

PULS

People. Culture. Technology.

The Austrian Post magazine for the 2025 financial year.



There,
whenever you
need us.



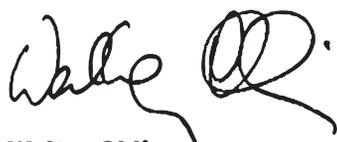
Change is in the air.

Our answer is connection – between people, ideas and opportunities. Austrian Post's pulse beats for much more than traditional logistics. We help people and technology to work in harmony. With an ever-expanding service portfolio ranging from mail and parcels to banking and telecommunications.

We believe in progress that creates added value. Progress that goes hand in hand with stability. Not for its own sake, but as a responsibility we hold as the universal service provider **of the future.**

Read on to find out what inspired us to move forward in 2025 and what connections we forged over the course of the year.

We hope you enjoy this second issue of our magazine.



Walter Oblin
CEO



Find out more
in our 2025
online report at
report.post.at
or scan
the QR code:



There, whenever you need us.

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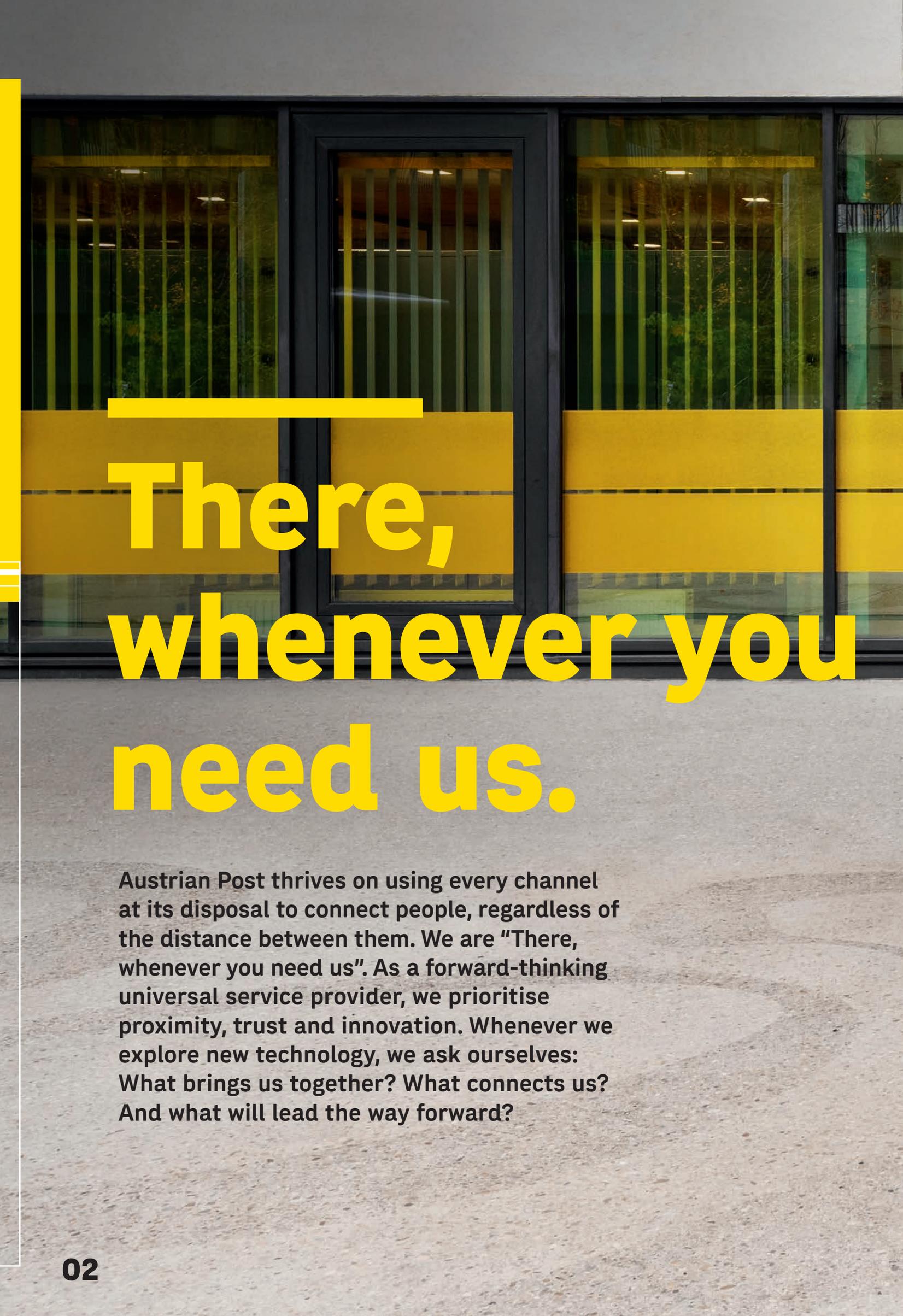
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There, whenever you need us.

Austrian Post thrives on using every channel at its disposal to connect people, regardless of the distance between them. We are "There, whenever you need us". As a forward-thinking universal service provider, we prioritise proximity, trust and innovation. Whenever we explore new technology, we ask ourselves: What brings us together? What connects us? And what will lead the way forward?



bank 99 yellow

Postfiliale 1034

Fred-Zinnemann-Platz 2
1034 Wien
Telefon +43 800 010 100

Öffnungszeiten
Mittwoch - Freitag 8:00 - 18:00
SB-Zone 0:00 - 24:00

Mehr Service unter einem Dach:



bank 99

yellow



98%



of all parcels are handed over to the recipient on the first delivery attempt.

Every move we make leads to our customers. Our latest brand campaign is turning our slogan of **"There, whenever you need us."** into a clear promise. We are taking action to emphasise our role as a provider of logistics, banking and telecommunications services in order to build trust for the future.



We are redefining proximity.

Austrian Post has become far more than just a delivery service. Customers have come to rely on us for access to goods, cash and communication services. You might not need us every day, but we will be there for you when it counts – reliable and ready. Our LEAD 2030 strategy is guiding our way forward. **bank99 and YELLOW are raising the bar in the Austrian market, while our international services continue to broaden our horizons.** We are speeding up supply chains, connecting markets and driving global services. After all, proximity doesn't just stop at the border.



The "You" in our slogan means exactly that: you.

People remain at the absolute heart of everything we do.

Maintaining our focus on people is a matter of the heart. Our corporate culture fuels Austrian Post's international growth and turns shared values into local action. **Group-wide initiatives provide clear direction and space for diversity.** postsozial is tailored to our employees and their needs. This benefits programme has supported our team for 20 years. Today, the Post app and the platform goodie.at make these perks available to everyone at any time.

Finger on the pulse

We are committed to providing reliable services to people and businesses. At the same time, we have been continuously enhancing our delivery service for around 20 years – with specific measures that reduce energy consumption and gradually expand the use of e-mobility. **2026 will be the year Vienna becomes the first major European city in which our operations are completely emission-free. All of our deliveries will be made using electric vehicles, bicycles and on foot.** With our photovoltaic plants at 34 sites, around 6,000 electric vehicles in our fleet across Austria and around 1,000 new additions every year, we are playing an active role in shaping the sustainable future of the logistics sector. We keep our finger on the pulse in every business area, and never stop asking: What brings us together? What connects us? And what can we do to lead the way forward?

Around
6,000

electric vehicles
are in use in Austria.



Meeting the needs of our customers

is at the heart of Austrian Post. We promise to always be there – for our customers, our employees, as a bank and as a mobile provider. To keep that promise, we are forging new paths, building connections and embracing digitalisation.

“Being present is key to Austrian Post’s identity. And always has been.”

Those who listen closely to the rhythm of change are the ones who lead the way forward.

“There, whenever you need us.” That’s a lofty promise you have made to your customers ...

WALTER OBLIN: Yes, that’s exactly what Austrian Post stands for. We stay close to our customers and keep our finger on the pulse by offering a combination of proven and new services, both analogue and digital. We see ourselves as the active link between our business customers and the more than 150 million people in the 15 countries in which we operate. We know our customers and their needs, and we are able to represent these very well. At the same time, we are constantly thinking about how we can support them even better. This is how we keep advancing.

Austrian Post is changing and adapting to the market. At the same time, it represents reliability. How do you combine these two characteristics?

WALTER OBLIN: For us, they go together. Through our agility – which includes innovation and tapping new business areas – we are ensuring our success in a dynamic environment. Our reliability, with which we fulfil our promise, we earn and gain the trust of our customers. It is this interplay that makes us successful.

Austrian Post has been around for a very long time because, rather than following every trend, we carefully consider in advance what our customers actually need. And that success shows us that we are on the right path. Six years ago, we created bank99, which quickly established itself in the market despite the pandemic restrictions. This demonstrates our commitment to providing added value for our customers by going where others no longer are willing to go. The trust our customers have in us is what we are building on. In April, we will launch the YELLOW mobile phone service. Here, too, we will demonstrate that we are a reliable partner for our customers.

PETER UMUNDUM: In the parcel business, the interplay between agility and reliability is crucial: e-commerce connects our world. Customers expect to be able to purchase almost any article anywhere and be able to use it two days later. That doesn’t happen by magic. It requires smart logistics with experienced people at the helm.

But above all, it needs countless hands that move the packages at many locations around the world. In 2025, we delivered 232 million parcels throughout Austria, 98% of them within two days. That is true delivery reliability. Above all, though, it is also a foundation for trust.

BARBARA POTISK-EIBENSTEINER: We have experienced ups and downs on the financial markets for years. We are also observing a considerable shift in economic policy. This amplifies the uncertainty significantly. In this environment, Austrian Post stands out in a positive way with its reliability. We have traditionally been a predictable partner with a stable and solid profile for banks and our investors.

We intend to maintain this in the future. Our success in the capital market over the last 20 years shows that we are on the right path. We will continue to pursue this path of economic success – for our investors and all other stakeholders alike.

232

million parcels
were delivered across
Austria in 2025.



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

The economy is stagnating. What does that mean for the past business year?

WALTER OBLIN: Austria has just experienced the longest recession in post-war history. Competition is increasing, cost pressures are rising and the majority of companies are hesitant to make investments. Here in Austria, inflation was above the EU average in 2025, far above the ECB's target of 2%. This all also affected our business in 2025. Nevertheless, we can be happy with the year overall. Operationally, our 19,468 employees performed excellently once again. In economic terms, we completed the financial year on a strong note.

