

FAST FORWARD

Edition **01**

The Austrian Post
magazine for
the 2024 financial
year

Always
Moving Forward





Walter Oblin has been the Chairman of the Management Board and the Chief Executive Officer of Österreichische Post AG since October 2024.

FAST FORWARD to What Inspires Us.

We are always moving forward. We meet our customers where they are every day – what matters to them in their daily lives drives what we do as a company. That's why environmental, social and governance issues are just as important to us as logistics processes and digitalisation.

We launched this magazine to provide exciting and informative updates from the 2024 financial year based on the information in the Annual Report. Read on to find out what drives us, where we want to go, and what we are excited about moving forward.

**We hope you enjoy this first issue
of our magazine.**

A handwritten signature in black ink, appearing to read 'Walter Oblin'.

Walter Oblin
CEO

The Annual Report and the magazine can be found in the download area. **To find out more, go to post.at/investor or scan the QR code:**



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“Always Moving Forward”

**Night Shift at Austrian Post:
On the Move 24/7**

**Driven by Electric
Mobility**

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Always Moving Forward

What drives us, where we're going, what inspires us: **This year's magazine** is all about how Austrian Post lives out its values. Modernisation, digitalisation and sustainability are transforming our processes for the better, and we're passionate about everything that propels us forward.

97%

of all parcels sent
reached their
recipients the next
working day.



Night Shift at Austrian Post: On the Move 24/7

Cities never sleep; in much the same way, our logistics are always in motion. We work around the clock to make sure that mail reaches its destination before the day begins.

Whether it's popping into the supermarket at 10 p.m. or hopping on a train after midnight, our routines are more flexible than ever nowadays. Picking up a parcel from an Austrian Post station late at night is no different. But what's happening behind the scenes at Austrian Post to help us keep pace with our ever-growing desire for greater flexibility? In short: a lot. Austrian Post's logistics centres run at full speed practically around the clock. Miles of conveyor belts hum, scanners beep in rhythm. It's here that we sort, distribute and load orders, gifts and vital documents to ensure they arrive on time. We know how great it feels to be handed a parcel when it feels like you just ordered it. But we're thinking beyond traditional parcel delivery services. Why stop at the doorstep when we can drop a parcel off right inside your door? With our **in-home delivery service**, we make sure that parcels arrive safely – even if no one's home. We are committed to giving our customers flexible options and ensuring **nationwide access to postal services** – even in remote areas. Our extensive network of multifunctional hubs provide banking, postal



Everywhere, but not by any means necessary. Austrian Post switched all of its own trucks to fossil-free fuel (HVO) in 2024 following a successful series of tests.



508

million letters
were delivered
in 2024.

and logistics services under one roof – often just down the road.

As e-commerce booms and parcel volumes break records year after year, we rely on **cutting-edge technology and our logistics expertise** to keep everything running smoothly. We work 24/7 to provide a delivery service that people can rely on.

**Our Initiatives in Economy
& Customers, p. 24**

Driven by Electric Mobility

How we're paving the way to decarbonisation with electric vehicles, smart technology and sustainable ideas.

There are some things you expect when Austrian Post comes to the door: that long-awaited package; perhaps a cheerful greeting. But how many people stop to think that the delivery might be electric? With **around 5,000 electric vehicles**, we already operate Austria's largest e-fleet. And the electricity used? – Is green energy generated in Austria, a large proportion of which by us ourselves using the company's **own photovoltaic facilities**.



**Always moving forward
for the climate. We
understand the assignment
and are doing our bit!**

4.7

million kilowatt hours of electricity were produced for us by our photovoltaic systems last year.



Our goals are ambitious: we aim to provide completely electric and fossil-free last-mile delivery in Austria by 2030; we also intend to cut our direct and indirect CO₂ emissions across the Group by **90%** by 2050. To get there, we're trialling **electric trucks**, making our **buildings more energy efficient** and using cutting-edge technology. We also want to support our customers in their sustainability efforts by offering **reusable packaging through the Post Loop service** – because boxes have more than one trip in them.

It's a big challenge, but we're tackling it head on in partnership with all of our employees – with innovative solutions, bold pilot projects, and a clear vision. For us, climate action is not optional. It's what drives us.

Our Initiatives in Environment & Climate, p. 30

Running Thanks to You: Austrian Post as an Employer

We are yellow. And as an employer – we're colourful. We have around 20,000 people from over 100 nations working across a variety of roles in Austria.

It's this diversity – and the strengths, talents and unique perspectives that our employees bring to the table – that makes us successful. We're growing, but our values remain the same: **mutual respect**, a sense of belonging



The logistics centre in Salzburg has been certified as "family-friendly".



160

**cultural ambassadors
are living out our cultural
history.**

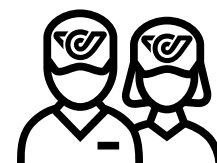


and real opportunities for the future. That's why we are committed to creating a modern workplace where everyone has a voice. Our **160 cultural ambassadors** actively bring this mindset into everything they do on a daily basis.

We're especially passionate about nurturing young talent. Whether it's hands-on apprenticeships in logistics or retail, tailored seminars or strong professional networks – we offer outstanding career prospects. Anyone who stays with us for two years after qualifying will have the cost of getting their driving licence covered. We also offer performance bonuses, meal vouchers and apprenticeships combined with a secondary education diploma. It's no wonder that we've been named a **"Top Apprenticeship Scheme"** multiple times.

Being **family-friendly** is something we value highly. Our Salzburg logistics centre was the first of its kind to be officially certified as family-friendly. Our company headquarters have held this accolade since 2013. For us, work and family life should complement each other instead of being opposing forces. If you come to work for Austrian Post, you're not just moving letters and parcels – you're moving your own future forward. That's why we're always looking for people who want to grow with us. Because at Austrian Post, everything runs thanks to you.

Our Initiatives in People & Social, p. 36



"We are Securing our Future

by Taking Bold Action."

The title of this magazine – "Fast Forward – Always moving forward" – is especially fitting when you look at our Management Board.

Walter Oblin_ The current composition of the Management Board represents both progress and continuity in equal measure. I took over from Georg Pölzl when he stepped down as CEO and the Chair of the Management Board in October 2024 after 15 years at the helm. Barbara Potisk-Eibensteiner, one of Austria's most experienced finance executives, came in to replace me as our CFO at the beginning of the year. My colleague Peter Umundum has been our Deputy CEO since October while also serving as the Member of the Management Board for Parcel & Logistics.

Let's take a look back at the last financial year – could you give us a quick summary of how 2024 went?

Walter Oblin_ The economic landscape in Europe is definitely challenging. Despite this, we increased our revenue by 14% and saw a 9% increase in earnings. The improvements that we achieved in every division are down to the incredible work of our 27,802 employees in 13 countries. Our letter mail business is in decline, but last year various special effects, such as numerous elections, had a stabilising effect. We handled these volumes without sacrificing our commitment to providing high-quality services, alongside record-breaking national and international parcel volumes.

In addition to our transparent strategy and robust business model, what truly makes Austrian Post resilient is our realistic vision for the future and our drive to **make things happen.**

Peter Umundum_ The outlook for our parcel business was undeniably positive, with those record-breaking figures clearly signalling growth. As a group, we transported over half a billion parcels domestically and abroad – a 6% increase on last year. In Austria alone, we handled 224 million parcels, which was 12% more than in the previous year.

