 year to 5 years	More than 5 years
FINANCIAL LIABILITIES FROM FINANCIAL SERVICES							
Borrowings from banks	30.3	30.3	30.3	0.0	0.0	0.0	0.0
Liabilities to customers	3,076.4	3,091.4	2,446.6	209.1	430.6	5.0	0.0
Other							
Negative market values from hedge accounting	10.4	10.4	0.0	0.0	0.0	0.4	10.0
Liabilities from clearing	18.6	18.6	18.6	0.0	0.0	0.0	0.0
Subtotal	**3,135.8**	**3,150.7**	**2,495.6**	**209.1**	**430.6**	**5.4**	**10.0**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	n/a	2.0	0.0	2.0	0.0	0.0	0.0
Loan commitments not yet drawn	n/a	19.7	0.0	19.7	0.0	0.0	0.0
Subtotal	**n/a**	**21.6**	**0.0**	**21.6**	**0.0**	**0.0**	**0.0**
Total	**3,135.8**	**3,172.3**	**2,495.6**	**230.7**	**430.6**	**5.4**	**10.0**

Maturity Analysis Based on the Remaining Term to Maturity as at 31 December 2024

EUR m	Carrying amount	Gross cash flow	Due daily	Within 3 months	More than 3 months to 1 year	More than 1 year to 5 years	More than 5 years
FINANCIAL LIABILITIES FROM FINANCIAL SERVICES							
Borrowings from banks	15.1	15.1	0.0	15.1	0.0	0.0	0.0
Liabilities to customers	3,769.7	3,786.3	2,849.9	293.2	607.4	35.8	0.0
Other							
Negative market values from hedge accounting	22.8	22.8	0.0	0.0	1.1	3.1	18.6
Liabilities from clearing	12.7	12.7	12.7	0.0	0.0	0.0	0.0
Subtotal	**3,820.3**	**3,836.9**	**2,862.6**	**308.3**	**608.5**	**38.9**	**18.6**
OFF-BALANCE ITEMS							
Liabilities from financial guarantee contracts	n/a	1.4	0.0	1.4	0.0	0.0	0.0
Loan commitments not yet drawn	n/a	21.7	0.0	21.7	0.0	0.0	0.0
Subtotal	**n/a**	**23.1**	**0.0**	**23.1**	**0.0**	**0.0**	**0.0**
Total	**3,820.3**	**3,860.0**	**2,862.6**	**331.4**	**608.5**	**38.9**	**18.6**

The calculation of gross cash flows for non-derivative financial liabilities includes estimated interest payments.

In the case of liabilities from guarantee contracts, as well as loan commitments, the information on the term is based on the first possible drawdown date.

Market Risk

Market risk is the risk of loss that may occur due to adverse changes in market prices and parameters derived from them. These changes in market value can appear in the income statement, in other comprehensive income or in hidden reserves/charges. In the context of the banking business, market risks mainly arise from the interest rate risk and the credit spread risk. There are no foreign currency risks or market risks from trading positions due to the business model.

Interest Rate Risk in the Banking Book Interest rate risk in the banking book is measured with regard to possible changes in the economic value of equity (EVE, present value perspective) as well as with regard to changes in net interest income (NII, periodical perspective).

The Treasury department is responsible for the operational management of interest rate risk. Monitoring and limiting interest rate risk is the responsibility of Strategic Risk Management.

As part of the present value management of interest rate risk (EVE perspective), the risk is limited, as part of the risk-bearing capacity analysis (ICAAP), by means of a value-at-risk (VaR) approach at a confidence level of 95% and 99.9%. VaR describes the maximum expected loss at a given probability (the confidence interval) during a given holding period based on a historically observed market environment. As at 31 December 2023 and 31 December 2024, the VaR is as follows:

Value at Risk – EVE

EUR m	31 Dec. 2023	31 Dec. 2024
VaR EVE	–39.7	–38.7

The change in present value applying the six scenarios according to EBA/GL/2022/14 is shown in the following table:

