



AUSTRIAN POST Investor Presentation FY 2020



Walter Oblin, CFO
Vienna, 12 March 2021



1. HIGHLIGHTS AND OVERVIEW



2. Strategy Implementation
3. Group Results FY 2020
4. Outlook 2021

AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers and Magazines

Revenue 2020:
EUR 1,223m



Parcel & Logistics

- Parcels and Express
- Fulfillment and Cash Transport
- E-Commerce Services

Revenue 2020:
EUR 914m



Retail & Bank

- Branch and Financial Services
- Customer Services

Revenue 2020:
EUR 65m



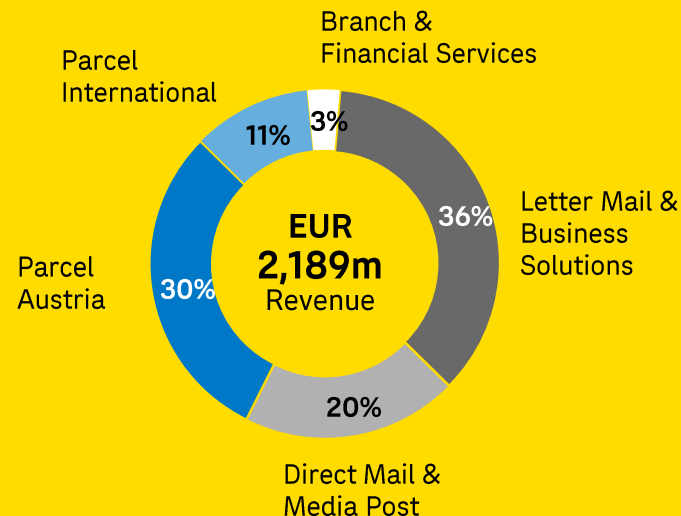
Group

Revenue 2020: EUR 2,189m

EBITDA 2020: EUR 303m

EBIT 2020: EUR 161m





Revenue share 2020



2020 IMPACTED BY COVID-19



Volumes in Austria

	Q2	Q3	Q4
	With substantial COVID-19 related effects		
 Letter Mail	-13%	-6%	-3%
	Improved trend but reduced visibility		
 Direct Mail	-25%	-5%	-8%
	- Back to normality in Q3 - Another lockdown in Q4		
 Parcel	+42%	+18%	+32%
	Very strong organic growth		
 Logistics infrastructure	- Sorting bottlenecks - Additional logistics costs	- Capacity expansion of +30% - Improved cost structure	

2020 FINANCIAL OVERVIEW



Revenue

- Revenue +8.3% to EUR 2,189.2m
- Parcel growth by 44.4%, Letter and Direct Mail business down by 7.4%

Earnings

- EBITDA EUR 302.8m (-5.0%)
- EBIT of the logistics business of EUR 204.4m
- Group EBIT of EUR 160.6m (-19.9%) due to COVID-19 and set up of bank99

Investment programme

- Opening of parcel logistics centres in Styria and Salzburg in 2020
- 30% capacity expansion in 2020
- Further acceleration of capacity expansion programme in Vorarlberg, Tyrol, Lower and Upper Austria (+30% by 2022)

Outlook 2021

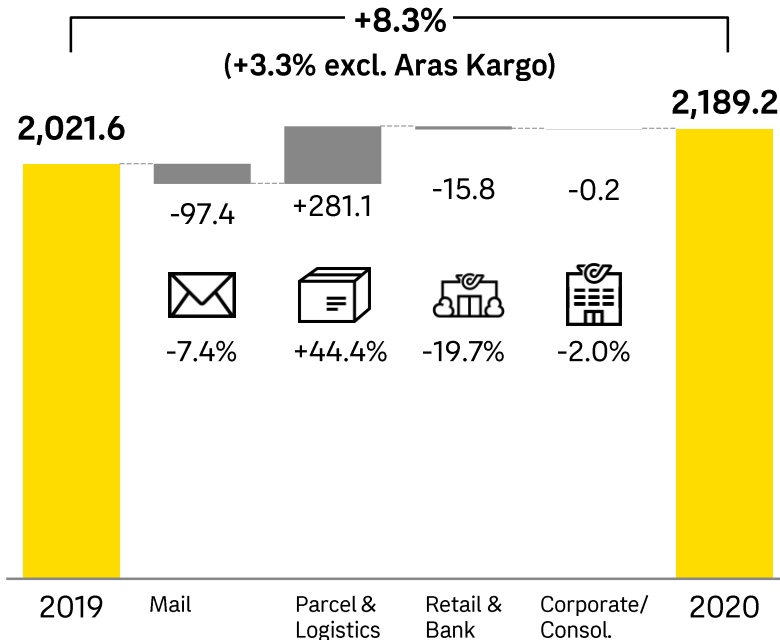
- Revenue increase of 8%-10%
- Mail: stable to modest decline
- Parcel: growth of approx. 20%
- EBIT improvement of at least 10%

GOOD PARCEL BUSINESS GENERATES SIGNIFICANT REVENUE GROWTH



Revenue development

EUR m



Group: +8.3% (Q4: +23.6% to EUR 691.3m)

Revenue increase due to Aras Kargo and despite COVID-19

- ▶ **Mail: -7.4% (Q4: -3.0%)**
 - Revenue decline of 4.2% for Letter Mail & Business Solutions to EUR 781.8m 2020 due to e-substitution and lockdown (Q4: +1.8%)
 - Direct Mail market particularly impacted by COVID-19 pandemic: revenue down by 13.7% to EUR 320.9m in 2020 (Q4: -12.0%)
- ▶ **Parcel & Logistics: +44.4% (Q4: +72.6%)**
 - Volume increase of 30% in Austria due to strong e-commerce, DHL cooperation since August 2019
 - Full consolidation of Aras Kargo since 25 August 2020: revenue contribution of EUR 101.5m in 2020
- ▶ **Retail & Bank: -19.7% (Q4: +10.4%)**
 - Launch of bank99 on 1 April 2020
 - Discontinuation of service fees from former banking partner (EUR 29.3m in 2019)

