

AUSTRIAN POST Investor Presentation FY 2019



Walter Oblin, CFO
Vienna, 12 March 2020





1. HIGHLIGHTS AND OVERVIEW



2. Strategy Implementation

3. Sustainability/ESG

4. Group Results FY 2019

5. Outlook 2020

AUSTRIAN POST AT A GLANCE



Mail & Branch Network

- Letter mail
- Direct mail
- Newspapers, magazines
- Branch/financial services



Revenue 2019: EUR 1,400m

Parcel & Logistics

- Parcels
- Express mail items
- Fulfillment, cash transport
- E-commerce services



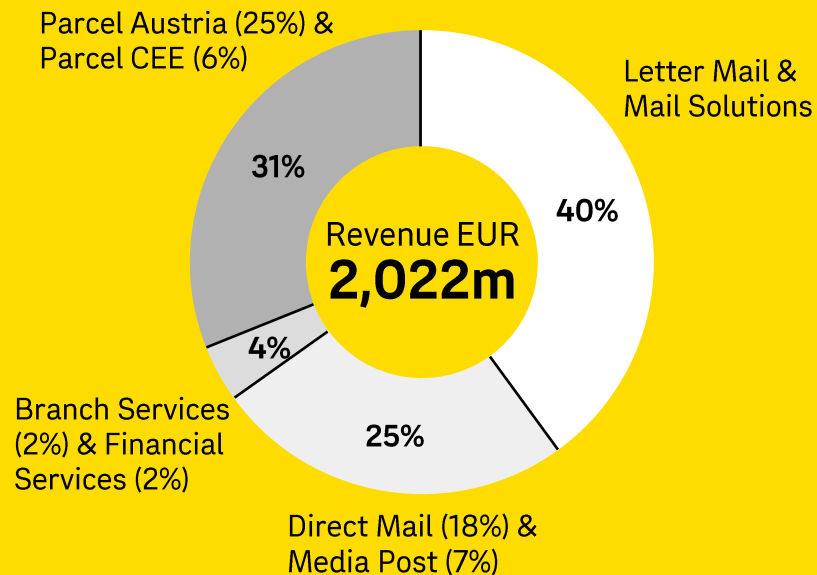
Revenue 2019: EUR 632m

Group

Revenue 2019: EUR 2,022m













EBIT 2019: EUR 201m

Revenue Mix 2019



HIGHLIGHTS 2019



Mail		Letter Mail	 Letter mail volume with expected decline; record from parliamentary elections: 1.1m absentee ballots (postal voting at 17% of total vote)
		Direct Mail & Media Post	 Customer-oriented product structure was very well received: PRIO letters E+1 delivery, ECO letters E+2/3 delivery
			 Media post with structural decline (General Data Protection Regulation) but also positive impulses
Branch Network		Financial and Branch Services	 Development of bank99 – the new bank of Austrian Post, which will be represented at approx. 1,800 postal service points
Parcel		Parcel Austria & CEE	 Parcel record – transported volumes increased by a further 18% up to 127m parcels
			 New partnership: Austrian Post acts as the delivery partner of DHL in Austria since August 2019
Logistics		Logistics	 Expansion of logistics infrastructure – milestones achieved: parcel logistics centre Lower Austria (Hagenbrunn) in operation; parcel logistics centre Styria (Kalsdorf) close to completion

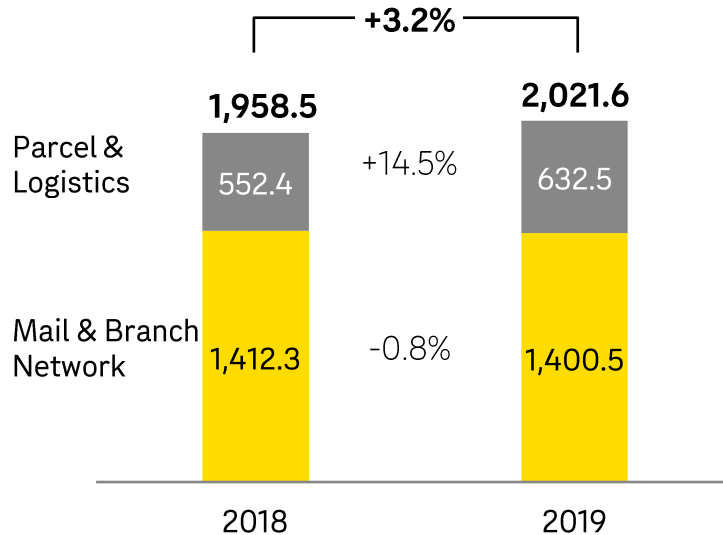
REVENUE INCREASE OF 3.2% IN 2019



Stability in the mail business and strong parcel growth

Revenue development

EUR m



Group: +3.2% (Q4: +3.2%)

- Strong revenue increase in the P&L Division, mail business supported by special effects

Parcel & Logistics: +14.5% (Q4: +22.3%)

- Ongoing growth of the online business
- Surge in growth due to DHL cooperation since August 2019 against the backdrop of boosted own delivery by a large customer in Eastern Austria, revenue in Austria up by 16%

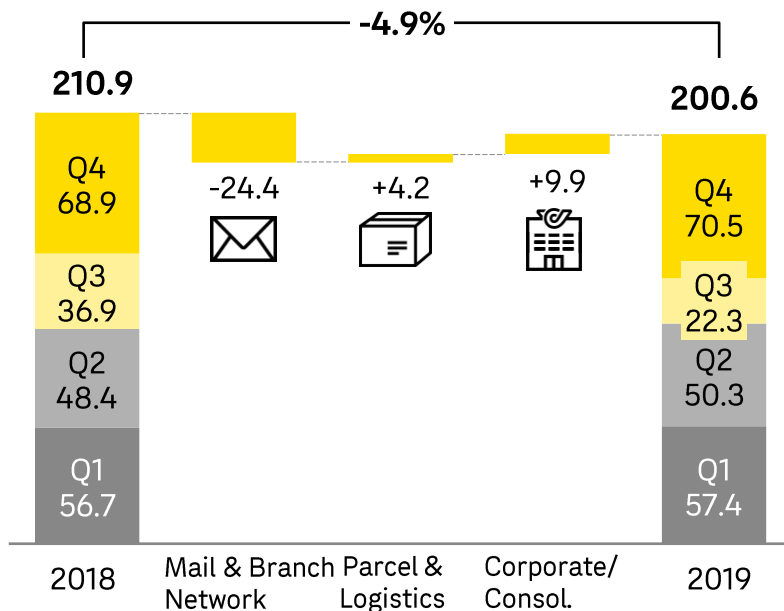
Mail & Branch Network: -0.8% (Q4: -4.7%)

- Continuing letter mail volume decline in Austria of about 3.5%
- Positive effects from elections, particularly European elections (Q2) and Austrian parliamentary elections (Q3)
- Decline in addressed and unaddressed direct mail volumes
- Decline in financial services revenue due to gradual redimensioning in 2019

REPORTED EBIT FOR 2019 BELOW THE PRIOR YEAR



EBIT development EUR m



Mail & Branch Network:

- Decline in letter mail and direct mail volumes
- Provisions for data protection totalling EUR 24.7m
- EBIT down by 8.4% in 2019

Parcel & Logistics:

- EBIT improvement of EUR 4.2m in 2019 (+22.6% in Q4) based on revenue growth despite high competitive and margin pressure
- EBIT margin negatively impacted by additional expenses in the logistics network to avoid capacity bottlenecks

Corporate/Consolidation:

- EBIT improvement of EUR 9.9m in 2019 due to reduced requirement for provisions; at the same time, higher costs for developing new financial services offering

PRIORITIES IN 2020



Letter/Direct Mail

- Further development of customer-oriented product portfolio
- Expansion of offline and digital advertising initiatives with innovative solutions



Parcel & Logistics

- Integration of increasing parcel volumes, focus on efficiency
- Controlled expansion of logistics capacities depending on growth forecasts



Retail & Bank

- Expansion of nationwide customer access with focus on 24/7 solutions
- Austria-wide offerings through Austrian Post's regional bank



Sustainable solutions for Austria

Regional

Digital

Climate neutral



1. Highlights and Overview



2. STRATEGY IMPLEMENTATION

3. Sustainability/ESG

4. Group Results FY 2019

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CLEAR STRATEGIC PRIORITIES



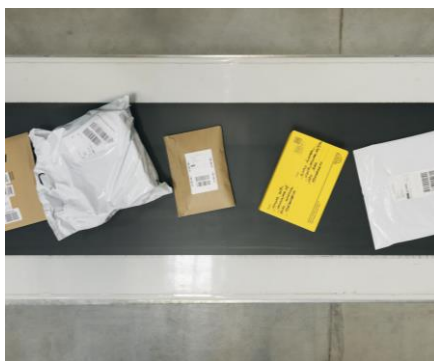
01 Defending market leadership in the core business

Safeguarding market position in a competitive environment



03 Enhancing efficiency and flexibilisation of the cost structure

Logistics infrastructure and process optimisation



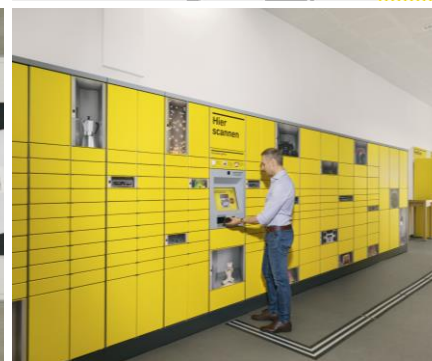
02 Profitable growth in selected markets

Focusing and performance enhancement



04 Customer orientation and innovation

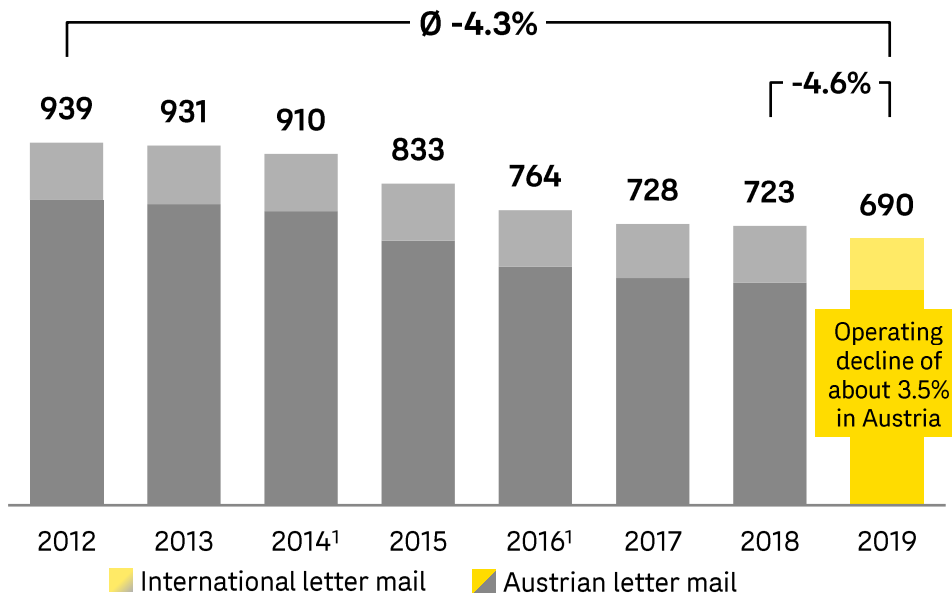
Promotion of self-service solutions and service improvements