EBA Scenarios According to EBA/GL/2022/14 – EVE

	EVE	
EBA scenario	2023	2024
Parallel up	–9.82%	–10.10%
Parallel down	19.30%	–4.21%
Steepener shock	–7.16%	3.67%
Flattener	6.65%	–11.56%
Short rate up	2.10%	–13.00%
Short rate down	–1.89%	3.58%

Earnings-based interest rate risk (NII) is managed using a dynamic simulation in accordance with EBA/RTS/2022/10, assuming a constant balance sheet. The NII simulation is carried out using two scenarios (+/– 200 bps). The results of the two scenarios are as follows:

EBA Scenarios According to EBA/RTS/2022/10 – NII

	NII	
EBA scenario	2023	2024
Parallel up	3.17%	–5.86%
Parallel down	–8.02%	–3.99%

Credit Spread Risk Credit spread risk is the risk of a negative change in the market value of financial instruments due to deteriorations in the issuer's credit rating as perceived by the market. The credit spread risk relates exclusively to the bond portfolio, the value of which can be influenced by a change in the issuer's credit rating. In line with the current investment strategy, only bonds from customers with strong credit ratings are purchased.

The quantification of credit spread risk is based on the modified duration approach. This measures the change in the value of the product in the event of a change in the credit spread. The risk is limited and controlled both through capital adequacy as part of the risk-bearing capacity analysis and through sensitivity analyses.

On this basis, the credit spread risk as at 31 December 2023 and 31 December 2024 is as follows:

Credit Spread Risk

EUR m	2023	2024
Credit spread risk	5.9	12.1

Operational Risk

Operational risk is the risk of loss resulting from the inadequacy or failure of internal processes, people, systems or external events, as well as the associated legal risks. This includes, for example, wilful and negligent misconduct, conflicts of interest, losses as a result of inadequate or failed internal processes, cyberattacks, system failures etc. The business model also includes a number of outsourced activities. The resulting risk is also subsumed under operational risk.

Operational risks arise in the context of the banking business as a whole and, unlike other risks such as market or credit risks, cannot be determined and managed on the basis of specific, defined portfolios. Although operational risks can be minimised using an adequately designed internal control system (ICS) that is consistent with market standards, they cannot be completely eliminated. As a result, operational risk in the banking business is assessed as material and is monitored and managed by Non-Financial Risk Management in close cooperation with Strategic Risk Management and the outsourcing officer.

Operational risk is managed in line with the principles Prevent – Detect – Mitigate, i.e. avoid operational risks as far as possible, recognise and measure them as early on as possible and take targeted measures to manage and mitigate them. The tools used in this process include the following:

- **Risk Materiality Assessment:** At least once a year or on an ad hoc basis, Strategic Risk Management works closely with Non-Financial Risk Management and the relevant departments to identify potential risks and assess their materiality. A risk is considered to be material if both its probability of occurrence and the potential loss from that risk are considered to be sufficiently high.
- **Risk and Control Self-Assessment:** Non-Financial Risk Management updates process-related risks and controls in the relevant departments at least once a year or on an ad hoc basis. The aim is to raise awareness of operational risks in the departments and to create a systematic inventory of potential or existing risks so as to improve processes and evaluate the effectiveness of controls. The self-assessment is supported by the ADONIS system.
- **Key Risk Indicators:** Key risk indicators are early warning systems that indicate latent operational risks at an early stage. This involves monitoring various areas with high potential on a regular basis using defined key figures.

The evaluation of the loss history from the loss database by Non-Financial Risk Management also provides indications that help to identify potential new operational risks.

The Basic Indicator Approach according to Article 315 CRR is used to quantify the unexpected loss from operational risk.