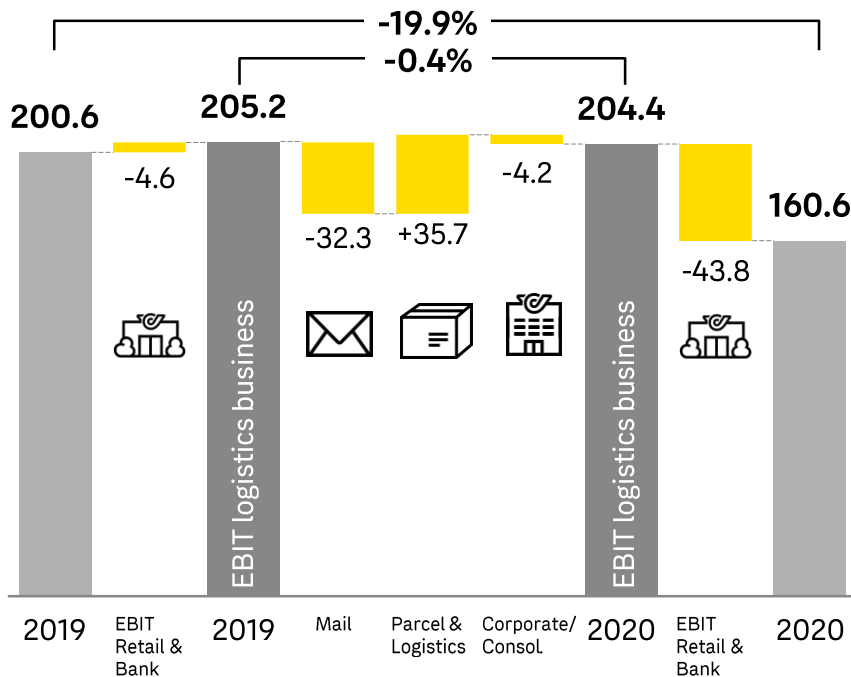
Adjusted to the new segment structure since 1 January 2020

EARNINGS IMPACTED BY COVID-19 AND LAUNCH OF BANK99



EBIT development

EUR m



Adjusted to the new segment structure since 1 January 2020

Group: -19.9% (Q4: +12.3% to EUR 79.2m)

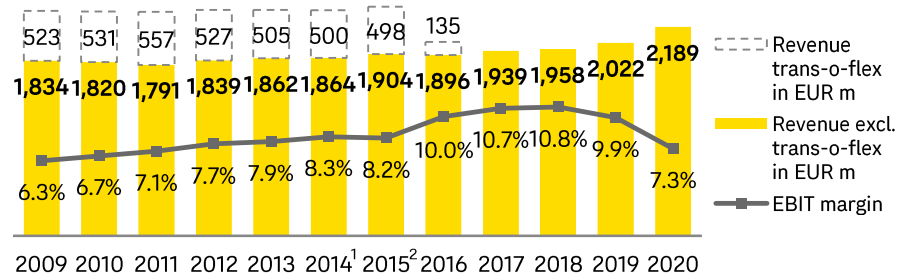
- Improved Q4 EBIT due to strong parcel growth
- Earnings of EUR 204.4m in the logistics business in 2020; earnings pressure due to COVID-19 in all divisions

- ▶ **Mail: -16.4% (Q4: -14.9%)**
 - Revenue decline and additional costs related to COVID-19
 - Q4 earnings down by EUR 10.1m, mainly direct mail business due to lockdown
- ▶ **Parcel & Logistics: +94.5% (Q4: >100%)**
 - Revenue growth in Austria and positive effects related to Aras Kargo lead to EBIT of EUR 73.5m in 2020 (EUR 40.9m in Q4)
- ▶ **Retail & Bank: <-100% (Q4: <-100%)**
 - Long-term investment: launch of bank99 in April 2020
 - Negative earnings effect of EUR 43.8m in 2020

CLEAR CAPITAL MARKET POSITIONING

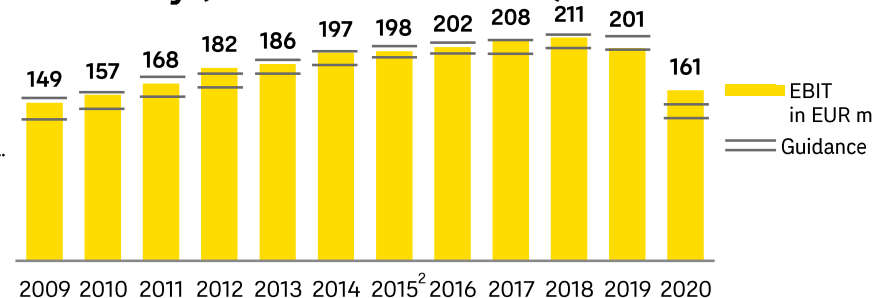


Profitable growing business model



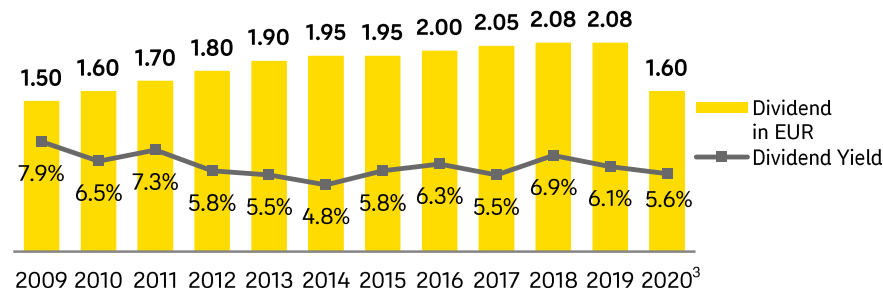
¹ Adjustment of revenue reporting
² EBIT adjusted for special effects

Reliability ("Promise & Deliver")



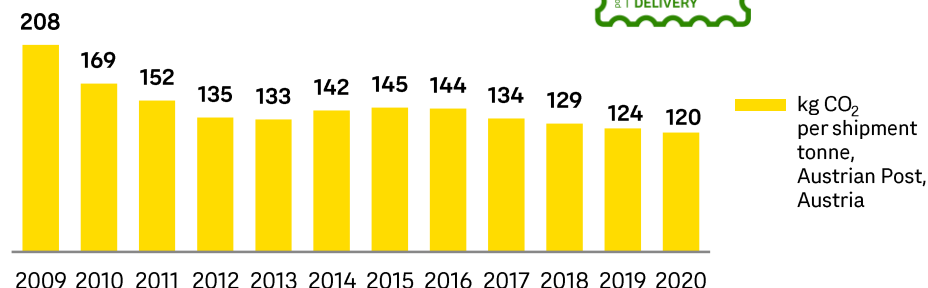
² EBIT adjusted for special effects

Attractive dividend policy



³ Proposal to the Annual General Meeting on 15 April 2021

Decarbonisation of logistics





1. Highlights and Overview



2. STRATEGY IMPLEMENTATION

3. Group Results FY 2020

4. Outlook 2021

AHEAD TO THE FUTURE



1 Defending market leadership and profitability in the core business



Sustainability, diversity and customer orientation as guideline for all activities