The trends in the international mail and parcel business continued. Digitalisation among private and public-sector customer groups led to a decline in mail and advertising volumes in 2025. Parcel business increased again in general, though the market continued to experience fierce competition. We achieved a welcome milestone with bank99. After a five-year start-up period, the business area passed its break-even point – and is now making a positive contribution to the financial result with 300,000 satisfied customers.

PETER UMUNDUM: Our parcel business developed in line with our expectations in 2025. Revenue increased by 3%. Thanks to recent acquisitions in Bulgaria and Hungary, among other corporate initiatives, we have further expanded our strong international footprint in e-commerce. In addition to customers in Austria, we are reaching more and more recipients in South-east Europe, Türkiye and beyond. Türkiye has a great deal of potential for us. From here, we created a bridge to Azerbaijan and Georgia. Our aim is to work with major international customers in these countries.

BARBARA POTISK-EIBENSTEINER: Austrian Post's economic performance fell below that of the previous year, when major elections and favourable currency effects had a positive impact. Revenue of the Austrian Post Group in 2025 of EUR 3,043.3m was thus 2.6% below the 2024 level but 11.0% above the 2023 level.

“Through our agility – which includes tapping new business areas – we are ensuring our success in a dynamic environment.”

Walter Oblin

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.

A pillar of your strategy is sustainability. How are things progressing here?

WALTER OBLIN: Sustainability lies at the heart of our identity. This is also reflected in our newly formulated LEAD 2030 strategy. A focus on sustainability, the needs of our customers and a strong corporate culture are central to this strategy. As part of our 2030 sustainability master plan, we defined twelve focus areas, which we will pursue with concrete measures. The development of the corporate culture is very important to me. We want to act internationally as a unit, in which the Group is more than the sum of its parts.

PETER UMUNDUM: We are making good progress in the environmental aspect of sustainability. In 2025, we managed to reduce logistics-related carbon emissions within our direct sphere of influence by 10% across the Group as a whole, and 21% in Austria! In Austria, we have converted more than half of our delivery fleet to electric vehicles. 60% of our last-mile deliveries are CO₂-free – this means they are carried out on foot, by bicycle or using an electric vehicle. We source the green electricity for our electric vehicles from Austrian energy providers and charge most of them using our own infrastructure. 34 of our sites have photovoltaic plants, with a total capacity of around 20 megawatt peak (MWp). This allows us to cover around 20% of our energy needs ourselves. Austrian Post thus generates 20% of its energy from its own sources.



**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. Barbara Potisk-Eibensteiner plays an active role on the Supervisory Board of bank99, with a focus on financial agendas and back office operations.



BARBARA POTISK-EIBENSTEINER: Vienna is set to become the first European city with a population of over one million to offer 100% CO₂-free last-mile delivery services. But we are also innovative in rural areas. Our charge-at-home solutions enable delivery staff to charge their vehicles at home with certified renewable electricity from Austria. In 2025, we took two exciting steps toward innovation.

We regularly invested in innovation and future technologies in 2025. This included the use of new electric all-wheel vehicles, with which we can offer completely CO₂-free last-mile delivery even in alpine regions. The first vehicles are already on the road.

We are also working to convert the fleets of our international subsidiaries to emission-free delivery, thereby accelerating the transition to more sustainable logistics.

"In Austria, we have converted more than half of our delivery fleet to electric vehicles: 60% of our last-mile deliveries are CO₂-free."

Peter Umundum

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

Peter Umundum, who has been responsible for the Parcel & Logistics Division of Austrian Post 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 at the subsidiaries in Southeast and Eastern Europe, as well as Türkiye and Azerbaijan. He is also bears overall responsibility for the company's national and international logistics, an area with around 21,500 employees.

"Our success in the capital market over the last 20 years shows that we are on the right path."

Barbara Potisk-Eibensteiner

**One question, three answers:
What can we expect from Austrian Post in 2026?**

WALTER OBLIN: We reward the trust placed in us by being reliable. Our LEAD 2030 strategy provides the roadmap for this. We are implementing this strategy step by step in a sometimes challenging market environment.

PETER UMUNDUM: We ensure our stability through growth. This is why we will expand our international footprint and specifically develop our services in e-commerce.

BARBARA POTISK-EIBENSTEINER: One trademark of Austrian Post is a reliable shareholder return. Twenty years ago, it was EUR 19 per share. These days, it's over EUR 30 per share, including a dividend payment of EUR 35 in this time period. We will also distribute at least 75% of our net result as a dividend in 2026.



Post & beyond

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.



Revenue mix 2025

Group revenue in 2025:

3,043
EUR m

EBITDA in 2025:

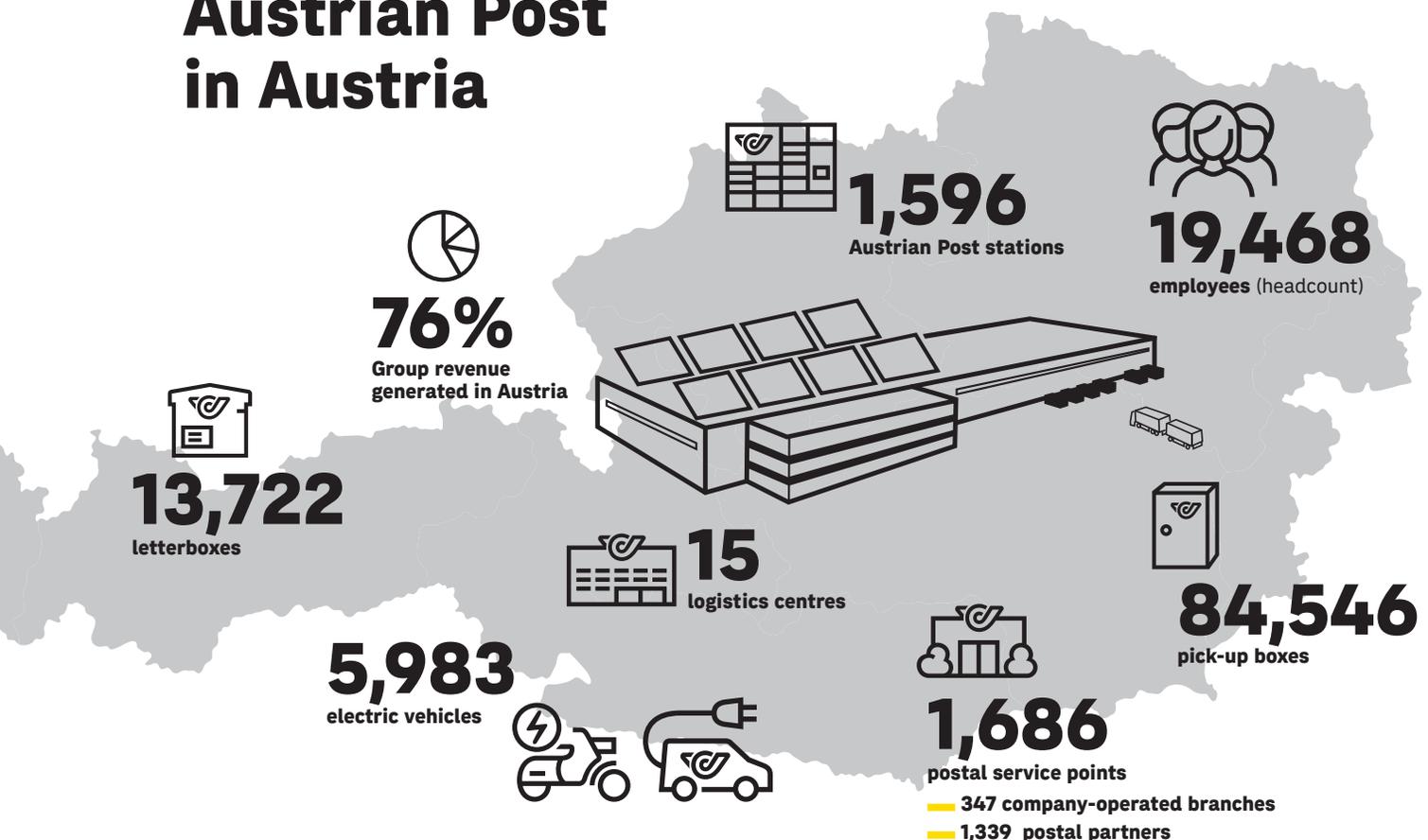
413
EUR m

EBIT in 2025:

197
EUR m



Austrian Post in Austria



We operate in
15 countries
with more than

150

million customers

3,098 million
direct mail &
media post items
in Austria

465 million
letters
in Austria


Germany


Slovakia


Austria


Hungary


Slovenia


Croatia

Romania


**Bosnia
and Herzegovina**


Serbia


Montenegro


Bulgaria

Greece

76

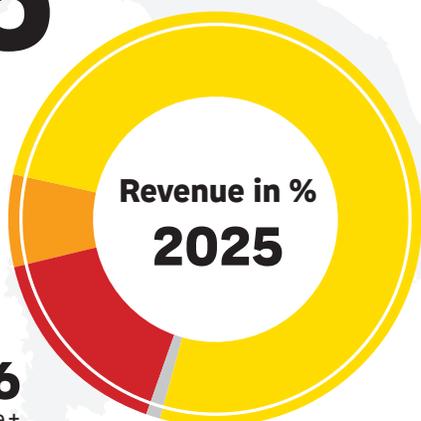
Austria

7
CEE/SEE

16
Türkiye+

1
Germany

12



   **Logistics locations**
 **Other locations**

Regional Focus

International Presence

In addition to Austria, the Austrian Post Group operates in the markets of Germany, Southeast and Eastern Europe, and Türkiye and beyond.

76% – the majority of Group revenue – is generated in Austria. Here, Österreichische Post AG holds a leading market position in the delivery of letters, direct mail items, print media products and parcels. There are currently 1,686 postal service points in Austria. Of these, 347 are branch offices operated by Austrian Post itself and 1,339 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.

