

ANNUAL GENERAL MEETING 2025

Vienna, 9 April 2025



ANNUAL GENERAL MEETING 2025



PRESENTATION BY THE MANAGEMENT BOARD
Vienna, 9 April 2025





WALTER OBLIN
CEO
Chairman of the Management Board

THE NEW MANAGEMENT BOARD



Peter
Umundum



Walter
Oblin



Barbara
Potisk-Eibensteiner

AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers & Magazines

Revenue:
EUR 1,240m



Parcel & Logistics

- Parcels & Express
- Fulfilment & Cash Transport
- E-Commerce Services

Revenue:
EUR 1,713m



Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue:
EUR 202m



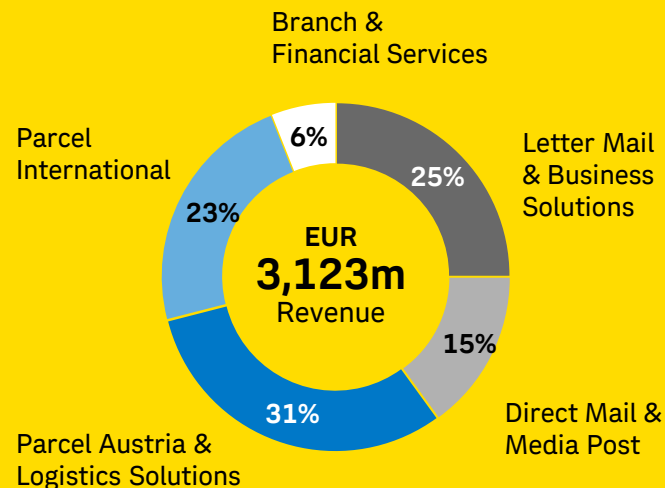
Group

Revenue: EUR 3,123m

EBITDA: EUR 423m

EBIT: EUR 207m

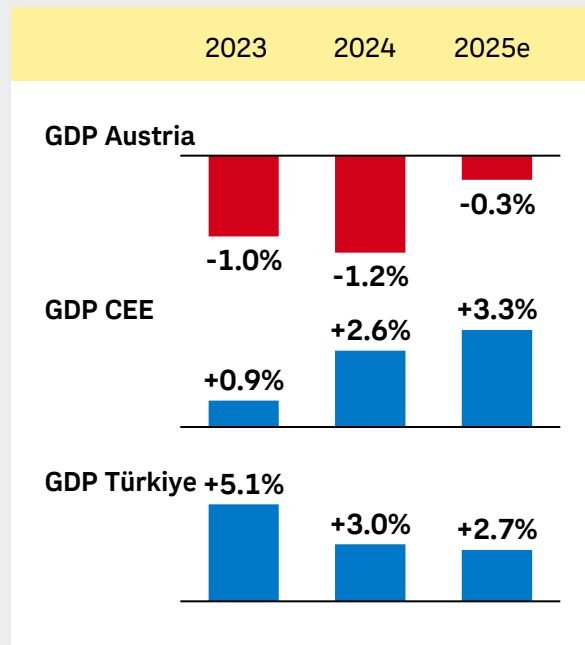
Revenue mix FY 2024



A CHALLENGING ECONOMIC ENVIRONMENT



Moderate economic growth



Source: (Status March 2025): AT: WIFO; BIP CEE: IMF (weighted by GDP); BIP TR: OECD

General trends

Online retail sector continues to grow

Increase in e-commerce parcels from Asia

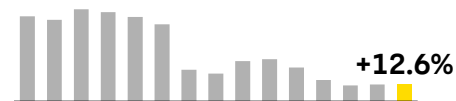
Ongoing decline of letter mail volumes

Consolidation in stationary retail

Türkiye: Market impacted by inflation and exchange rate

FX rate

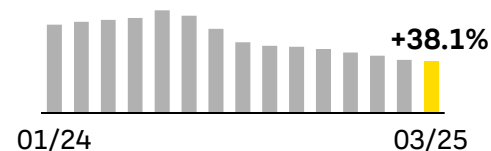
TRY in EUR – year-on-year change (%)



Turkish consumer price index

Year-on-year change (%)

Avg. +60% in 2024



Source: OeNB (Status: April 2025); Central Bank of the Republic of Türkiye (Status: April 2025), Basis 2003=100

POSTAL INDUSTRY IN TRANSITION



Royal Mail acquisition by Czech billionaire



Post NL result slumps from EUR 92m to EUR 53m, 'disaster' according to analysts



bpost with >EUR 100m loss after extraordinary write-down



50% EBIT from financial services; strategic cooperation with DHL in ES/PT



Fight for survival; delivery only on 3 instead of 5 working days



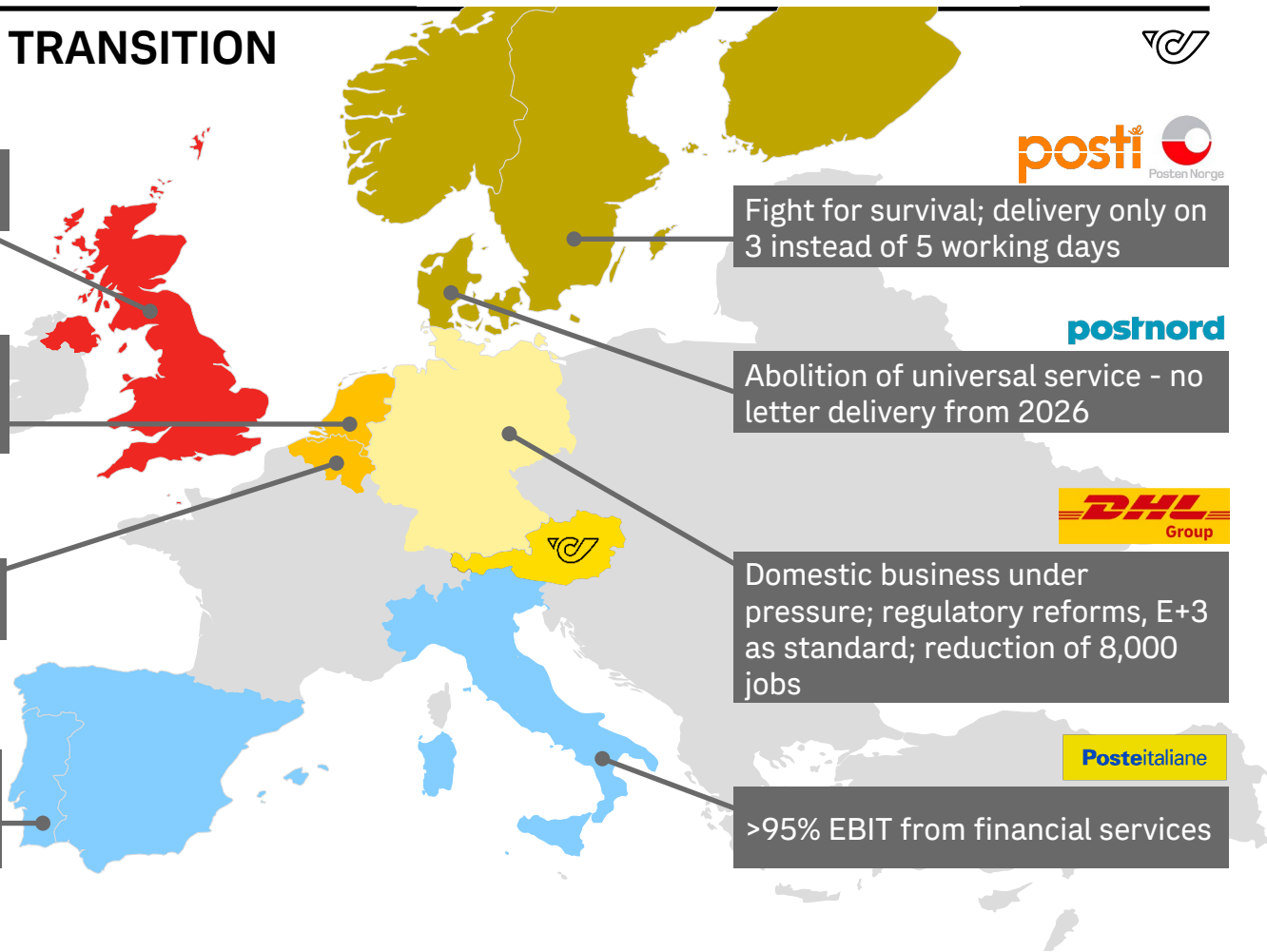
Abolition of universal service - no letter delivery from 2026



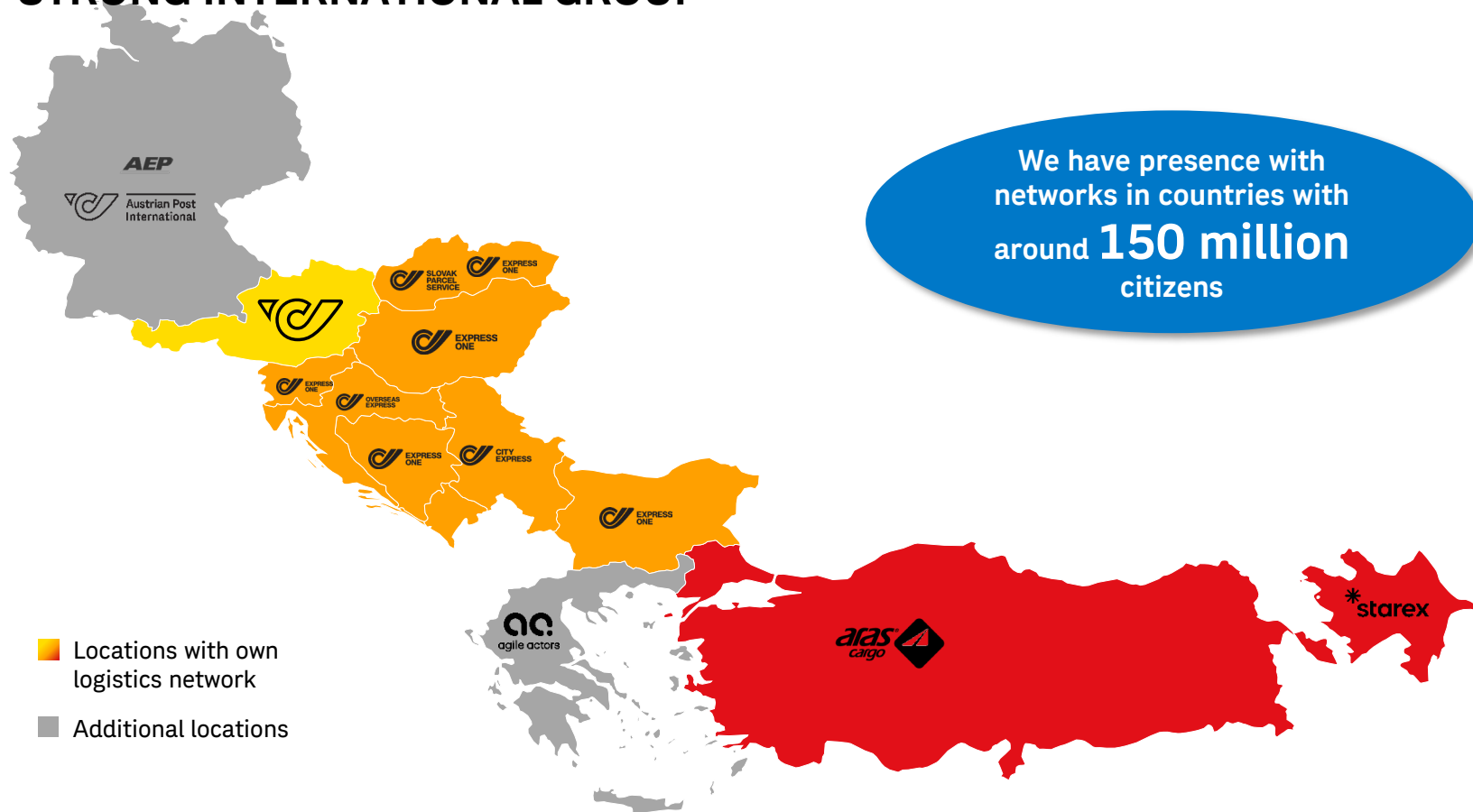
Domestic business under pressure; regulatory reforms, E+3 as standard; reduction of 8,000 jobs