01 LETTER MAIL



Letter mail volumes (millions of items)

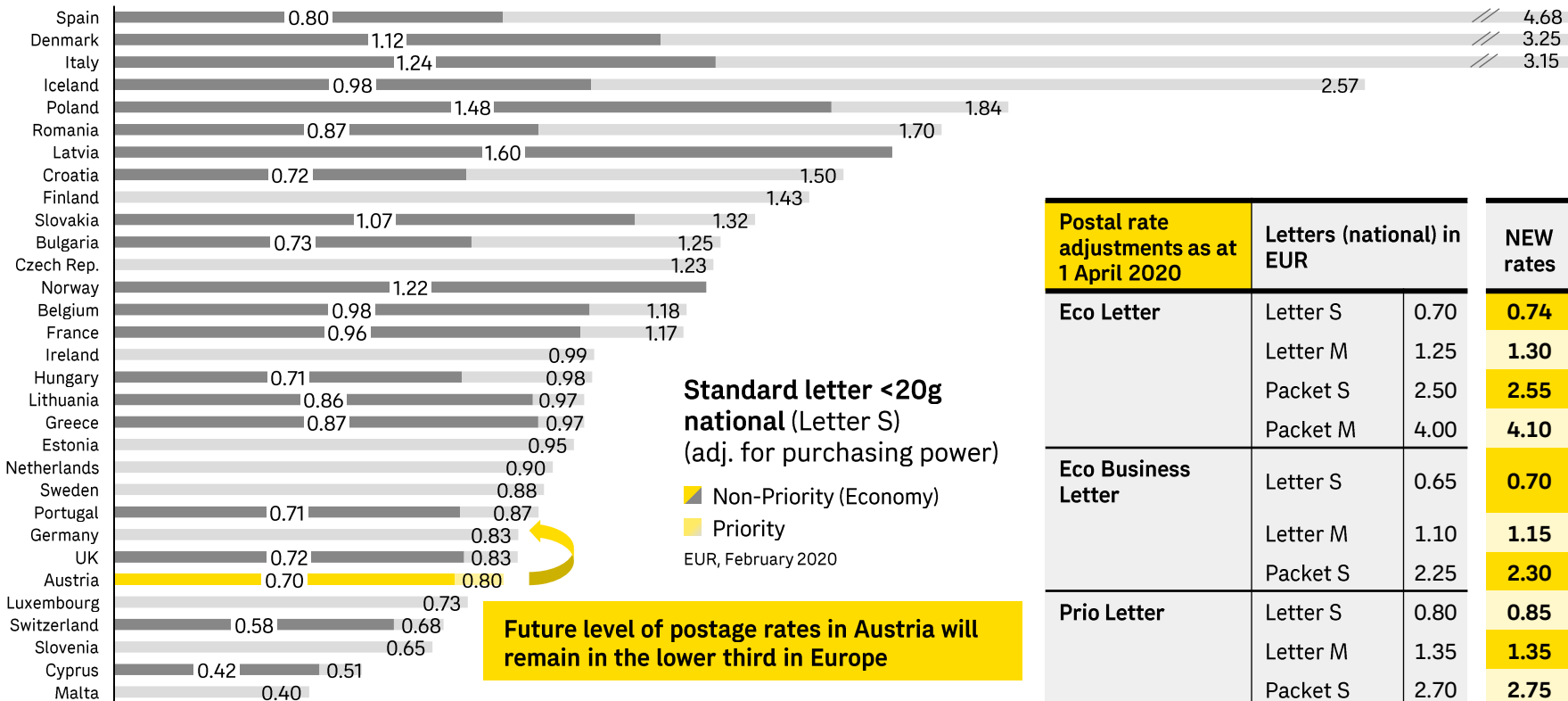


Current Letter Mail trends FY 2019

- Declining volumes based on e-substitution (operating decline of about 3.5% in Austria)
- Decline in international letter mail volumes by 9.7%

¹Adjusted reporting due to automated calculation methodology

01 INTERNATIONAL COMPARISON: PRIORITY AND NON-PRIORITY POSTAL RATES IN EUROPE

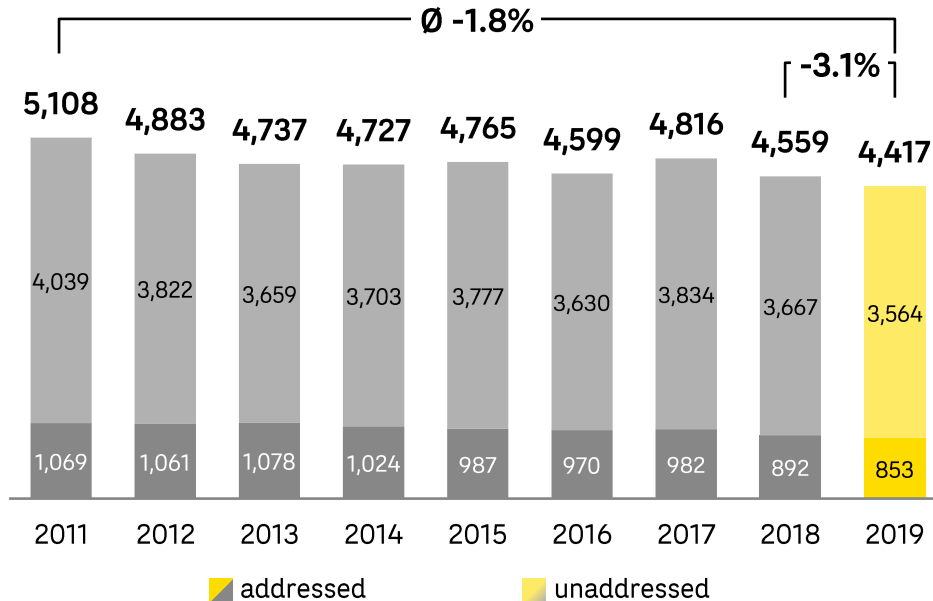


Postal rate adjustments as at 1 April 2020	Letters (national) in EUR		NEW rates
Eco Letter	Letter S	0.70	0.74
	Letter M	1.25	1.30
	Packet S	2.50	2.55
	Packet M	4.00	4.10
Eco Business Letter	Letter S	0.65	0.70
	Letter M	1.10	1.15
	Packet S	2.25	2.30
Prio Letter	Letter S	0.80	0.85
	Letter M	1.35	1.35
	Packet S	2.70	2.75
	Packet M	4.20	4.30

01 DIRECT MAIL/MEDIA POST IN AUSTRIA



Direct Mail/Media Post (millions of items)



Current Direct Mail/Media Post trends FY 2019

- Volume decline of 3.1% year-on-year
- Structural decrease in addressed volumes (negatively impacted by GDPR)
- Positive momentum for unaddressed direct mail from a number of food retailers, decline in furniture and mail order advertising

01 MARKET SETTING OF THE AUSTRIAN PARCEL MARKET

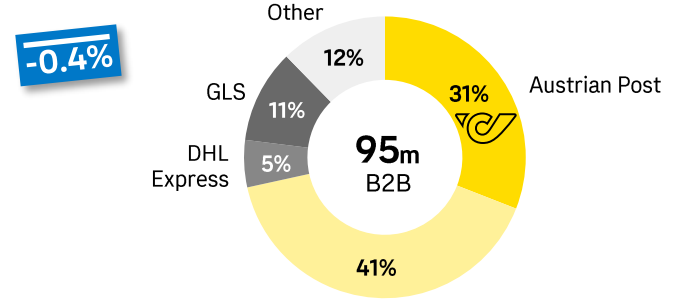


Market statistics Austria 2019

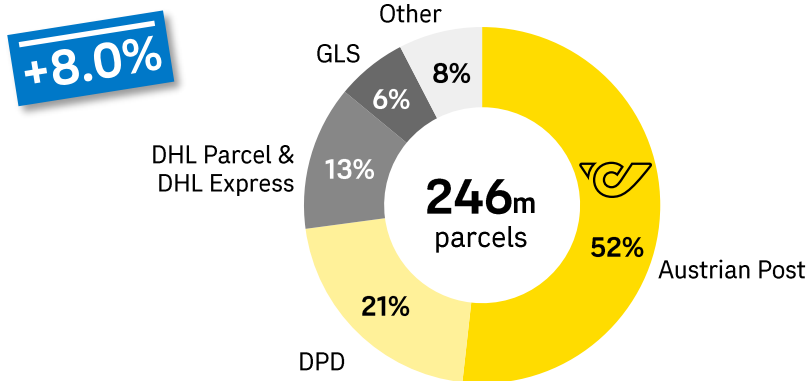
- Total market volume in Austria up by 8.0%
- Private customer parcel market +14.0% to 151.2m parcels
- Business parcel market -0.4% to 95.0m parcels