Other Risks

The other risks that have been classified as relevant in the context of the banking business include:

- **Macroeconomic Risk** Potential for loss due to exposure to macroeconomic risk factors, in particular changes in the real GDP growth rate, increase in unemployment, significant change in the inflation rate, etc., are quantified as part of the risk-bearing capacity calculation, as well as in the context of stress tests. In particular, the effect of macroeconomic stress scenarios, including those based on the macro scenarios published by the EBA, on the probability of default (PD) is modelled and the impact on expected and unexpected losses is quantified.
  In order to actively manage macroeconomic risks, developments in the macroeconomic indicators relevant to the Bank's portfolio (unemployment rate, GDP growth, etc.) are continuously monitored, analysed and discussed in the Asset Liability Committee (ALCO). Further explanatory information can be found in Note 5 Future-related Assumptions and Estimation Uncertainties.
- **Risk of Money Laundering and Terrorist Financing:** Risk of the credit institution being abused for money laundering and terrorist financing purposes
- **Business Risk:** Negative effects on equity and earnings resulting from business policy decisions, changes, incorrect entrepreneurial action given the economic environment and poor decision-making
- **Reputational Risk:** Potential adverse effect arising from a negative opinion about the bank or a bad reputation in terms of expertise, trust, integrity, etc.
- **Risk of Excessive Indebtedness (Leverage Risk):** Risk to the institution's stability arising from its actual or potential indebtedness
- **Model Risk:** Potential losses resulting from the consequences of decisions based on the results of internal approaches that are due to errors in the development, implementation and application of such approaches.
- **Outsourcing Risk:** Outsourcing risk refers to the risk of losses resulting from the commissioning of third parties to provide systems or services.

Organisational and procedural measures, in particular, have been implemented to manage other risks. A conservative buffer has been set up for these risks in the risk-bearing capacity analysis.

Environmental, Social and Governance (ESG) Risks

In the context of banking operations, sustainability risks can be defined as events or conditions relating to the environment (e.g. changes in climatic conditions), social matters or corporate governance, the occurrence of which could have an actual or potential material adverse impact on the assets, financial and earnings position, as well as the reputation, of a company/bank.

Sustainability risks have been fully integrated into all stages of the risk management process. In accordance with the Guide for Managing Sustainability Risks published by the Austrian Financial Market Authority (FMA), these are not considered as a separate risk category, but are mapped in existing risk categories (credit risk & operational risk).

A comprehensive set of KPIs has been implemented to manage sustainability risks (e.g. financed emissions per square metre for residential loans, percentage of taxonomy-eligible financing, increase in the average energy efficiency class for residential financing). These are reported to the Management Board on a monthly basis. The aim is to continuously improve the KPIs.

Further explanatory information can be found in Note 5 Future-related Assumptions and Estimation Uncertainties.

30. Other Disclosures

30.1 Consolidated Cash Flow Disclosures

In accordance with IAS 7, **cash and cash equivalents** encompass cash in hand, demand deposits and current, liquid financial investments, which can be converted into specified cash amounts at any time and are only subject to immaterial movements in value. As a rule, financial investments with a remaining time to maturity as calculated from the acquisition date of not more than three months are classified as cash equivalents.

Currency Translation Differences Within the context of putting together the consolidated cash flow statement, the cash flows of subsidiaries whose functional currency is not the euro are directly converted into euros for reasons of simplification. Currency effects relating to the cash flows of the Turkish subsidiary Aras Kargo a.s., whose functional currency is the Turkish lira, however, are calculated separately and adjusted at the individual item level. The effects on the company's cash and cash equivalents are shown in the consolidated cash flow statement in the item "Currency translation differences in cash and cash equivalents". Possible currency effects of the remaining non-euro subsidiaries are considered to be immaterial.

Cash Flow Relating to the Acquisition and Disposal of Subsidiaries The cash flow arising from the acquisition and disposal of subsidiaries is comprised of the following:

EUR m	2023	2024
ACQUISITIONS OF SUBSIDIARIES		
CASH OUTFLOW FOR ACQUISITIONS		
Acquisition date in the current financial year (purchase price)	–0.7	–0.1
Cash and Cash Equivalents Acquired	**0.2**	**0.0**
SALE OF SUBSIDIARIES		
Disposed Cash and Cash Equivalents	**–0.8**	**0.0**
	–1.3	**–0.1**

Other Non-cash Transactions The other non-cash transactions neutralised in the operating cash flow are comprised of the following:

EUR m	2023	2024
Results from the disposal of property, plant and equipment	–22.5	–8.8
Measurement of securities and stakes at fair value through profit and loss	–0.5	–5.2
Net interest income/expense	–59.1	–61.2
Valuation of receivables	9.3	8.5
Changes without effect in profit and loss	–13.2	4.6
Liabilities from obligation to acquire non-controlling interests	1.2	18.8
Other	–11.3	–2.5
	–96.1	**–45.8**

Other non-cash transactions mainly include currency effects recognised in profit or loss.