Just ten years ago, we were moving fewer than 100 million parcels per year – since then, our volumes have multiplied threefold. We have handled this boom without having to compromise on our commitment to high-quality delivery services, despite some significant seasonal fluctuations. This growth is clear evidence of our capabilities and the trust that our customers place in us.

Barbara Potisk-Eibensteiner_ Profitable growth is absolutely key for us. At the end of the day, we want to continue delivering a strong profit margin that allows us to turn our ambitions into reality. That focus shapes everything from how we finance our expansion projects to our dividend policy. This last point is especially important. We stand by our commitment to the capital markets: we are, and will remain, a dividend stock and a reliable partner for investors.



**From left to right:
Barbara Potisk-Eibensteiner,
Walter Oblin
and Peter Umundum**

In a fast-moving world, is there still a great deal of stability to be found?

Walter Oblin_ This reliability is a core strength of ours. As a company, we stand for consistency and predictability. At the same time, we know how important it is to make the changes that we need to, and we are updating our strategy. We are integrating fresh ideas which will allow us to seize even more opportunities in the markets we serve, which reach around 150 million people. This applies both to our core market of Austria and to the international environment, where we want to be a part of the growth in e-commerce. We currently make EUR 3.1bn in revenue per year; we want to grow that figure to EUR 4bn by 2030.

Peter Umundum_ To achieve this, we position ourselves as a premium logistics provider in all of our markets and deliver top-tier parcel services to our customers. This applies just as much to our core Austrian market as it does to our international operations in Southeast and Eastern Europe, Türkiye and Azerbaijan. These regions and countries are increasingly important to us from a strategic perspective due to their strong growth potential.



**Walter Oblin, CEO,
Chairman of the Management Board**
Walter Oblin joined Austrian Post in October 2009 as Head of Strategy and Group Development. He was appointed CFO in July 2012. In January 2019, he became Deputy Chief Executive Officer and took on responsibility for the Mail Division. The Supervisory Board of Austrian Post appointed Walter Oblin as Chair of the Management Board and Chief Executive Officer with effect from 1 October 2024.

Austrian Post has also been a model of consistency when it comes to the green transformation. What progress did the company make in 2024, and where do we go from here?

Peter Umundum_ Sustainability is a cornerstone of our corporate identity, and it played a defining role in the past financial year. We have reduced our logistics carbon footprint in Austria even further to 66,800 tonnes, which is 21% lower than the figure for 2023. Reducing our reliance on fossil fuels and expanding our electric fleet have a key role to play when it comes to cutting our emissions. Across the Group, we have increased the size of our electric fleet from 4,133 to 5,195 vehicles. The last mile of all of our deliveries in Austria will be fossil-free by 2030. We have also fully transitioned our entire Austrian truck fleet to fossil-free hydrotreated vegetable oil (HVO) fuel. This bridging technology is another valuable tool which we can use to reduce our CO₂ emissions. Photovoltaic systems are another area we are focusing on. In Austria alone, we've already constructed a total capacity of around 18 MWp.

Barbara Potisk-Eibensteiner_ Around a third of the approximately EUR 150m we invest each year is dedicated to our green transformation. Most of that goes towards vehicles and photovoltaics. We're committed to this path. We plan to add new delivery vehicles and more electric trucks to our electric fleet in 2025.

What else is going to shape Austrian Post's plans over the next few months and years?

Walter Oblin_ The major trends in the postal market remain unchanged. Letter volumes continue to decline globally, and we expect parcel volumes to keep rising. This means that we need to adapt. In order to keep growing, we need to be fully prepared to meet our customers' changing needs across different sectors and markets. Over the coming months, we'll also be navigating the impact of sluggish economic growth in certain countries, which is having an impact on both our customers and our business. The challenges ahead are significant, but we're ready to tackle them head-on.

3.1

**EUR bn in Group revenue.
Revenue exceeded EUR 3bn
for first time in 2024.**

"We are committed to harnessing the tremendous potential in the region in which we operate, despite the changes in the market."



Peter Umundum, Deputy CEO, Parcel & Logistics (COO)

Peter Umundum, who has been responsible for the Parcel & Logistics Division of Österreichische Post AG since 1 April 2011, was appointed Deputy CEO with effect from 1 October 2024. He is responsible for Austrian Post's parcel business in Austria and subsidiaries in Southeast and Eastern Europe, as well as Türkiye and Azerbaijan. He is also responsible for the company's letter and parcel logistics in Austria, an area with around 13,000 employees.

Austrian Post will keep moving forward to maintain its resilient business model. It is also important to harness the tremendous potential in the regions in which we operate, despite the changes in the market.

In the current financial year, we intend to maintain the profitability needed to continue investing in the logistics and infrastructure which play such an important role in terms of our operational success and growth targets. We also remain fully committed to delivering on our dividend promise to our shareholders.

Peter Umundum_ We are always looking for ways

in which we can improve and innovate for our customers. This is particularly important in challenging times. One major trend is the growing demand for self-service solutions. Our convenient and flexible Austrian Post stations have been very well received by the market. We plan to significantly expand this offering across the Group in the coming years by doubling the number of locations from 4,700 today to more than 10,000 by 2025/26.

Barbara Potisk-Eibensteiner_ 2024 was an excel-

lent year in terms of earnings. We increased our EBIT by 9% to EUR 207.3m. As a result, our shareholders will see their dividends increase to EUR 1.83. Following this strong growth phase, we are forecasting moderate revenue growth for the year ahead. Our goal remains the same: delivering stable performance for all stakeholders. This includes maintaining a high payout ratio and ensuring that our shareholders continue to benefit from 75% of our net profit.



Barbara Potisk-Eibensteiner, CFO

Barbara Potisk-Eibensteiner has been the Chief Financial Officer of Austrian Post since 1 January 2025. She is responsible for all finance functions as well as Group Real Estate, Group IT & Procurement and Group Legal, accounting for some of Austrian Post's main management and service provision functions. She plays an active role on the Supervisory Board of bank99, with a focus on finance and IT agendas.

This is Austrian Post

Austrian Post is an international postal, logistics and service provider which is central to Austria's economy. Our 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. We group our operations into three divisions: Mail, Parcel & Logistics and Retail & Bank.



Mail

- Letter Mail
- Direct Mail
- Newspapers and Magazines

— Revenue in 2024:
1,240
EUR m



Parcel & Logistics

- Parcel and Post Express
- Additional Logistics Services
- Fulfilment and Valuable Goods and Cash Transport
- E-Commerce Services