>95% EBIT from financial services



STRONG INTERNATIONAL GROUP

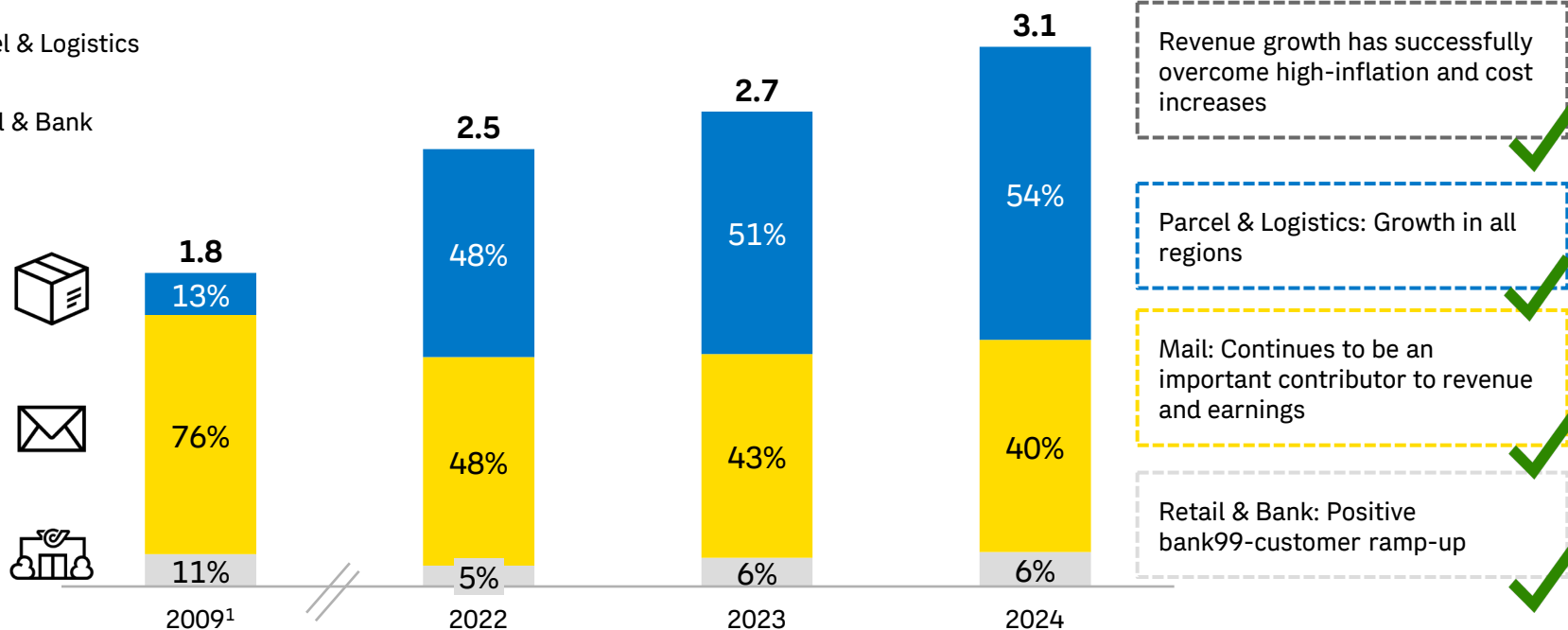


2024 GROWTH DEMONSTRATES STRUCTURAL CHANGE



Revenue EUR bn

- Parcel & Logistics
- Mail
- Retail & Bank



¹ Adjusted presentation – excl. trans-o-flex

PROFITABLE GROWTH – REVENUE EXCEEDS EUR 3 BILLION



Group

		2024 EUR m
Revenue	+13.9%	3.123,1
EBITDA	+8.0%	422,7
EBIT	+9.0%	207,3

- Revenue exceeds EUR 3bn for the first time
- Solid pricing for all services
- Quality service as a clear competitive advantage
- Cost discipline in all areas



Mail

		2024 EUR m
Revenue	+4.1%	1.239,8

- Volume decline for letter mail and direct mail
- Product and price adjustments, cost efficiency as top priorities
- Positive effects related to the super election year 2024



Parcel & Logistics

		2024 EUR m
Revenue	+20.9%	1,712.5
Austria	+15.2%	
Türkiye	+45.5%	
CEE/SEE	+7.8%	

- E-commerce driving private customer parcels
- Quality, speed and cost efficiency
- Positive special effect due to inflation/exchange rate in Türkiye



Retail & Bank

		2024 EUR m
Revenue	+19.5%	201.5

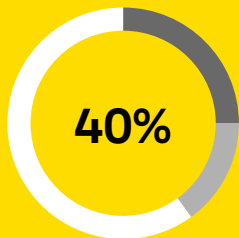
- Positive development of bank99 customer ramp-up
- Expansion of self-service network
- Finalisation of IT migration as top priority



MAIL DIVISION

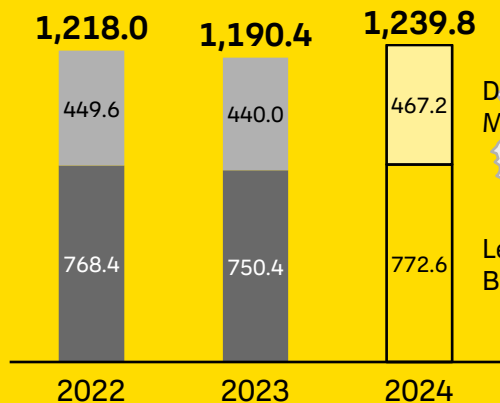


Revenue development
EUR m



Letter Mail &
Business Solutions

Direct Mail & Media Post



Direct Mail &
Media Post

Letter Mail &
Business Solutions

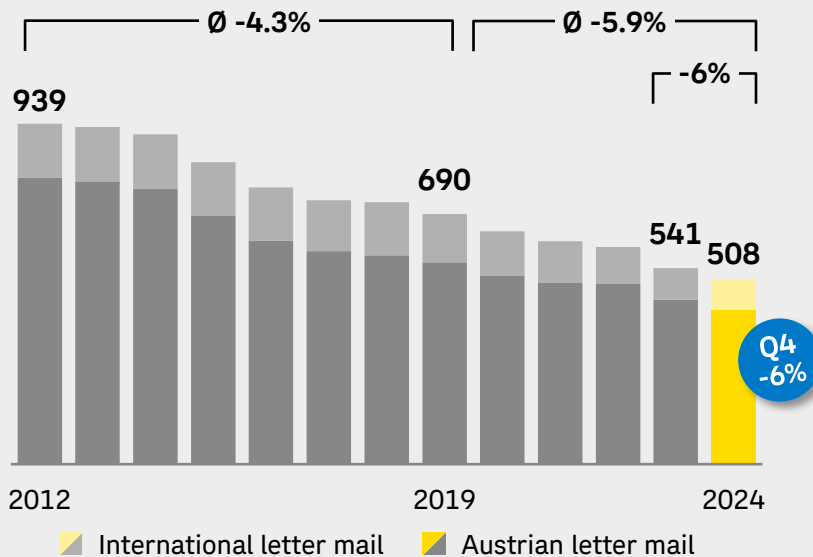




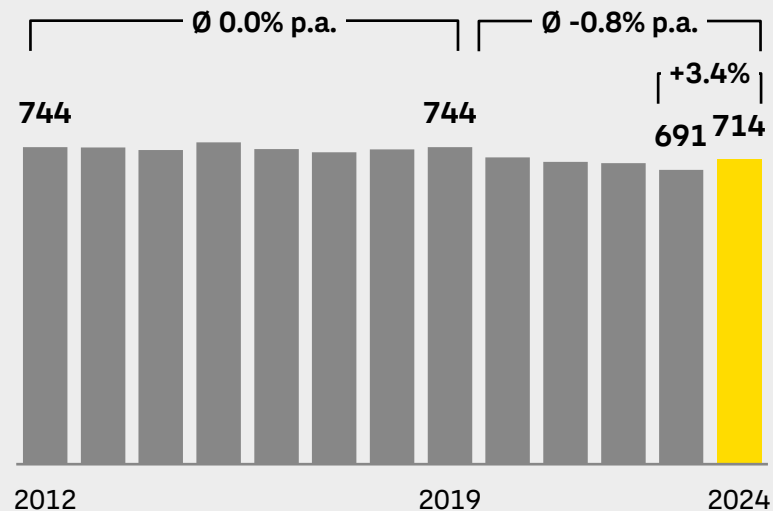
LETTER MAIL



Austrian and International Letter Mail volumes millions of shipments

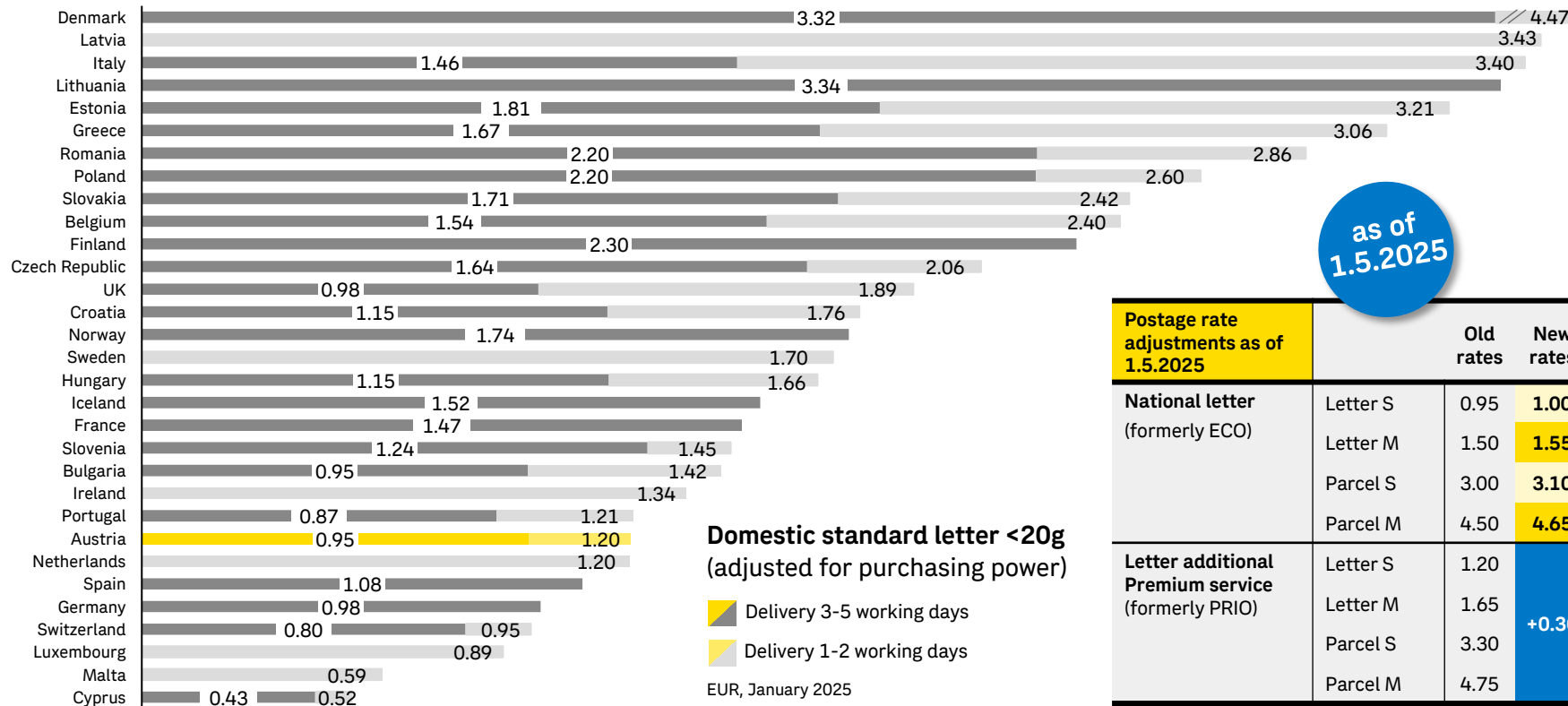


Revenue EUR m





EUROPEAN POSTAL RATES IN COMPARISON – PRODUCT UPDATE 2025



as of
1.5.2025

Postage rate adjustments as of 1.5.2025		Old rates	New rates
National letter (formerly ECO)	Letter S	0.95	1.00
	Letter M	1.50	1.55
	Parcel S	3.00	3.10
	Parcel M	4.50	4.65
Letter additional Premium service (formerly PRIO)	Letter S	1.20	+0.30
	Letter M	1.65	
	Parcel S	3.30	
	Parcel M	4.75	

SUPER ELECTION YEAR 2024 – OPPORTUNITIES FULLY UTILISED



CHAMBER OF LABOUR ELECTIONS

26/01-29/04/2024



Number of postal votes
vs. last election

+75%



Europäisches Parlament

EUROPEAN PARLIAMENT

09/06/2024



+35%



Parlament
Österreich

NATIONAL ELECTIONS

29/9/2024



+18%



REGIONAL ELECTIONS

City of Salzburg 10/3/2024

Innsbruck 14/4/2024

Vorarlberg 13/10/2024

Styria 24/11/2024





CONTINUOUS PATH OPTIMIZING LETTER MAIL



**Introduction of ECO
letter – focus on
business customers**



07/2018

**ECO letter: easier
access for private
customers and SME**



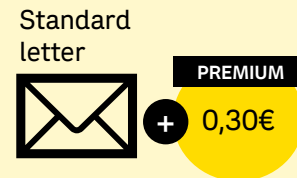
09/2023

**ECO letter becomes a
standard letter**



82% are
ECO letters

**E+1 becomes an
additional service**



18% are
PRIO letters

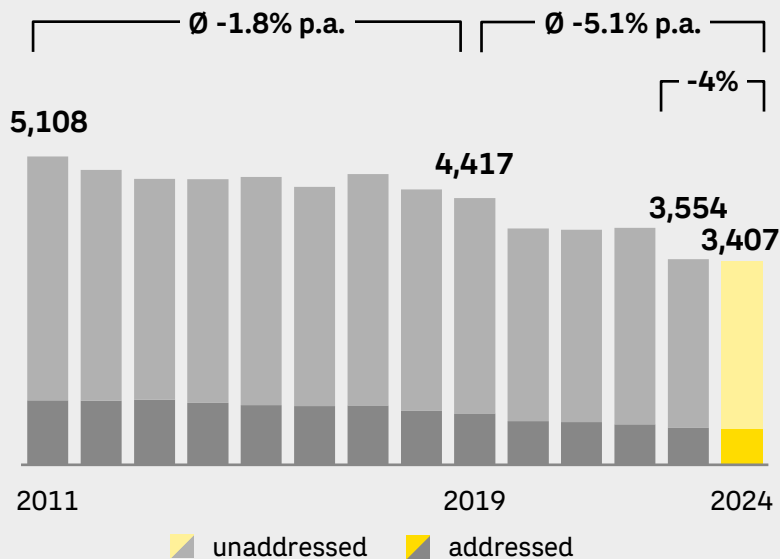
05/2025



DIRECT MAIL/MEDIA POST IN AUSTRIA



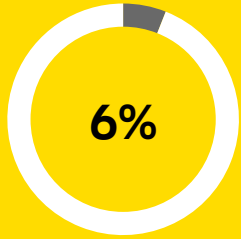
Direct Mail/Media Post volumes millions of shipments