Market share by volume in 2019

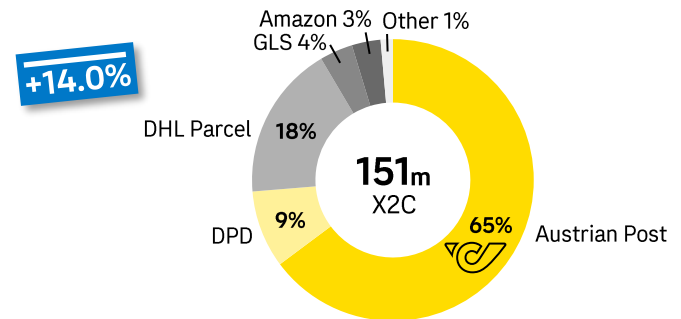
Business customer parcels



Total Austrian market



Private customer parcels



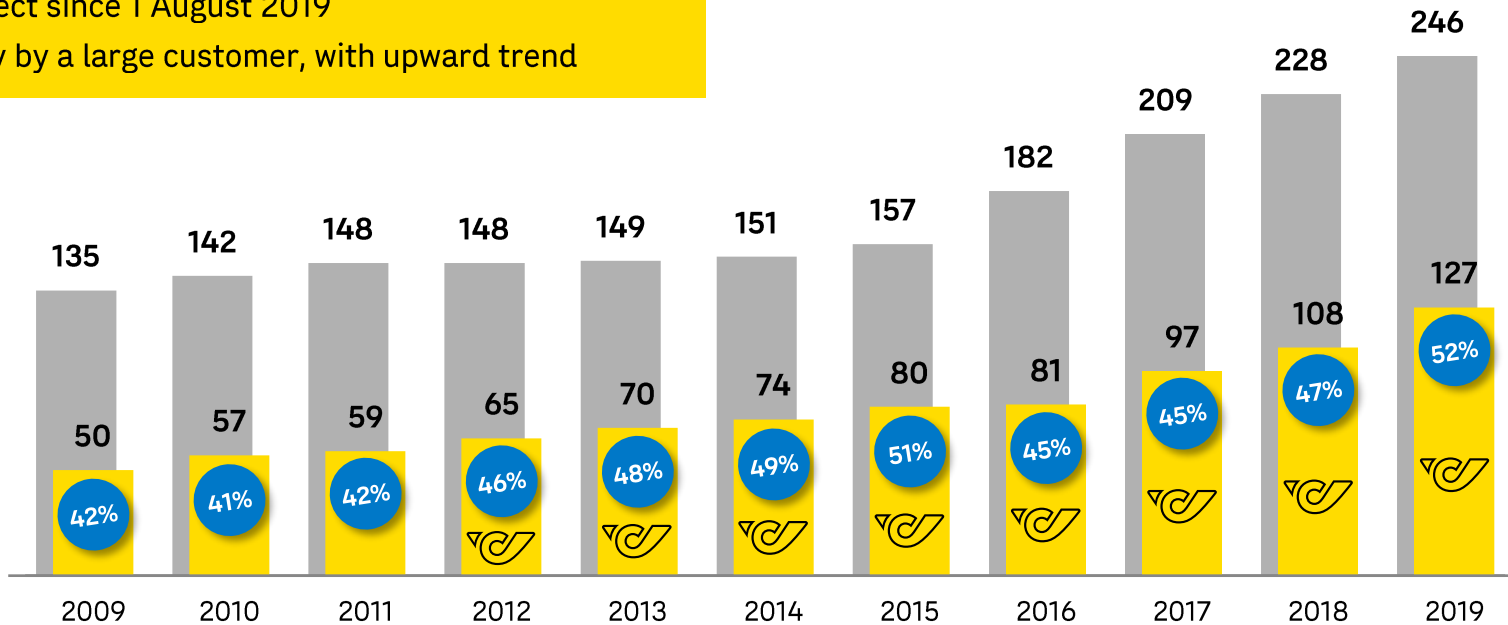
01 AUSTRIAN PARCEL MARKET



Austrian parcel market in 2019

- Partnership between Austrian Post and Deutsche Post DHL Group in effect since 1 August 2019
- Own delivery by a large customer, with upward trend

Total Austrian parcel market in millions of parcels



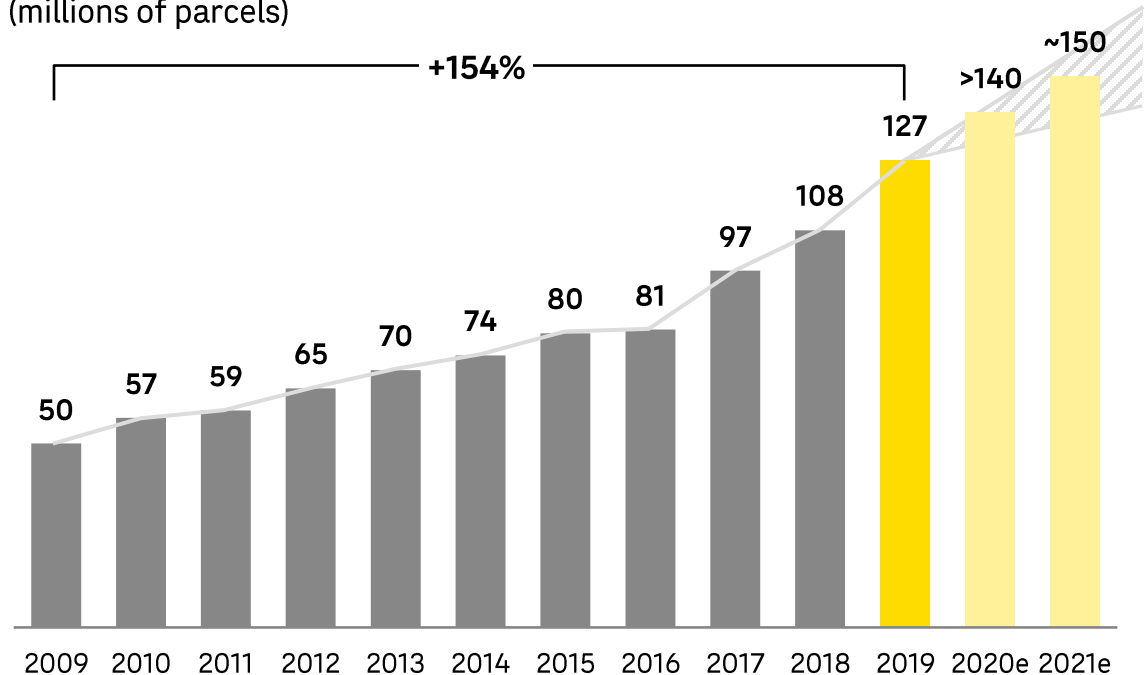
01 AUSTRIAN PARCEL BUSINESS: GROWTH FORECAST CONFIRMED



Volume forecasts of Austrian Post

- >20% increase of current parcel volumes due to partnership with Deutsche Post DHL Group
- Medium-term volume forecast depends on competitive situation
- Continuous growth achieved, with a target of circa 150m parcels in 2021

Parcel volume forecast of Austrian Post
(millions of parcels)



02 GROWTH IN SELECTED MARKETS

Growth focus on Parcel & Logistics



GERMANY

AEP (51.5% stake, at-equity consolidation)

- Pharmaceutical wholesale joint venture
- Revenue up by 15% in 2019 to about EUR 500m
- EBIT break-even achieved

Austrian Post International Germany

- Strong competition in the international mail business, revenue of EUR 52m (-6%) in 2019

AUSTRIA

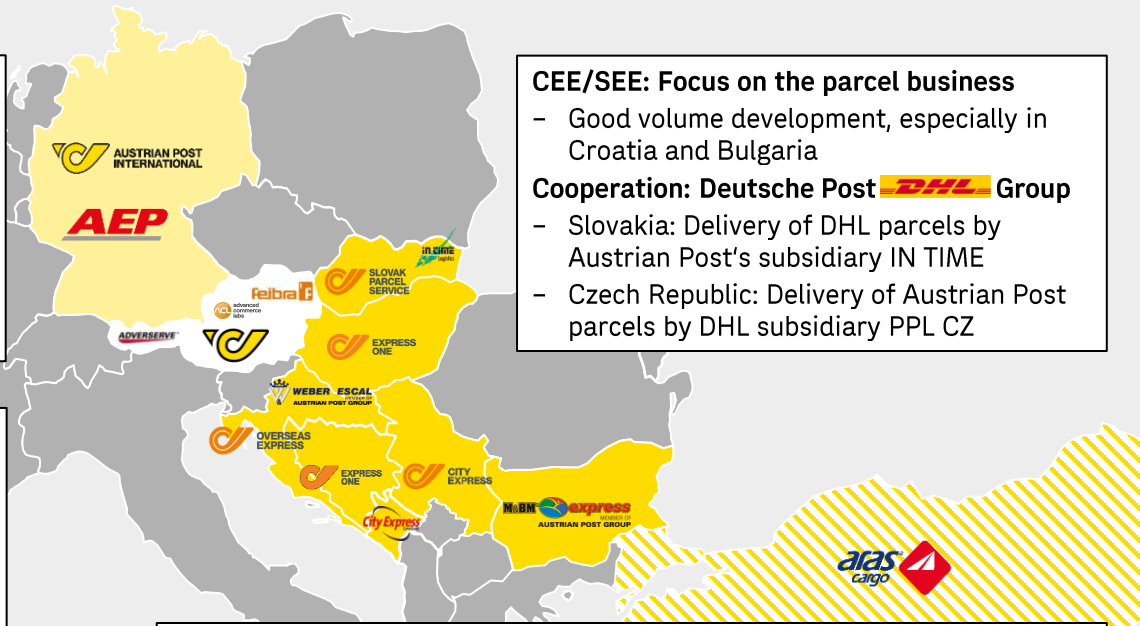
- Expanded vertical integration in e-commerce

ACL advanced commerce labs

- Provider of e-commerce solutions
- 2019 revenue up by 26% to EUR 9m

adverserve

- Austrian Post's stake increased to 82%, expert in the fields of ad technologies and digital advertising
- 2019 revenue: EUR 8m



CEE/SEE: Focus on the parcel business

- Good volume development, especially in Croatia and Bulgaria

Cooperation: Deutsche Post Group

- Slovakia: Delivery of DHL parcels by Austrian Post's subsidiary IN TIME
- Czech Republic: Delivery of Austrian Post parcels by DHL subsidiary PPL CZ

TURKEY Aras Kargo (25% stake, not consolidated):

- Revenue 2019: TRY 1,370m (+11.8%), corresponding to approx. EUR 216m
- Satisfactory business development in challenging environment
- Ongoing discussions with the owner family

02 BANK99 – THE NEW BANK OF AUSTRIAN POST



The building blocks of success of bank99

- 80/20 partnership of Austrian Post/ GRAWE Banking Group
- Focused business model: own offerings and commission-based third-party products

Our focus

- Own offering: current accounts, payment transactions and savings products
- Third-party products: consumer financing, private housing loans, credit cards, etc.
- Simple, practical, understandable “inclusive” offerings in the ecosystem of Austrian Post (digital, branches)
- Personal service for long-term customer relationships

Our strengths

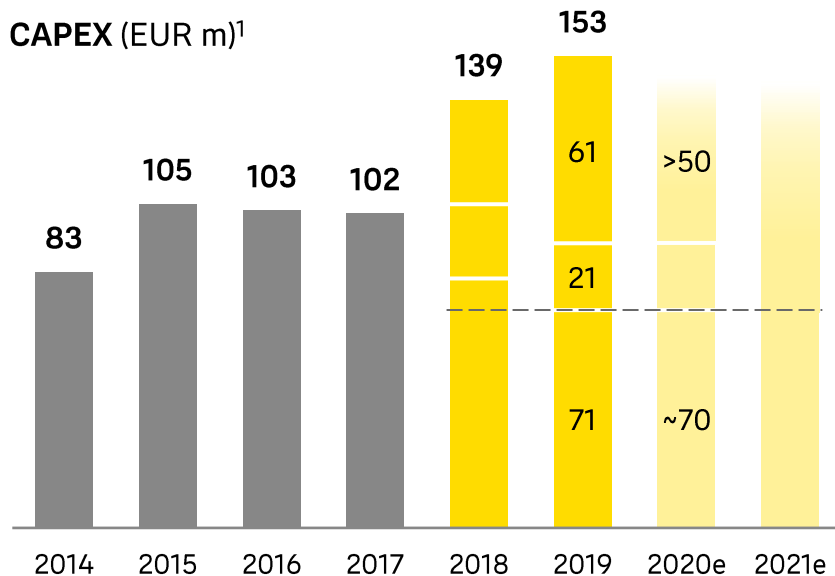
- Great trust by our customers
- Customer proximity due to approx. 1,800 postal service points
- The longest opening hours of all banks

03 CAPACITY EXPANSION BASED ON GROWTH FORECASTS



2019: EUR 61m Growth CAPEX + EUR 21m properties

2020: >EUR 50m Growth CAPEX + potential additional extensions/property purchases



Growth CAPEX
Parcel capacity expansion (annual allocation depends on projects)