— Revenue in 2024:
1,713
EUR m



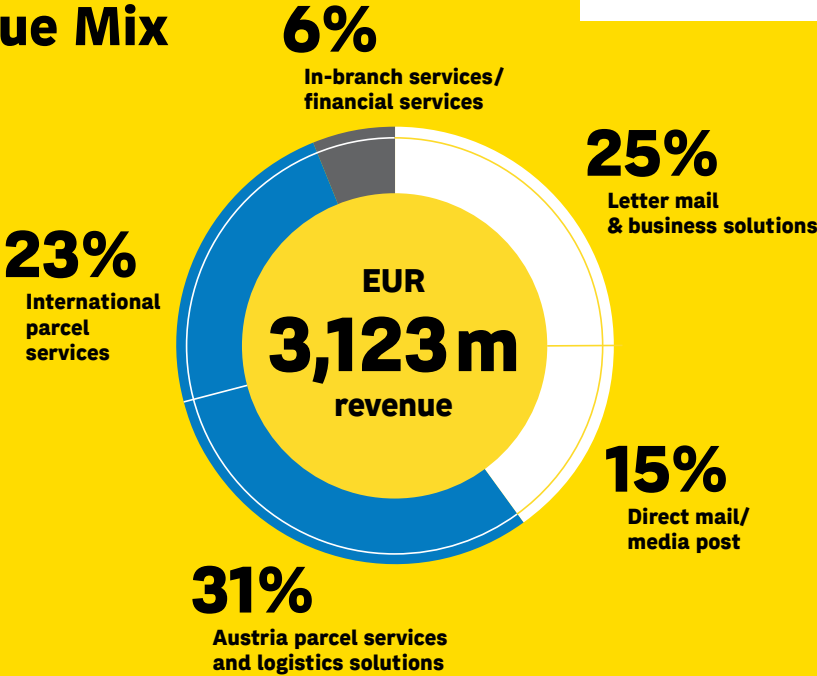
Retail & Bank

- Postal and Telecommunications Services
- Retail Goods
- Financial Services

— Revenue in 2024:
202
EUR m



Revenue Mix
2024



Group revenue in 2024:

3,123
EUR m

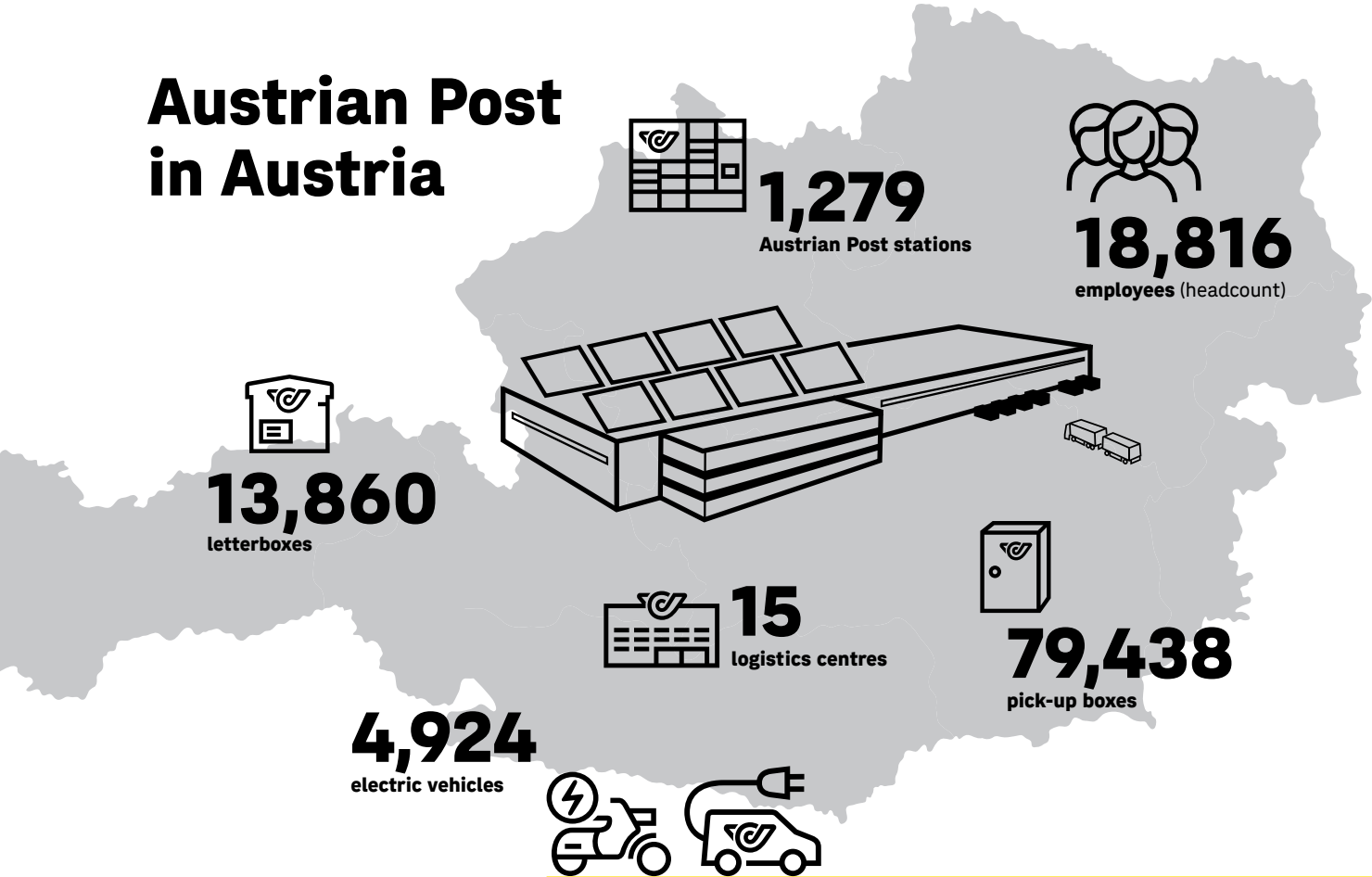
EBIT in 2024:

207
EUR m

EBITDA in 2024:

423
EUR m

Austrian Post
in Austria



150
m

We operate networks
in countries with
around 150 million
inhabitants.



Germany



Austria



Slovakia



Hungary



Slovenia



Croatia



Bosnia
and Herzegovina



Serbia



Montenegro



Bulgaria

Greece

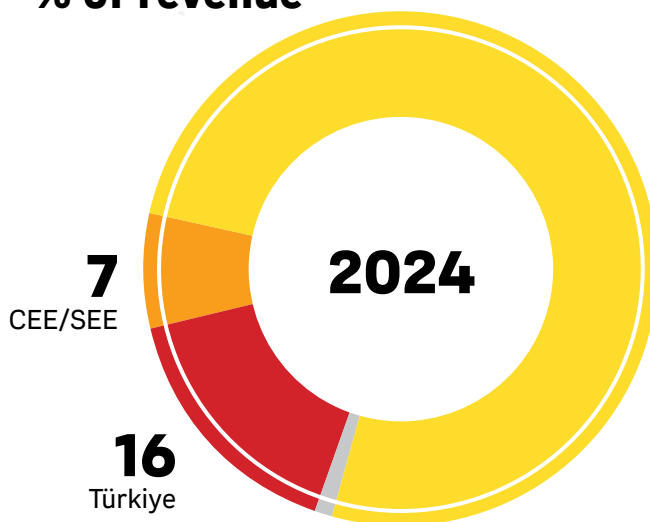


Türkiye

3,407 million
direct mail
& media post items
in Austria

508
million
letters in
Austria

% of revenue



76
Austria

Locations with their own logistics networks
Other locations

14

Regional Focus, Inter- national Presence

**In addition to Austria,
the Austrian Post Group
is also represented in
Germany, eight countries
in Southeast and East-
ern Europe, Türkiye and
Azerbaijan.**

507
m

parcels

224 million
Austria

204 million
Türkiye

78 million
CEE/SEE

76% – the majority of Group revenue – is generated in Austria. Österreichische Post AG is a market leader in the country for the delivery of letters, direct mail items and print media as well as parcels. 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, we offer a comprehensive range of services throughout Austria, and have one of the largest branch networks for private customers in the country.