504

million parcels

232 million
Austria

78 million
CEE/SEE

200 million
Türkiye+


Georgia


Azerbaijan


Türkiye

LEAD 2030

Our Vision

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

1



POST & BEYOND IN AUSTRIA

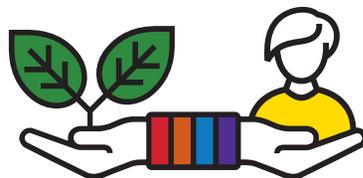
Leading provider of key services – post, bank, telecommunications & more



2

INTERNATIONAL STRENGTH IN THE PARCEL BUSINESS

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



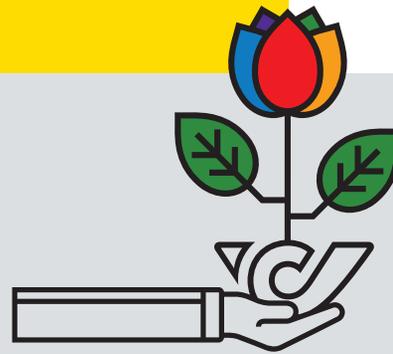
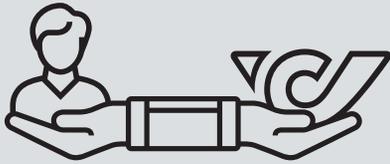
**SUSTAINABILITY,
CUSTOMER & CULTURE**
Sustainability-oriented,
customer-driven,
and people-focused
company

3



ONE GROUP – OPERATIONALLY EXCELLENT

Efficiency- and technology-focused integrated group



Our Mission

Closer than anyone else.

We make connections every day and are always improving. Always practical and sustainable – digital and in person.

Our Values

We are yellow.

We are green.

We are colourful.

Our Culture

We

Purpose

Purpose is what we experience through our **important contribution to the country, the people and the environment.** We are united by our focus on **diversity and sustainability.** We recognise the **purpose of our own activity** because managers explain the **WHY** and **HOW** well. We are all **open to continuous learning.**

Joy

Joy is reflected in **enthusiasm for one's work and having fun with colleagues,** even when things get stressful. Our working environment is characterised by **diversity, openness, appreciation and humour.** Managers support joy through proactive **feedback and recognition.**

Performance

Together we deliver **top performance and sustainable results.** For us, this means a motivated approach to our tasks. Managers shape the work environment through **commitment and empathy in a way that positively promotes the achievement of goals.** We all strive to make our contribution to **joint success and develop ourselves.**

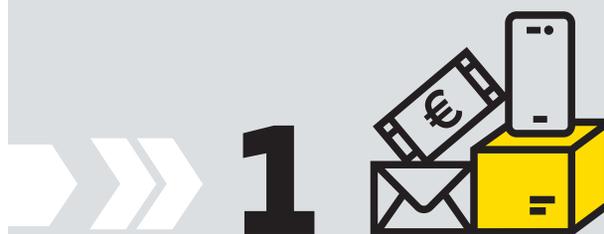
Our Strategy

Austrian Post is operating in a market environment that is subject to constant dynamic change. A functioning postal service and a strong, modern postal service provider are by no means a given. The ongoing shift to electronic communication and the resulting decline in letter mail, coupled with a growing parcel market and intense competition, are creating an environment that calls for rapid adaptability.

Austrian Post is a state-of-the-art company that is successful both in Austria and internationally – and it intends to remain so in the future. In order to sustainably expand its market position and brand strength, Austrian Post is focusing on continuous development, targeted growth and moves to tap into new markets.

With its new **LEAD 2030** strategy, Austrian Post has set a clear course that sets out the path for the coming years. The aim is to be one of the leading logistics and service groups in Austria, Southeast and Eastern Europe, Türkiye and beyond – with more than 150 million satisfied customers.

Three strategic priorities have been defined for LEAD 2030, with sustainability, customer orientation and a strong corporate culture at the heart of all activities.



POST & BEYOND in Austria:

At Austrian Post we provide essential services for everyday life – from postal and banking services to telecommunications and more. Both private and business customers can conveniently access analogue and digital solutions from a single source. This strengthens our leading position in the Austrian market.

As the clear market leader in the mail and parcel business, we offer outstanding delivery quality. At the same time, we are working on refining our product landscape on an ongoing basis with a firm focus on customer benefits and efficiency.

We are also making use of the Austrian Post ecosystem to profitably scale bank99 in order to provide customers with additional services. At the same time, we are pursuing the goal of further growth beyond our postal and banking business – for example, by expanding our telecommunications services and offering attractive mobile phone and internet deals. This expands our portfolio to offer another key service for consumers in Austria.



INTERNATIONAL E-Commerce:

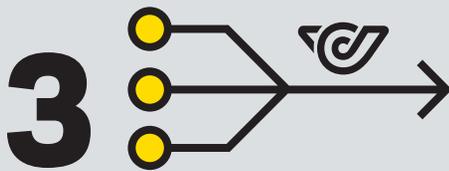
Austrian Post is also a strong player on the international stage – and we aim to expand our position even further.

We will continue to invest in existing markets and tap into new ones. With subsidiaries in Southeast and Eastern

Europe, Türkiye and beyond, we already reach more than 150 million customers and offer high-quality parcel delivery. Further investments in expanding state-of-the-art logistics infrastructure and targeted acquisitions are to contribute to sustainable growth.

As a leading and reliable e-commerce partner, we will be doing even more to bundle our range of services for international customers in the future. This means that we will enable global senders to access markets in this region – with high-performance logistics services, high-quality, innovative products and cutting-edge technologies.

In addition, we will be stepping up our drive to offer more self-service options, and plans to bring the number of automated parcel machines to over 10,000 across Austria, Southeast and Eastern Europe, and Türkiye.



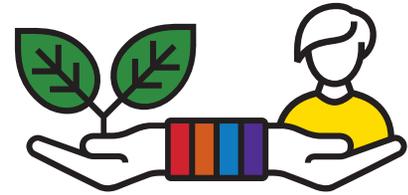
ONE GROUP – Operationally Excellent:

Together, we are unbeatable. With around 30,000 employees in Austria and across the world, we are committed to strengthening cooperation and unlocking synergies – locally entrepreneurial, globally networked.

Modern, high-performance networks and operations are at the core of our services. Continuous efficiency improvements, particularly in operations, are a key success factor in a challenging competitive environment and are also a firm component of Austrian Post's DNA.

We are focusing systematically on automation and digitalisation and utilising state-of-the-art technologies based on integrated data, as well as future technologies such as AI and robotics. This will make everyday work easier and enable us to achieve faster, more flexible and smarter operations.

We are also strengthened by our diversity. Employees work hand-in-hand on joint projects. With an excellent team and the right innovative solutions, we are even closer to our customers.



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

LEAD 2030 focuses on sustainability, customer needs and a corporate culture shaped by purpose, joy and performance. These key values guide employees in their daily work for the Austrian Post Group. They strengthen the brand and make Austrian Post valuable, distinctive and appealing.

As a major Austrian company, we assume clear responsibility for the environment and society at large. The aspiration to remain a pioneer in sustainability has been part of our ethos for years now – and also makes up an essential component of **LEAD 2030**.

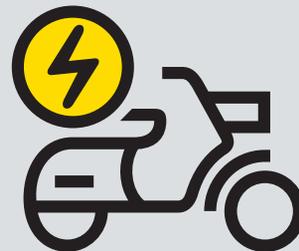
The needs of our customers are another focal point. This is why a key strategic focus is on continuously improving the customer experience and further strengthening brand perception. In the international arena, we are a reliable e-commerce partner and will continue to expand our services for customers in this area going forward.

As an employer, we also set clear priorities. We want to create an environment in which committed employees can develop their potential and diversity is deliberately embraced as a strength. The systematic continuation and anchoring of the cultural process throughout the entire Group is a crucial step in this direction.

Sustainability Master Plan 2030

Building on our integrated corporate and sustainability strategy, we focus on twelve strategic focus areas across three strategic visions, as defined in our sustainability master plan 2030.

With our extensive and diverse range of logistics and services, we connect people, regions and countries, create jobs and generate added value. These solutions are key to our success as a company. However, what we do also has an effect on the environment and climate – particularly in the form of emissions of greenhouse gases like CO₂ that change the climate. As a leading logistics and services group, we want to show that a comprehensive understanding of ecological and social responsibility is not a barrier to economic success, but rather secures it in the long term. Our international focus also allows us to spread and strengthen environmentally conscious practices beyond national boundaries.



Environment

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

- › **Decarbonisation of logistics**
- › **Decarbonisation of infrastructure**
- › **Resource-efficient processes**
- › **Circular economy**



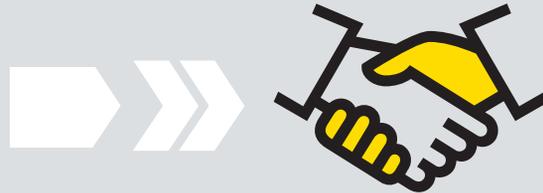
Social

As a leading employer, Austrian Post offers a respectful working environment, attractive career opportunities, workplace safety, and a well-established occupational health programme. After all, as a logistics and service company, we understand that our employees are our most valuable asset. Our 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.

A clear vision and principles shared by employees and executives alike are essential for an international group undergoing significant change. They form a common set of values that guides everyone towards target-oriented and sustainable action.

The mission statement of Austrian Post is the foundation for its collective business operations and the basis for our culture, which is characterised by respect, openness, trust and appreciation. The company's services are aligned with the following strategic focus areas:

- › **Corporate & work culture**
- › **Integrated diversity management**
- › **Occupational health & safety**
- › **Fair working conditions**



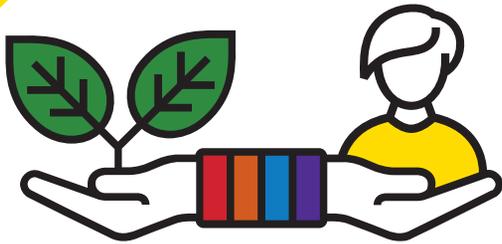
Governance

We strive to anticipate our customers' needs and expectations early on and meet them in the best possible way – even as conditions continue to change at unprecedented speed. Innovative solutions are more important than ever. Strong collaboration across the entire group is key to increasing the value we deliver to our customers. This strengthens our competitiveness and enhances customer satisfaction. Moreover, our business activities should be guided by integrity.

As a publicly listed company, Austrian Post has responsibilities towards its owners and shareholders – and continues to demonstrate its strength as a reliable investment with attractive dividends. Stakeholder value is extremely important to Austrian Post. We want to provide added value for society and the regional economy by being successful as a company and ensuring that postal services can be supplied reliably. We have defined four strategic focus areas to this end:

- › **Sustainable governance & compliance**
- › **Sustainable procurement**
- › **Digital responsibility**
- › **Customers & stakeholder value**

Master Plan 2030



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



Strategic Vision

ENVIRONMENT

We strive to decarbonise our services on an ongoing, economically sustainable basis in order to offer ecological solutions and safeguard our company's long-term success.