Maintenance CAPEX

Logistics Centre Lower Austria (Hagenbrunn)

70,000m² property, 13,500 parcels/h



**FULLY OPERATIONAL
SEPTEMBER 2019**

Logistics Centre Styria (Kalsdorf)

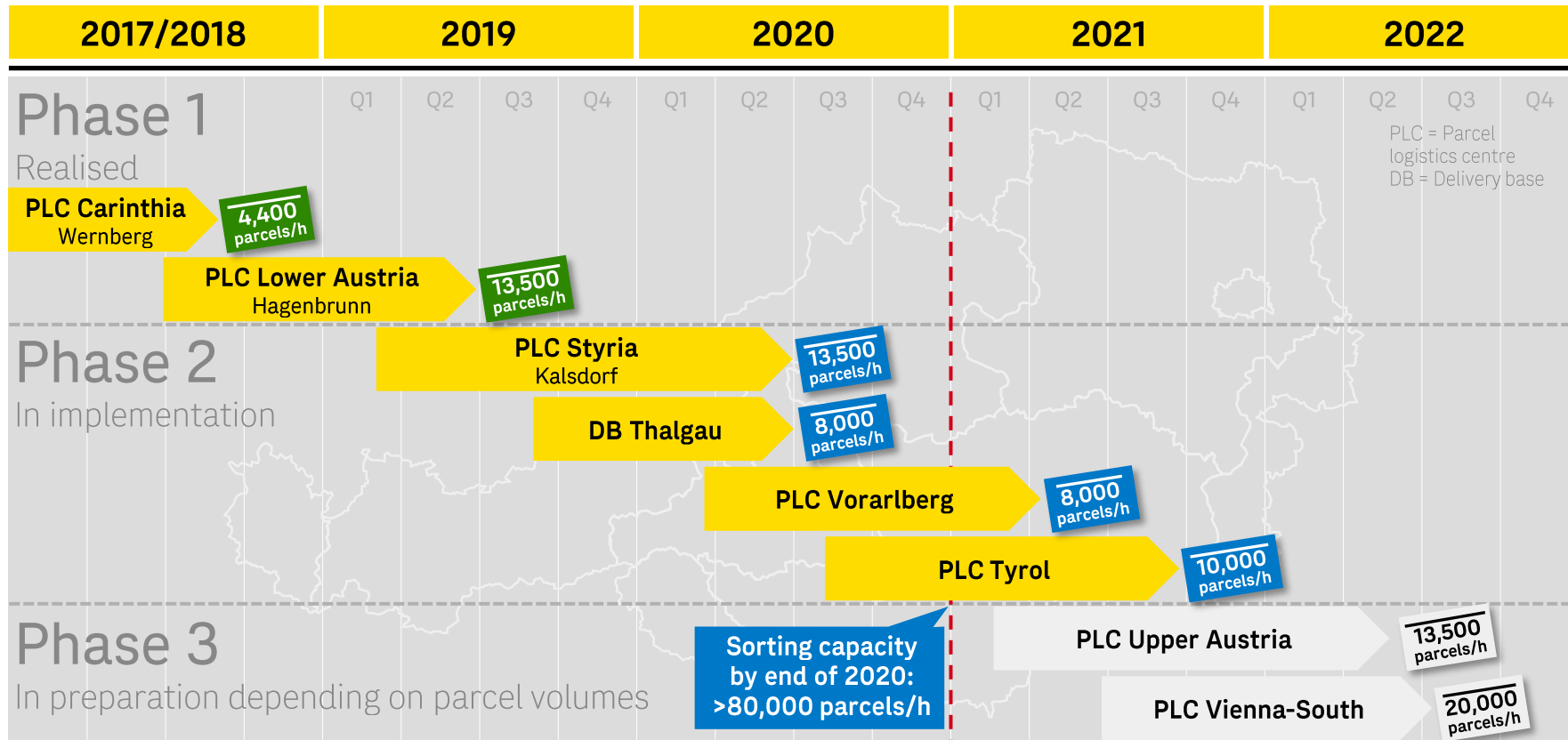
100,000m² property, 13,500 parcels/h



**START-UP
MID 2020**

¹ 2014-2017 incl. CAPEX new corporate headquarters

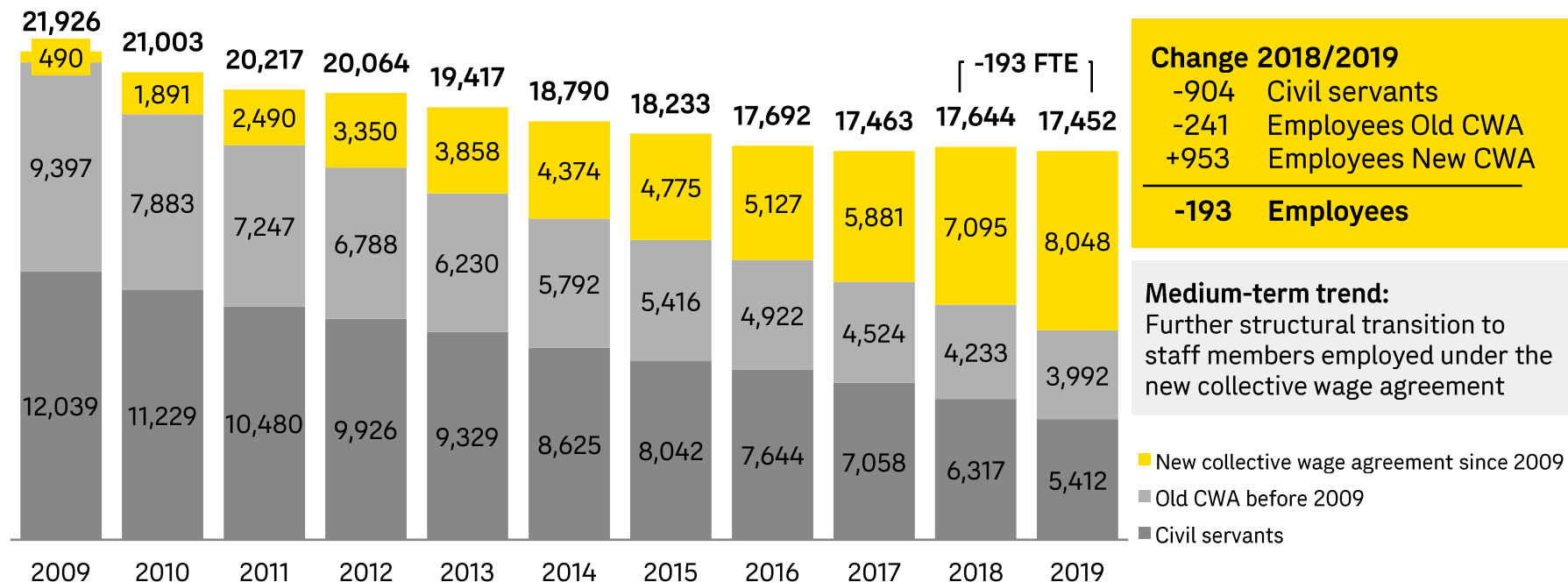
03 EXPANSION OF LOGISTICS INFRASTRUCTURE IN AUSTRIA



03 STAFF STRUCTURE IN AUSTRIA



Full-time equivalents in the Austrian core business (average for the period)



04 SELF-SERVICE SOLUTIONS AS A COMPETITIVE ADVANTAGE



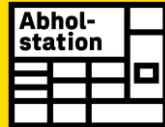
Steady increase in year-on-year use

2019 total >13m
items via self-service solutions



+28%

45,633
pick-up boxes



+24%

66,464
compartments in 394
pick-up stations



+10%

454 drop-off
boxes



New since
02/2018

Pick-up service



New since
09/2018

Nationwide parcel
redirection



New since
09/2018

Cooperation
with Hofer



New since
03/2019

AllesPost



New since
04/2020

Cooperation: preferred
place of delivery parcels



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1. Highlights and Overview
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AUSTRIAN POST – THE ONLY ATX COMPANY WHICH...



...has delivered mail items in a CO₂ neutral manner since 2011.



...is represented on the CDP Climate Change A List.



...takes part in the annual Women Career Index.

SUSTAINABLE STRATEGY OF AUSTRIAN POST

PRO ACTIVE! Sustainable for Austria



PRO ACTIVE

for the economy

- Focus on customers and innovation
- Further develop our sustainable business model



PRO ACTIVE

for society

- Ensure reliable supply of postal services and shape underlying conditions
- Promote social commitment



PRO ACTIVE

for the environment

- Protect the climate and conserve resources
- Strengthen environmental awareness



PRO ACTIVE

for employees

- Promote a corporate and leadership culture
- Pay attention to health and safety



PRO ACTIVE!
AUSTRIAN POST. Sustainable for Austria.

ESG RATINGS AND AWARDS

Important for customers, shareholders and investors



Prime Status 2019
Best possible results



AAA Rating 2018
Best possible results



CDP Climate Change A Rating 2019
Best ranking among ATX companies



Austria's Leading Companies
Stock Exchange Winner climate transparency



IPC Gold Award 2019
Best possible results



Energy Globe Award 2018
for electromobility in delivery

AUSTRIAN POST'S CONTRIBUTION TO THE SUSTAINABLE DEVELOPMENT GOALS OF THE UNITED NATIONS



As a stock corporation, a stable economic performance (SDG 8) is at the heart of its business operations.



As a service company, Austrian Post attaches particular importance to the social orientation of its business activities. Health care (SDG 3) and training programmes (SDG 4), the promotion of gender equality (SDG 5) as well as anti-discrimination and diversity (SDG 10) are firmly embedded in the company.



As a logistics company, the ecological orientation of its business is becoming increasingly important for Austrian Post. The focus is on climate protection (SDG 13), which Austrian Post actively supports by promoting a sustainable infrastructure (SDG 9), using renewable and innovative technologies (SDG 7) and actively promoting environmentally-friendly consumption and production patterns (SDG 12).



In carrying out its business operations, Austrian Post contributes to a sustainable society (SDG 11) and the development of the rule of law (SDG 16).