Vision 2030

Leading Logistics & Services Group
reaching more than 150 million people
in Austria, CEE/SEE, Türkiye & beyond



1

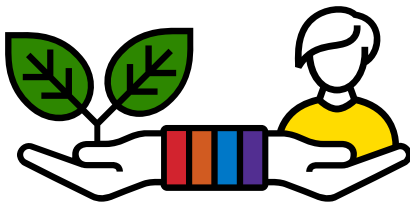


**POST & BEYOND
IN AUSTRIA**
Leading provider
of key services –
post, bank &
more



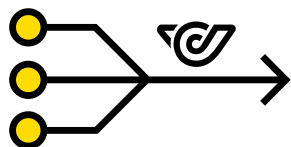
2

**INTERNATIONAL
E-COMMERCE**
Leading e-commerce
partner in Austria,
CEE/SEE, Türkiye
& beyond to reach
more than 150m
people



**SUSTAINABILITY,
CUSTOMER & CULTURE**
Sustainability-oriented,
customer-driven,
and people-focused
company

3



ONE GROUP – OPERATIONALLY EXCELLENT
Efficiency- and technology-focused integrated group

1



POST & BEYOND IN AUSTRIA

Austrian Post is more than just letters and parcels - we are a strong partner for everyday life. As the clear market leader in Austria, we not only deliver reliably, but we also shape the future.

With bank99, we have shown since 2020: We can also offer banking services - around 300,000 satisfied customers are proving us right. But we are thinking ahead: from 2026, we will be writing the next chapter - with attractive mobile and internet services.

Austrian Post can also do telecommunications. Whether analogue or digital - we are bundling central everyday services under one roof. Post office, bank and soon also telecommunications. For our private and business customers. For an Austria that stays connected.

2



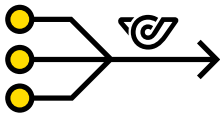
INTERNATIONAL E-COMMERCE

Austrian Post is also a reliable partner beyond national borders. With our subsidiaries in Central and Eastern Europe, Turkey and other markets, we reach over 150 million customers - with high-quality parcel delivery and strong e-commerce expertise.

We invest in existing markets and open new ones. We bundle our services for international shippers and thus create access to attractive markets in our region - with high-performance logistics, innovative products and state-of-the-art technology.

This is how we set standards in international competition.

3



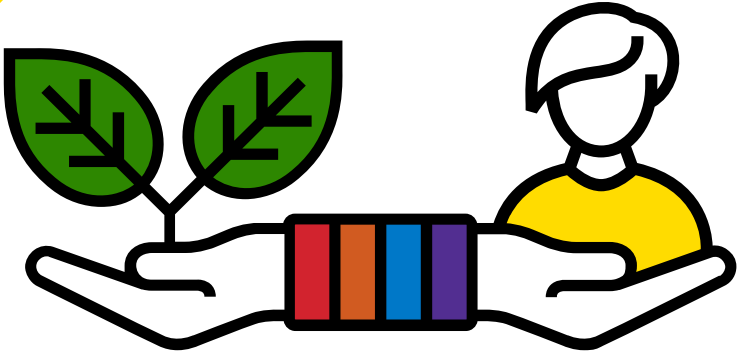
ONE GROUP - OPERATIONALLY EXCELLENT

With around 30,000 dedicated employees in Austria and abroad, together we are unbeatable. Our strength lies in our collaboration - locally entrepreneurial, internationally networked. We are constantly evolving, with modern, high-performance networks and efficient processes that form the backbone of our services.

In a dynamic competitive environment, we rely on automation, digitalization and state-of-the-art technologies. Integrated data, artificial intelligence and robotics enable us to act faster and smarter - and make everyday work noticeably easier.

Our diversity makes us strong. Together, we work on innovative solutions that bring us closer to our customers. With team spirit, expertise and a forward-looking approach, we are shaping the future of Austrian Post.

Masterplan Sustainability 2030



**SUSTAINABILITY,
CUSTOMER & CULTURE**
Sustainability-oriented,
customer-driven,
and people-focused
company

Target Picture & Guiding principle

Strategic Direction

ENVIRONMENT

We strive for continuous and economically viable decarbonisation of our services to provide environmentally friendly solutions and secure our future as a successful company.

- 1** Decarbonisation of logistics
- 2** Decarbonisation of the infrastructure
- 3** Resource-efficient processes
- 4** Circular economy

SOCIAL

We want to be a top employer and attract the best employees. We focus on corporate culture, diversity and equal opportunities, health and safety, and fair working conditions.

- 5** Corporate culture
- 6** Integrated diversity management
- 7** Occupational health and safety
- 8** Fair working conditions

GOVERNANCE

We want to be the preferred partner for our customers. Our goal is to connect people, markets and companies. Our structures and processes enable us to create short-, medium- and long-term value for our customers and stakeholders.

- 9** Sustainable governance & compliance
- 10** Sustainable procurement
- 11** Sustainable procurement
- 12** Customer & Stakeholder Value

A top-down view of a wooden desk. In the top right corner is a white cup filled with dark coffee. In the bottom left corner is a silver laptop. In the bottom right corner is a spiral-bound notebook with a black pencil resting on it. The notebook has handwritten text: "Don't forget: Webcast at 3 pm!".

Always in Touch With the Capital Market

Online, hybrid, in person. Chats, meetings and conferences. We are always in touch with the capital market. This constant engagement builds transparency and fosters long-term relationships with our investors and analysts.

Full Speed Ahead: What Happens on Release Day

Release Day is one of the most intense days of the quarter. The action kicks off in our office at 7 a.m. with a whirlwind of final preparations, important last-minute meetings, and a flurry of phone calls. The atmosphere buzzes with energy – this is the moment everyone has been working towards. It's a day filled with fast moving events, focus and teamwork!

Time	Event
7:30	Publication We share our latest news in real time with all key media outlets, send out our newsletter to investors and analysts, and publish reports and presentations on the Austrian Post website.
7:45	Calls with analysts We address initial enquiries and provide an overview of our performance in the quarter.
9:30	Press conference Our CEO presents the company's performance to the media and field questions from journalists.
11:00	View from the Bridge The Management Board provides employees with updates about the company's recent performance.
11:45	Interview with Börsenradio Harald Hagenauer, our Head of Investor Relations, gives an interview discussing the latest business figures.
12:00	Investor lunch Austrian Post invites institutional investors to a meal with a presentation from the Management Board and the chance to ask questions.
15:00	Analyst webcast The Management Board's presentation on Austrian Post's latest figures is broadcast live, followed by a Q&A session for capital market analysts.

Release Day

Four times a year Austrian Post discloses its financial and non-financial performance indicators, like other listed companies. On **Release Day**, we present our latest quarterly figures and update all of our stakeholders – from investors to journalists – on the latest developments. It's always a busy period for our **Investor Relations team**, but it is far from the only time that they have a lot on their plate. They engage with stakeholders at roadshows and conferences all year round, keeping the dialogue open and providing transparency. This way, everyone is always well informed!