SOCIAL

As a leading employer, we are committed to attracting and retaining top talent, and place great value on corporate culture, diversity and equal opportunities, health and safety, and fair working conditions.

GOVERNANCE

We aim to be our customers' preferred partner for connecting people, markets and companies. With responsible structures and processes, we create value for our customers and stakeholders in the short, medium and long term.

Strategic Focus Areas

Targets

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

Group-wide reduction in fossil energy sources

- › Saving energy in our vehicle fleet and properties

Reduction in CO₂ emissions by 2030

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

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

Corporate and work culture

- › Improvement in employee satisfaction

Diversity

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

Occupational health and safety

- › Reduce occupational accidents by 15%

- 9** Sustainable governance & compliance
- 10** Sustainable procurement
- 11** Digital responsibility
- 12** Customers & stakeholder value

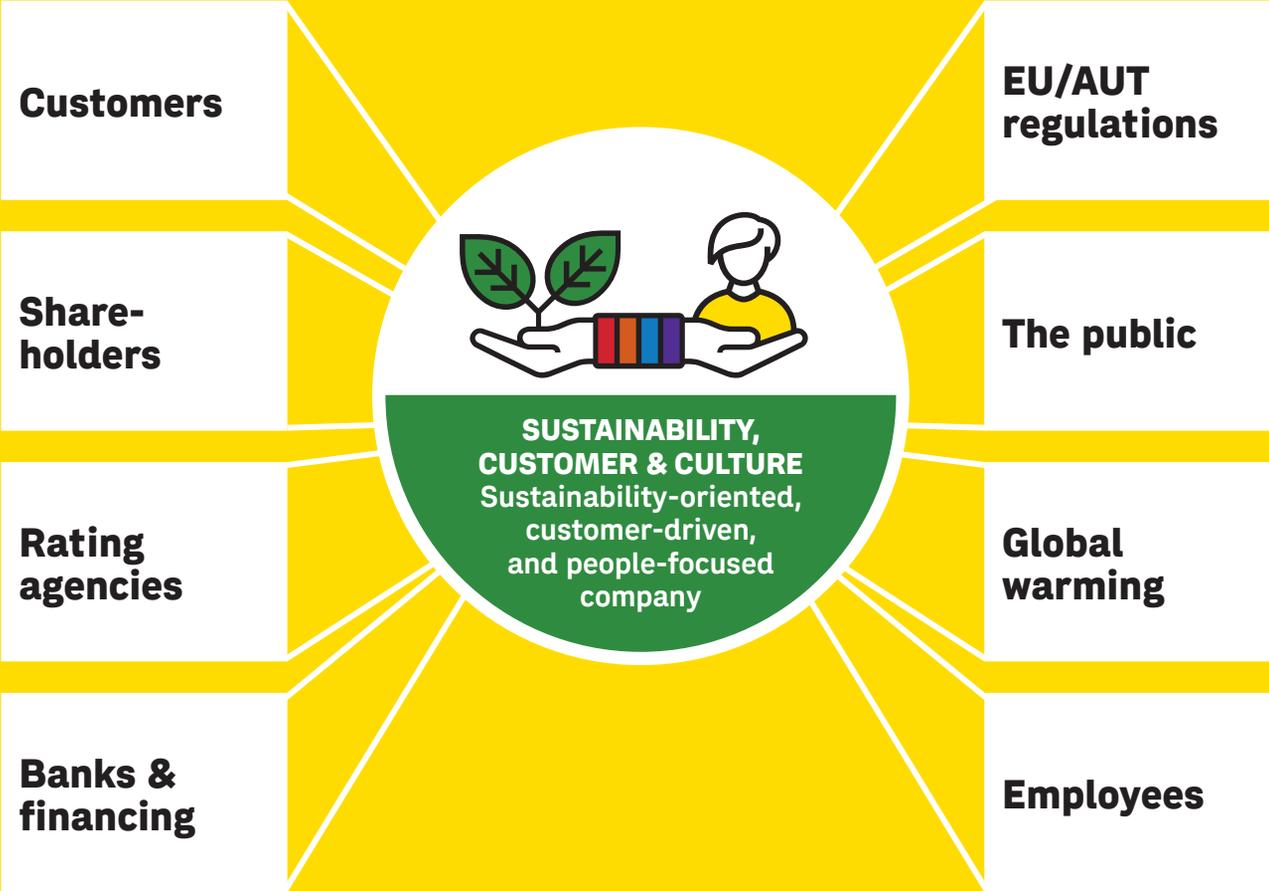
Financial targets

- › 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

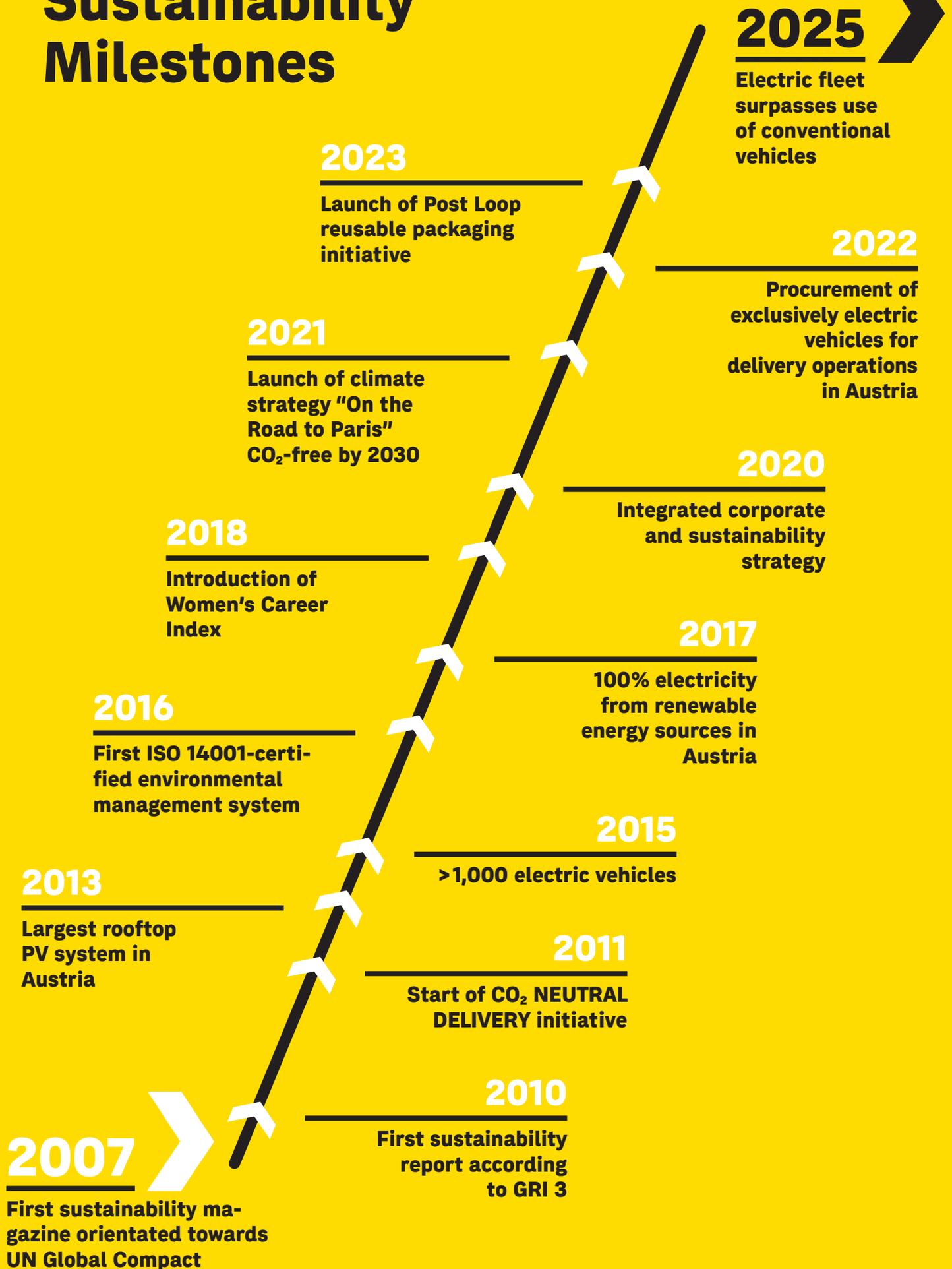
Factors Influencing Sustainable Development



A strong signal: ESG ratings consistently high

	AAA (range from AAA to CCC)		Low risk (16.3) (range from 0 to 50)
	Prime Status Rating C+ (range from A+ to D-)		53 out of 100 points
	A- (range from A to D)		Silver (76 out of 100 points)

Sustainability Milestones



Keeping a Finger on the Pulse in the Capital Market

Austrian Post's investment story:

1 Predictable Business Model

- Solid revenue performance with a leading market position in the company's core business in Austria and in international e-commerce
- Sustainable profitability due to an efficient cost structure

EUR bn
3.0
Revenue in 2025

2 Promised - Delivered

- Prudent and realistic guidance with clearly defined objectives
- Clear commitment to achieving 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 since the IPO in 2006

%
5.9
Dividend yield

4 Decarbonisation of Logistics

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

%
-27.0
CO₂e reduction 2024-2025
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

The Capital Market: A Win for Companies and Investors

Ensuring a transparent and secure marketplace for the Austrian capital market is the job of the Vienna Stock Exchange. The marketplace is essential for companies like Austrian Post in order to gain and secure capital in the long term.

Two women working in the capital market sector: Edith Franc, Head of Department for Public Affairs, Financial Literacy & Events at the Vienna Stock Exchange, and Stefanie Schneider, Investor Relations Manager at Austrian Post.

Ms Franc, you have been actively shaping the Austrian capital market for over 30 years. What drives you?

FRANC: The capital market is essential for our domestic economy because it provides companies with access to the capital they desperately need and allows investors to invest their money with an eye on returns. Alongside classic bank loans, it provides an additional form of financing through the issuance of shares and bonds. Companies can use these funds to make investments, drive innovation and create new jobs. The capital market thus stimulates the entire economy, creating growth and stable economic conditions. Helping to make this work is what motivates me.



**Edith Franc,
Head of Department
for Public Affairs,
Financial Literacy
& Events at the
Vienna Stock Exchange**

**Stefanie Schneider,
Investor Relations
Manager at
Austrian Post**



Ms Schneider, how important is the capital market for your company, Austrian Post?