PRO ACTIVE! FOR THE ENVIRONMENT



IN THREE STAGES TO CO₂ NEUTRAL POSTAL ITEMS SINCE 2011

01 Avoid emissions and enhance efficiency

- -24% electricity consumption
- -21% heat consumption



02 Alternative technologies

- 2.4 MW photovoltaic plants installed or under construction
- Expansion of e-vehicle fleet moving ahead



03 Protection and recultivation

- 75 international climate protection projects
- 72 national climate protection projects



PRO ACTIVE! FOR THE ENVIRONMENT

CO₂-emissions of Austrian Post¹

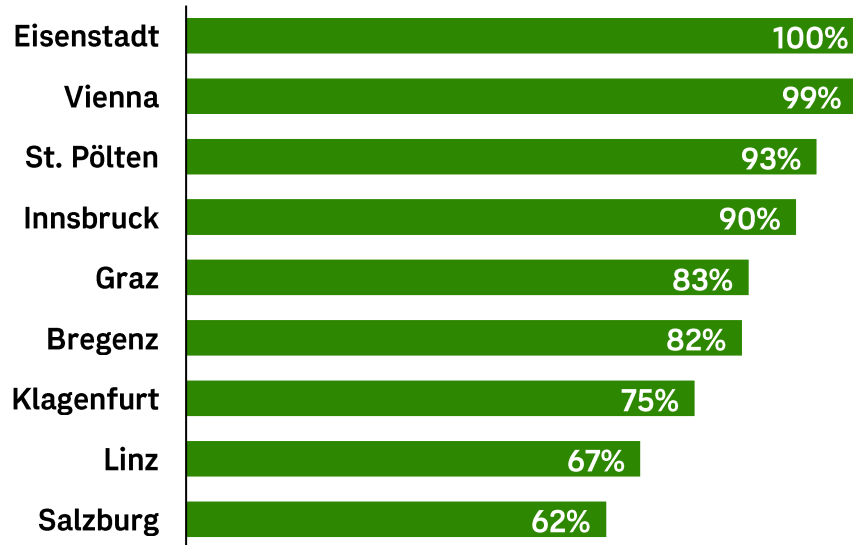


	2009	2019	
CO₂ emissions (ton)	96,706	76,946	-20.4%
CO₂ per EUR revenue (g CO₂/EUR)	60	41	-30.7%
CO₂ per kilometre (g CO₂/km)	624	414	-33.6%
CO₂ per shipment weight (g CO₂/ton)	208	124	-40.5%
CO₂ per shipment (indexed)	100%	49.5%	-50.5%-points

¹CO₂-emissions of Österreichische Post AG excl. Group companies



Green Mail Logistics in Austria CO₂-free mail delivery in the regional capitals



„Green Graz 2021“ CO₂-free mail & parcel logistics

- For mail and parcel logistics
- Comprehensive use of small e-lorries in all city delivery areas starting in 2020
- First-time use of e-transporters for delivery operations in Graz as at 2020
- 2020: joint delivery and short distance logistics in city delivery areas
2021: parcel delivery in Graz from Kalsdorf
- Graz to become the first Austrian city with 100% emission-free delivery as at 2021

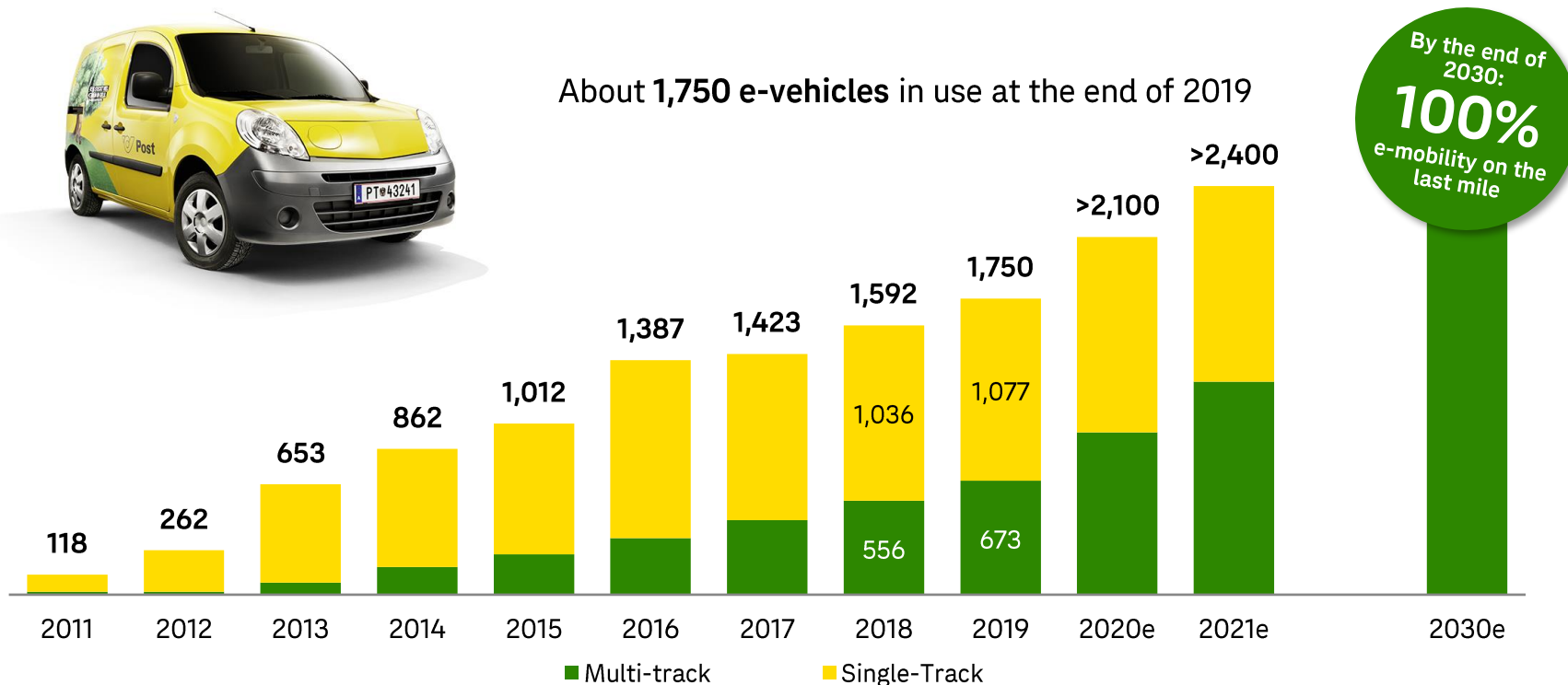
PRO ACTIVE! FOR THE ENVIRONMENT



Target until 2030: 100% e-mobility on the last mile

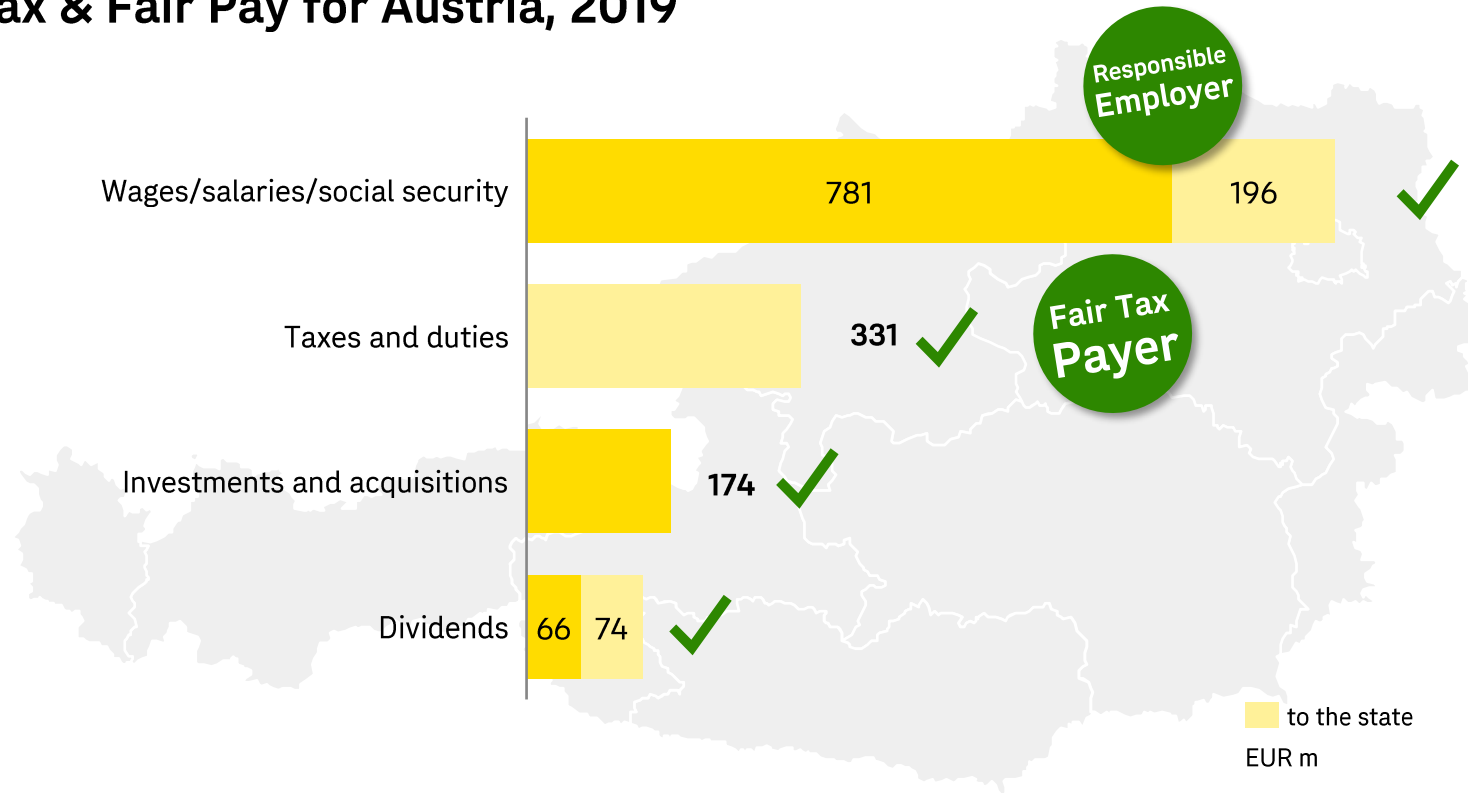


About 1,750 e-vehicles in use at the end of 2019



PRO ACTIVE! FOR THE SOCIETY

Fair Tax & Fair Pay for Austria, 2019



PRO ACTIVE! FOR THE SOCIETY

Regional and digital



Nationwide supply in Austria - no "cherry-picking"



Strengthening the regional factor = strengthening the ecosystem



New postal bank throughout Austria: bank99, the bank nearby



Regionalisation + digitisation in harmony



Health Protection

- **850 health consultations**
- **7 health days** including lung function tests and information on healthy nutrition and relaxation
- **Project "Healthy heart and you"** for the prevention of heart disease
- **Preventive measures** such as vaccinations, ophthalmological examinations, smoking withdrawal
- **6,158 employees** participated in **20** sponsored running events



Work Safety

- **23 regional Work Safety Committees**
- **Training courses**, ongoing instructions as well as supportive posters, video films and signs to convey occupational safety topics
- **Regular inspections** and **evaluations** of workplaces

PRO ACTIVE! FOR EMPLOYEES

Gender Balance programme „Expedition Elly“



„Expedition Elly“ Gender Balance programme

- Aiming for a balanced gender ratio at Austrian Post
- 160 employees develop ambitious goals and measures to continuously increase the proportion of women
- Numerous measures already implemented (parent-child rooms, gender-sensitive employer branding campaigns and recruiting processes)
- Women's Career Index 2019: Increase by 13 points to 75 out of 100 achievable points
- Share of women in total employment up 1.2% to 36.4%¹
Women in management positions up 2.6% to 33.1%¹