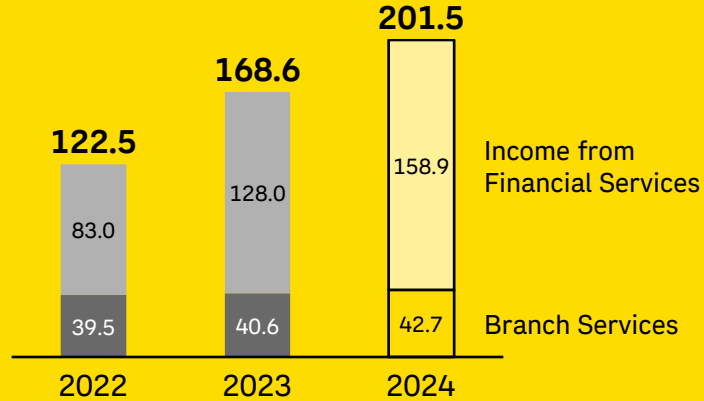


RETAIL & BANK DIVISION

Revenue development
EUR m



Branch &
Financial Services





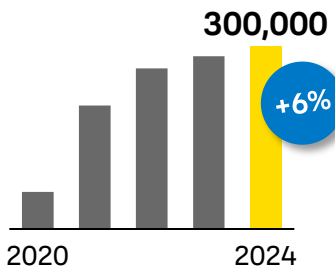
BANK99 ON A SUCCESSFUL GROWTH TRACK

bank
99

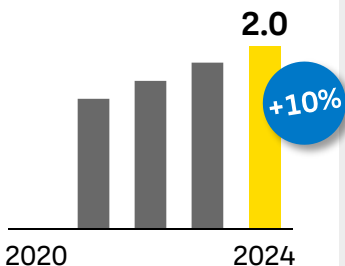


2024 vs. 2023

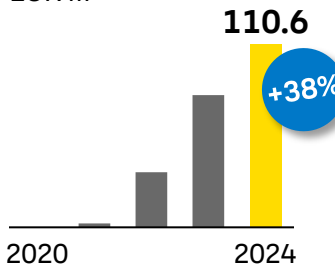
Customers Number



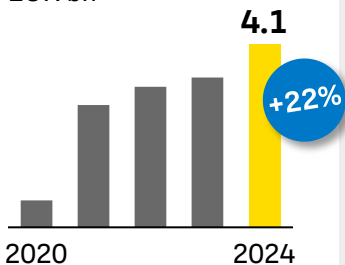
Credit volume EUR bn



Interest income EUR m

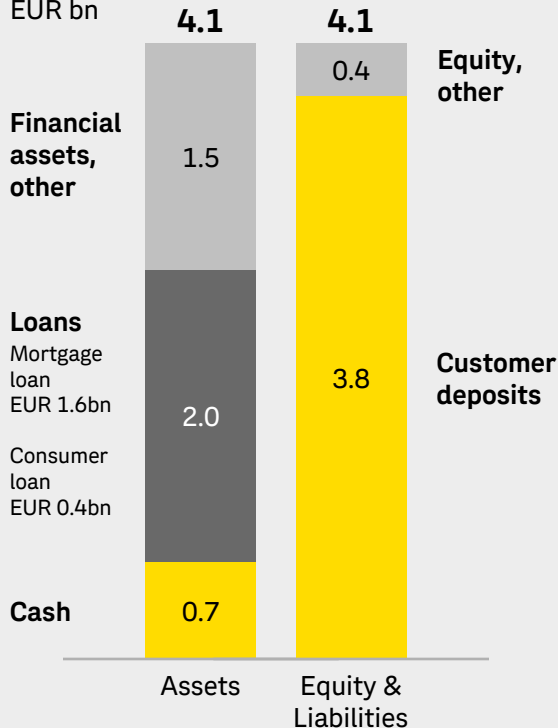


Balance sheet total EUR bn



bank99 balance sheet total as at 31.12.2024

EUR bn



Top issues in 2025

- Growth
- Finalisation IT migration of core banking systems
- Break-even





GOOD DEVELOPMENT OF BANK99 ON THE POST PLATFORM

bank
99



5 YEARS BANK99



Highlights 2024

+17,000
(Net) increase in customers

+25,000
new current accounts

EUR +143m
rundumkredit99

EUR +256m
wohnkredit99

Credit growth of 10% to EUR 2.0bn

Deposit growth +23% % to EUR 3.8bn

Balance sheet total +22% to EUR 4.1bn

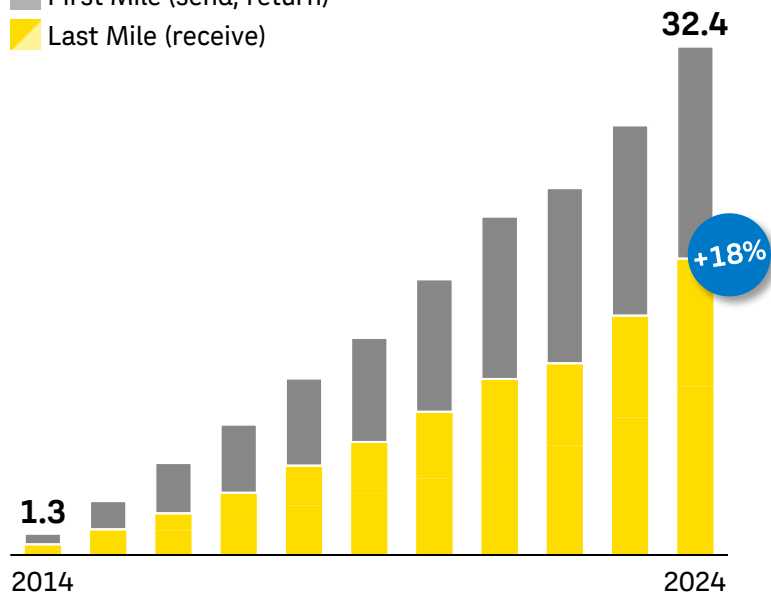


SELF-SERVICE SOLUTIONS ARE VERY POPULAR WITH CUSTOMERS

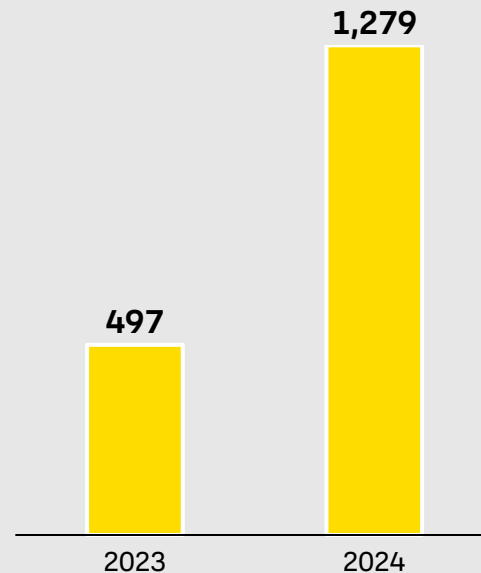


Volumes 24/7 (millions of items)

- First Mile (send, return)
- Last Mile (receive)



Expansion of the Austria-wide network (post station locations)



24/7-OFFENSIVE VIENNA 2025



Focus on Vienna:

- Doubling of self-service branches from 24 to 50
- 10 new large postal stations
- 3,000 new pick-up boxes
- 15.5m items in Vienna in 2024
- On average, 7 items of mail per Viennese per year



POST STATION
FOR 80% IN 500 METRES

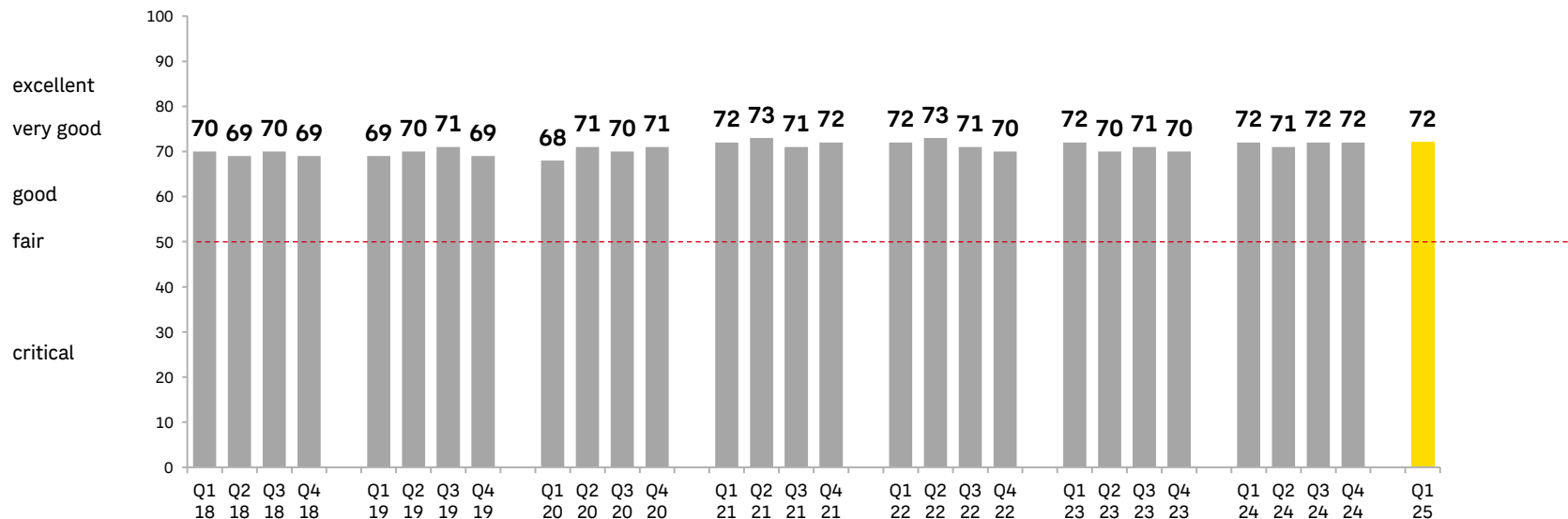


CUSTOMER SATISFACTION INDEX

COMPARISON OF QUARTERS



With an indicator of 72, the CSI is now at a very good level.

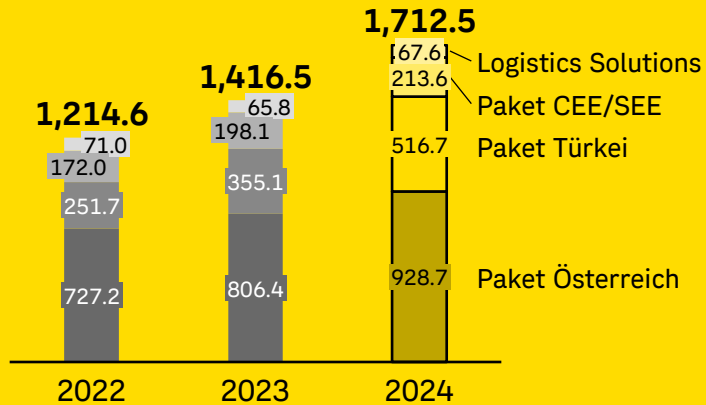




PETER UMUNDUM
Deputy CEO
Parcel & Logistics (COO)



Revenue development
EUR m





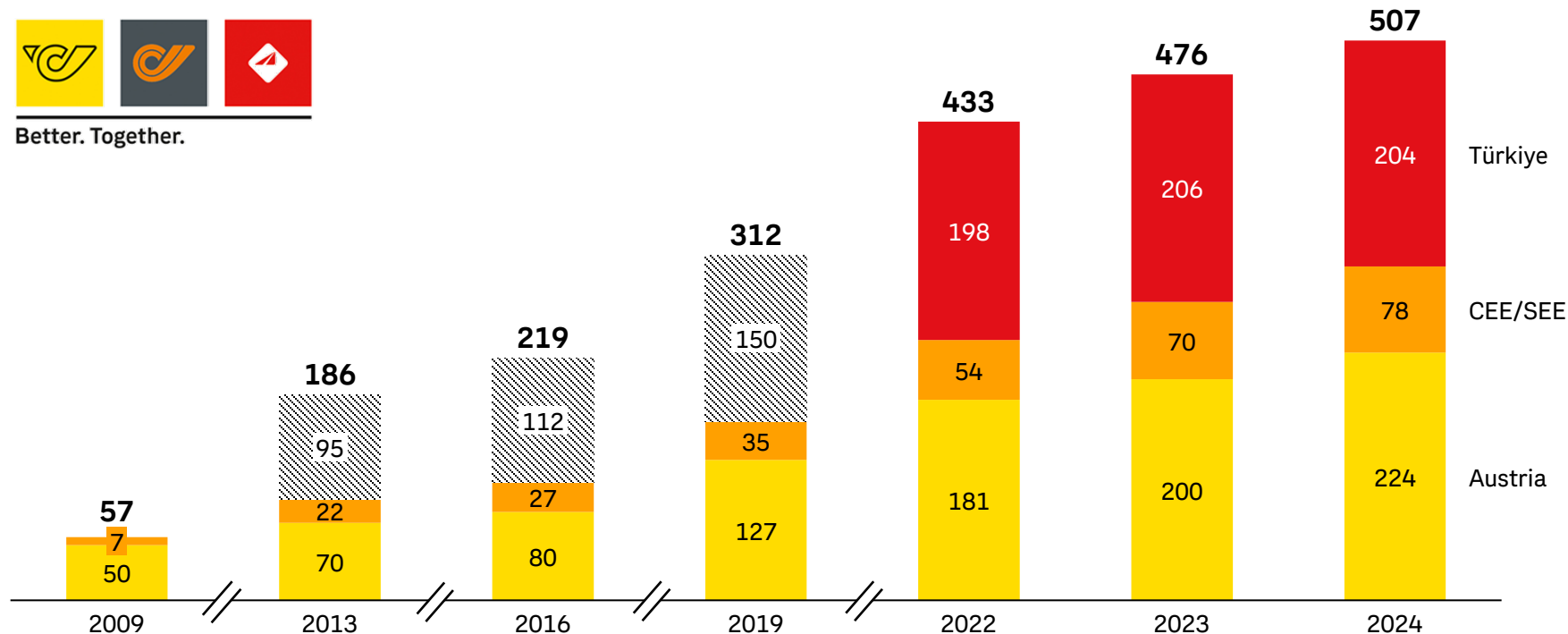
MORE THAN 500 MILLION PARCELS TRANSPORTED BY THE GROUP IN 2024



million units



Better. Together.