Financial Assets/Liabilities from Financial Services The cash-effective change in financial assets and liabilities from financial services is shown in detail as follows:

EUR m	2023	2024
Receivables from customers	–170.5	–167.0
Investments	–77.5	–742.0
Other	1.5	0.6
Financial Assets from Financial Services	**–246.5**	**–908.3**
Borrowings from banks	–24.0	–2.8
Liabilities to customers	226.1	679.5
Other	0.2	–5.9
Financial Liabilities from Financial Services	**202.3**	**670.7**
Financial Assets/Liabilities from Financial Services	**–44.2**	**–237.6**

Loans Granted In the 2024 financial year, loans granted included cash inflows and outflows of less than EUR 1.0m, as in the previous period (2023: EUR 1.0m).

Change in Short-term Financial Liabilities The change in short-term financial liabilities includes cash inflows and outflows from short-term revolving items which are netted in the reported amounts pursuant to IAS 7.22 (a) as well as cash inflows and outflows from cash advances which are netted in the reported amounts pursuant to IAS 7.22 (b).

Reconciliation of Other Financial Liabilities The reconciliation from 1 January to 31 December, taking account of the cash flow from financing activities, is as follows:

2023 financial year

EUR m	Borrowings from banks	Lease liabilities	Other financial liabilities	Other financial liabilities – total
Balance as at 1 January 2023	**180.2**	**399.9**	**0.0**	**580.1**
Cash flow from financing activities	47.4	–66.8	0.0	–19.4
Acquisition of subsidiaries	0.1	0.1	0.0	0.2
Disposal of subsidiaries	0.0	–0.9	0.0	–0.9
Other non-cash inflows and outflows	0.6	57.3	1.4	59.3
Balance as at 31 December 2023	**228.3**	**389.6**	**1.4**	**619.3**

2024 financial year

EUR m	Borrowings from banks	Lease liabilities	Other financial liabilities	Other financial liabilities – total
Balance as at 1 January 2024	**228.3**	**389.6**	**1.4**	**619.3**
Cash flow from financing activities	57.3	–73.8	0.0	–16.5
Acquisition of subsidiaries	0.0	0.0	0.0	0.0
Disposal of subsidiaries	0.0	0.0	0.0	0.0
Other non-cash inflows and outflows	–0.2	71.3	–0.1	71.0
Balance as at 31 December 2024	**285.4**	**387.1**	**1.3**	**673.7**

The cash and cash equivalents presented in the consolidated cash flow statement can be reconciled to the cash and cash equivalents in the consolidated balance sheet as follows:

EUR m	31 Dec. 2023	31 Dec. 2024
Cash and Cash Equivalents	**926,6**	**730,6**
Financial assets from financial services	839,1	652,1
Cash, cash equivalents and central bank balances	839,1	652,1
Cash and Cash Equivalents	**87,5**	**78,5**

Impairment losses are not recognised separately due to the immaterial amounts involved.

30.2 Related Party Transactions

The Republic of Austria holds a 52.8% share in Österreichische Post AG through Österreichische Beteiligungs AG (in short ÖBAG). This means that the Republic of Austria and the companies that it controls or significantly influences are considered related parties of the Austrian Post Group, along with all subsidiaries, joint venture companies and associates of Österreichische Post AG. Related parties include the members of the management bodies, namely the Supervisory Board and Management Board, of Österreichische Post AG as well as their close family members.

Balances and business transactions between Österreichische Post AG and its subsidiaries are eliminated within the context of consolidation and correspondingly no explanations are provided. Outstanding items with related parties at the balance sheet date are recognised under trade receivables and trade payables.

Business transactions with related parties only exist within the service portfolio of the Austrian Post Group and are provided or purchased at standard market rates.