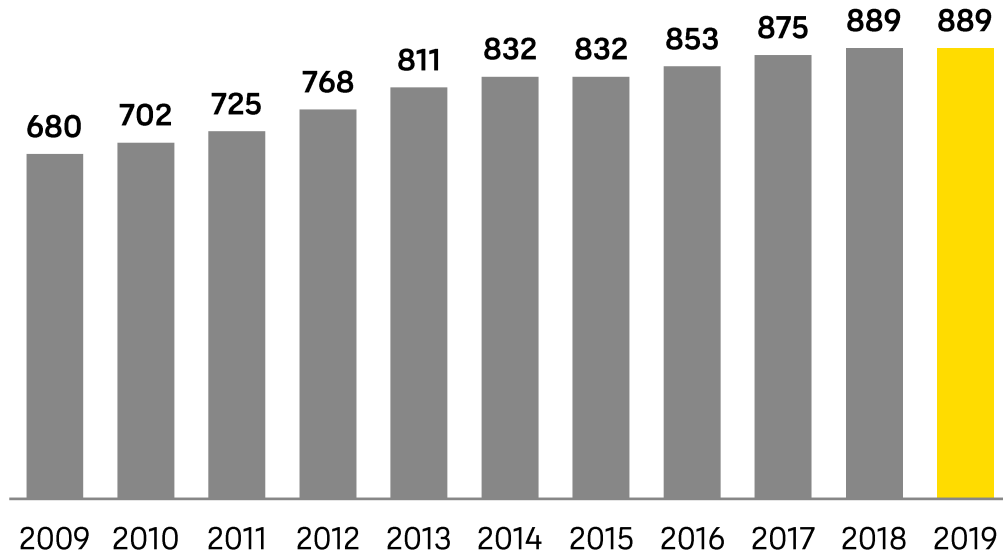
¹Österreichische Post AG

PRO ACTIVE! FOR EMPLOYEES

EBIT bonus for employees



EBIT bonus (EUR)

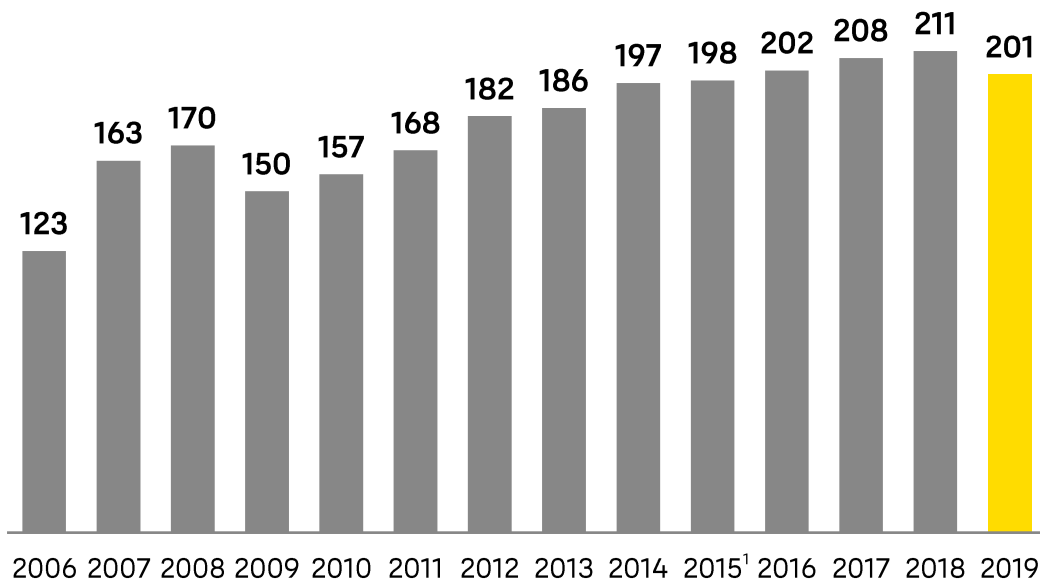


PRO ACTIVE! FOR ECONOMY

Predictability for owners



EBIT (EUR m)

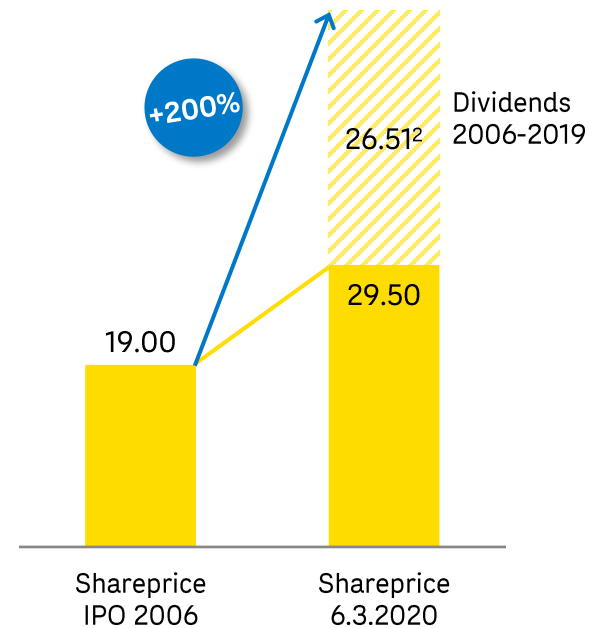


¹Excl. special effects

² Dividend proposal of EUR 2.08 for the 2019 financial year to the Annual General Meeting on 16 April 2020

INVESTOR PRESENTATION Investor Relations Vienna, 12 March 2020

Total Shareholder Return since IPO (EUR)





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FINANCIAL INDICATORS AT A GLANCE



	2018	2019	
Revenue (EUR m)	1,958.5	2,021.6	Revenue increase of 3.2%
EBITDA margin (%)	15.6	15.8	Margin improved due to IFRS 16 by shifting expenses to depreciation
EBIT margin (%)	10.8	9.9	EBIT margin slightly down year-on-year as a result of special effects
Earnings/share (EUR)	2.13	2.17	Earnings per share up by 1.9%
Cash flow (EUR m)	161.9	148.4	Operating free cash flow above dividend level
Equity ratio (%)	41.6	34.3	Lower equity ratio due to IFRS 16 (balance sheet extension)

MAIN ACCOUNTING EFFECTS IN 2018 AND 2019



2018	EUR m
- Lump-sum compensation for shortening the term of the contract with BAWAG P.S.K.	+20.1
- Allocation to provision for redimensioning in the financial services sector	-21.5
<hr/>	
2019	EUR m
EBIT special effects	
- Effect from provisions for data protection procedures	-25
- Effect on earnings from the expansion of the bank ⁹⁹	-27
- One-off effects on letter volumes and advertising mail (e.g. due to elections)	+20
- Reduced requirement for personnel provisions	+20
- Claim for recovery of non-wage labour costs paid in previous periods + EUR 58m and corresponding provisions - EUR 60m	
	-12
IFRS 16 Leases - first-time adoption as at 1 January 2019	
- Balance sheet extension through capitalisation of leasing contracts (leasing liabilities as at 31.12.2019)	308.4
- EBITDA effect 2019 (previous expense is split into depreciation and interest expense)	+36.7
- EBIT effect 2019	+2.2
- Effect on net income for the period 2019	-2.4

KEY INCOME STATEMENT INDICATORS



EUR m	2018	2019	%	Δ	IFRS 16 effects	Q4 2018	Q4 2019	
Revenue	1,958.5	2,021.6	3.2%	63.1	-	542.1	559.3	Strong parcel growth and slight mail decline
Other operating income	96.2	131.5	36.7%	35.3	-	22.3	17.6	Includes claims related to non-wage costs paid in previous periods and corresponding provisions
Raw materials, consum. and serv. used	-441.2	-473.3	-7.3%	-32.0	-	-128.0	-139.7	
Staff costs	-1,008.7	-976.7	3.2%	31.9	-	-251.8	-232.0	Stable operational staff costs, lower need to allocate provisions in non-operational staff costs
Other operating costs	-295.7	-383.7	-29.8%	-88.0	+36,7	-84.5	-102.1	
At equity consolidation	-3.6	-0.6	82.1%	3.0	-	-1.9	-0.4	
EBITDA	305.4	318.7	4.3%	13.2	+36,7	98.3	102.7	
<i>EBITDA margin</i>	15.6%	15.8%	-	-	-	18.1%	18.4%	Provisions for data protection proceedings (EUR 24.7m)
Depreciation	-94.5	-118.1	-24.9%	-23.5	-34,5	-29.4	-32.2	
EBIT	210.9	200.6	-4.9%	-10.3	+2,2	68.9	70.5	
<i>EBIT margin</i>	10.8%	9.9%	-	-	-	12.7%	12.6%	Valuation effect of EUR 8.9m as at 31 December 2019 for shares in flatex AG (formerly FinTech Group AG)
Other financial result	-13.1	10.7	>100%	23.8	-4,5	-17.3	-2.9	
Income tax	-53.6	-66.8	-24.7%	-13.3	-	-12.7	-23.3	
Profit for the period	144.2	144.5	0.2%	0.3	-2,4	38.9	44.4	
Earnings per share (EUR)	2.13	2.17	1.9%	0.04	-	0.57	0.69	

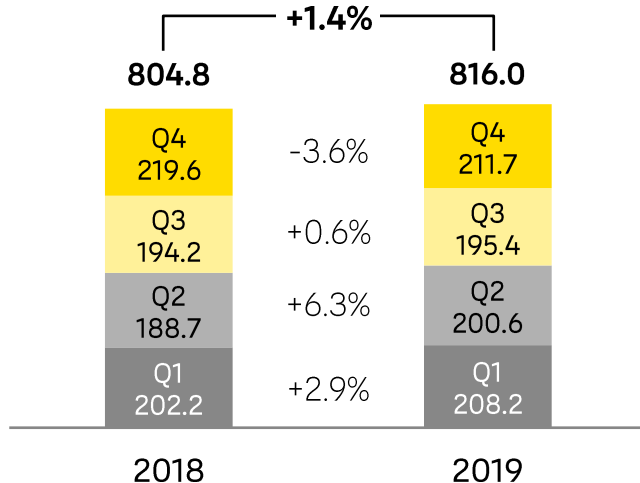


MAIL & BRANCH NETWORK DIVISION: REVENUE DEVELOPMENT FY 2019



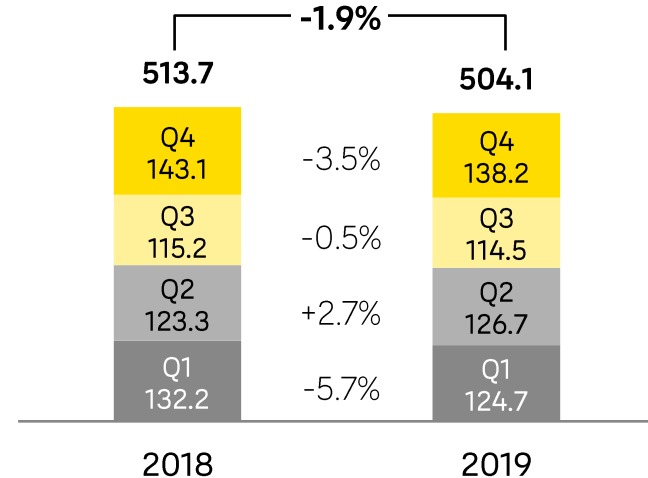
Letter Mail & Mail Solutions (EUR m)