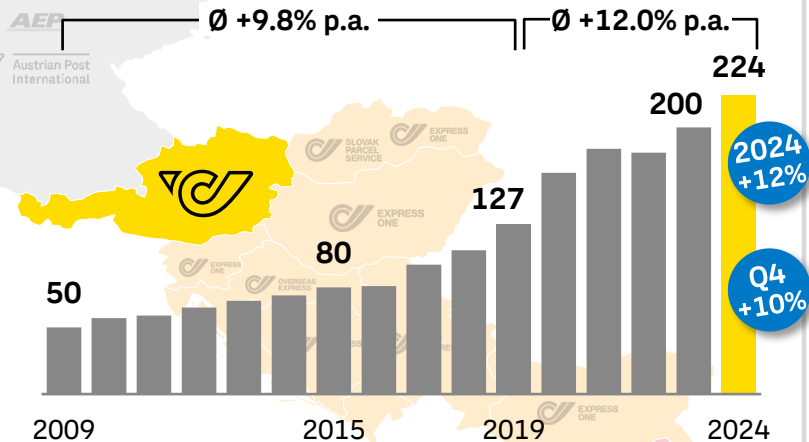




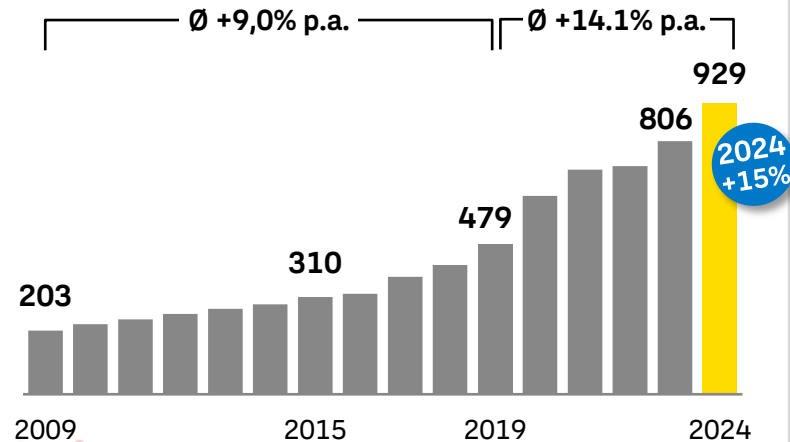
AUSTRIA: STRONG VOLUME GROWTH AS THE MARKET LEADER



Parcel volumes Millions of parcels



Revenue EUR m



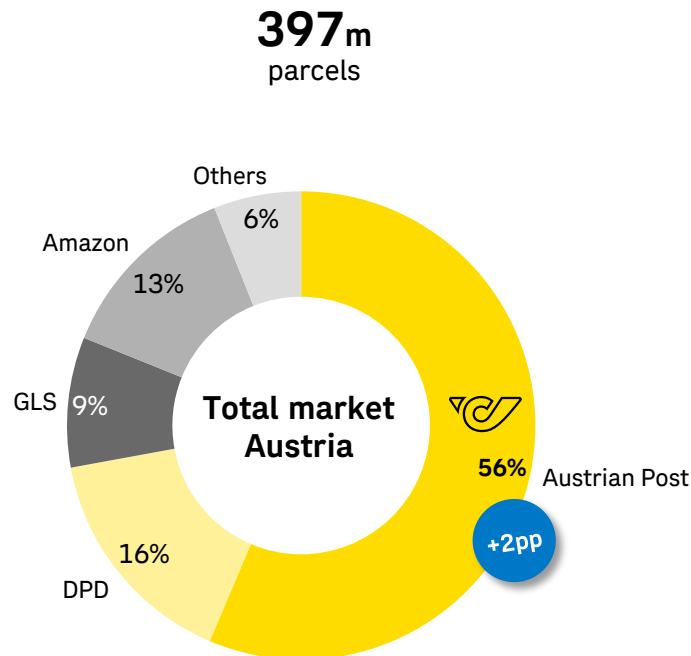
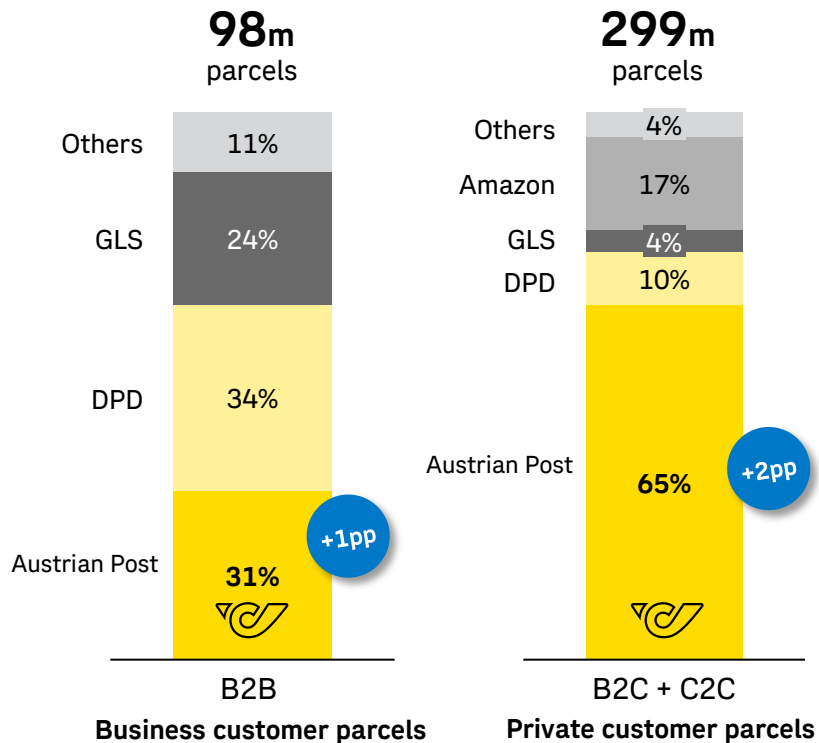
- Parcel growth in Austria of 12% in 2024 (Q4: +10%)
- Positive volume development from both Europe and Asia



2024 AUSTRIAN PARCEL MARKET

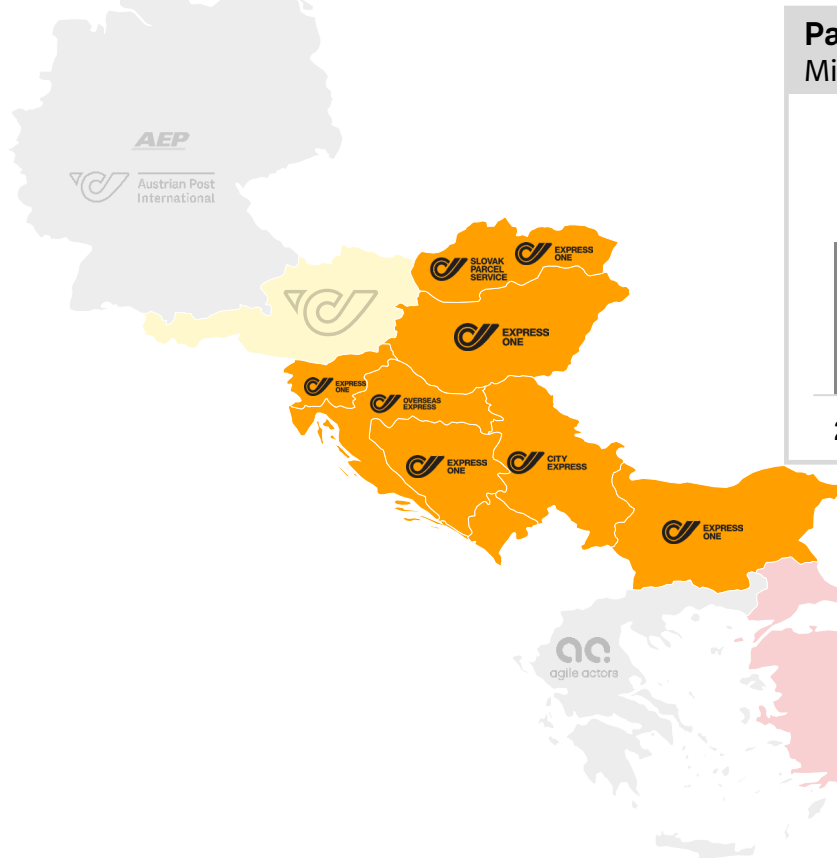


Market shares by volume

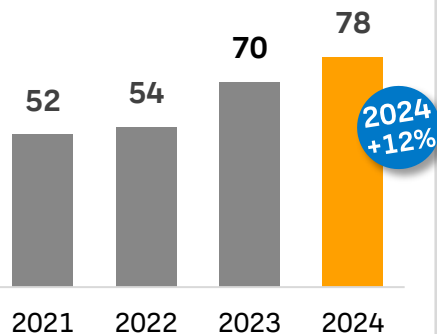




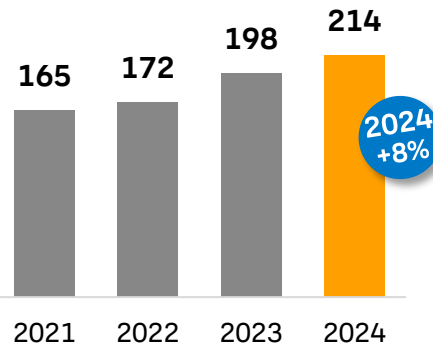
CEE/SEE: VOLUME GROWTH STRENGTHENED BY ASIAN PARCELS



Parcel volumes
Millions of parcels



Revenue
EUR m



- Positive volume and revenue development in Southeast and Eastern Europe
- Growth strengthened by volumes from the Asian region

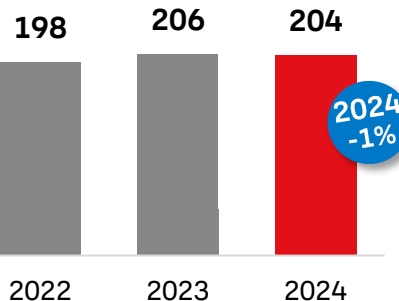


TÜRKİYE: SOLID OPERATIONAL PERFORMANCE CHALLENGING INFLATION AND CURRENCY ENVIRONMENT

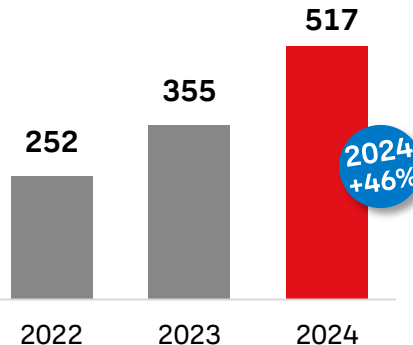


- Parcel business in Türkiye and Azerbaijan with stable parcel volumes
- 2024 revenue of TRY 18.9bn (+63.1%)
- Strong revenue growth significantly impacted by high inflation

Parcels & documents Millions of items

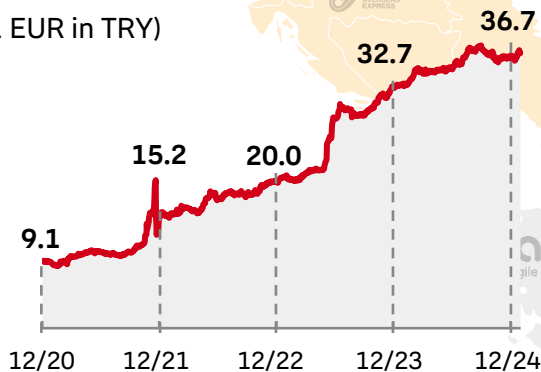


Revenue EUR m



FX rate of the Turkish Lira

(1 EUR in TRY)