The following table shows the extent of business transactions with joint venture companies, associates and other related companies and persons:

2023 financial year

EUR m	Associates	Other related companies	Total
Total operating income	0.0	226.7	226.7
Total operating expenses	1.4	21.0	22.4
Outstanding receivables	1.7	24.8	26.5
Outstanding payables	0.2	1.8	2.0

2024 financial year

EUR m	Associates	Other related companies	Total
Total operating income	0.1	222.2	222.2
Total operating expenses	4.2	24.2	28.4
Outstanding receivables	2.5	26.2	28.7
Outstanding payables	1.8	1.1	3.0

The operating income in 2023 and 2024 relates mainly to services provided by BBG Bundesbeschaffung GmbH. There is an agreement in the name of and for the account of the federal government for the delivery of postal items for federal agencies. In the 2024 financial year, delivery services valued at EUR 179.5m (2023: EUR 164.5m) were provided for the federal agencies stipulated in the agreement.

Operating expenses mainly refer to IT services and telephone services from A1 Telekom Austria AG amounting to EUR 11.8m (2023: EUR 10.6m) and energy purchases from the OMV Group of EUR 4.8m (2023: EUR 3.3m).

The following table shows the remuneration, including changes in provisions, which was paid to members of the Supervisory Board and the Management Board:

2023 financial year

EUR m	Supervisory Board	Management Board	Total
Short-term employment benefits	0.5	4.2	4.7
Post-employment benefits	0.0	0.3	0.3
Other long-term employment benefits	0.0	0.0	0.0
Termination benefits	0.0	0.0	0.0
Allocation to share-based remuneration programme	0.0	2.2	2.2
	0.5	**6.6**	**7.1**

2024 financial year

EUR m	Supervisory Board	Management Board	Total
Short-term employment benefits	0.4	4.1	4.5
Post-employment benefits	0.0	0.3	0.3
Other long-term employment benefits	0.0	0.0	0.0
Termination benefits	0.0	0.0	0.0
Allocation to share-based remuneration programme	0.0	3.5	3.5
	0.4	**7.9**	**8.3**

30.3 Audit Fees

The fees paid to the auditor BDO Assurance GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft for the 2023 and 2024 financial years are as follows:

Audit Fees

EUR thousand	2023	2024
Audit of individual and consolidated financial statements as at 31 Dec.	595.0	641.7
Other audit-related services	117.8	89.2
Other services	102.8	59.2
	815.5	**790.1**

30.4 Events After the Reporting Period

Events after the reporting period that are material for assessment on the balance sheet date as at 31 December 2024, such as pending court cases or claims for damages and other obligations or impending losses, which have to be recognised in accordance with IAS 10 have been included in the consolidated financial statements. No other reportable events occurred after the reporting period.

On 14 February 2025, the Management Board of Austrian Post approved the consolidated financial statements for the financial year ending on 31 December 2024, for submission to the Supervisory Board. The Supervisory Board is responsible for reviewing and approving the audited consolidated financial statements.

Vienna, 14 February 2025

The Management Board

WALTER OBLIN
CEO
Chair of the Management Board

PETER UMUNDUM
Deputy CEO
Parcel & Logistics (COO)

BARBARA POTISK-EIBENSTEINER
Member of the Management Board
Chief Financial Officer (CFO)

Audit Opinion

Report on the Consolidated Financial Statements

Audit Opinion

We have audited the consolidated financial statements of Österreichische Post Aktiengesellschaft, Vienna, and its subsidiaries (the Group) consisting of the consolidated balance sheet as at 31 December 2024, the consolidated income statement, the consolidated statement of comprehensive income, the presentation of the components of equity and their development, the consolidated statement of cash flows for the financial year ending on this date, and the Notes to the Consolidated Financial Statements.

In our opinion, the consolidated financial statements comply with legal requirements and give a true and fair view of the financial position of the Group as at 31 December 2024 and of its financial performance and its cash flows for the financial year ending on this date in accordance with International Financial Reporting Standards (IFRS) as adopted by the EU, and the additional stipulations contained in Section 245a of the Austrian Commercial Code (UGB).