Walter Oblin keeps Austria's media informed

Austrian Post's Capital Market Positioning

1 Predictable Business Model

- Solid revenue development with leading market position in Austria and growth in near markets
- Sustainable profitability due to an efficient cost structure

+13.9%
revenue development
2024

2 Promised – Delivered

- Prudent and realistic guidance with clearly-defined objectives
- Clear commitment to achieve communicated targets



3 Attractive Dividend Policy

- Predictable development of dividends based on profitability and solid financial situation
- Annual dividend distribution of at least 75% of the Group net profit planned since 2006 IPO

6.4%
dividend yield

4 Decarbonisation of Logistics

- Group-wide reduction in fossil energy sources
- Pursuing ambitious targets for 2030/2050

-27.7%
CO₂e reduction 2023–2024
(per shipment volume,
Österreichische Post AG)

—  All information on shares in Austrian Post and Investor Relations can be found on the website post.at/investor

Austrian Post's quarterly

results are far more than just numbers on a page – they form the foundation of our investment story. Strong results are the only way in which we can maintain an attractive dividend policy that benefits our shareholders. This dividend policy is a key component of our capital market strategy and allows investors to reap direct benefits from the company's commercial success.

Since the IPO in May 2006, Austrian Post investors have been paid a total dividend of EUR 33.54 per share. When you combine these dividends with our share price performance, the full scope of our success becomes clear. Investors that invested on day one have been able to more than treble their invested capital and enjoy an impressive total shareholder return in excess of 225%.

In addition to being a reliable partner for its shareholders, Austrian Post remains an appealing investment in a dynamic market.

Shareholder structure

52.8%
ÖBAG



47.2%
free float



“Transparency, openness and clear communication play a vital role in establishing long-term relationships with investors and analysts that are founded on trust.”

Harald Hagenauer

Harald Hagenauer, Head of Investor Relations (middle), Gerhard Zach (left) and Stefanie Schneider (right), Investor Relations Manager

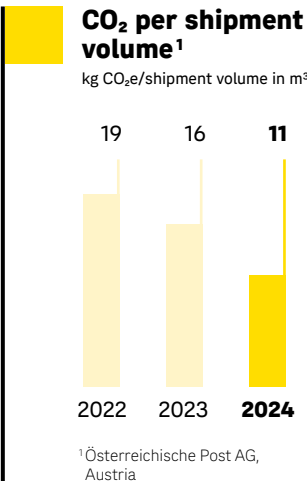
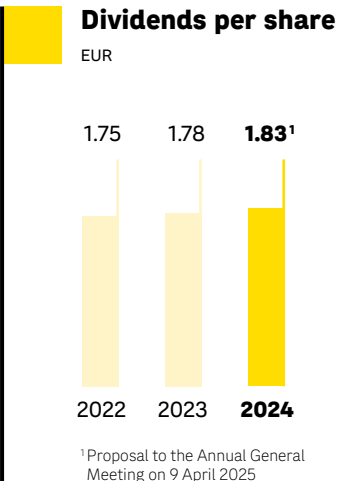
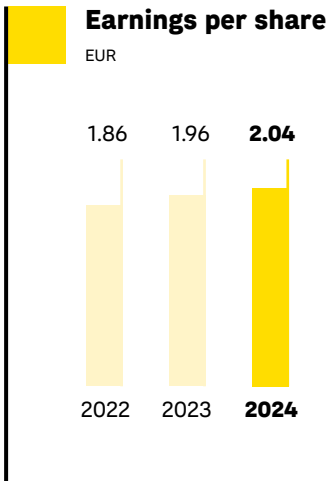
From Release to Roadshow – A Travel Report from Warsaw by Gerhard Zach.

Gerhard Zach had a busy day in the office before making a swift dash to the airport in the early afternoon. He bumped into a few colleagues working in IR at other listed companies before his flight – a pleasant surprise, as they were also on their way to the roadshow. When he arrived in Warsaw, Gerhard joined a dinner with fellow issuers to set the stage for the evening’s discussions.

The next day was packed with intense one-on-one meetings and small group sessions. In 50-minute slots, he got to chat in depth with institutional investors to get a better idea of their concerns and expectations. After a full day, Gerhard went back to Vienna to reflect on and evaluate the outcomes of the roadshow the next day.

Even though digital formats are becoming more popular, roadshows are still an essential part of investor relations work. Meeting in person is still key for building trust with investors and getting a vital insight into their views and expectations.

At a glance



24.3

million mail
items sent using
Austrian Post
stations



Flexible Services for Night Owls and Busy People

We provide our customers with innovative **solutions tailored to their individual needs**: Thanks to our modern self-service solutions, flexible online services and a nationwide network of Austrian Post branches and postal partners, sending and receiving parcels has never been more convenient.



Austrian Post's commitment to rolling out new services across Austria demonstrates that for us, the needs of the customer always come first. Our 1,680 Austrian Post branches guarantee that postal services are available to customers nationwide – even in rural areas.

Modern self-service stations give customers a convenient way to send and collect parcels at any time, even late at night, without trekking too far from home. We are consistently expanding our 24/7 flexible delivery service, improving customer



convenience with 1,279 Austrian Post stations and 581 drop-off stations available within walking distance across Austria.

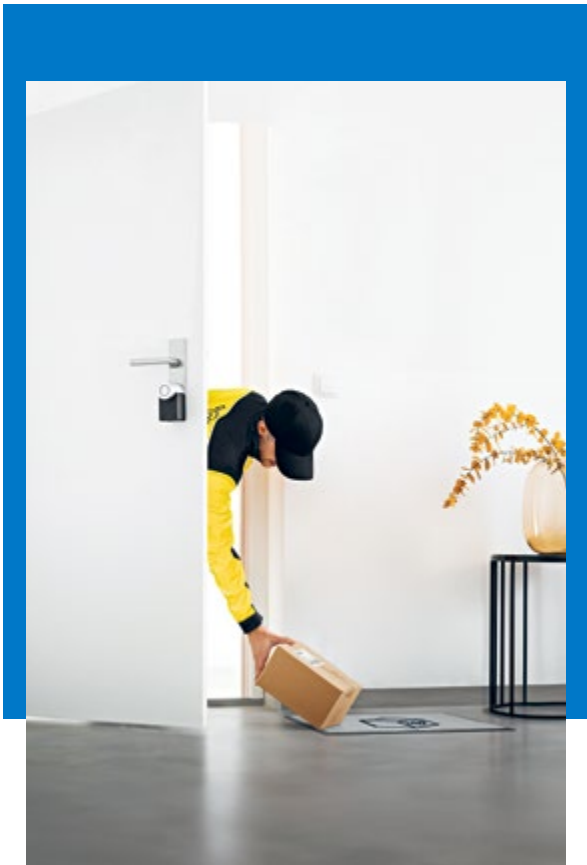
In addition to our Austrian Post stations, we also rent pick-up lockers in the nationwide network of parcel stations run by our partner myflex-box to make our self-service offerings even easier to access. Customers can arrange for parcels to be sent to these lockers, redirect them online, and pick them up around the clock. Pre-franked parcels can also be dropped off there.

The figures show that our strategy is paying off. We processed around 224 million parcels in Austria in 2024, more than 20 million of which were handled through Austrian Post's self-service stations. To make things even more convenient for our customers, we provide a range of online services and our popular Post app. Customers can use the app to plan shipments, track and pick up parcels, and find branches nearby.



bank99 Provides Nationwide Access to Financial Services

Through bank99, Austrian Post ensures that financial services are readily available in rural areas. While many traditional banks are closing their rural branches, bank99 is using Austrian Post's infrastructure to service customers with a focus on proximity and in-person advice. "We have an extensive network of 1,322 postal partners and 358 branches, giving customers easy access to banking and postal services under the same roof," says Patricia Kasandziew, member of bank99's Management Board responsible for Market & Digitalisation. "We offer our customers in rural areas everything they need, from banking services through to cash withdrawals and individual advice – all tailored to the needs of the local population." Combining postal and banking services in a single location saves people time and makes our branches multifunctional contact points for people's everyday needs. With its long opening hours and modern services, bank99 plays a vital role in ensuring access to local amenities.