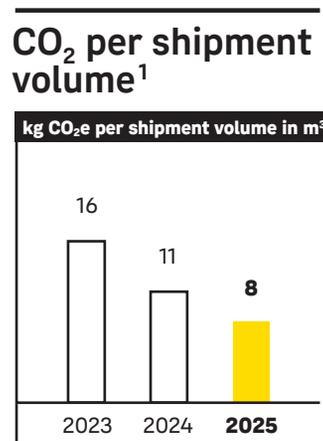
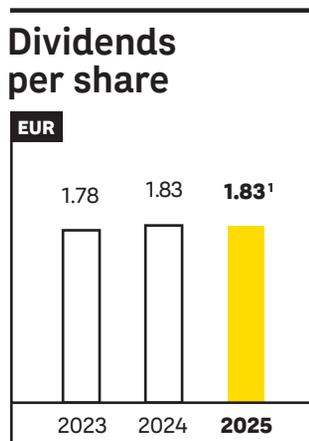
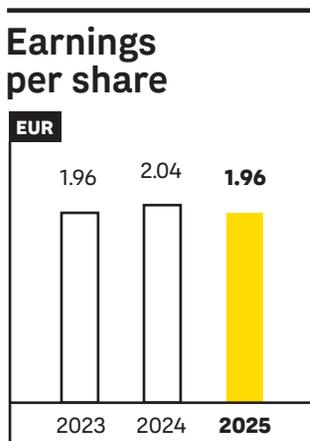
Schneider: We are a publicly traded company. Austrian Post is majority-owned by the Republic of Austria, which manages its stake of 52.8% via Österreichische Beteiligungs AG (ÖBAG). The other 47.2% are in free float and are traded on the stock market. Being listed on the stock exchange raises our profile and gives us access to the capital market. This allows us to consistently develop our business by reacting to market developments, strengthening our core business and investing in sustainable growth. The better we perform our investor relations duties, the greater the trust the capital market will have in us.

Is building trust the major component of good investor relations work?

FRANC: Yes, building trust is key. But it has to be built on a clear strategy and a convincing equity story. The Vienna Stock Exchange supports companies in their capital market communications, for example by attending conferences or organising roadshows. We provide companies with a stage on which they can present themselves to international investors as well as the domestic retail market.

SCHNEIDER: Reliability and predictability are the foundation not just of our everyday business but also of our investment story. Transparency, and open and clear communication are of utmost importance and form the basis for long-term relationships with investors founded on trust. Personal contact with analysts and investors – alongside digital channels – continues to be very important. In May 2026, we are celebrating our 20-year anniversary on the Vienna Stock Exchange. From day one, Austrian Post has enjoyed a successful working relationship with the Vienna Stock Exchange, making use of the range of services on offer. We greatly appreciate the close and constructive collaboration.

Austrian Post's strong position on the capital market



¹ Proposal to the Annual General Meeting on 15 April 2026

¹ Österreichische Post AG, Austria

In addition to institutional investors, private investors can also invest their money in the capital market and profit from it. At present, only 30% of Austrians own securities. While the capital market plays an active role in building assets and pension planning in many other countries, its potential has only been used to a limited extent in Austria so far. This affects private pension planning in particular – especially in an environment of sustained low interest, in which inflation often outpaces the interest on traditional, conservative savings products.

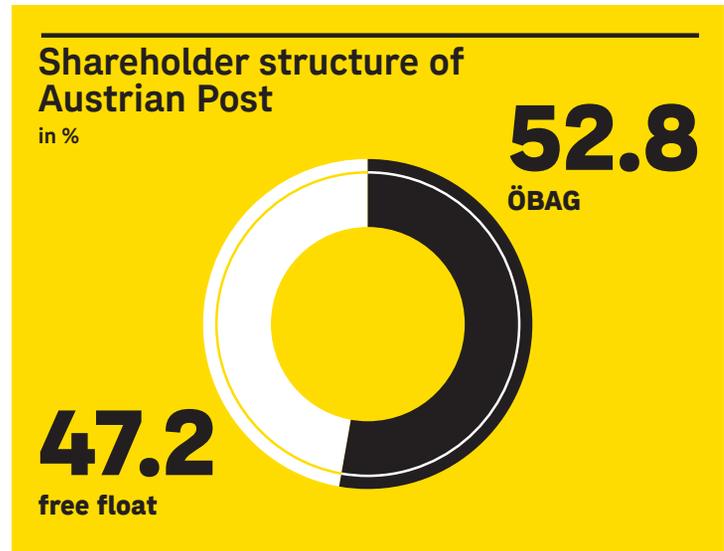
Ms Franc, why do Austrians invest less than Americans, for example?

FRANC: Austria has a very different tradition in this regard – there are historical and cultural reasons behind this. There is also still a lot of room for improvement when it comes to knowledge of the stock market among the general public. Despite high savings rates, many are still hesitant to invest in securities. At the same time, these offer an opportunity to build up assets in the long term.

How can the capital market be made more attractive to more people?

FRANC: In addition to improving political conditions, building up knowledge is the most important of all. Having a solid foundation of knowledge is key for being able to approach financial matters confidently. The Vienna Stock Exchange set itself the task of improving education in this area several years ago. We want to educate Austrians on the basic terminology – from the role of the stock market in the economy and shares to topics such as investment funds and corporate bonds.

SCHNEIDER: It is especially important for young people to gain financial knowledge and invest early on. We can no longer count on conservative savings products and state pensions alone. Those who invest early on can build up assets in the long term, even with small amounts.



It's important to make women in the capital market more visible – be it at banks, in Investor Relations departments or as financial influencers.

Stefanie Schneider

Besides young people, women are also still under-represented in the capital market. Why is that?

FRANC: Yes, that is also confirmed by the "Aktienbarometer," a survey carried out annually by the market researcher Peter Hajek that shows this trend clearly. It's especially important for women to participate in the capital market, though. In Austria, women currently receive roughly 40% lower pensions than men. Women in particular should therefore be thinking early on about how to secure their financial futures and stay independent. Here, too, the Vienna Stock Exchange provides support with building financial knowledge and thus also self-confidence. Statistically speaking, once women start making investments, they are more successful than men.

SCHNEIDER: It's important to make women in the capital market more visible – be it at banks, in Investor Relations departments or as financial influencers. This creates role models that women can look up to. The capital market can thus make an important contribution to financial equality.

20 years of Austrian Post on the Stock Market

Highlights from 2006



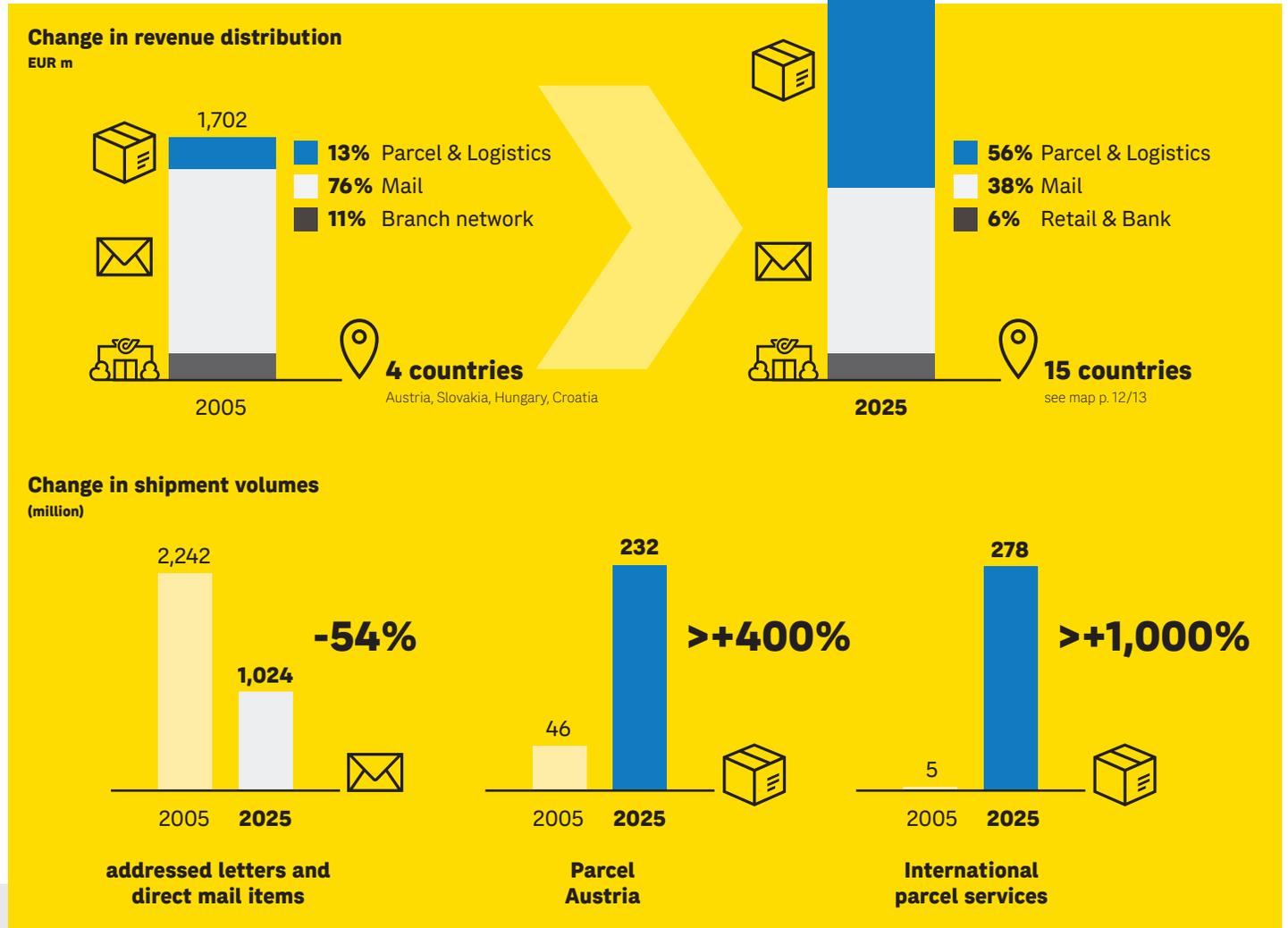
Management Board of Austrian Post at the time of the IPO:
Anton Wais, CEO,
Walter Hitziger, Member of the Management Board,
Rudolf Jettmar, Deputy CEO,
Herbert Götz, Member of the Management Board

Since its IPO on 31 May 2006, Austrian Post has shown that innovation and consistency are not mutually exclusive – thanks to its clear strategy and sustained success.