2 Profitable growth in near markets

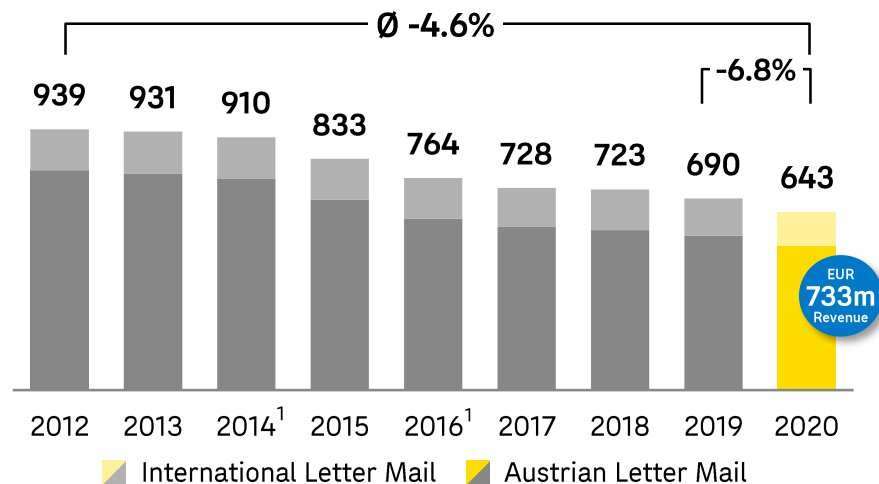


3 Development of retail and digital offerings for private customers and SMEs

1 LETTER MAIL



Letter Mail Volumes (millions of items)

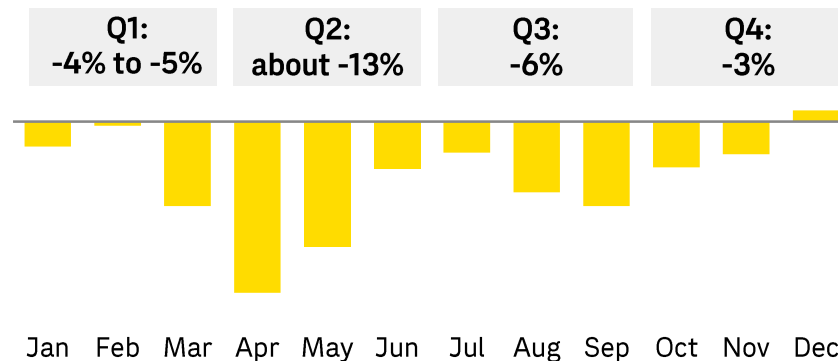


¹ Adjusted reporting due to automated calculation methodology

Letter Mail 2020

- Q1 decline of 4% to 5% in Austria with minor COVID-19 effects
- Q2 decline of about 13% due to the lockdown of many public authorities and companies as well as reduced economic output
- Volumes recover to a decline of about 6% in Q3 and 3% in Q4

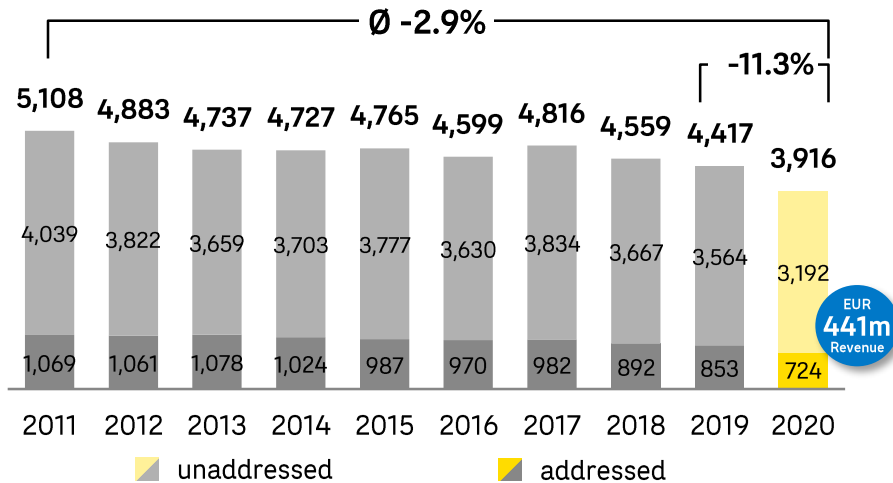
Austrian Letter Mail Volumes in 2020 (daily mailings)



1 DIRECT MAIL/MEDIA POST



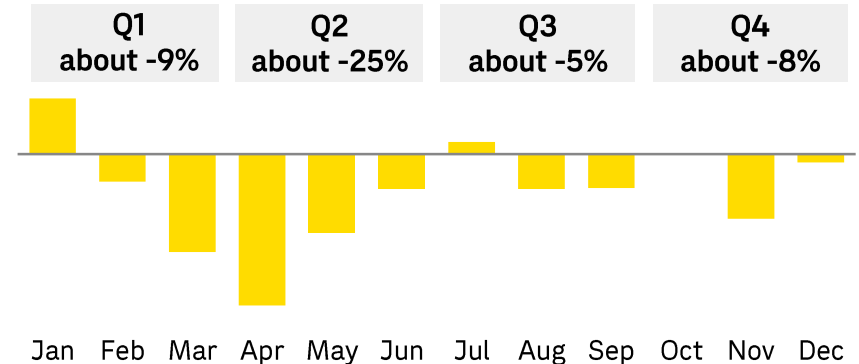
Direct Mail/Media Post Volumes (millions of items)



Direct Mail/Media Post 2020

- Decline of 50% in Direct Mail and Media Post during the lockdown periods
- Q2 marked by lockdown and decline of about 25% in Austria
- Decline of about 5% in Q3 and, due to renewed lockdown, of about 8% in Q4