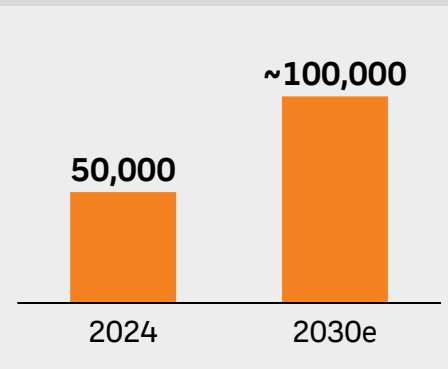


LOGISTICS CEE/SEE AND TURKEY: EXPANSION OF SORTING CAPACITY



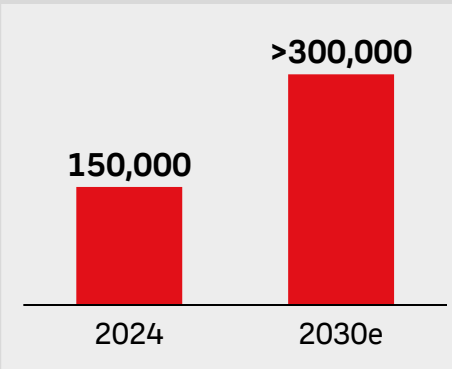
CEE/SEE

Sorting capacity parcels/h



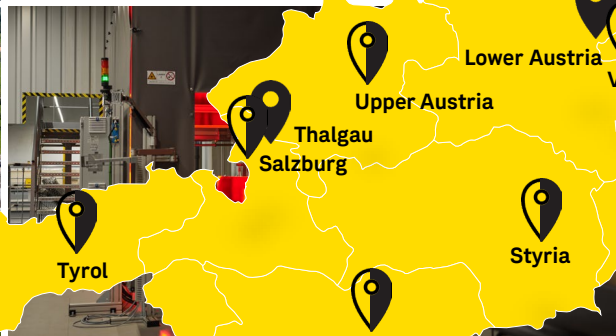
Türkiye

Sorting capacity parcels/h



Locations where an increase in capacity is planned





Sorting capacity 143,000 parcels/h, Expansion programme in Austria largely completed

OPERATIONS: TOP QUALITY & FURTHER DEVELOPMENT OF THE ORGANISATION



- 6 logistics centres & 63 delivery bases (new & expanded) in the last 6 years
- Productivity improvement due to IT solutions, automation & combined production
- Reorganisation of distribution (ORED) completed
- Good delivery times for parcels, letters & direct mail
- High first-time delivery rates for letters & parcels (release delivery authorisation ~1.1m)
- Push expansion of 24/7 solutions



CUSTOMER SATISFACTION INDEX (CSI)

Three quarters of Austrians prefer Austrian Post for sending parcels



From the recipients' perspective, two-thirds prefer Austrian Post



CERTIFICATIONS & QUALITY LABELS



**ISO 45001 Occupational
health and safety**

**ISO 14001
Environmental management
system**

Workplace health promotion

Career and family

Innovations in logistics centres

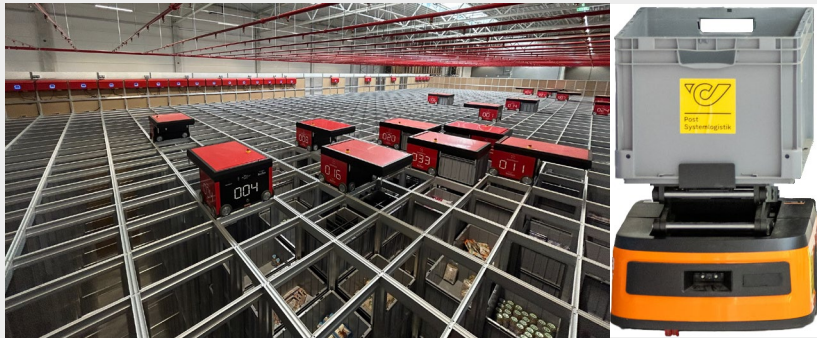


**INNOVATION
NEVER STOPS**

"Nuki" in-home delivery / Post Loop



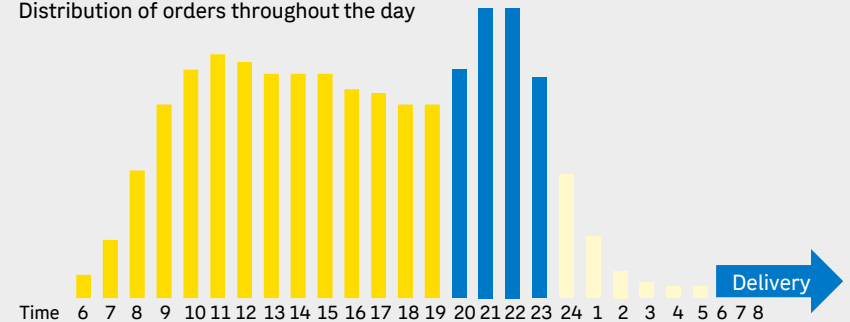
Innovations in system logistics



Process innovation „Spectre“

~ 25% of orders placed between 19:00 and 23:00

Distribution of orders throughout the day

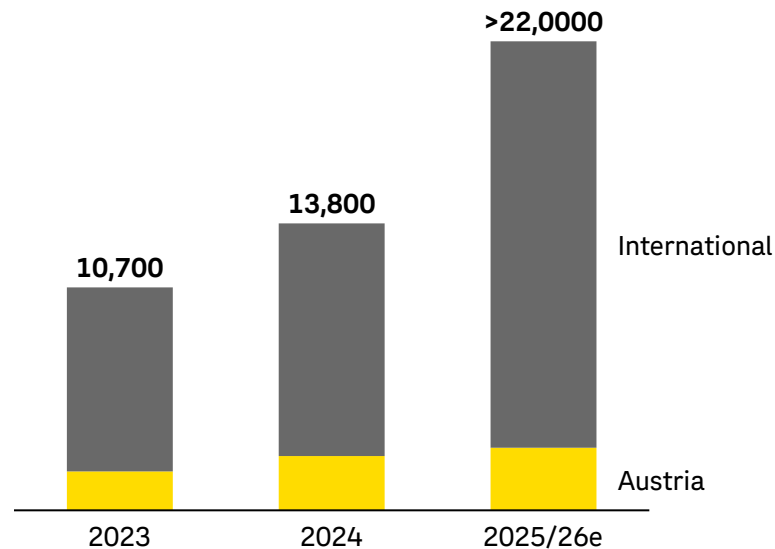


STRONG GROWTH OF OUT-OF-HOME NETWORK



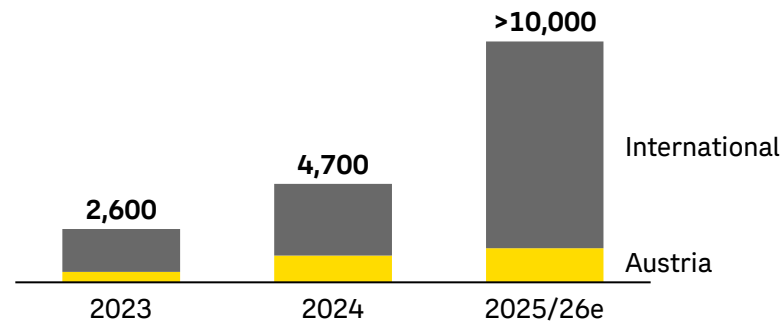
Out-of-home points

Number of locations



Of which postal stations / parcel machines

Number of locations¹



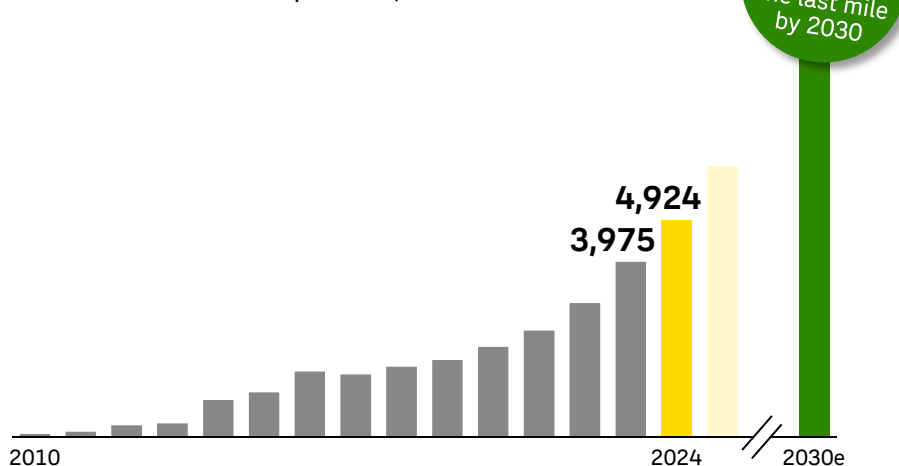
¹ Own and external locations

EXPANSION OF E-VEHICLE FLEET AND PV FACILITIES IN PROGRESS



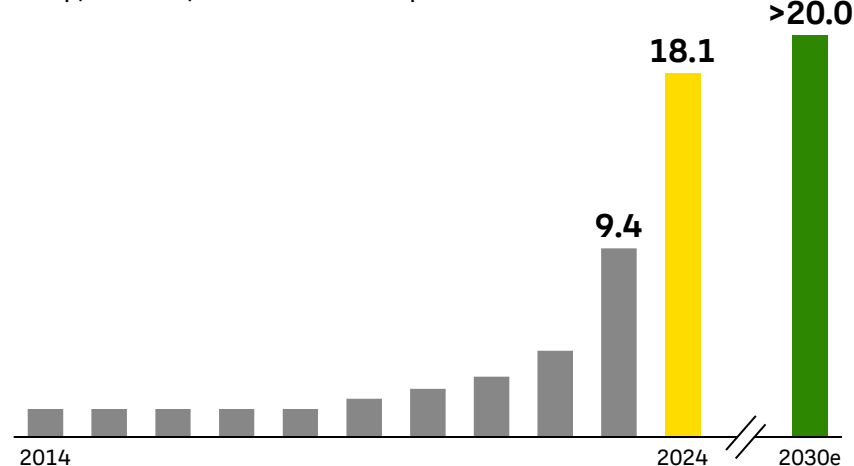
Ramp-up for e-vehicle fleet in Austria

Number of vehicles in operation, Post AG



Photovoltaic facilities in Austria

MWp, Post AG, construction completed



TRANSPORT LOGISTICS GENERATES FEWER EMISSIONS



Continue with HVO

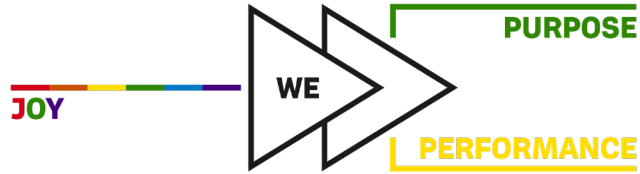
- Hydrotreated Vegetable Oils
- Fuel made from waste and plant fats
- Approx. 80% fewer CO₂ emissions
- All Post trucks converted
- Focus: freight partners

E-trucks

- Two e-trucks in Vienna since 2024
- Four more e-trucks in 2025
(Vienna, Kalsdorf, Vomp)



OUR CORPORATE CULTURE





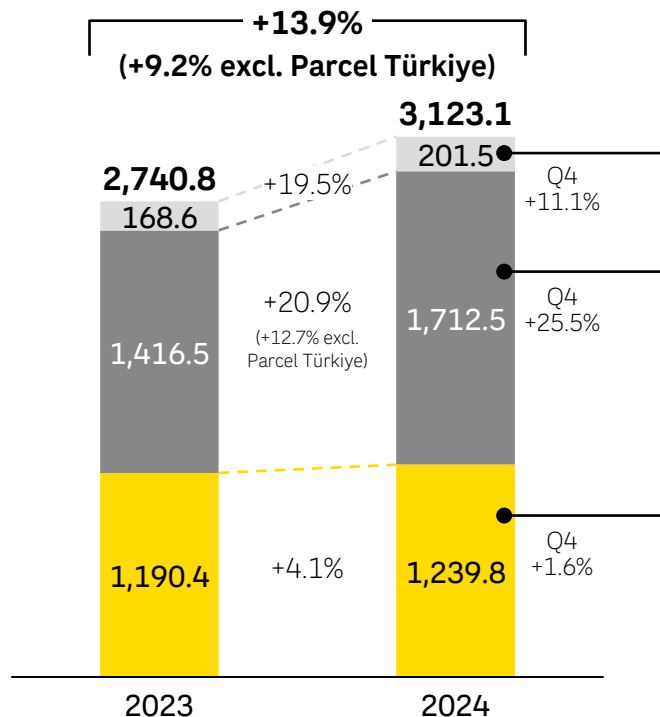
BARBARA POTISK-EIBENSTEINER
Member of the Management Board
Finance (CFO)

2024 REVENUE GROWTH UP BY 14% – POSITIVE DEVELOPMENT IN ALL DIVISIONS



Revenue development

EUR m



Retail & Bank

- Interest rate environment/customer ramp-up positively impact revenue
- Income from Financial Services up to EUR 158.9m (+24.1%)

Parcel & Logistics

- Solid volume and revenue growth in the Group; positive impetus due to parcel volumes from Asia
- Growth in Türkiye positive impacted by inflation and currency development
- Revenue: Parcel Austria +15.2% / Türkiye +45.5% / CEE/SEE +7.8%