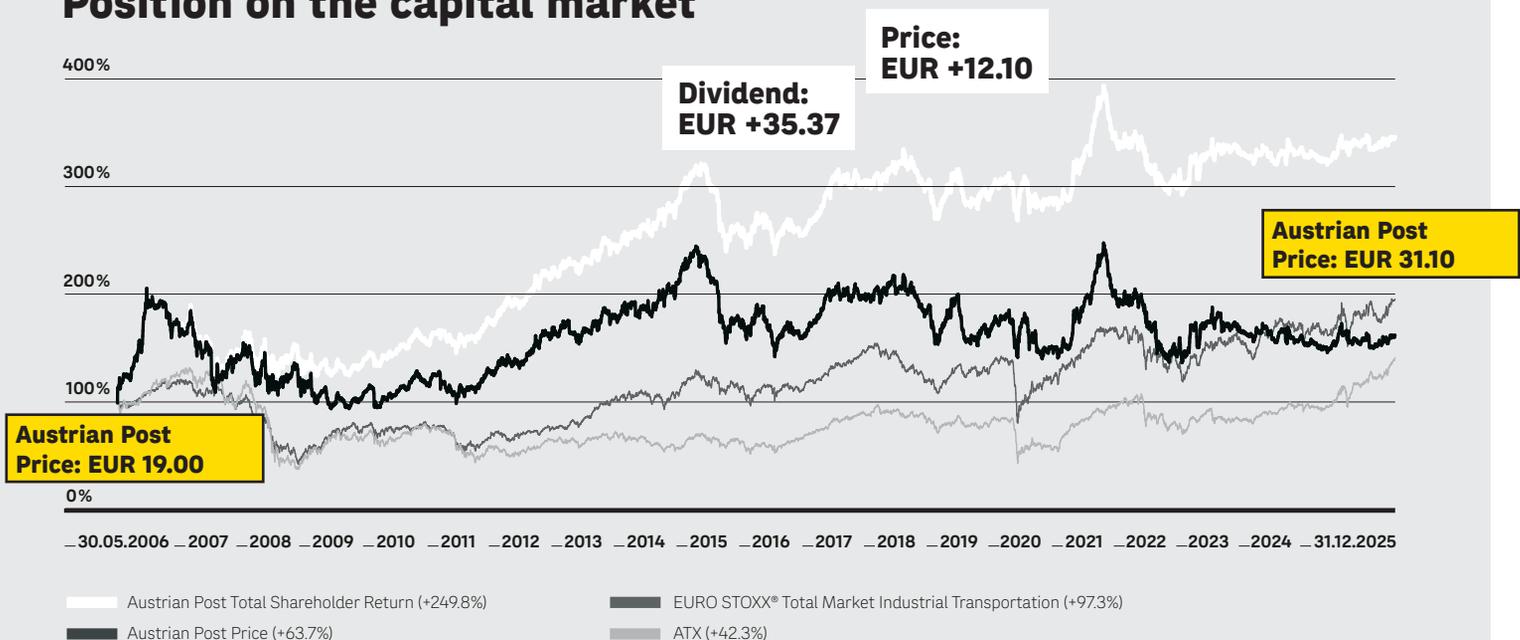


The Story of Our Success

Progress: 2005–2025



Position on the capital market



Electric mobility

has long been part of Austrian Post's everyday. New electric vehicles and smart charging solutions – at our sites and at home – keep 8,000 delivery staff reliably on the road, even during peak season.



Full Throttle Into the Future: Electric Mobility at Austrian Post

We have been investing in low-emission delivery projects for over 20 years. What began with initial pilot projects and e-bikes has grown into the biggest electric fleet in Austria. These days, thousands of electric delivery cars are making the rounds for us every day – quiet, reliable, and with no direct CO₂ emissions while driving.

We turned to electric delivery vehicles early on: Electric bicycles, mopeds and vans have been in daily use for deliveries since the 2010s. With the launch of the CO₂ NEUTRAL DELIVERY initiative in 2011, Austrian Post achieved early success with battery-powered vehicles for everyday delivery use – a key step in the long-term path towards CO₂-free logistics.

Since 2022, only electric vehicles (EVs) have been commissioned for the delivery fleet, with roughly 1,000 EVs added each year. We now operate the largest e-fleet in Austria. In 2025, for the first time, Austrian Post had more EVs than combustion-engine vehicles in its fleet. Now, from 2026, 6,000 electric delivery vehicles are in use. We are continually driving the electrification of our domestic fleet forward and our deliveries to customers in many cities such as Graz, Salzburg and Innsbruck are already CO₂-free on the last mile. With our first all-wheel drive EVs, we can now also reach mountainous regions with challenging street conditions and wintry weather. In 2026, we are facing a historic milestone: by fully switching to electric mobility, Vienna will become the largest European city in which parcels, letters, flyers, newspapers and magazines are delivered fully CO₂-free on the last mile. →



6,000

electric vehicles
are in use in Austria
as of 2026.

Milestones of the electric fleet

2010/11

First use of electric bikes, mopeds and cars for deliveries

2012

Austrian Post sources all its electricity from renewable energy sources

2016

1,000 electric vehicles

2021

Last-mile deliveries in Graz are made using electric cars, bicycles or on foot

2022

Austrian Post switches to acquiring only electric vehicles in future

2023

3,000 electric vehicles

2024

Austrian Post primarily purchases only electric-powered management vehicles

2024

Last-mile deliveries in Salzburg (city) and Innsbruck are made using electric cars, bicycles or on foot

2025

Austrian Post uses electric vehicles with all-wheel drive for the first time

End of 2025

>6,000 electric vehicles in use across the Group

Planned for 2026

Vienna: Last-mile deliveries to be made using electric vehicles, bicycles or on foot

→ The path here was not without its obstacles. The limited range of vehicles, the lack of suitable models for certain areas of use, the high initial investment costs and the initial scepticism of delivery personnel presented challenges. By working closely with manufacturers, continual testing in pilot projects and consistently expanding our fleet, we have been able to develop solutions for cities and rural areas that work in practical use. Many of our delivery drivers appreciate the increased driving comfort, ease of start-stop operations and reduced environmental impact. Once they have made the change, they often don't want to go back to driving vehicles with combustion engines.

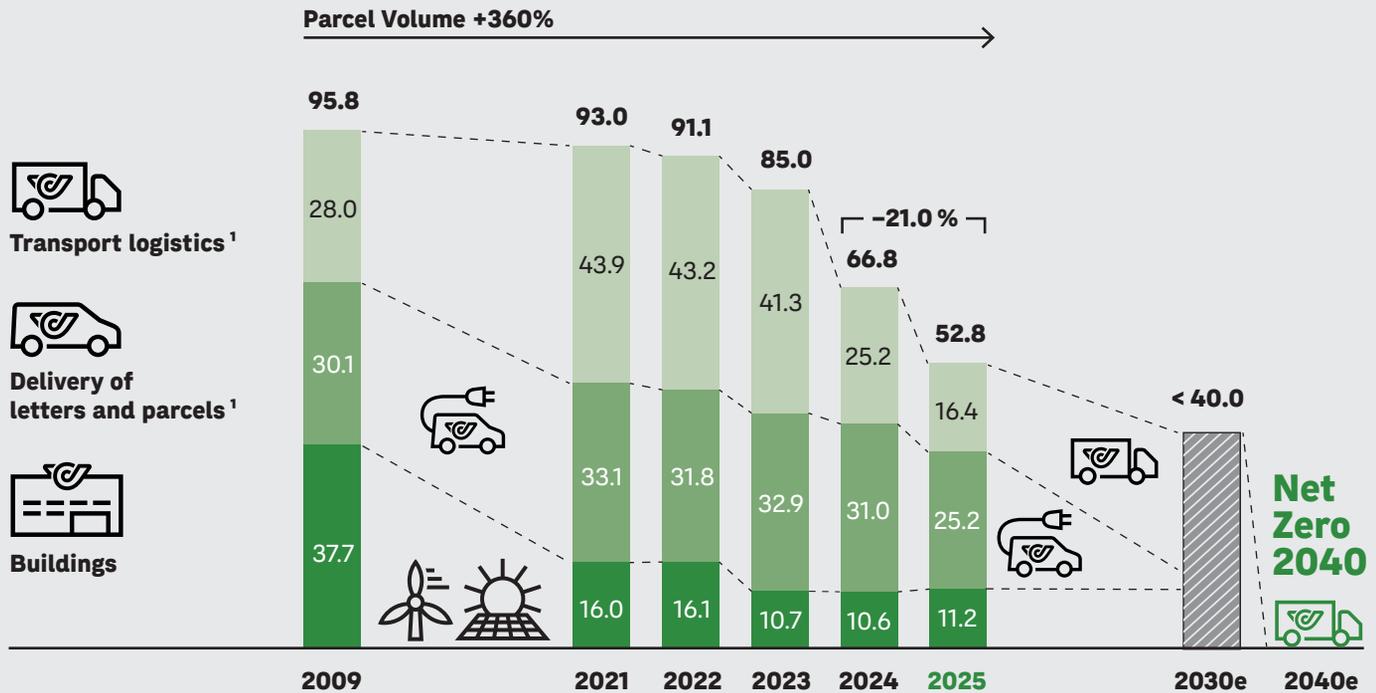


“The expansion of electric mobility demonstrates how Austrian Post is transitioning to a low-emission business model: with clear goals, consistency and a willingness to rethink existing processes.”

Daniel-Sebastian Mühlbach; Head of Corporate Sustainability, Funding and Environmental Management at Austrian Post

Decarbonisation – Roadmap Austria

Logistics-related carbon emissions Österreichische Post AG
in thousand tonnes



¹ Own and external vehicle fleet

“On the Road to Paris”: CO₂-free from 2030

With the launch of the CO₂ NEUTRAL DELIVERY initiative in 2011, we kicked off a systematic approach to reducing our CO₂ emissions. Ever since then, we have calculated our Scope 1, 2 and 3 greenhouse gas emissions on an annual basis and arranged for reports to be reviewed by external independent auditors. In 2021, we published our climate strategy “On the Road to Paris” to decarbonise the core business. The strategy relates to the targets set out in the Paris Agreement for limiting global warming to 1.5°C, with targets that were developed in accordance with the Science Based Targets initiative (SBTi). We have set an ambitious framework for ourselves with our clearly defined goal of making last-mile deliveries CO₂-free by 2030. This means that no direct emissions are generated on the last mile of the delivery – a meaningful step for climate protection and more sustainable logistics.