Austrian Direct Mail/Media Post Volumes in 2020 (daily mailings)



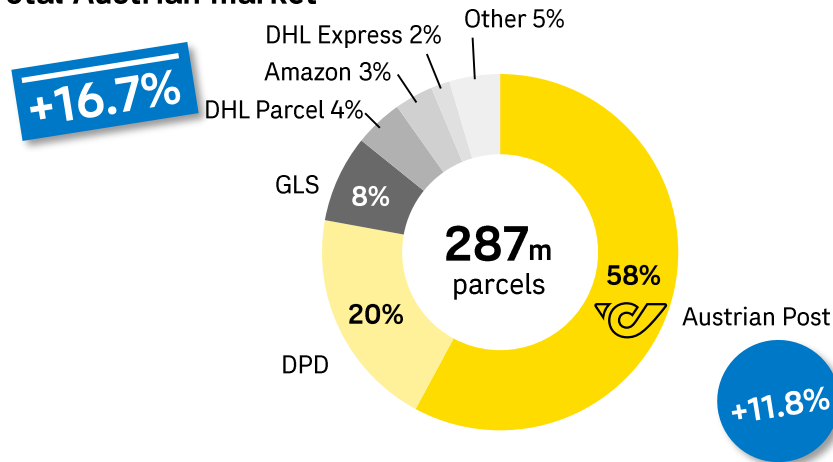
1 AUSTRIAN PARCEL MARKET ENVIRONMENT



2020 Austrian Market statistics

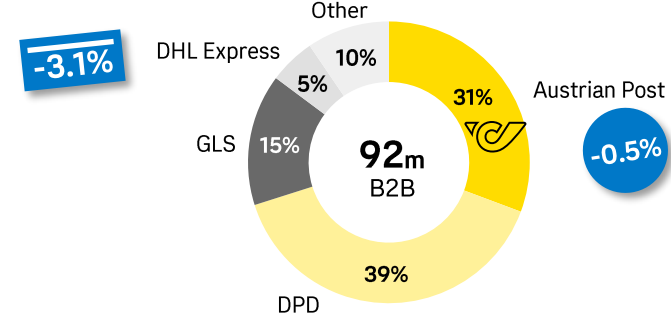
- Total market volume up by 16.7% to 287m parcels
- Business customer parcel market -3.1% to 92m parcels
- Private customer parcel market +29.1% to 195m parcels

Total Austrian market

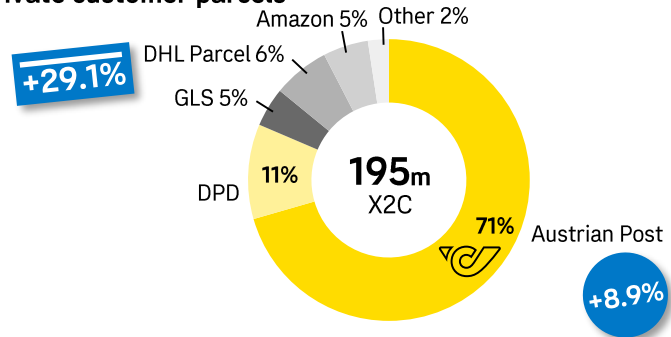


Market shares by volume

Business customer parcels



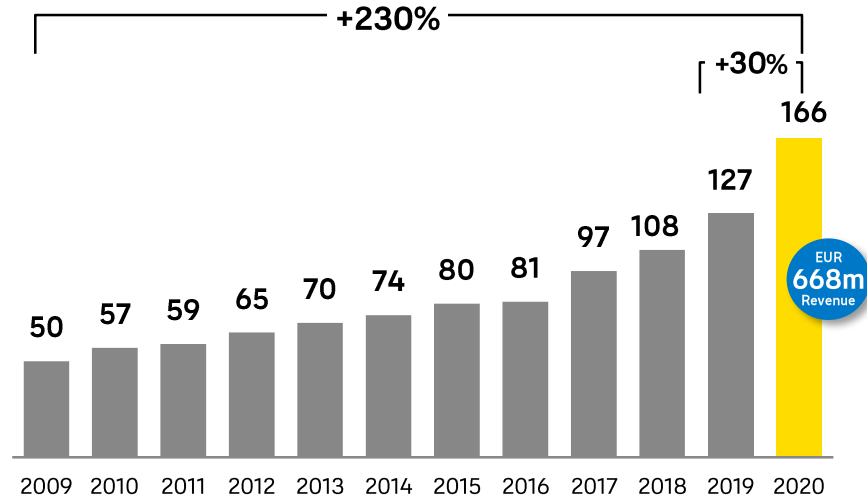
Private customer parcels



1 PARCEL BUSINESS IN AUSTRIA: 166M PARCELS IN 2020



Parcel Volumes (millions of parcels)



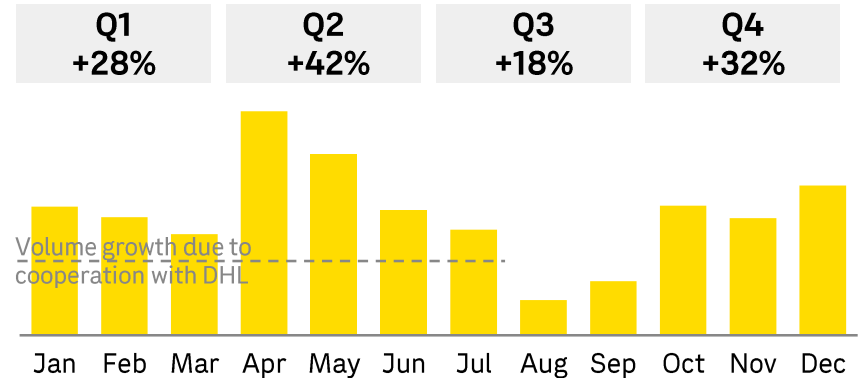
INVESTOR PRESENTATION Investor Relations Vienna, 12 March 2021

Parcel 2020

- Strong growth in Q1 of +28% and in Q2 +42%
- Growth includes effects from cooperation with Deutsche Post DHL Group since August 2019
- Continued strong growth of +18% in Q3 and +32% in Q4

Austrian Parcel Volumes in 2020

(daily items)