- Operating letter mail volume decline in Austria of about 3.5%
- Revenue increase in 2019 due to new product/rate structure and positive effects (elections, one-off mailings)



Direct Mail/Media Post (EUR m)

- Operating volume decline in Austria of 3.1%
- Volume decrease in addressed direct mail in Austria, negatively impacted by GDPR
- Unaddressed direct mail: positive revenue contributions by food retailers, decline in furniture advertising
- Positive election effects in 2019



MAIL & BRANCH NETWORK DIVISION: INCOME STATEMENT



EUR m	2018	2019	%	Δ	Q4 2018	Q4 2019	
Revenue	1,412.3	1,400.5	-0.8%	-11.8	384.9	367.0	Volume decline offset by positive election effects (European, Austrian parliamentary elections) and new product/rate structure
• Letter Mail & Mail-Solutions	804.8	816.0	1.4%	11.2	219.6	211.7	
• Direct Mail	382.6	372.0	-2.8%	-10.6	104.7	100.1	
• Media Post	131.2	132.1	0.7%	0.9	38.4	38.1	Uncertainty due to GDPR as decline in furniture advertising; additional revenue from food retailers and positive election effects
• Branch Services	93.7	80.4	-14.2%	-13.3	22.2	17.1	
Revenue intra-Group	112.9	132.8	17.6%	19.9	33.2	41.2	
Total revenue	1,525.2	1,533.3	0.5%	8.1	418.1	408.2	Step-by-step redimensioning of financial services in 2019
EBITDA	311.2	288.9	-7.2%	-22.3	97.2	84.2	
<i>EBITDA margin¹</i>	<i>20.4%</i>	<i>18.8%</i>	-	-	<i>23.3%</i>	<i>20.6%</i>	Increased capacity utilisation through parcel delivery
Depreciation	-21.4	-23.5	-9.7%	-2.1	-6.5	-5.9	
EBIT	289.8	265.4	-8.4%	-24.4	90.7	78.3	Reduced earnings due to data protection provisions of EUR 24.7m
<i>EBIT margin¹</i>	<i>19.0%</i>	<i>17.3%</i>	-	-	<i>21.7%</i>	<i>19.2%</i>	

¹EBIT margin/EBITDA margin in relation to total revenue

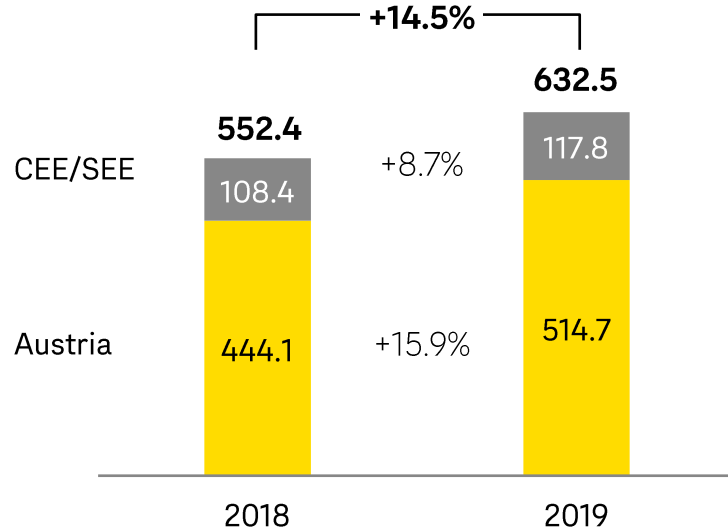


PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT FY 2019



Revenue development

EUR m



Parcel & Logistics Division: +14.5% (Q4: +22.3%)

- E-commerce trend and cooperation with DHL drive further increase in revenue

South East/Eastern Europe +8.7% (Q4: +10.3%)

- Positive revenue development in Slovakia, Hungary and Croatia

Austria: +15.9% (Q4: +25.1%)

- Organic growth and cooperation with DHL lead to high parcel volume growth
- Good revenue growth despite own delivery by a large customer in Eastern Austria
- Good development with existing long-term customers



PARCEL & LOGISTICS DIVISION: INCOME STATEMENT



EUR m	2018	2019	%	Δ	Q4 2018	Q4 2019
Revenue	552.4	632.5	14.5%	80.0	159.6	195.2
• Premium	266.1	352.9	32.6%	86.8	77.8	113.4
• Standard	229.6	217.5	-5.3%	-12.2	66.2	62.8
• Other Parcel Services	56.6	62.1	9.6%	5.4	15.6	19.0
Revenue intra-Group	4.9	4.2	-15.0%	-0.7	1.3	1.2
Total revenue	557.4	636.7	14.2%	79.3	160.8	196.4
EBITDA	54.9	66.0	20.3%	11.2	20.1	24.1
<i>EBITDA margin¹</i>	<i>9.8%</i>	<i>10.4%</i>	-	-	<i>12.5%</i>	<i>12.3%</i>
Depreciation	-13.6	-20.5	-51.4%	-7.0	-5.4	-6.1
EBIT	41.3	45.5	10.1%	4.2	14.7	18.0
<i>EBIT margin¹</i>	<i>7.4%</i>	<i>7.1%</i>	-	-	<i>9.1%</i>	<i>9.2%</i>

Revenue growth offset by cooperation with DHL, increased own delivery by a large customer in Eastern Austria; trend towards higher quality (delivery speed)

Improved earnings in the reporting period and Q4 despite higher expenses in the logistics network to avoid capacity bottlenecks

¹EBIT margin/EBITDA margin in relation to total revenue

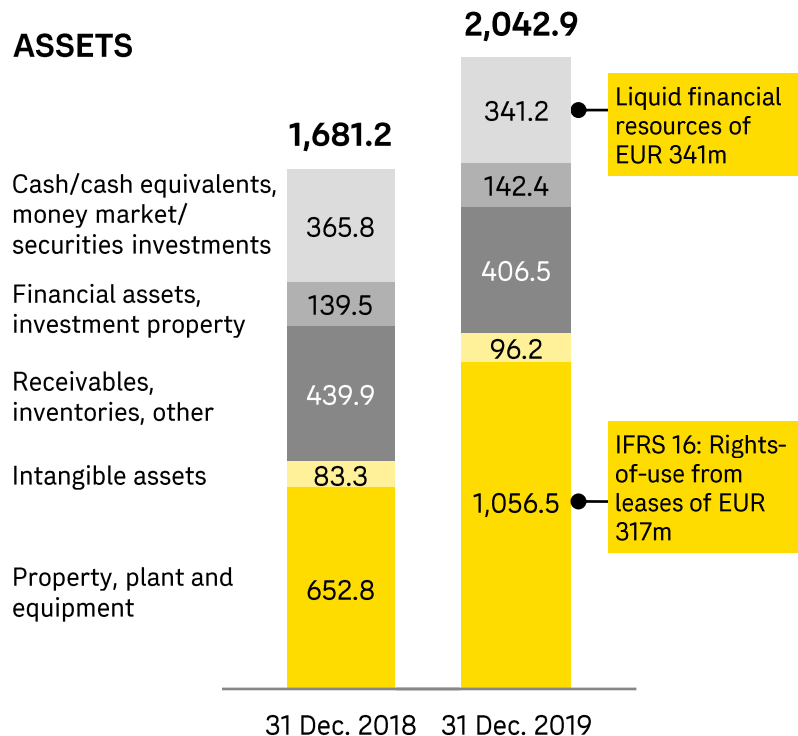
CHANGE IN THE BALANCE SHEET STRUCTURE DUE TO IFRS 16