Basis for the Audit Opinion

We conducted our audit in accordance with Regulation (EU) No 537/2014 (hereafter: EU Regulation) as well as generally accepted accounting principles in Austria. These standards require the application of International Standards on Auditing (ISA). Our responsibilities under those standards and additional guidelines are further described in the "Auditor's Responsibilities for the Audit of the Consolidated Financial Statements" section of our report. We are independent of the Group in accordance with the requirements of Austrian commercial law and the rules of professional conduct, and we have fulfilled our other ethical responsibilities applicable in Austria in accordance with these requirements.

We believe that the audit evidence we have obtained up until the date of the audit opinion is sufficient and appropriate to provide a basis for our audit opinion on this date.

Key Audit Matters

Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the consolidated financial statements for the financial year. These matters were addressed in the context of our audit of the consolidated financial statements as a whole, and in forming our opinion thereon, but we do not provide a separate opinion on these matters.

Below, we present the key audit matters:

1. Valuation of receivables from customers from financial services
2. Valuation of the provisions for underutilisation

1. VALUATION OF RECEIVABLES FROM CUSTOMERS FROM FINANCIAL SERVICES

Audit Matters and Reference to Further Information

Credit risk is a significant risk for banking and financial services and is primarily reflected in the item receivables from customers. Receivables from financial services customers amount to EUR 1,966.9 million or 30.3% of total assets as at the 31 December 2024 reporting date.

Loans and advances to customers consist of broadly diversified housing and consumer financing to private customers and, to a small extent, overdraft facilities from current accounts.

The valuation of loans and the determination of risk provisions are carried out based on the expected credit loss model. Under this methodology, in the event of a significant increase in credit risk (Level 2) or in the event of a default (Level 3), the expected credit loss (ECL) is calculated on the basis of the entire remaining term.

For non-defaulted receivables without an increase in credit risk to customers, an allowance is also recognised for the expected credit loss (ECL), generally using the twelve-month ECL (Level 1).

In order to take account of the impacts of the expected economic development, the impairment losses determined in the ECL model (management overlay) are increased based on external economic forecasts.

The risk to the financial statements arises from the fact that the calculation of risk provisions is based to a significant extent on estimates and assumptions that are also influenced by expectations related to general macroeconomic circumstances (inflation, economic development, interest rates).

Our Audit Approach

We analysed the lending and decision-making process, the monitoring process and the process for the recognition of risk provisions for residential construction and consumer financing, and retraced these as part of a walk-through. We evaluated the design and implementation of selected key controls relevant to our audit and tested their effectiveness on a sample basis.

We determined the selection of the sample on a risk-oriented basis. The following factors were taken into account when selecting the sample: rating level or default status, collateral forbearance labelling. In addition, a fixed number of loans were randomly selected from the remaining population.

The selected sample was reviewed in terms of the recoverability of these receivables. For the selected sample in the performing portfolio, we examined whether there were any indicators of defaults. In the case of construction financing, we verified the existence and value of collateral on the basis of corresponding evidence (e.g. extracts from the land register, indicative valuations, etc.).

For transactions selected for the sample that were already in default, we examined the bank's calculated risk provisioning with regard to its mathematical accuracy, conclusiveness and consistency. In doing so, we reviewed the current situation of the loan relationship, the borrower and the approaches for the valuation of collateral.

With regard to the calculation of the expected credit losses, we analysed the parameters, taking into account the bank's internal validations, and assessed whether it was suitable for determining appropriate provisions for the lending business.

Reference to Further Information

For more information, please refer to Notes 3.16.3, 5., 23.1 and 29 in the Notes to the Consolidated Financial Statements. In particular, the risks associated with financial instruments and risk management are discussed in Note 29.2 in the notes on the banking business.

We verified the arithmetical accuracy of the value adjustments on a sample basis.

We assessed the definition and justification of the management overlay recognised in the 2024 financial year and the underlying assumptions with regard to their appropriateness.

2. VALUATION OF THE PROVISIONS FOR UNDERUTILISATION

Audit Matters and Reference to Further Information

The provisions for underutilisation contained in the consolidated balance sheet as at 31 December 2024 amount to approximately EUR 145.5m.