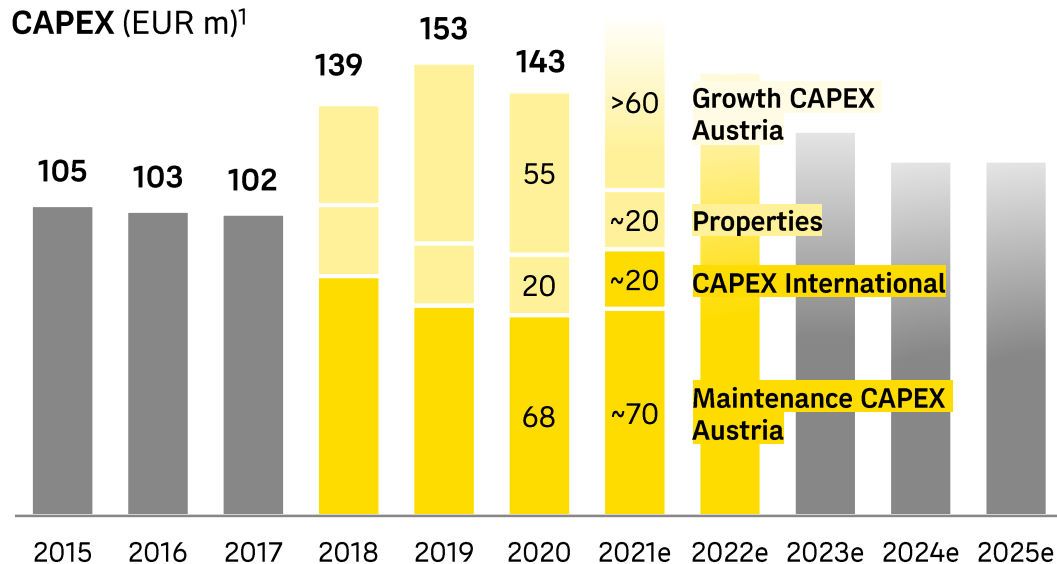
1 CAPACITY DRIVE BASED ON GROWTH FORECASTS



CAPEX still at a high level in 2020:

- Maintenance CAPEX of EUR 67.8m
- Growth CAPEX (incl. properties) of EUR 75.5m

Further acceleration of the 2018-2022 investment programme:
+30% sorting capacity by 2022