Mail

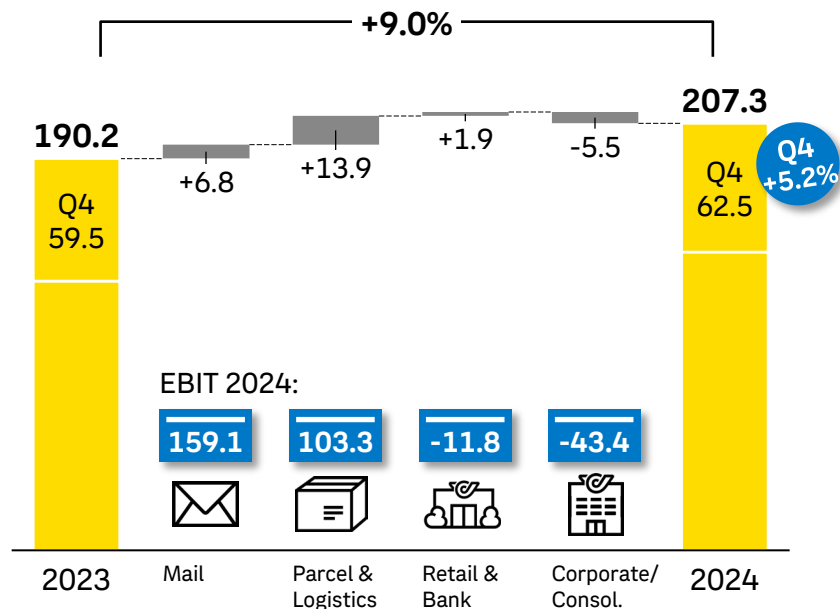
- Ongoing structural decline in letter mail and direct mail volumes
- Positive effect of product and pricing measures as well as elections
- Letter Mail & Mail Solutions +3.0% to EUR 772.6m
- Direct Mail & Media Post +6.2% to EUR 467.2m

2024 EARNINGS UP BY 9% TO EUR 207 MILLIONS



EBIT development

EUR m



Mail

- Pricing effects and elections more than offset volume decline
- Q4 -12.5% to EUR 43.9m | FY +4.4% to EUR 159.1m



Parcel & Logistics

- Volume increase by 6% at Group level
- Positive effect from TRY/EUR exchange rate; negative effect from the valuation of the option on the remaining 20% for Aras Kargo
- Q4 +34.0% to EUR 38.6m | FY +15.5% to EUR 103.3m



Retail & Bank

- Continuing favourable interest rate environment for banks
- Earnings impacted by one-off items for IT migration
- Q4 +46.3% to minus EUR 4.4m | FY +14.0% to minus EUR 11.8m

KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ	
Revenue	2,740.8	3,123.1	13.9%	382.2	Positive revenue development in all divisions: Mail +4.1% Parcel & Logistics +20.9% Retail & Bank +19.5%
Other operating income	100.3	104.1	3.7%	3.8	
Raw materials, consumables and services used	-832.4	-920.6	-10.6%	-88.2	
Expenses for financial services	-21.6	-51.4	<-100%	-29.7	Increased interest expense due to deposits of bank99 customers
Staff costs	-1,215.4	-1,405.5	-15.6%	-190.1	
Other operating costs	-387.4	-437.2	-12.9%	-49.8	
At equity consolidation	2.1	3.1	46.9%	1.0	Cost increases due to inflation (staff costs, transport, services used)
Net monetary gain	5.1	7.1	38.5%	2.0	
EBITDA	391.6	422.7	8.0%	31.2	Negative valuation effect of EUR 14.9m on the option for the remaining 20% stake in Aras Kargo
<i>EBITDA margin</i>	<i>14.3%</i>	<i>13.5%</i>	-	-	
Depreciation, amortisation and impairment	-201.3	-215.5	-7.0%	-14.1	
EBIT	190.2	207.3	9.0%	17.0	
<i>EBIT margin</i>	<i>6.9%</i>	<i>6.6%</i>	-	-	Valuation effect of EUR -3.9m from financial parameters on the option for Aras Kargo (previous year: EUR +4.1m)
Financial result	-3.0	-10.5	<-100%	-7.5	
Income tax	-48.5	-50.8	-4.8%	-2.3	
Profit for the period	138.7	145.9	5.2%	7.2	
Earnings per share (EUR)	1.96	2.04	4.1%	0.08	Earnings per share of EUR 2.04, above the previous year



MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ
Revenue	1,190.4	1,239.8	4.1%	49.4
• Letter Mail & Business Solutions	750.4	772.6	3.0%	22.2
• Direct Mail	310.2	326.4	5.2%	16.2
• Media Post	129.9	140.8	8.5%	11.0
Revenue intra-Group	4.7	5.4	15.4%	0.7
Total revenue	1,195.2	1,245.3	4.2%	50.1
EBIT	152.3	159.1	4.4%	6.8
<i>EBIT margin¹</i>	<i>12.7%</i>	<i>12.8%</i>	-	-

Positive effects related to product and price adjustments as well as the super election year 2024

Stable EBIT margin of 12.8%

¹ EBIT margin in relation to total revenue



PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ	
Revenue	1,416.5	1,712.5	20.9%	296.0	Very positive revenue development in all parcel regions
• Parcel Austria	806.4	928.7	15.2%	122.3	
• Parcel Türkiye	355.1	516.7	45.5%	161.7	Increase due to inflation and currency exchange rate (hyperinflation accounting)
• Parcel CEE/SEE	198.1	213.6	7.8%	15.4	
• Logistics Solutions	65.8	67.6	2.6%	1.7	
• Consolidation	-8.9	-14.0	-57.1%	-5.1	
Revenue intra-Group	0.7	3.1	>100%	2.4	Earnings include positive effect from favourable TRY/EUR exchange rate development and negative effect from option valuation relating to the remaining 20% of Aras Kargo
Total revenue	1,417.2	1,715.6	21.1%	298.4	
EBIT	89.5	103.3	15.5%	13.9	
<i>EBIT margin¹</i>	<i>6.3%</i>	<i>6.0%</i>	-	-	

¹ EBIT margin in relation to total revenue



RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



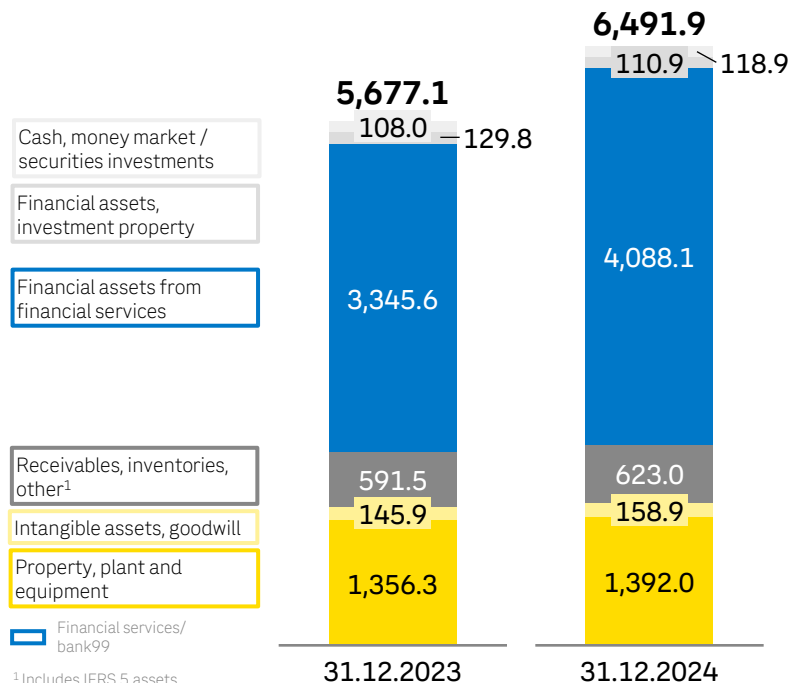
EUR m	2023	2024	%	Δ	Income from Financial Services continues to be driven by higher interest rates and customer growth
Revenue	168.6	201.5	19.5%	32.9	
• Income from Financial Services	128.0	158.9	24.1%	30.9	
• Branch Services	40.6	42.7	5.1%	2.1	
Revenue intra-Group	192.3	207.0	7.7%	14.8	Earnings include special costs from migration of core banking systems
Total revenue	360.9	408.6	13.2%	47.7	
EBIT	-13.7	-11.8	14.0%	1.9	

SOLID BALANCE SHEET AND FINANCING STRUCTURE



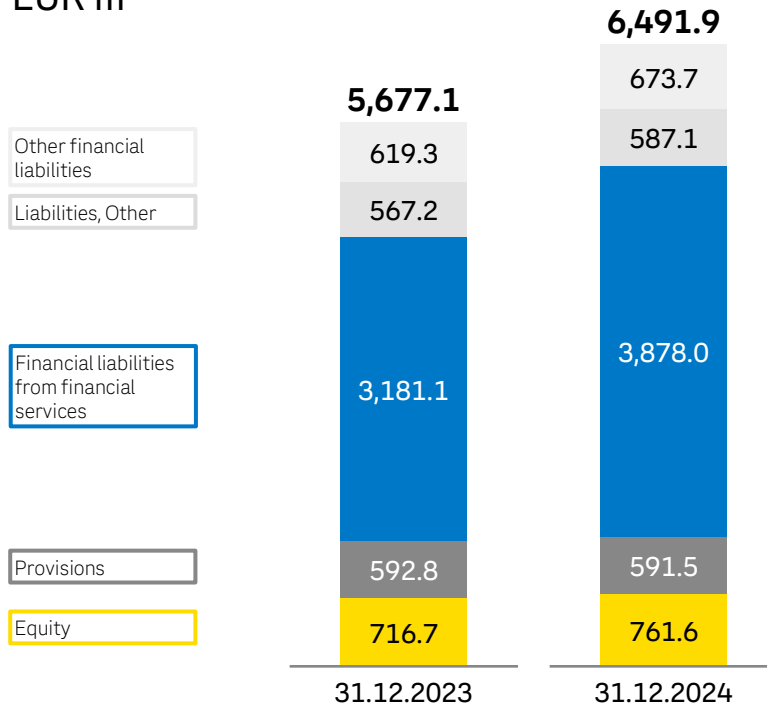
ASSETS

EUR m



EQUITY & LIABILITY

EUR m

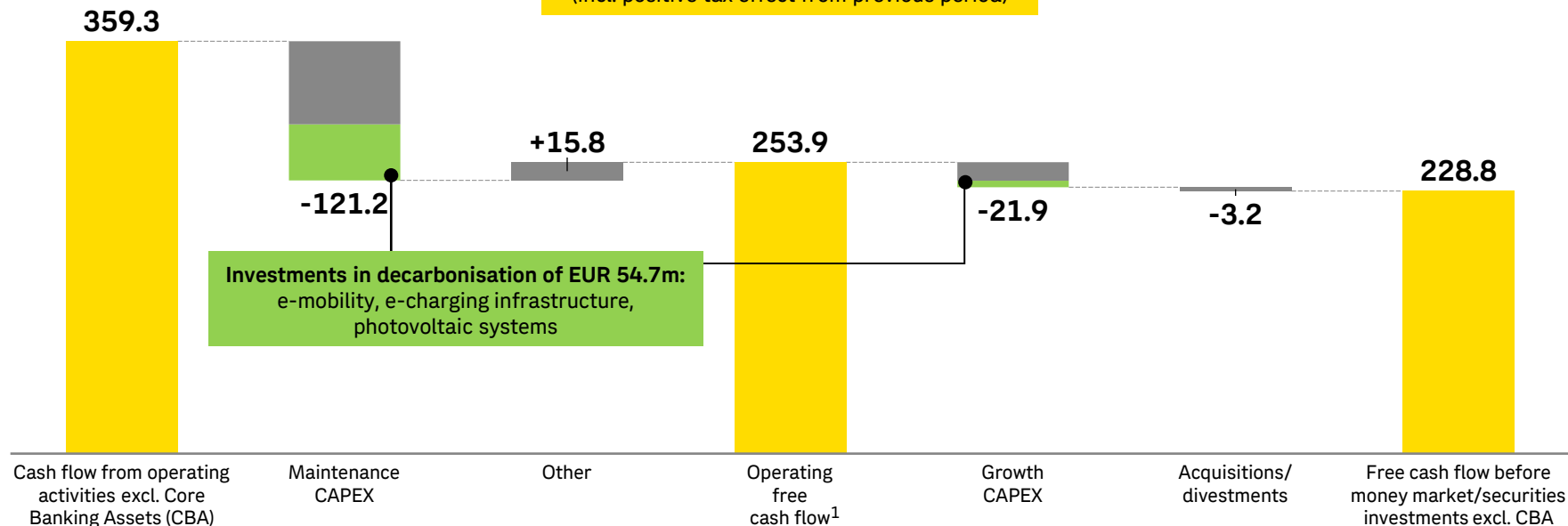


2024 OPERATING FREE CASH OF EUR 254 MILLION



EUR m

Free cash flow above previous year
(incl. positive tax effect from previous period)



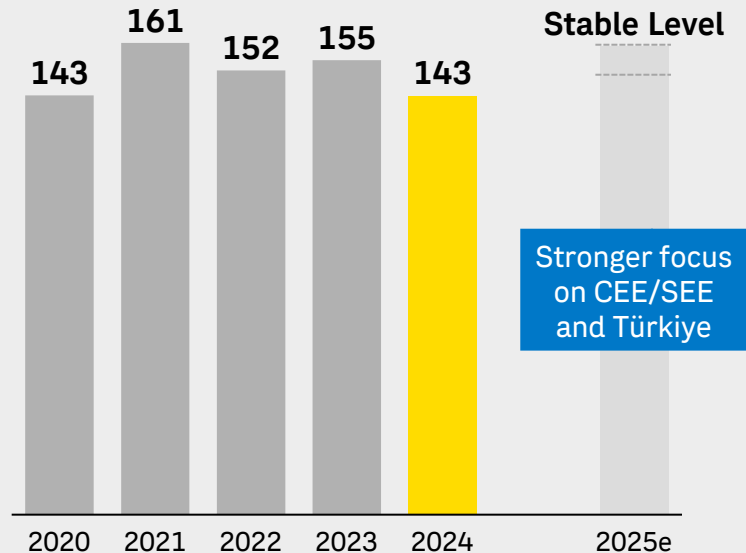
2023	298.6	-105.9	+28.8	221.6	-49.3	-14.3	158.0
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¹Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets (CBA)