In-home Delivery for Maximum Convenience

Austrian Post introduced an innovative in-home delivery service in July – the first of its kind in Europe. Using a Nuki electronic door lock, we can drop parcels off for our customers just inside their door, even if they are not at home. The new service had a successful pilot period and has been exceptionally well-received, with over 2,000 people signing up for this secure and convenient solution in the first 24 hours. Customers use the Nuki app to authorise our delivery staff to open the door to their house or apartment. Our staff then open the door using a mobile device, place the parcel inside and lock the door when they leave.

Three Questions for Sonja Aboulez

Head of the Parcel Austria Business Unit

Can you give us an insight into the latest developments in the parcel business?

Sonja Aboulez_ Parcel volumes have been growing strongly for years. In 2024, we processed over half a billion parcels domestically and internationally – a new record. Ten years ago, we processed around 100 million parcels in total. Austrian Post handled 224 million shipments last year in Austria alone.

What does this trend mean for Austrian Post?

Sonja Aboulez_ On an average day, we handle around 800,000 parcels across Austria. In December 2024, it was more than 1.5 million per day. These are enormous volumes that we have to process in line with our high quality standards and our customer promise. We are committed to modernising our logistics centres and automating our processes to ensure we can continue to deliver parcels quickly.

Is Austrian Post introducing any new services?

Sonja Aboulez_ The high parcel volumes make it clear that our customers trust us. All of the new services we have introduced are tailored to their wishes. Digital solutions have an important role to play in that regard. Our various online services, apps and self-service solutions enhance the quality of the service we provide and make it easier for recipients to access their parcels whenever they want and without having to wait in a queue.

On an average day, we handle around 800,000 parcels across Austria. In December 2024, it was more than 1.5 million per day.

Sonja Aboulez,
Head of Parcel Austria
business unit



Three Questions for Thomas Auböck

Head of the Mail Division



Parcel volumes may be on the rise, but otherwise traditional mail is in a structural decline – what does that mean for Austrian Post?

Thomas Auböck_ This downturn represents both a challenge and an opportunity. We are responding to the current trend by enhancing our services with a greater focus on digitalisation and innovative products. Examples include the new “simple registered mail” product, which provides greater convenience for recipients, and the “EinfachBrief” service, which offers digital access to business mail.

We also offer the EinfachWerben self-service tool, which provides a streamlined digital process for creating, printing and sending out addressed and unaddressed direct mail.

Direct mail is performing well and is actually doing better than we expected. This is largely due to the clear success of our customer retention programmes and a high read rate. We provide additional digital channels for our customers’ campaigns free of charge to boost the reach of their analogue advertising and add value.

How has this situation affected Das Kuvert?

Thomas Auböck_ Das Kuvert’s reach continued to expand in 2024, and it remains one of the most successful and popular pieces of printed advertising media in Austria. Two issues are sent out across Austria every week to keep people informed about the latest offers. Each issue reaches over three million households and 3.3 million readers.

That is a lot of printing. How do you make sure Das Kuvert is sustainable?

Thomas Auböck_ We made sure that Das Kuvert is in line with our wider sustainability targets. In addition to being made from recycled paper and FSC certified, it also meets the requirements of the Austrian Ecolabel.



shöpping.at Expands into Germany

shöpping.at increases the size of the sales area available to Austrian retailers and gives them a way to sell their products to customers in Germany.

Robert Hadzetovic,
Head of shöpping.at

We rolled out our online marketplace in Germany in November 2024. This expansion has increased the size of the potential sales area available to our retailers by a factor of ten and gives them a way to sell to customers across the border. It gives German buyers access to a wide variety of products – from electronics through to fashion, Austrian food and delicacies, wines, household goods, beauty products; the list goes on. We are also adding retailers based in the European Union so that we can keep increasing the size of our product range.



Next Day Premium Delivery: Order It at Night, Get It the Next Day

Since September 2024, Austrian Post's shipping customers have been able to pick up online orders that they receive late in the evening and have them pre-sorted and delivered to our logistics centre in the early hours of the morning for **next-day delivery**. Major providers are already using this service to offer their customers quick deliveries. We are setting new standards in terms of speed and strengthening our reputation as an innovative partner.

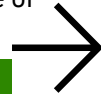
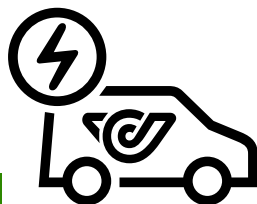


Next Stop 100% E-mobility

Austrian Post is successfully moving towards 100% electric mobility for the last mile in Austria. Our aim is for every vehicle in our delivery fleet to be electric by 2030. This means that there will be no more CO₂ emissions from the combustion of fossil fuels directly attributable to the delivery process. This is a key milestone in our transformation.

We are extremely mindful of the responsibilities we have when it comes to protecting the environment and mitigating climate change. That is why we have drawn up a roadmap for decarbonising our core business, with the aim of reducing our Scope 1 and Scope 2 emissions by 45% and our target-related Scope 3 emissions by 25% by 2030. We are aiming to achieve net zero – a 90% reduction in CO₂ emissions – by 2050. We have defined measures which will be used to reduce our carbon emissions in stages.

Our efforts in this area are focused on energy efficiency measures, electricity from renewable sources, electric vehicles and alternative fuels – all of which are featured in the CO₂ NEUTRAL DELIVERY initiative which we launched in 2011. The first step involves enhancing the energy efficiency of our core processes. This involves measures such as optimising the energy performance of our buildings, operating our delivery and transport logistics fleet in a fuel-efficient manner, making our technical infrastructure more efficient, and making our employees more aware of the importance of efficiency.



We deliver. It's in our DNA. That's why we're good at getting processes in motion.





The second step involves switching to alternative technologies. When it comes to reducing CO₂ emissions, we believe that two changes have the biggest potential to make a difference: increasing the use of electric vehicles for deliveries and switching over to trucks powered by alternatives to fossil fuels. We buy renewable electricity from Austria and are taking steps to drive this trend outside of Austria. We have also constructed photovoltaic systems with a rating of around 18 megawatt-peak.

All the remaining unavoidable emissions of Österreichische Post AG are offset in a third step by support provided to international climate protection projects. These are carbon emissions related to collection, sorting, delivery and overhead processes which are unavoidable at this time. This offsetting makes the entire chain CO₂-neutral – from delivery and the processes at logistics centres and delivery bases through to the emissions of external service providers. These measures have made it possible for Austrian Post to provide 100% CO₂-neutral deliveries within Austria since 2011.

2011

is when the CO₂ **NEUTRAL DELIVERY** initiative was launched. We want the entirety of our Austrian delivery fleet to be electric by 2030.



Sustainable Deliveries with Slovak Parcel Service and Aras Kargo

Austrian Post is taking effective action, and not just in its domestic market. Our Group companies Slovak Parcel Service and Aras Kargo have shored up our position as an electric-drive delivery pioneer in addition to being the largest private parcel service provider in Slovakia and Türkiye. We already have 182 electric vehicles in use in Slovakia, and 220 in Türkiye, and are hard at work converting the rest of the delivery fleet.