¹ 2015-2017 including CAPEX for new corporate headquarters

Logistics Centre Tyrol
104,000 m² property



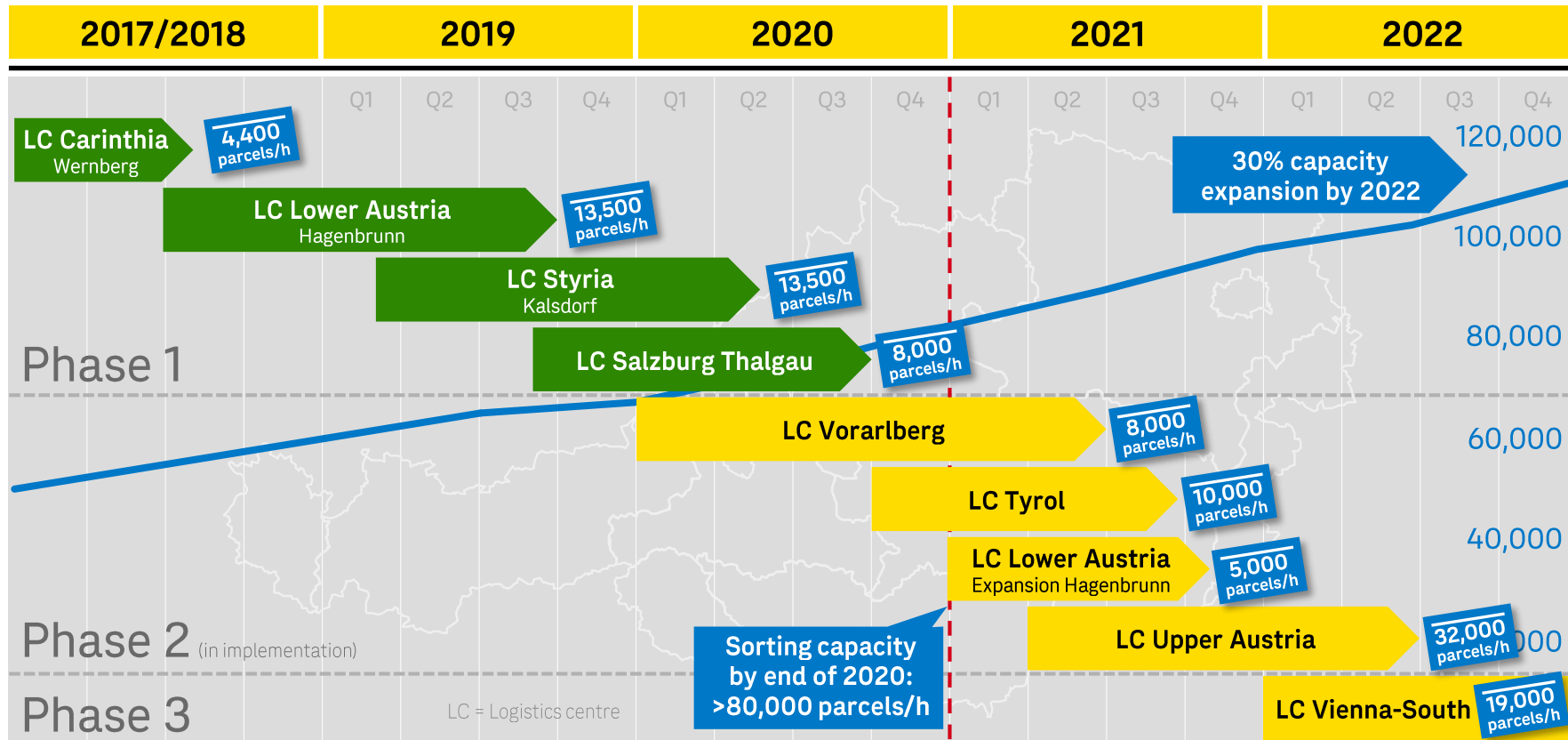
**OPERATIONAL LAUNCH
IN 2021**

Logistics Centre Upper Austria
126,000 m² property



**OPERATIONAL LAUNCH
IN 2022**

1 EXPANSION OF LOGISTICS INFRASTRUCTURE IN AUSTRIA

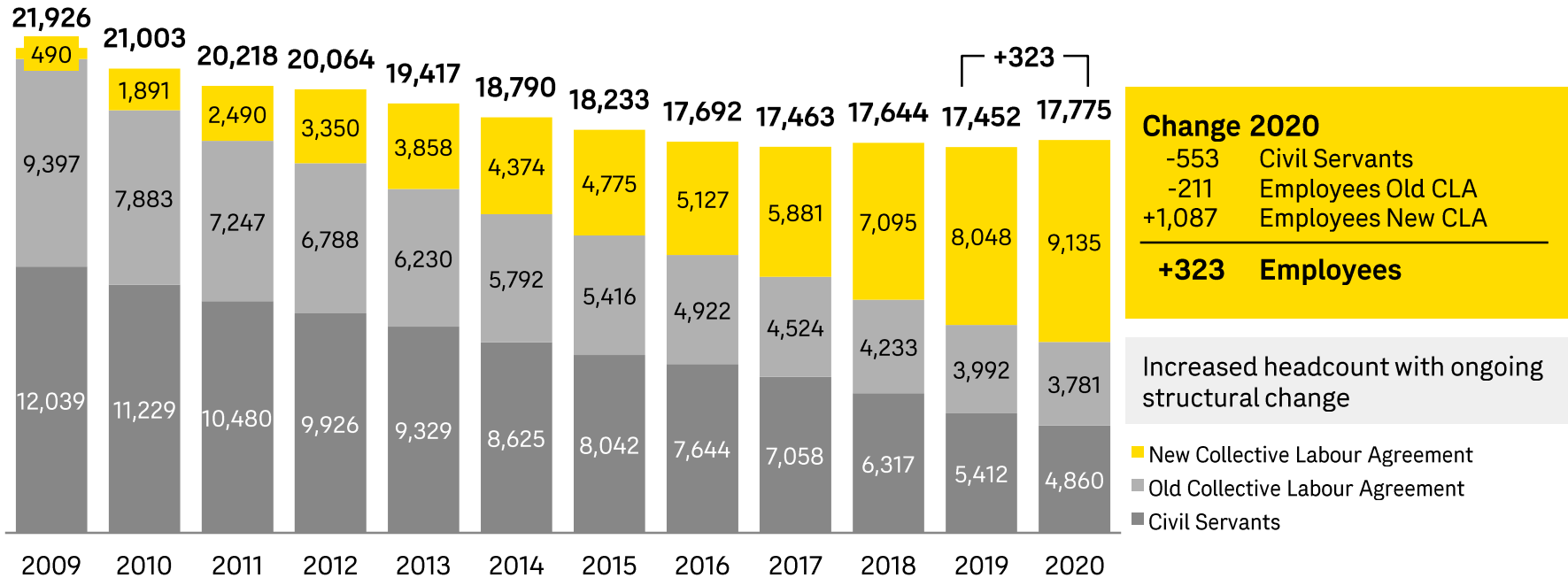


1 STAFF STRUCTURE IN AUSTRIA

Full-time equivalents in the Austrian core business



FTE (average for the period)



2 GROWTH IN SELECTED MARKETS

Growth focus on Parcel & Logistics



GERMANY

AEP (51.5% stake, at-equity consolidation)

- Pharmaceutical wholesale joint venture
- Revenue up by +9% in 2020 to EUR 532m
- Positive EBIT in 2020

Austrian Post International Deutschland

- Strong competition in the international mail business, 2020 revenue of EUR 63m (+23%)

AUSTRIA

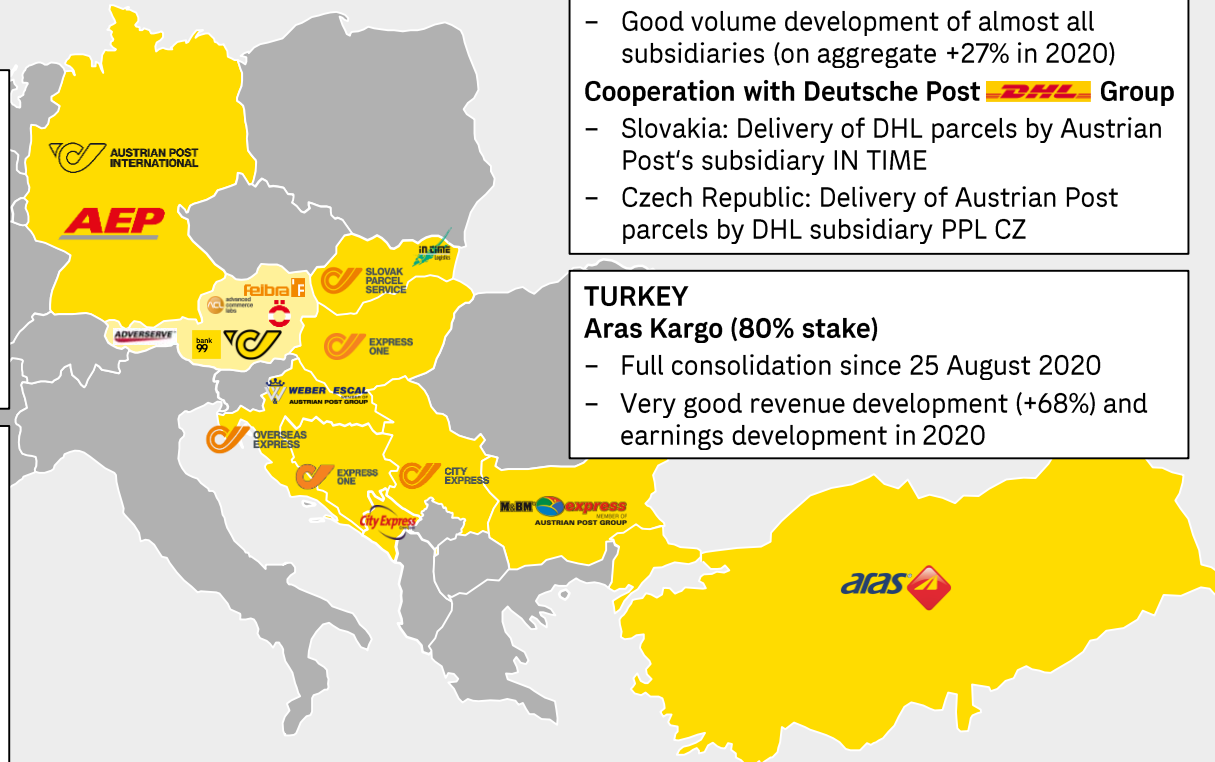
ACL advanced commerce labs

- Provider of e-commerce solutions
- 2020 revenue of EUR 10m (+14%)

adverserve

- Expert in the fields of ad technologies and digital advertising
- Revenue of EUR 8m in 2020

bank99 – Launch on 1 April 2020



CEE/SEE: Focus on the parcel business

- Good volume development of almost all subsidiaries (on aggregate +27% in 2020)