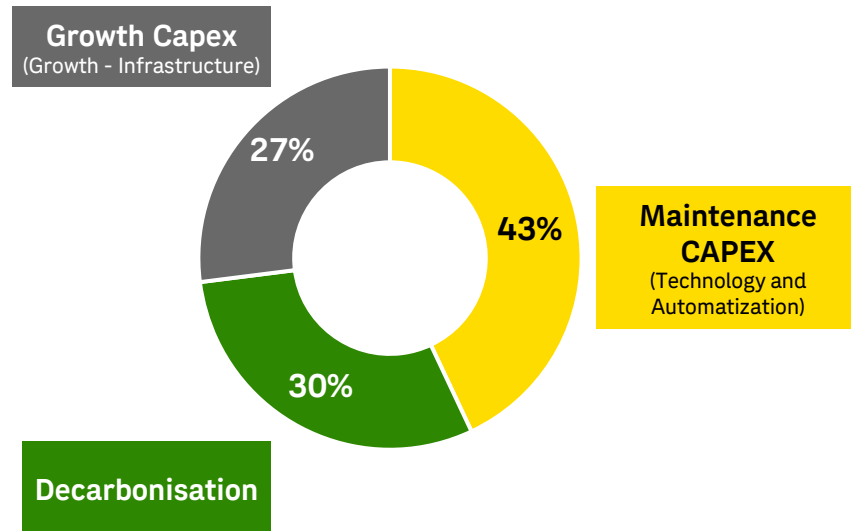
CONTINUED INVESTMENT IN TECHNOLOGY AND AUTOMATION, DECARBONIZATION AND GROWTH



CAPEX
EUR m



CAPEX mix 2022–2024



ESG INDICATORS



		2023	2024	Δ	
Environmental indicators¹					
Logistics-related GHG emissions (Scope 1–3, Post AG, Austria) ²	t CO ₂ e	84,955.7	66,834.6	-21.3%	Use of HVO in transport logistics & expansion of e-vehicles
Logistics-related GHG emissions (Scope 1–3, Group) ²	t CO ₂ e	231,771.4	221,321.8	-4.5%	Group target: -33% from 2021 to 2030
GHG emissions total, incl. bank ⁹⁹ (Scope 1-3, Group) ³	t CO ₂ e	-	619,654.6	-	2024 bank ⁹⁹ emissions from financing activities (investments, loans) for the first time included
E-vehicle fleet (Post AG, Austria)	Number	3,976	4,924	+23.8%	Target 2030: 100% of vehicles in Austria
E-vehicle fleet (Group)	Number	4,148	5,215	+25.7%	
Employee indicators (Group)					
Employee turnover ⁴	%	17.1%	16.6%	-0.5pp	Slight decrease in staff turnover in the reporting period
Occupational Accidents	Number	1,096	1,013	-83	Target Post AG, Austria: 40% by 2030
Percentage of female employees	Headcount in %	30.6%	29.8%	-0.8pp	
Women in leadership positions	%	35.0%	35.4%	+0.4%	Increase in the number of women in leadership positions

¹ Calculation based on the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard

² Logistics-related CO₂e emissions Scope 1, Scope 2 and Scope 3 upstream transport and distribution

³ Scope 1, Scope 2 and all relevant 15 Scope 3 categories

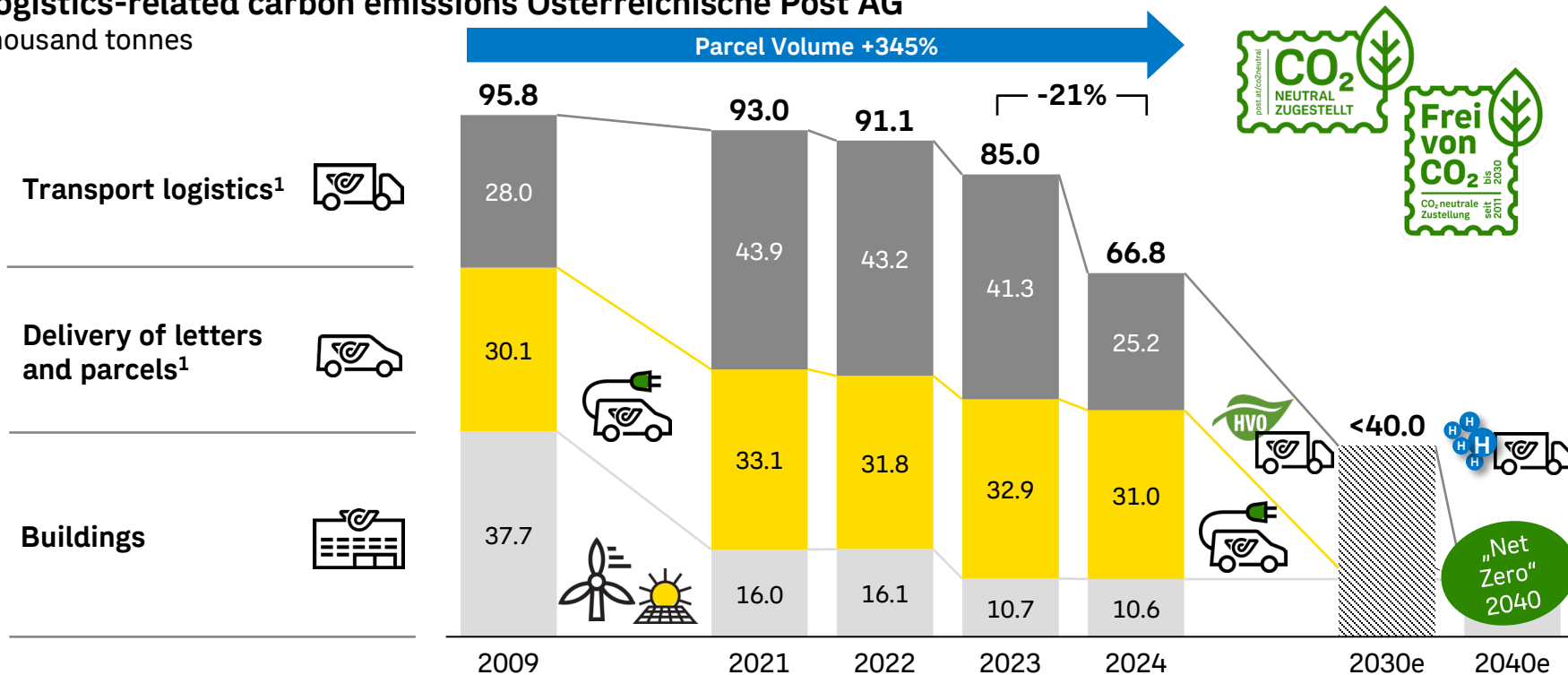
⁴ Percentage of permanent employees with an employment contract longer than 180 days who have left the company in the last 12 months.

▶ DECARBONISATION – ROADMAP AUSTRIA



Logistics-related carbon emissions Österreichische Post AG

thousand tonnes



¹ Own and external vehicle fleet



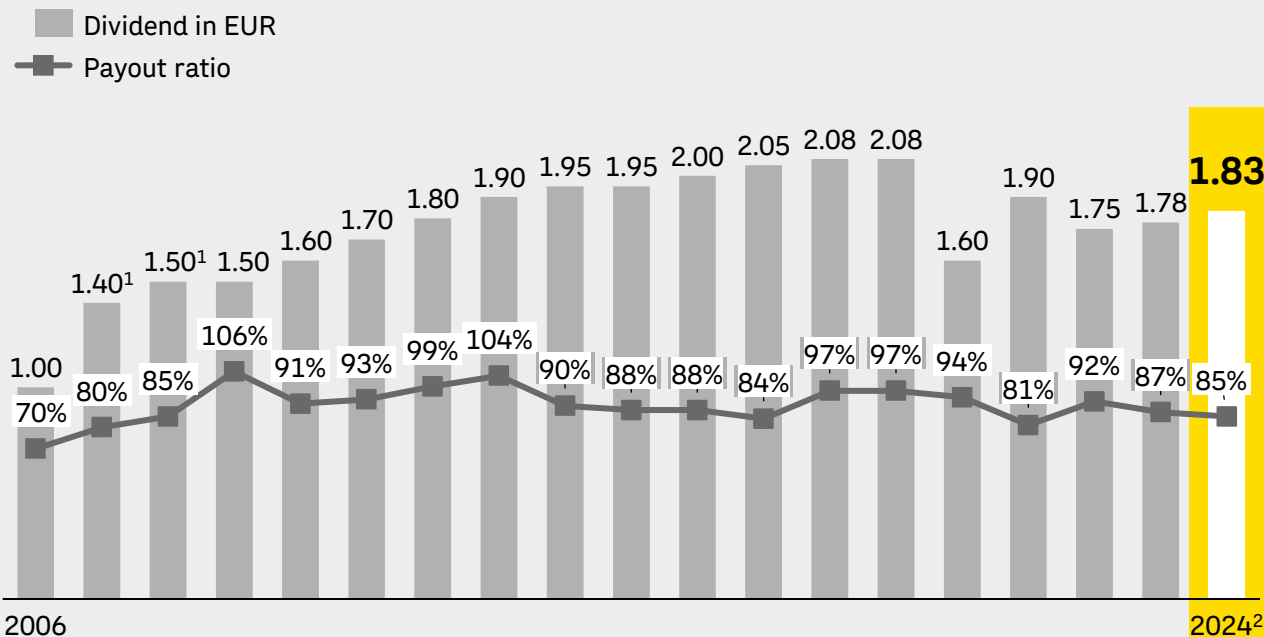
WALTER OBLIN
CEO
Chairman of the Management Board

DIVIDEND POLICY



Continuation of attractive and predictable dividend policy

Dividends since IPO



Reliable dividend policy
Distribution of at least 75%
of the Group net profit

- Dividend proposal to the AGM:
EUR 1.83/share
- Dividend yield as at
31 December 2024: 6.4% (share
price of EUR 28.80)