Austrian Post has always been at the forefront of driving fossil-free heavy goods transport and is a consistent **first mover. We are now working with promising technologies and testing solutions in the real world that would have been unthinkable just a few years ago.**

Thomas Fellner,
Head of National Transport
Logistics



Heavy Goods Vehicles: Decarbonisation Making Progress

We are driving forward the adoption of fossil-free heavy transport options within our fleet through innovative solutions and forward-thinking technologies. We reached a key milestone in Austria in April 2024 when our first two electric trucks hit the road. These vehicles now operate between our logistics centre in Vienna-Inzersdorf and Vienna International Airport, with a range of up to 300 kilometres. Our rapid charging units take just two and a half hours to fully recharge each truck using Austrian green electricity.

In 2024, we transitioned our entire Austrian truck fleet to fossil-free hydrotreated vegetable oil (HVO) fuel. This renewable fuel is made from waste and vegetable residues, and can reduce a vehicle's CO₂ emissions by up to 90% compared to fossil diesel according to manufacturers. All of Austrian Post's trucks are now HVO-powered, reducing the amount of diesel we use by around six million litres each year.

We currently view HVO as a bridging solution. We are actively seeking additional solutions to expand our use of fossil-free heavy goods vehicles. "The availability of suitable models and green hydrogen is still relatively limited in Austria, but we are continuing our search for a hydrogen-powered truck for testing purposes.

5,195

electric vehicles make up our electric fleet across the Group.



E-mobility: We Set the Standard

We are aiming for all deliveries within Austria to be fossil-free by 2030. We already have around 5,000 vehicles in our electric fleet, making it the largest in Austria today. We run them on green electricity from Austria and clean solar power from our own photovoltaic systems.

We achieved another significant step forward in April 2024 by switching to using electric vehicles for parcel, letter, print media, and direct mail deliveries in Salzburg. Salzburg is now the third state capital in which we provide fossil-free last-mile deliveries, alongside Graz and Innsbruck. Austrian Post also relies primarily on e-mobility for its company cars. These advances clearly demonstrate our strong commitment to making logistics more sustainable and achieving tangible progress across Austria.

We have a number of innovative projects underway in the field of electric mobility. One example is a pilot project in Graz, where we tested the use of electric vehicles as “fine dust vacuum cleaners”. The results were promising; over a three-month period, the vehicles filtered around 6,400 milligrams of dust from the air.

**A Sunny Outlook:
Austrian Post Committed
to Green Energy**

We are working hard to expand our photovoltaic systems and, by the end of last year, had constructed a total output of around 18 MWp. Austrian Post also relies primarily on e-mobility for its company cars.

Showcase projects include our site in Vienna-Inzersdorf, with a rating of 4.1 MWp, and our Upper Austria logistics centre in Allhaming, which has a 2.5 MWp photovoltaic system.

In addition to expanding our use of stationary battery storage systems, our plans include implementing some innovative electricity storage solutions going forward. One such solution involves using our electric fleet as a power plant. Our collection of rooftop photovoltaic systems is the largest in Austria, and has an important role to play in the energy transition and helping us to achieve our sustainability objectives.





The reusable **Post Loop bags** reduce packaging waste and conserve resources – that approach to shipping is perfect for us as a fair fashion brand.

Michaela Geiseder,
Managing Director, Vresh Clothing

Sustainable Shipping with Post Loop Packaging

Our Post Loop service provides online retailers with packaging which can be reused up to thirty times. Recipients can use letterboxes, Austrian Post branches or Austrian Post stations to return the packaging. This initiative earned the prestigious 2024 Energy Globe Award. We took a first look at rolling the reusable packaging scheme out to private individuals in 2024, and this service is now available from a select number of test branches. We also conducted a large-scale shipping trial with BIPA. In addition to other retailers, the clothing company Vresh, which is based in Upper Austria, has also joined the Post Loop programme.



Cultural Ambassador
Ursula Kübler
gives us a fascinating look
at her daily routine.





Mother, Training Officer and Cultural Ambassador

At the Salzburg logistics centre, Ursula Kübler perfectly demonstrates how Austrian Post helps its employees find a healthy **balance between work and family life**. It's no surprise that this site was recognised for its family-friendly HR policies in 2024.

For the last quarter of a century, Ursula Kübler has been a loyal employee of Austrian Post. She joined the company right after completing her secondary education (Matura) and worked her way up to the position of training officer responsible for all training programmes at the Salzburg logistics centre. This impressive career has been made possible thanks to her dedication and Austrian Post's family-friendly corporate culture.

As the mother of an eleven-year-old daughter, Ursula particularly values this supportive environment. "I returned to work after maternity leave, when my daughter was two. Despite being





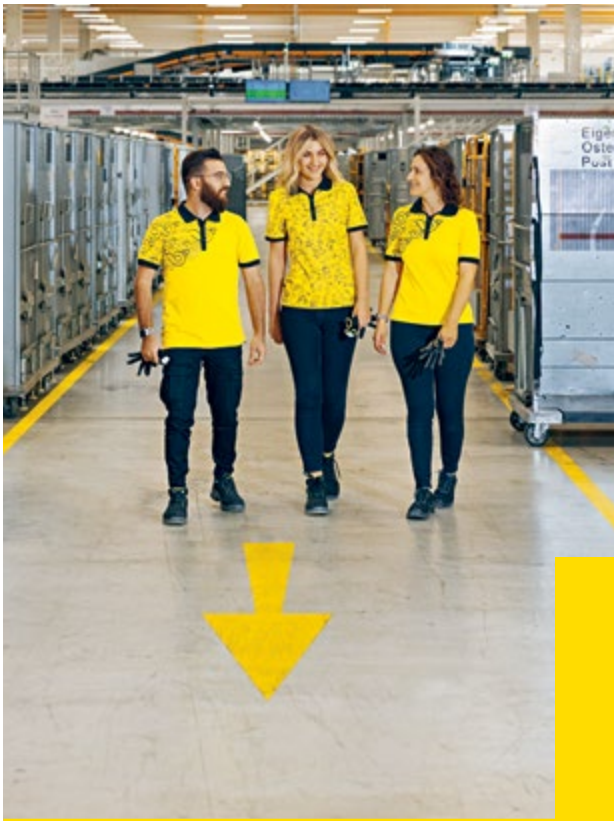
a part-time employee and a mother, I was never disadvantaged in any way. My managers were always understanding, even when I needed to take time off to look after my daughter with very little warning." Flexible work schedules and the ability to make changes at short notice help Ursula and her colleagues coordinate work and childcare effectively. This kind of situation doesn't just happen by chance. Austrian Post's company headquarters were certified as a family-friendly employer in 2013, and the company has been working hard to make sure that the rest of its sites are recognised in the same way ever since. The Salzburg logistics centre achieved this in 2024.

These measures make it clear how much Austrian Post values diversity and equality in the workplace. Ursula Kübler also embodies these values herself. Beyond her role as a training officer and apprentice trainer, the 44-year-old also serves as one of 160 cultural ambassadors who actively foster and represent the company's culture.