Cooperation with 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 (80% stake)

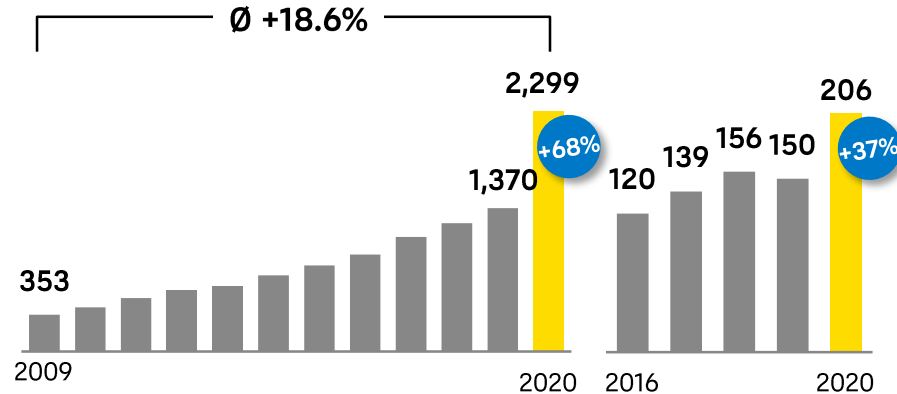
- Full consolidation since 25 August 2020
- Very good revenue development (+68%) and earnings development in 2020

2 ARAS KARGO



Revenue
(TRY m)

Parcel volumes
(millions)



Aras Kargo Profile

- Top player in Turkey's parcel market, est. 1979
- About 6,000 employees, 47 logistics sites
- 900 branches and 5,000+ vehicles
- 206m parcels and documents in 2020 (+37%)

Financial indicators

- 2020 revenue: TRY 2,299m (\cong EUR 280m)
- Full consolidation as at 25 August 2020
- Balance sheet total of about EUR 188m on 31 Dec 2020
- Company is cash positive, no financial liabilities



3 DEVELOPMENT OF BANK99 SINCE 1 APRIL 2020 (GO-LIVE)



Product offering

- Focus on own offering (payment transactions, current accounts, savings products, private housing loans)
- Commission-based partner solutions (consumer financing, insurance products, credit cards, pension products)

Major strengths

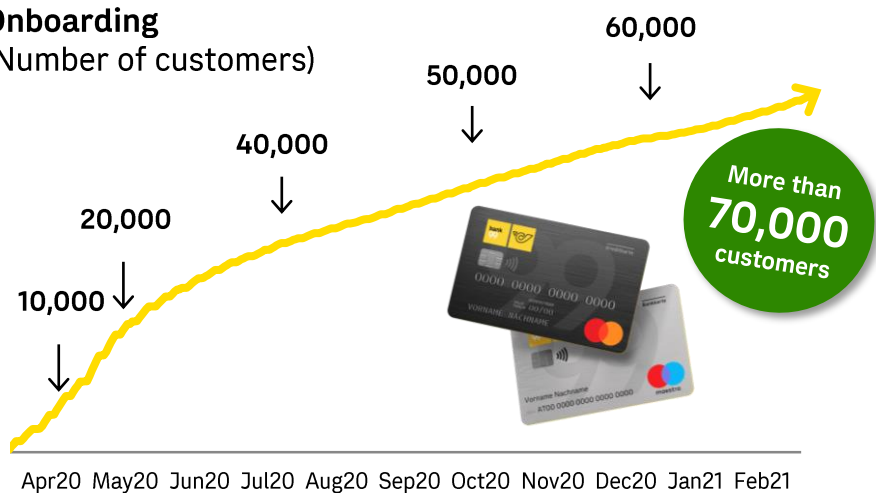
- Customer proximity with about 1,800 postal service points
- Longest opening hours of all banks

COVID-19 impact in 2020

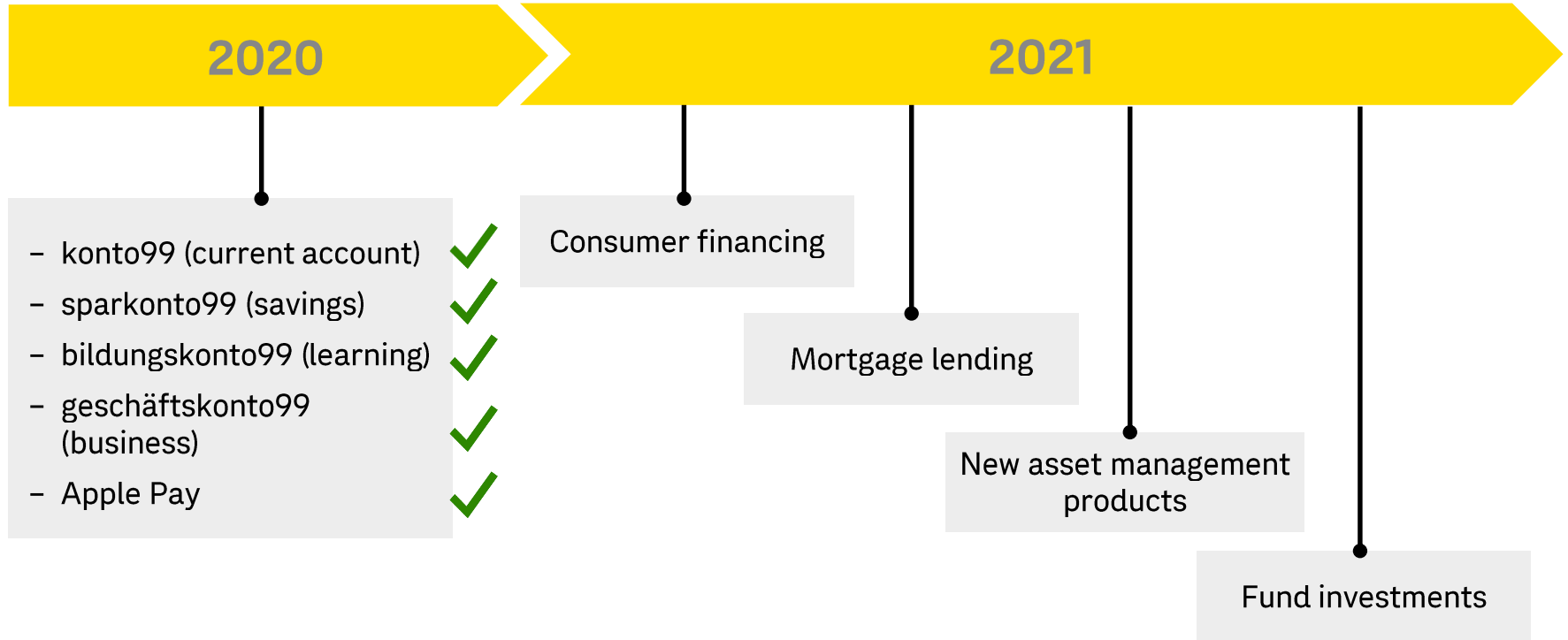
- Lower frequency in branch offices
- Reduced use of ATMs and payment slips