The valuation of these provisions is based on forward-looking estimates and assumptions of the legal representatives regarding the degree of underutilisation of the respective employees, future salary increases and employee turnover, and the appropriate discount rate. The valuation is therefore associated with uncertainty, especially since changes in these parameters have substantial effects on the amount of these provisions and the net income for the period.

For the consolidated financial statements, there is a risk of an incorrect valuation of the provisions for underutilisation.

Reference to Further Information

For more information, please refer to Notes 3.14, 5. and 26.3. in the Notes to the Consolidated Financial Statements.

Our Audit Approach

As part of our audit procedure, we gained an understanding of the processes and controls the Company has in place, which ensure the appropriate valuation of the provisions for underutilisation.

We reviewed these processes and evaluated selected controls with respect to their organisation, implementation and effectiveness.

We discussed the parameters and assumptions used for the valuation with the employees responsible for the valuation and the expert consulted by the company for the calculations, critically assessed them and evaluated their appropriateness. For a statistically selected number of employees, we examined whether the level of underutilisation underlying the valuation was determined in a comprehensible manner. Material changes regarding individual employees were analysed and the reasons for the changed valuation were examined. Where employees were newly included in the provisions or where employees were no longer included in the provisions, we examined the reasons for this and acknowledged the explanations given. Furthermore, we verified the sensitivity analyses presented in the disclosures in the consolidated financial statements. We ultimately satisfied ourselves that the results of the valuations had been properly accounted for.

Other Disclosures

The legal representatives are responsible for the other disclosures. Other disclosures comprise all information in the Annual Report with the exception of the consolidated financial statements, the Group Management Report and the audit opinion.

We obtained the consolidated Corporate Governance Report and the Statement of Legal Representatives before the date of the audit opinion. The other parts of the Annual Report are expected to be made available to us after this date.

Our audit opinion on the consolidated financial statements does not extend to these other disclosures, and we will not provide any kind of assurances on this information.

In connection with our audit of the consolidated financial statements, it is our responsibility to read these other disclosures and to assess whether they are materially inconsistent with the consolidated financial statements or the knowledge obtained in the course of our audit, or whether they otherwise seem to represent a material misrepresentation.

If, based on the work we have performed on the disclosures obtained by us prior to the date of the audit opinion issued by the auditor of the annual financial statements, we should conclude that there is a material misstatement of these other disclosures, we are required to report the fact. We have nothing to report in this regard.

Responsibilities of the Management Board and the Audit Committee of the Supervisory Board for the Consolidated Financial Statements

The Management Board of Austrian Post is responsible for the preparation of the consolidated financial statements which comply with IFRS as adopted by the EU and the supplementary requirements of Section 245a of the Austrian Commercial Code and give a true and fair view of the net assets, financial position and financial performance of the Group in accordance with these requirements. Furthermore, the Management Board is responsible for such internal control as the Management Board determines is necessary to enable the preparation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, the legal representatives are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the legal representatives either intend to liquidate the Group or to cease operations, or have no realistic alternative but to do so.

The Audit Committee of the Supervisory Board is responsible for overseeing the Group's financial reporting process.

Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an audit opinion that includes our opinion on the same. Reasonable assurance is a high level of assurance but not a guarantee that an audit conducted in accordance with the EU Regulation and generally accepted accounting principles in Austria for the audit of financial statements requiring compliance with ISA will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken based on these consolidated financial statements.

As part of an audit in accordance with the EU Regulation and generally accepted accounting principles in Austria requiring compliance with ISA, we exercise professional judgment and maintain professional scepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement, whether due to fraud or error, in the consolidated financial statements, design and plan the carrying out of audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls.
- Obtain an understanding of the internal control system relevant to the audit in order to design audit procedures that are appropriate in the circumstances, however not for the purpose of giving an opinion on the effectiveness of the Group's internal control system.
- Evaluate the appropriateness of accounting policies used by the Management Board and the reasonableness of its accounting estimates and related disclosures.
- Draw conclusions on the appropriateness of the legal representatives' use of the going concern basis of accounting and, based on the audit evidence obtained, also conclude whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our audit opinion to the related disclosures in the consolidated financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our audit opinion. However, future events or conditions may cause the Group to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the consolidated financial statements, including the disclosures, and whether the consolidated financial statements represent the underlying transactions and events in a manner that gives a true and fair view.
- Plan and carry out the Group audit to obtain sufficient appropriate audit evidence regarding the financial information of the entities or business areas within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the audit activities performed for the purpose of the Group audit. We remain solely responsible for our audit opinion.