In addition to increasing efficiency, renewable energy and modern infrastructure, electric mobility also plays a key role in achieving those goals. By 2030, Austrian Post’s entire domestic delivery fleet will be electric – in cities as well as rural areas.

Environmental certification – A powerful sign for sustainability:

We’ve done it! 18 locations across Austria – from logistics centres to postal bases to corporate headquarters – have gained certification in accordance with the ISO 14001 environmental standard. The annual certification process comprises recording important key figures and defining annual actions for improvement regarding electricity, heating, water and waste.

By
2030



Austrian Post’s entire delivery fleet will be electric.

Renewable energy sources for the future of our fleet

A powerful e-fleet also needs powerful charging infrastructure. To meet this need, we have been investing heavily in building our own charging stations at postal bases and have introduced smart charging systems. This allows us to charge vehicles as needed and avoid load peaks. A particular challenge was and continues to be the integration of home charging solutions for our employees. We have been able to create practical and fair solutions here as well with smart accounting systems and clear standards – an important step for the nationwide use of electric vehicles.

Electric mobility only really makes sense if the electricity is generated as sustainably as possible. This is why we are committed to using renewable Austrian energy sources and our own solar power systems. We operate photovoltaic plants at 34 locations with a total output of around 20 MWp, allowing us to cover 20% of our electricity needs with renewable energy generated ourselves. This makes us one of the largest



operators of photovoltaic plants in Austria with the exception of energy suppliers. The vision for the future is to have an electric fleet that can store energy and return it to the grid.

The challenge lies in using that self-generated electricity in the most optimal way possible. We are working on increasing our own supply further with storage solutions, smart controls and interconnected charging and energy infrastructure. Our aim is clear: we don't just want CO₂-free mobility; we also want to generate our own electricity in as sustainable a way as possible.



From all-wheel drive to electric trucks: sustainable logistics even in challenging conditions

In addition to the comprehensive electrification of our delivery fleet in cities and rural areas, we are working to give electric mobility a foothold in challenging areas as well. An important step here is the use of all-wheel drive electric vehicles, especially in regions that are mountainous and challenging in winter. The use of electric vehicles in heavy goods traffic has also begun – starting where it makes most sense on a technical level. We have operated two electric trucks to shuttle between our logistics centres in Vienna-Inzersdorf and the airport Vienna-Schwechat since 2024, especially for short, plannable transports. Additional routes will be converted incrementally. Four additional electric trucks will be added to the fleet in 2026. At the same time, we are using hydrotreated vegetable oils (HVO) as a bridging technology. We have been fuelling our entire truck fleet with HVO since 2024 and have reduced the CO₂ emissions considerably as a result. This renewable fuel is made from waste and vegetable residues, and can reduce a vehicle's CO₂ emissions by up to 90% compared to conventional diesel according to manufacturers.





“Designing our uniforms with reusable materials in mind from the very start is really important to me.”

**Jutta Kuzmanovski-Jandl,
Head of Corporate Identity & Design
at Austrian Post**

A second life for our workwear

230,000 tonnes of textile waste are created each year in Austria alone, with only about one fifth of that currently being recycled. In a joint pilot project together with five other Austrian companies,¹ we want to save up to 50 tonnes of textile waste annually – that equals about 170,000 shirts.

The “Second Life for Workwear” project won BUSINESSART magazine’s “2025 Sustainable Designers” award.

¹ÖBB, Wiener Linien, AUA, CAT, Salesianer



Up to

50

tonnes of textile waste to be reduced annually with five partner companies.

International electric mobility

We are rolling out electric mobility further beyond Austria’s borders as well, for example at our subsidiaries in Slovakia and Türkiye – even if major differences in regulations and subsidies for charging infrastructure and electric mobility present challenges here. At Slovak Parcel Service, roughly 30% of the fleet is already electric vehicles, with more to follow. The expansion of photovoltaic plants is also being driven forward. At Aras Kargo in Türkiye, deliveries in the city of Bodrum were converted to electric vehicles in a successful pilot project. The focus of the investments here were also increasingly on charging infrastructure and photovoltaic plants. Electric mobility is gradually becoming the new standard here – in Austria and beyond.

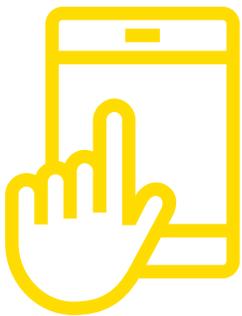
Exclusive benefits

for Austrian Post, bank99 and shopping employees only. Find benefits from A to Z on [goodie.at](https://www.goodie.at) in the categories of Sports & Health, Culture & Events, Account & Support, Shopping & Discounts, Travel & Mobility.



20 Years of postsozial: Where Perks Live

For two decades, postsozial has provided support to make Austrian Post employees' everyday lives better. What began in 2005 as the successor to the Sozialwerk programme is now a modern social services organisation that is there to help when things get tight – with financial support, food subsidies, child benefits and affordable holiday accommodation for a quick getaway.



postsozial

has been supporting our employees for 20 years – the Post app and goodie.at bring all of these benefits together on one clear platform.

In the past few years, the company has expanded the individual services it provides, offering a broad range of perks centred around leisure, family and health in equal measure. From support in extraordinary life circumstances to affordable holidays at one of Austrian Post's holiday homes to extras for the littlest ones, postsozial supports Austrian Post workers through many phases of life, making the company's appreciation tangible. This has given rise to a supportive network that illustrates Austrian Post's commitment to its employees by providing them with valuable resources and pleasant surprises.

Today, this success story is being continued digitally. **The Post app and the new platform goodie.at now show all the benefits at a glance** – from shopping, health and sports deals to travel and cultural highlights. These exclusive offers mean employees of the Austrian Post Group can save up to EUR 3,000 a year, with new goodies being added all the time.

In this way, Austrian Post combines lived solidarity with a contemporary, digital selection of bonuses, where often just one click is enough to get double the reward – using the Post app or online at goodie.at.

postsozial

Bringing community to life: Our corporate culture

In 2021, Austrian Post launched a cultural initiative across the entire Austrian organisation. Since then, we have introduced a number of programmes and measures to firmly embed our three core cultural values of joy, purpose and performance – encapsulated by the concept of “WE” – into our company on a lasting basis. These values guide our steps and bring our corporate culture to life every day.

In a participatory process, we developed a shared set of principles for each value. These principles were then discussed in workshops with representatives from a wide range of target groups. We defined concrete actions to help embed our cultural values throughout all of our divisions. Examples include new programmes in the Executive Academy, leadership development, and regular 360-degree feedback. We are also using fresh communication formats and channels – such as the Team-Post app, interactive online formats, and company-wide events – to encourage open dialogue and help make the culture a lived reality.



Our corporate culture is a central pillar of our strategic development. **This is why we have extended our cultural initiatives beyond Austria as part of the LEAD 2030 strategy.** Our cultural values will provide a roadmap for the entire Group as we move forward while strengthening collaboration and cohesion among all employees. A tailored cultural process is now being developed for each Group company. This approach ensures that we take the situation on the ground into account while preserving a consistent overarching framework. We currently have corporate culture partnerships in place with the following companies: Aras Kargo (Türkiye), Slovak Parcel Service (Slovakia), Express One Hungary (Hungary), Express One Slovenia (Slovenia), Overseas Express Croatia (Croatia) and Express One Bosnia (Bosnia).



3

**cultural values:
joy, purpose,
performance**



Employee survey

We carried out a Group-wide employee survey in June 2025. All employees were given the opportunity to provide feedback on the work environment and cultural values. The results help us to derive targeted measures for development as an employer.



Where the heart of Austrian Post lies: diversity and appreciation

Diversity has a key role to play in our success as a company. Our position is clear: we are yellow, we are green and we are all colours of the rainbow. Different life experiences and perspectives enrich our daily interactions and create an environment where everyone can contribute fully with every aspect of their identity.

We focus on the core dimensions of diversity: gender, age, ethnic and social background, sexual orientation, religion and worldview, as well as physical and mental abilities. These shape our commitment to providing all of our employees with equal opportunities and guide all of the steps we are taking to build a truly inclusive workplace.

We set ambitious targets for gender balance in management positions, deliver training on unconscious bias, and drive initiatives that improve work-life balance for all employees to foster equality and equal opportunities. We will continue our good work in this area in 2026. We will take additional steps to integrate our field employees into our diversity network and expand initiatives such as language cafés, awareness workshops on ethics and worldviews, and programmes that help people with disabilities to participate fully in working life. These steps clearly demonstrate that diversity is not just a temporary trend – it is an essential and permanent part of our corporate culture and our values.

“We are deeply committed to equality – because we believe in it. We establish clear role models, guarantee fair opportunities and foster genuine cooperation at every level. Only in a culture where every person is truly heard, respected and valued can we grow together.”

Sabine Weber-Treiber,
Head of Diversity Management
at Austrian Post



“For us, female empowerment means giving women clear paths to growth, responsibility, and leadership and actively supporting them with networking groups where they can connect and advance together.”

Sonja Aboulez, Executive Vice President, E-Commerce Solutions at Austrian Post & Head of “Women in Leadership” Network

How we drive female empowerment every day

Austrian Post has a leading role in female empowerment. We have set ourselves the goal of creating clear opportunities for personal growth – regardless of gender, age or ethnicity. The Elly project was launched in 2019, a Group-wide initiative that empowers women specifically and has shaped our corporate culture sustainably. Elly was the starting point for numerous measures that are now firmly rooted in our everyday working lives. The goal we have set ourselves underscores this commitment: by 2030, 40% of all leadership positions should be held by women. The Group-wide figure is already at over 35%. A particular milestone achievement: for one year now, the Management Board of Austrian Post has had its first female member, and Barbara Hagen has been CEO of Aras Kargo since June 2025. With them at the helm, Austrian Post is creating new role models, empowering women in their career development and inspiring more diversity in leadership.