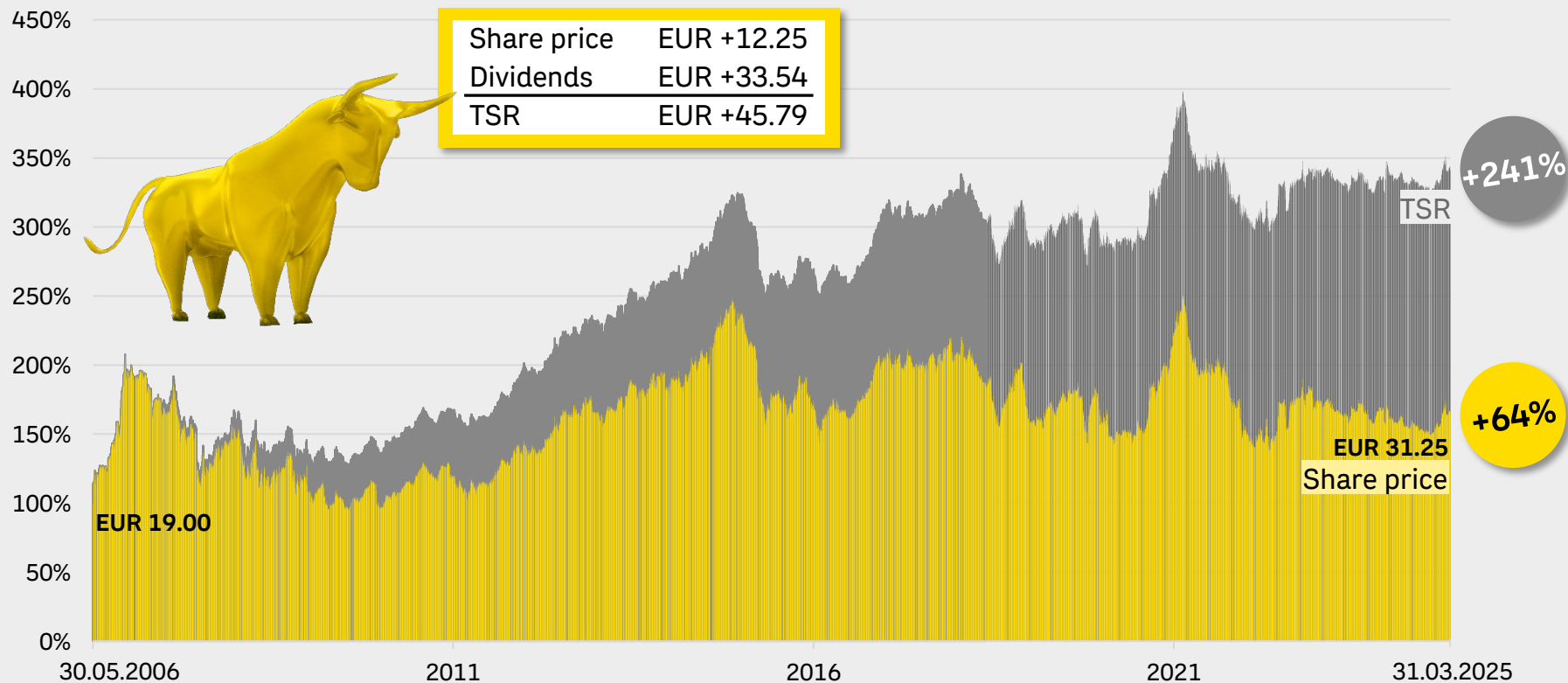
2006

2024²

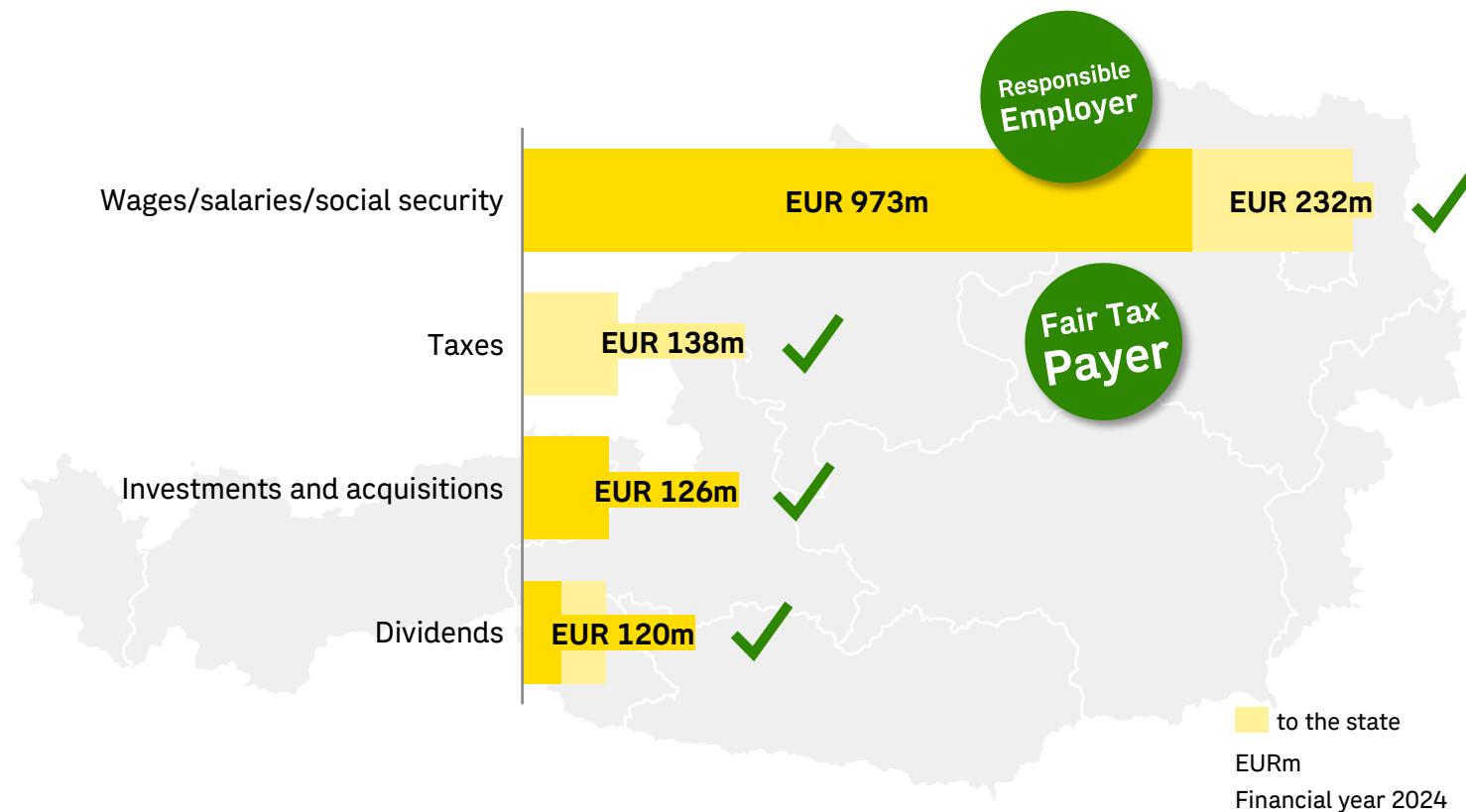
¹ Excl. EUR 1.00 special dividend

² Proposal to the Annual General Meeting on 9 April 2025

DEVELOPMENT OF THE SHARE PRICE AND TOTAL SHAREHOLDER RETURN SINCE IPO



BENEFITS FOR STAKEHOLDERS IN AUSTRIA IN 2024



AWARDS FOR SUSTAINABLE DEVELOPMENT



Capital market



IT & Sustainability



iceberg
INNOVATION
LEADERSHIP
AWARD



BVL
BUNDESVEREINIGUNG
LOGISTIK ÖSTERREICH



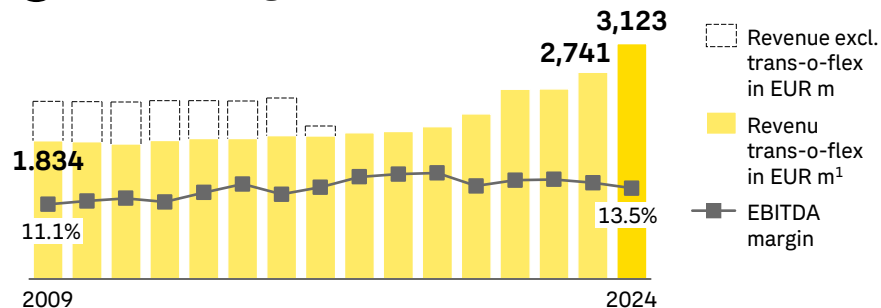
Employees



SUCCESSFUL POSITIONING ON THE CAPITAL MARKET

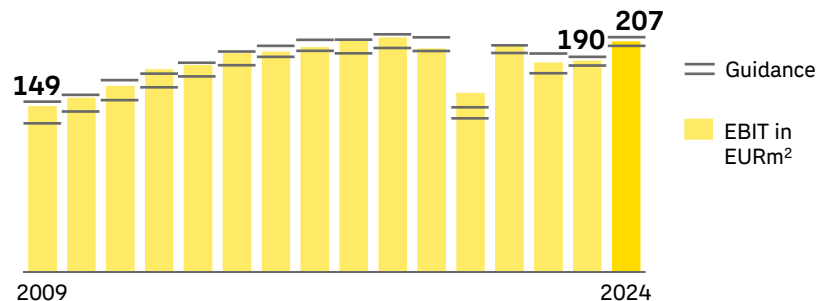


1 Profitable growth business model



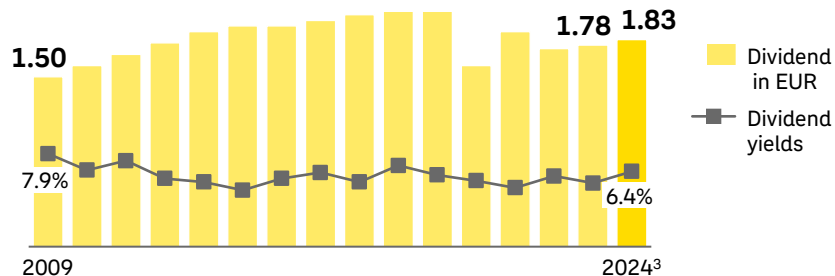
¹ 2014: Adjusted reporting of revenue

2 Reliability ("Promise & Deliver")



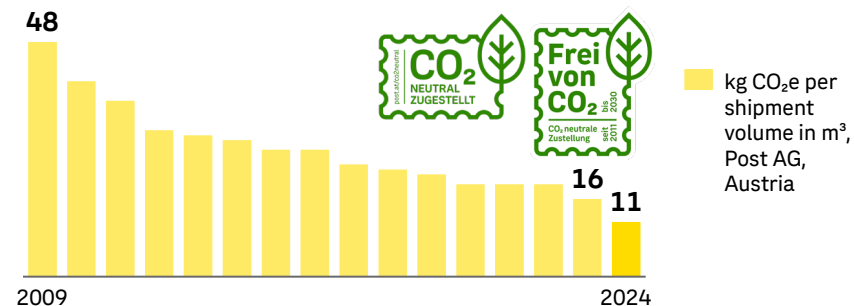
² 2015: EBIT adjusted for special effects

3 Attractive dividend policy



³ Proposal to the Annual General Meeting on 9 April 2025

4 Decarbonisation of logistics



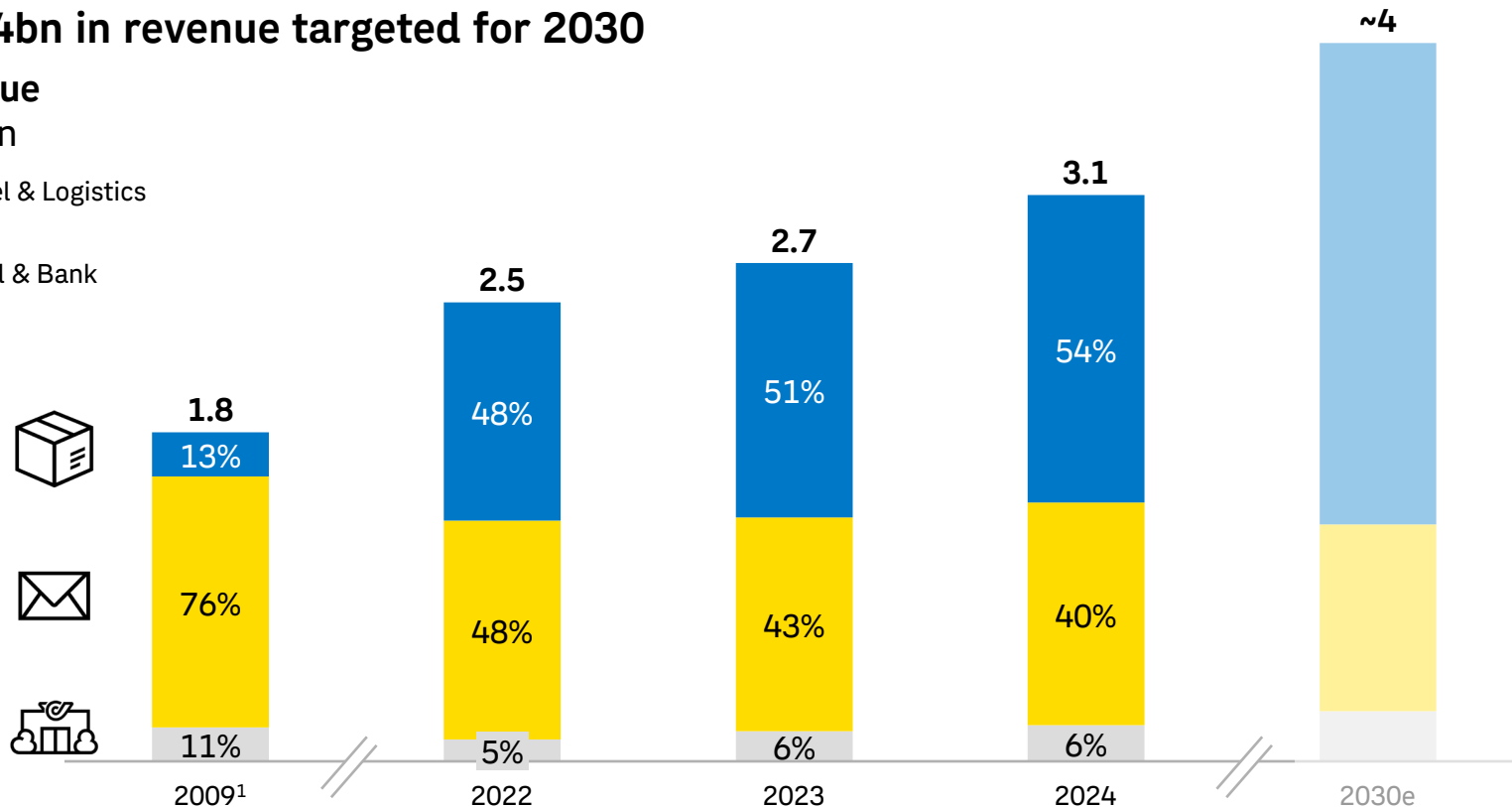
STRUCTURAL TRANSFORMATION WILL GO ON

EUR 4bn in revenue targeted for 2030



Revenue
EUR bn

- Parcel & Logistics
- Mail
- Retail & Bank



¹ Adjusted presentation – excl. trans-o-flex

OUTLOOK 2025



Market environment

- Continuing basic trend of decreasing letter mail and direct mail volumes but expanding e-commerce
- Improved but still weak economic growth in many European countries
- Subdued business and consumer investment climate



Revenue

- The objective for 2025 is to generate modest revenue growth with the Turkish Lira continuing its development (FX impact implies $\pm 2\%$ sensitivity for Group revenue forecast)
 - Mail: slight revenue decline following positive effects in 2024 (postage rates, super election year)
 - Parcel & Logistics: Targeted growth in the mid single-digit range (impact of TRY/EUR exchange rate)
 - Retail & Bank: Mid single-digit growth



Investments

- CAPEX 2025 at the level of previous years (EUR 150m-160m)
- Investments in international growth and decarbonisation of logistics in addition to replacement investments



Earnings

- Cost discipline and efficiency to ensure stability
- 2025 EBIT target of EUR 200m remains unchanged



Dividend

- Proposal to the AGM on 9 April 2025 for payment of a dividend of EUR 1.83 per share
- The objective remains to distribute at least 75% of the Group net profit

THANK YOU!