We communicate with the Audit Committee, amongst others, on the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in the internal control system that we identify during our audit.

We also provide the Audit Committee with a statement that we have complied with relevant ethical requirements regarding independence and communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the Audit Committee, we determine those matters that were of most significance in the audit of the consolidated financial statements of the current financial year and are therefore the key audit matters. We describe these matters in our report on the audit of the consolidated financial statements unless laws or regulations preclude public disclosure about the matter or, in extremely rare cases, we determine that specified circumstances are not to be disclosed in our audit opinion, because it can be reasonably assumed that the negative consequences of such a disclosure would outweigh the advantage for public interest.

Other Legal and Regulatory Requirements

Report on the Group Management Report

Pursuant to Austrian commercial law regulations, the Group Management Report is to be audited as to whether it is consistent with the consolidated financial statements and whether it complies with valid legal stipulations.

With regard to the consolidated non-financial statement included in the Group management report, our responsibility is to check whether it has been prepared, to read it and to assess whether this other information shows material discrepancies with the consolidated financial statements or the knowledge obtained in the course of our audit, or whether it otherwise seems to represent a material misrepresentation.

The Management Board is responsible for the preparation of the Group Management Report in accordance with Austrian commercial law regulations.

We carried out our audit in compliance with accepted professional standards governing the audit of a Group Management Report.

AUDIT OPINION

In our view, the Group Management Report complies with valid legal regulations, provides accurate information pursuant to the stipulations of Section 243a of the Austrian Commercial Code and is consistent with the consolidated financial statements.

DECLARATION

In the light of the knowledge and understanding of the Group and its environment obtained in the course of the audit of the consolidated financial statements, we did not detect any material misstatements in the Group Management Report.

ADDITIONAL DISCLOSURES PURSUANT TO ARTICLE 10 OF THE EU REGULATION

We were selected by the Annual General Meeting on 18 April 2024 to serve as auditors. We were engaged by the Supervisory Board on 29 July 2024. We have been auditors without interruption since 2021.

We declare that the audit opinion in the section "Report on the Consolidated Financial Statements" is consistent with the additional report submitted to the Audit Committee pursuant to Article 11 of the EU Regulation.

We also declare that we have not performed any impermissible non-audit services (Article 5(1) of the EU Regulation) and that we have maintained our independence from the Group companies in carrying out the audit.

Responsible Auditor

The certified public accountant responsible for carrying out the audit is Mr Gerhard Posautz.

Vienna, 17 February 2025

BDO Assurance GmbH
Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

Gerhard Posautz m.p.	**Johannes Waltersam m.p.**
Certified Public Accountant	Certified Public Accountant

Statement of Legal Representatives Pursuant to Section 124 (1) (3) of the Austrian Stock Exchange Act

As the legal representatives of Österreichische Post AG, we declare, to the best of our knowledge, that the consolidated financial statements as at 31 December 2024, which were prepared in accordance with the applicable financial reporting standards, present a fair and accurate picture of the assets, financial and earnings position of the Group, and that the Group Management Report including the non-financial statement for the 2024 financial year presents the business performance, results and situation of the Group such that an accurate view of the assets, financial and earnings position of the Group is given, and that the Group Management Report including the non-financial statement describes the fundamental risks and uncertainties to which the Group is exposed.

Vienna, 14 February 2025

The Management Board

WALTER OBLIN
CEO
Chair of the Management Board

PETER UMUNDUM
Deputy CEO
Parcel & Logistics (COO)

BARBARA POTISK-EIBENSTEINER
Member of the Management Board
Chief Financial Officer (CFO)

FAST FORWARD

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