A Future in Yellow

Austrian Post stands out as a top destination for young talent, offering a modern working environment and promising career prospects. Practical training programmes in areas such as local and distribution logistics or retail with a telecommunications focus have proven themselves to be particularly attractive. The company's Apprentice Academy provides trainees with tailored seminars and networking opportunities. Benefits such as performance bonuses, meal vouchers, and even funding for driving license costs for those who stay for two years after completing their apprenticeship make Austrian Post even more appealing as an employer. Austrian Post also offers apprenticeships combined with a secondary education diploma. These efforts are paying off. In 2024, Austrian Post was awarded the prestigious "Top Lehrbetrieb" (Top Apprenticeship Scheme) award by the Institute of Management and Economic Research for the third consecutive year.



Modern Management Structure

Austrian Post has introduced a new management model at its distribution centres. At large sites, managers are available to support employees from Monday to Saturday. At our smaller sites, the "Playing Captain" model is used to reschedule administrative tasks to free up time for direct management duties – particularly in the morning – and improve team communication.



Corporate Culture in Motion

Austrian Post has a dynamic corporate culture that fosters diversity, dialogue, and positive professional development for all employees. At the start of the year, around 700 managers and cultural ambassadors took action, kicking off 2024 with a workshop under the theme of "Culture in Motion". This event generated 70 new ideas and cultural initiatives focused on new communication formats, diversity, team activities, and cross-departmental collaboration. The attendees discussed cultural issues across all areas of the company with great enthusiasm. Our corporate culture was a recurring theme of a number of initiatives throughout the year, from culture workshops and strategy conferences to the autumn kick-off and a wide variety of events for managers.

Diversity is a cornerstone of the corporate culture. Seven dedicated network groups raise awareness about topics such as accessibility, ethnicity, LGBTIQ+ issues, women* in leadership, and generational diversity. These initiatives promote diversity and support inclusion and equal opportunities for our employees.

Austrian Post continued to foster open dialogue in 2024 through a number of different

The culture community grew to around 160 cultural ambassadors during the year and took part in a number of training programmes to develop in their roles.



formats, including culture workshops at our distribution sites. The culture community grew to around 160 cultural ambassadors during the year and took part in a number of meetups and training programmes to develop in their roles. Our corporate culture functions as a unifying force as we integrate our national and international subsidiaries into this community. The company's cultural values of joy, purpose, performance and "WE" shape its work environment and make it a sought-after employer.





Comprehensive
Health Programme

Austrian Post is committed to always doing more to protect the health and well-being of its employees. Since 2022, Austrian Post’s health bus has travelled to 160 sites, offering free medical check-ups, including blood pressure, blood sugar and cholesterol tests, lung function assessments, mole screenings, eye exams, and shiatsu chair massages. Doctors are available to discuss health concerns with employees. We offer all employees a wide range of vaccinations every year as part of our free immunisation campaigns.

Other elements of our health programme include health days at headquarters with eye tests, skin screenings, presentations and workshops, as well as measures to promote the mental health of our employees.

Certified
Occupational
Health and Safety

The Carinthia logistics centre was again awarded the BGF seal of quality for its exemplary occupational healthcare programme for 2024–2026.

The Lower Austria parcel logistics centre in Hagenbrunn was fully ISO 45001 certified at the end of 2024, along with four other locations: the Styria parcel logistics centre in Kalsdorf, the Carinthia letter mail logistics centre in Villach, the Carinthia parcel logistics centre in Wernberg and the Vorarlberg parcel logistics centre in Wolfurt. This internationally recognised standard sets requirements for occupational safety and health management systems to help organisations become a safer and healthier place to work. Plans are in place to extend this system to other logistics centres.



A Top-Class Employer

Austrian Post was awarded a number of accolades in 2024, showing that its reputation as a leading employer continues to shine.

"Popular Employer"

We were awarded this popular seal of quality for the fifth year in a row.

"Best Employer"

We were ranked eighth among 200 leading companies.

"Leading Employer"

Austrian Post has been recognised as one of the top 1% of employers in Austria since 2021.

"Austria's Best"

We were honoured for excellence in the key areas of employer attractiveness, innovation and sustainability.



Committed to Supporting Employees, Pensioners and Families

postsozial, the social welfare organisation of Austrian Post, provides perks ranging from shopping discounts to attractive holiday offers at five Austrian Post holiday homes across Austria, holiday apartments, and more than 20 partner hotels across Germany, Slovenia and Italy. Even more offers will be available to our employees in 2025. In line with the Group's emphasis on sustainability, postsozial is installing a solar panel system on a holiday home in Bad Ischl and setting up charging stations for electric cars and e-bikes in Bad Ischl and Strobl. We also support our employees in difficult times. After the floods in September, we immediately gave out EUR 1,000 to any employee who needed it. A charitable campaign provided an additional EUR 500 per person.



postsozial



Always Moving Forward: Together a Successful Team





Our Group Indicators

Indicators Economy & Customers

	Unit	2023	2024	Δ
Earnings Indicators				
Revenue	EUR m	2,740.8	3,123.1	+13.9%
EBITDA	EUR m	391.6	422.7	+8.0%
EBIT	EUR m	190.2	207.3	+9.0%
Cash Flow and Investments				
Operating free cash flow ¹	EUR m	221.6	253.9	+14.6%
Austrian Post Share				
Earnings per share	EUR	1.96	2.04	+4.1%
Dividends per share (for the financial year)	EUR	1.78	1.83	+2.8%
Corporate Governance & Compliance				
Training rate	People in %	80	86	+6%p
Compliance cases	Number	2	6	+4
Vendor integrity check	Number	244	264	+20
Freight company checks – company check	Number	135	165	+30
Freight company checks – personnel check	Number	759	3,029	+2.270
Shipments				
Parcels transported nationally and internationally	Million	476	507	+6%
Letters and direct mail in Austria	Million	4,095	3,915	–4%

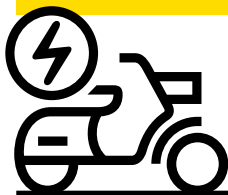


3,123.1 EUR m
Revenue

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

Indicators
Environment & Climate

	Unit	2023	2024	Δ
Environmental Indicators ¹				
GHG emissions from logistics (Scope 1–3) ²	t CO ₂ e	231,771.4	221,321.8	–4.5%
Total GHG emissions, excl. bank99 (Scope 1–3) ³	t CO ₂ e	432,610.3	433,194.6	0.1%
Total GHG emissions, incl. bank99 (Scope 1–3) ³	t CO ₂ e	–	619,654.6	–
Company's fleet of electric vehicles	Number	4,133	5,195	+25.7%
Share of electric vehicles in company's own fleet	%	31.9	40.8	+ 8.9%p



5,195 electric vehicles

¹ Calculation based on the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard
² CO₂e emissions from logistics: Scope 1, Scope 2 and Scope 3 upstream transportation and distribution
³ Scope 1, Scope 2 and all relevant Scope 3 categories

Indicators
People & Social

	Unit	2023	2024	Δ
Employee Indicators				
Turnover ¹	in %	17.1	16.6	–0.5%p
Employees	Headcount	28,963	29,572	+2.1%
Work-related accidents – own employees	Number	1,096	1,013	–83
Proportion of female employees	Headcount in %	30.6	29.8	–0.8%p
Proportion of women in executive positions	in %, Elly definition	35.0	35.4	+0.4%p
Gender pay gap	in %	–	4.2	



29.8 % proportion of female employees

¹ Proportion of permanent staff with an employment contract longer than 180 days who have left the company in the last 12 months.

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