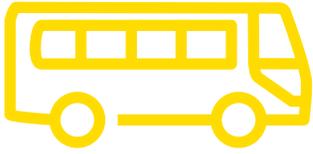
A bright future for new talent: Austrian Post's Apprentice Academy



Austrian Post is currently training a total of 250 apprentices in eight different careers. A key component of this training throughout Austria is the Apprentice Academy. Here, practical, individualised seminars are held to foster the personal strengths of the trainees. Training courses are offered each academic year between September and the end of June for every career path. Another goal of the academy is to create a network among the trainees. The apprentices' future prospects after completing their training are also outlined. The Apprentice Academy not only ensures the quality of the training at Austrian Post, but also positions us as an attractive employer.

250 

Austrian Post is currently training apprentices in eight different careers.



The health bus brings healthcare where it is needed

Austrian Post has initiated a variety of projects to detect work-related ill health early, to promote preventative measures and support employees' mental health. A particularly successful project is the health bus.

We launched the bus in 2021 as a vaccination bus during the company-wide vaccination campaign. We have operated it as a health bus since 2022. It brings health offers right to the logistics centres and delivery hubs so that teams outside major centres can benefit from the prevention programme. The offers range from basic medical checks and vaccination advice to nutritional advice, shiatsu massages and psychological support.

In addition to the health bus, postsozial also carries out other projects, such as a running camp. Ten logistics centres are also already ISO 45001 certified – international recognition that a company has introduced an effective management system for workplace health and safety.



Our employees can access preventive healthcare, advice and medical checkups at more than 100 locations throughout Austria.



Our health bus tour and the wide range of other projects we provide as part of our occupational health programme underline our commitment to being a responsible employer.

Self-service branches

put Austrian Post right at the heart of everyday life. They are open 24/7, with no waiting times and just a short walk away in any neighbourhood. We are truly "There, whenever you need us."

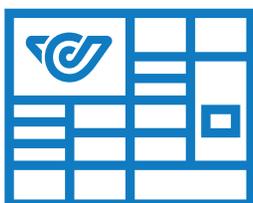


20 Years of Customer Orientation: Service You Can Count On

For decades, Austrian Post has ensured that people and companies throughout Austria can count on reliable postal services – and has consistently adapted its network to meet new requirements. In the past it was just a trip to the post office; now it's a finely tuned interplay of bricks-and-mortar post offices, strong postal partners, modern self-service zones and flexible digital services.

The focus is always on supply security: A tight-knit network of branches provides personal advice, and postal partners bring reliable services all the way to rural regions. Self-service branches and 24/7 Austrian Post stations provide additional opportunities for those who prefer to pick up or drop off their parcels independent of opening hours. In Vienna, for example, almost 500 Austrian Post stations, pick-up boxes and new self-service locations have been set up in the past few years – many of them in residential areas.

At the same time, Austrian Post is expanding its range to include innovative solutions that make everyday lives much easier. With services such as Sunday deliveries, shipping customers can get their products to their target audience even quicker – an added value that is becoming increasingly important. →



Almost
500

**Austrian Post stations,
pick-up boxes and
self-service locations
in Vienna.**

→ Supplemented by flexible delivery options, digital notifications and new services such as AllesPost, an infrastructure is arising in which parcels arrive where people truly need them.

As part of our LEAD 2030 strategy, we want to expand our presence in existing markets further and tap additional regions – with

a focus on the parcel business, e-commerce logistics and innovative services. For our customers, this means better international shipping solutions, quicker supply chains and seamless services across borders. Closer collaboration within the Group means that innovative services, sustainability initiatives and quality standards are bundled, allowing our customers to benefit from a stronger, more reliable Austrian Post, which is reliable both on a local and international scale.

We are actively building our own parcel machine network across Southeast and Eastern Europe. In 2025, we expanded it to more than 3,100 locations. These autonomous, solar-powered machines have an important



With its own solar power system and battery, our new 24/7 Austrian Post station is completely energy self-sufficient.

role to play in making our logistics processes even more sustainable and give us a great deal of flexibility when choosing sites. Together with our partner shops and partner parcel machines, we now operate over 8,000 locations throughout the CEE region. In Türkiye we launched the “Aras Burasi” partner programme and grew our network by adding more partner shops. We also took a major step forward in the area of self-service. Aras Kiosk machines let customers drop parcels off themselves, 24 hours a day, seven days a week. We now have more than 6,200 out-of-home points in our local network and are committed to expanding this further.

SELF-SERVICE ZONE

24/7

Customers can send parcels, drop off returns, pick up shipments or withdraw cash at these convenient locations.



Above and Beyond: Sustainability in Line With Customer Needs

Elzbieta Lemanska,
Head of Compliance & Insurance Management
at Austrian Post

Compliance is often equated with adherence to legal stipulations. What does compliance mean at Austrian Post beyond this?

ELZBIETA LEMANSKA: For us, compliance is a central component of a reliable partnership with our business customers. It's about having a culture of integrity – about how we conduct business, make decisions and take responsibility. Particularly for B2B customers, it comes down to being able to rely on a partner so that we can recognise risks early on, react responsibly and uphold standards in a manner that goes beyond the minimum legal requirements.

What do business customers in particular expect from Austrian Post?

ELZBIETA LEMANSKA: Our B2B customers are facing increasing pressure in terms of regulations and reporting – from the ESG requirements, supply chain acts or their own compliance guidelines. They expect not only operational reliability from us but also transparent sustainability and compliance services, for example regarding emissions, data protection, human rights or fair working conditions, along the entire delivery chain. Transparency is important here. Many customers require resilient data, transparent verification and reliable processes to fulfil their own obligations. This is not just an obligation; it's a shared opportunity to recognise risks early on and set improvements in motion. This doesn't just fulfil compliance criteria; it also strengthens trust in our company and our collaboration.



How does Austrian Post rise to these new expectations?

ELZBIETA LEMANSKA: We meet these demands with established standards and structured processes that we implement throughout the Group. Sustainability and compliance aspects are firmly integrated into our processes every step of the way – from selecting partners through to raising our employees' awareness of key issues and performing risk audits. At the same time, we take customer standards into consideration when necessary. Our aim is to be not just a service provider for our B2B customers but a reliable compliance and sustainability partner who reduces risks, creates trust and makes long-term collaboration possible.

Post & beyond in Austria: Sustainable connections – digital and personal

Austrian Post is expanding its role as a reliable partner for people throughout Austria. We are committed to providing a wide range of services to complement our traditional postal offerings. **bank99 and YELLOW are opening up a modern digital world for our customers that goes far beyond shipping services.** Our expanded range of mobile, internet and financial services is tailored to people's real everyday needs and provides easy access to these essential services. The result is a multifunctional service hub that supports daily life, leisure and work in a sustainable way.



At around

1,700

branches and partner locations, our mobile communications and internet services will be available from April 2026.

YELLOW



From April 2026, we will offer our own mobile and internet services in our approx. 1,700 postal branches and partner locations. YELLOW is purposefully designed to be simple, flexible and easy to understand, aimed at people who value uncomplicated service plans without being tied to long contracts.

One special aspect of the new offer is the personal advice on site in the branches and postal partner shops – a unique characteristic in the mobile services market, combining traditional proximity with digital networking.

The new branch and service formats show our development – from a classic postal service provider to a provider of core everyday services.

With this expansion of our offering, we are showing how strategic corporate governance is carried out at Austrian Post these days: with an eye on society's needs, digital participation and service-oriented proximity – and with the aim of positioning Austrian Post as a trustworthy partner in both worlds.



“Shop now, pay later”:
customers can pay
straight after ordering
or pay the delivery
person directly.



PostPay: The new flexible way to pay online

After a successful test on shopping.at, Austrian Post's online marketplace, registration for our new payment option PostPay has been open to all online shops since September 2025. With PostPay, we offer a process that separates the payment process entirely from the ordering process, simplifies it and even makes cash payments upon delivery possible.

Customers no longer need payment data or additional authentication when shopping online. The payment takes place downstream – either via one of the standard online payment services or upon delivery or pick-up of the parcel.

Because we handle both the payment and delivery, secure receipt of payment is guaranteed before or upon delivery. Retailers benefit from a higher conversion rate thanks to PostPay; buyers benefit from maximum flexibility and security.

Our Group Key Figures



Key Figures Governance

	Unit	2024	2025	Δ
Earnings Indicators				
Revenue	EUR m	3,123.1	3,043.3	-2.6%
EBITDA	EUR m	422.7	413.3	-2.2%
EBIT	EUR m	207.3	196.9	-5.0%
Cash flow and investments				
Operating free cash flow ¹	EUR m	253.9	280.1	+10.3%
Austrian Post share				
Earnings per Share	EUR	2.04	1.96	-4.1%
Dividends per share (for the financial year)	EUR	1.83	1.83	-
Corporate governance & compliance				
Corruption training rate for high-risk positions	People in %	86	87	+1.2%
Cases of corruption	Number	0	0	-
Customer satisfaction	CSI ²	72	71	-1.4%
Lockers at Austrian Post stations	Number	149,492	188,349	+26.1%
Shipments				
Parcels transported nationally and internationally	Million	503	504	+0.3%
Letters and direct mail in Austria	Million	3,883	3,563	-8.2%



3,043 m EUR revenue

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

² Customer Satisfaction Index: Scale of 0-100, =50: critical, 51-60: fair, 61-70: good, 71-80: very good, 81-100: excellent



Key Figures Environment

	Unit	2024	2025	Δ
Environmental key figures¹				
Logistics-related GHG emissions (Scope 1–3) ²	t CO ₂ e	221,321.8	199,704.3	-9.8%
Total GHG emissions, excl. bank99 (Scope 1–3) ³	t CO ₂ e	433,194.6	417,585.3	-3.6%
Total GHG emissions, incl. bank99 (Scope 1–3) ³	t CO ₂ e	619,654.6	666,997.3	+7.6%
Electric vehicles in company's own fleet	Number	5,195	6,360	+22.4%
Share of electric vehicles in company's own fleet	%	40.7	50.4	+9.7 pp



6,360 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



Key Figures Social

	Unit	2024	2025	Δ
Employee indicators				
Employee turnover ¹	in %	16.6	17.7	+1.1 pp
Employees	Headcount	29,572	30,306	+1.6%
Work-related accidents, own employees	Number	1,013	1,108	+9.4%
Proportion of female employees	Headcount in %	29.8	29.5	-0.3 pp
Proportion of women in executive positions	in %, Elly definition	35.4	36.2	+0.8 pp
Gender pay gap	in %	4.2	3.2	-1.0 pp



36.2 % proportion of women in executive positions

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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