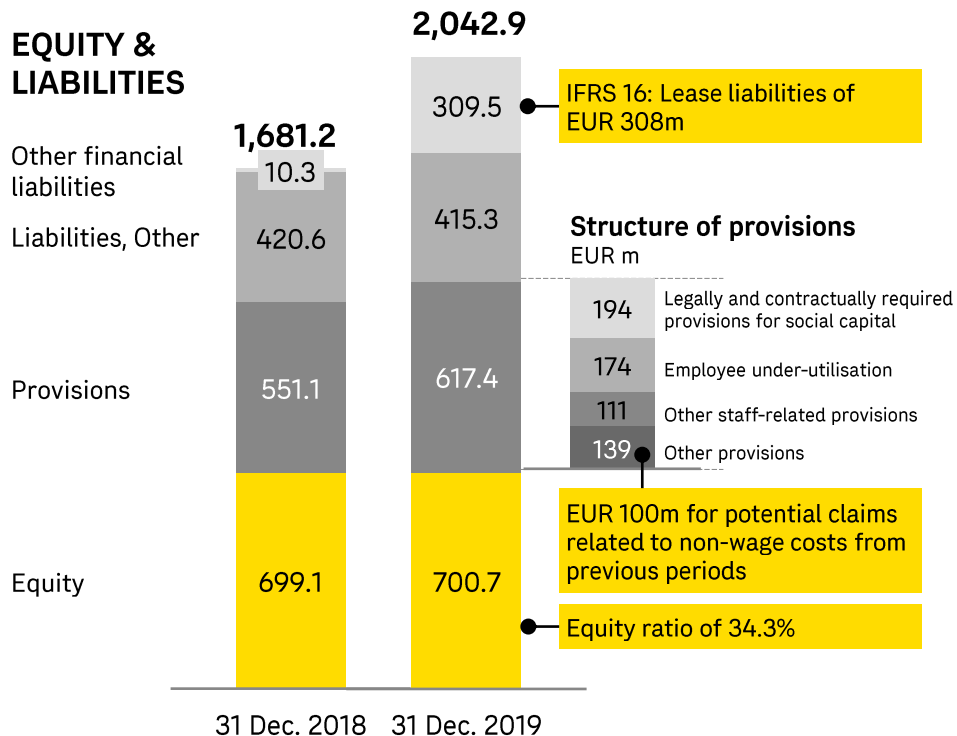
Balance sheet as at 31 December 2019

EUR m

ASSETS



EQUITY & LIABILITIES



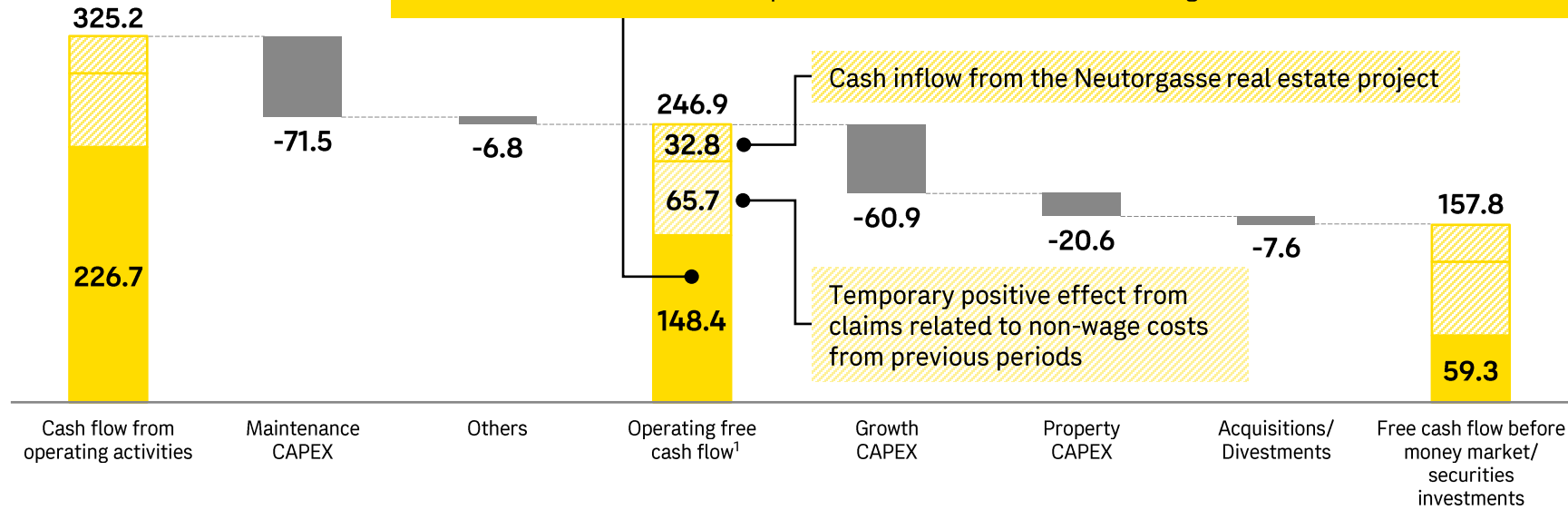
ROBUST CASH FLOW 2019

EUR m



Operating free cash flow of EUR 148.4m

- Financial services compensation of EUR 22.9m for 2019 already included in the 2018 cash flow
- IFRS 16 effect: EUR 36.7m expense in the cash flow from financing activities



VJ	2019	2018
Cash flow from operating activities	225.9/295.9 ²	
Maintenance CAPEX	-81.3	
Others	+17.3	
Operating free cash flow ¹	161.9/231.9 ²	
Growth CAPEX	-23.5	
Property CAPEX	-34.7	
Acquisitions/Divestments	-38.3	
Free cash flow before money market/securities investments	65.4/135.4 ²	

¹ Free cash flow before acquisitions/securities/money market investments and Growth CAPEX: 2019: EUR 148.4m, excluding the cash inflow from the Neutorgasse real estate project of EUR 32.8m and credited claims of EUR 65.7m relating to non-wage costs from previous periods; 2018: EUR 231.9m including the special effect of EUR 70.0m (special payment by BAWAG P.S.K of EUR 107.0m less EUR 37.0m for financial services rendered).

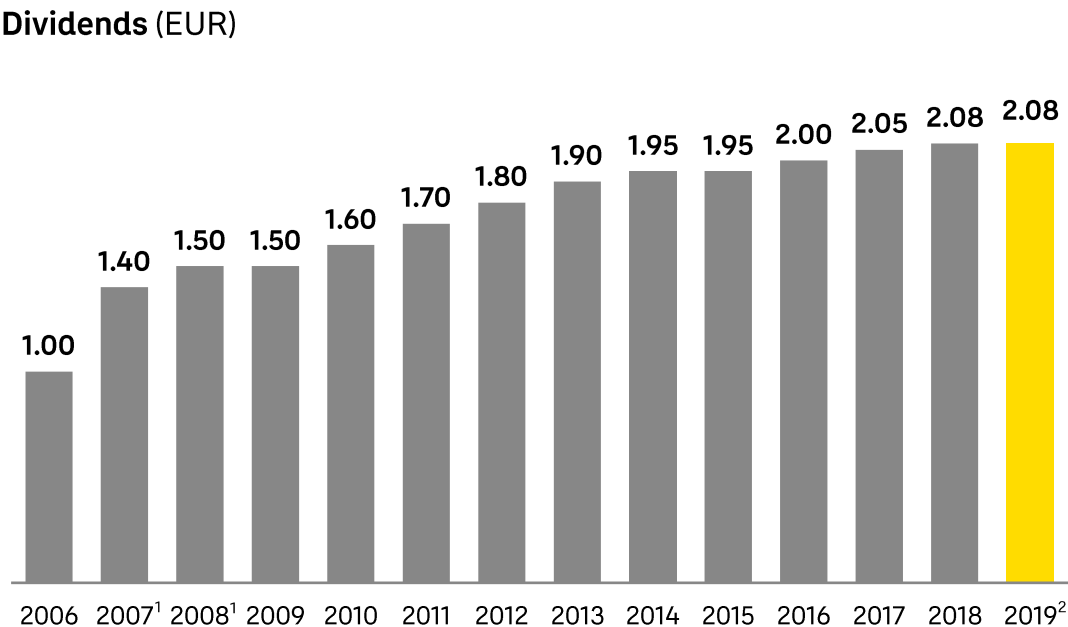
² Including special effect relating to BAWAG P.S.K.

DIVIDEND POLICY



Continuation of attractive and predictable dividend policy

- Dividend proposal to the Annual General Meeting:
EUR 2.08/share
- Dividend yield as at 31 December 2019:
6.1% (based on share price of EUR 34.00)
- Unchanged dividend policy: distribution of at least 75% of the Group net profit



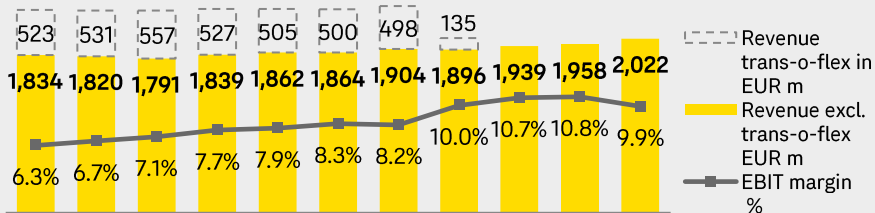
¹Excluding the special dividend of EUR 1.00

²Dividend proposal of EUR 2.08 for the 2019 financial year to the Annual General Meeting on 16 April 2020

CLEAR CAPITAL MARKET POSITIONING RECONFIRMED



Solid and profitable business model

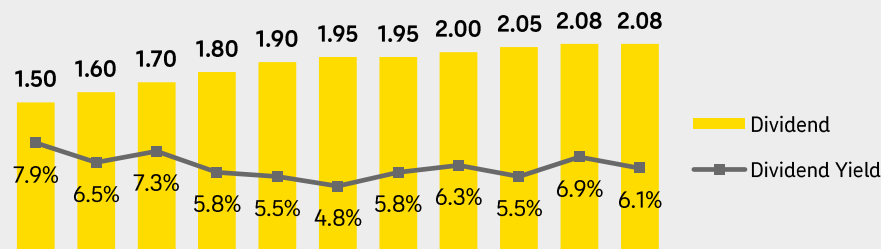


2009 2010 2011 2012 2013 2014¹ 2015² 2016 2017 2018 2019

¹ Adjustment of revenue reporting in the Parcel & Logistics Division. Exported services recognised according to the net method (previously recognised as revenue and expenses for services used).

² EBIT adjusted for special effects

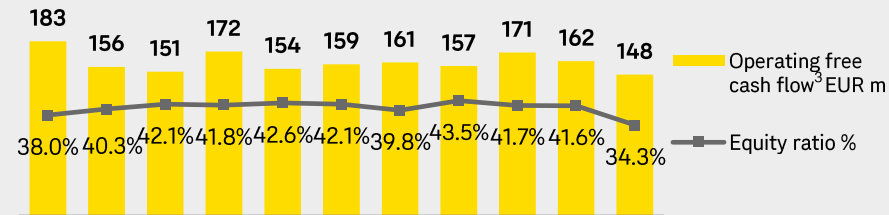
Attractive dividend policy



2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019⁴

⁴ Proposal to the Annual General Meeting on 16 April 2020

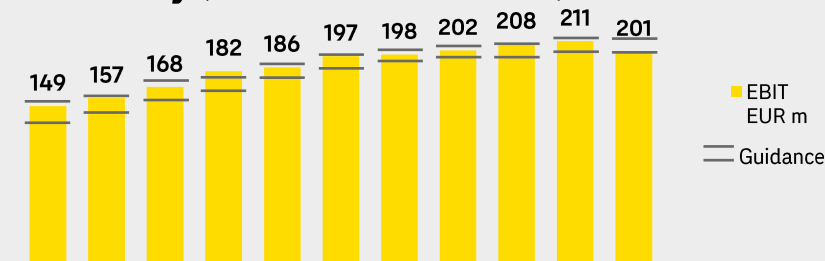
Strong balance sheet and solid cash flow



2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019

³ 2009-2017: Free CF before acquisitions/securities and old/new corporate headquarters, adjusted for major real estate sales; 2018-2019: Free CF before acquisitions/securities and growth CAPEX, excl. special effects

Reliability ("Promise & Deliver")



2009 2010 2011 2012 2013 2014 2015² 2016 2017 2018 2019

² EBIT adjusted for special effects



-
1. Highlights and Overview
 2. Strategy Implementation
 3. Sustainability/ESG
 4. Group Results FY 2019
 - 5. OUTLOOK 2020**



OUTLOOK 2020



Market environment

- 5% annual decline in addressed letter mail volumes expected, especially against the backdrop of new e-Government solutions
- Direct mail volumes subject to economic cycle and uncertainties
- The national and international parcel market continues to exhibit volume growth; outstanding market position of Austrian Post in the private customer parcel market due to delivery speed and service quality



Revenue

- Stable to slightly higher revenue targeted in 2020
- Innovations and portfolio adjustments in the mail business as at 1 April 2020
- Increase in annual volumes to more than 140m parcels forecasted: increase through organic growth and partnership with Deutsche Post DHL Group against the backdrop of increasing own delivery by a large customer in Eastern Austria
- New financial services to be offered through all approx. 1,800 postal service points of Austrian Post and online starting in Q2 2020



Investments/CAPEX

- Realisation of a comprehensive investment programme to safeguard the company's market position
- Maintenance CAPEX (basic investments) of about EUR 70m
- Growth CAPEX (expansion investments) in excess of EUR 50m, purchase of property and real estate also possible
- The Parcel Logistics Centre Styria (Kalsdorf) to be put into operation in the second half of 2020



Earnings

- Operating EBIT 2019 was slightly above the EUR 211m of 2018, the target for 2020 is stability in operating earnings (subject to a stable economic environment against the backdrop of COVID-19); in addition, altogether start-up costs to develop the new financial services business of at least EUR 40m for the years 2020 and 2021, positive earnings contributions from the financial services business planned as at 2023



Dividends

- Proposal to the Annual General Meeting on 16 April 2020 to distribute a dividend of EUR 2.08 per share
- Ongoing goal to distribute at least 75% of the Group net profit

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Financial calendar 2020

16 April 2020

28 April/30 April 2020

14 May 2020

7 August 2020

13 November 2020

Annual General Meeting

Ex-day/Dividend Payment Day

Interim Report Q1 2020

Half-Year Financial Report 2020

Interim Report Q1-3 2020

Disclaimer

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