Onboarding

(Number of customers)



3 THE PRODUCT-ROADMAP OF BANK99



3 shöpping – AUSTRIA'S LARGEST ONLINE MARKETPLACE

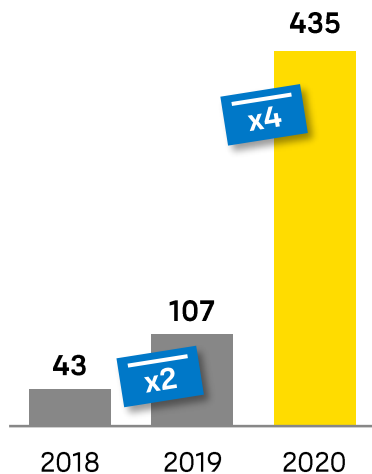


- shöpping was clicked on more than 15.3m times in 2020
- More than 2.8m products listed, 1,600+ active retailers
- Strong increase in parcel and trading volumes in 2020

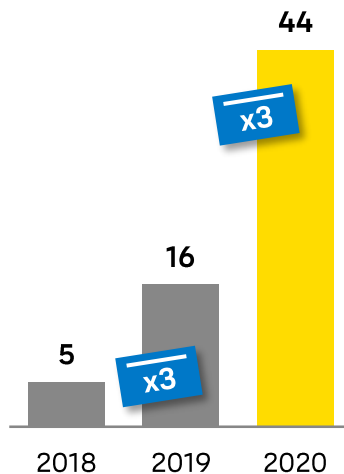
Ecological advantage of shöpping:

- Only regional Austrian retailers
- Carbon-neutral delivery from 2021 onwards

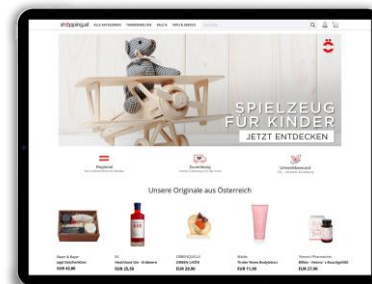
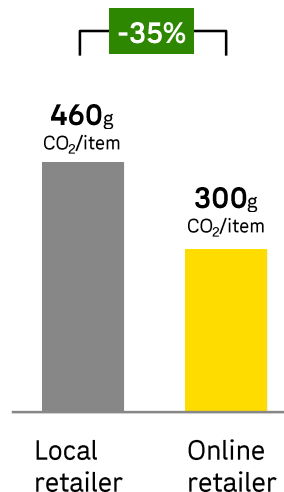
Parcel volumes
(435 thousand in 2020)



Trading volume
(EUR 44m in 2020)



Carbon emissions

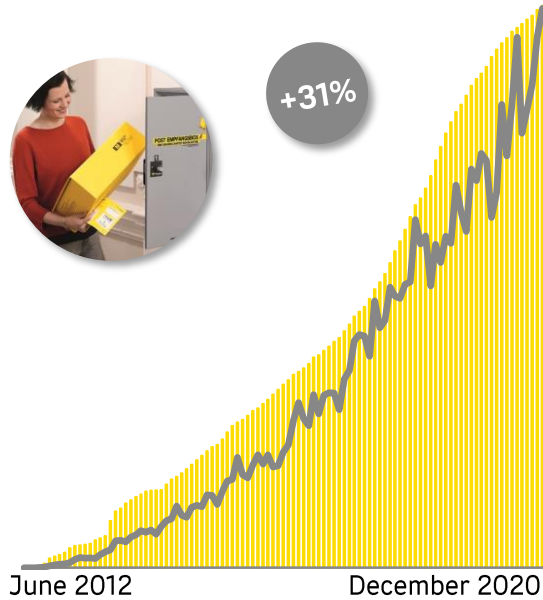


Savings of
80 TONNES
carbon p.a. for
500,000 parcels

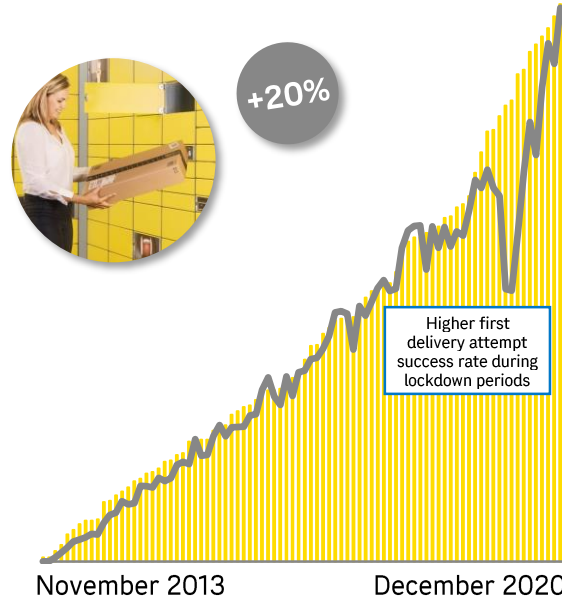
3 SELF-SERVICE SOLUTIONS OF AUSTRIAN POST



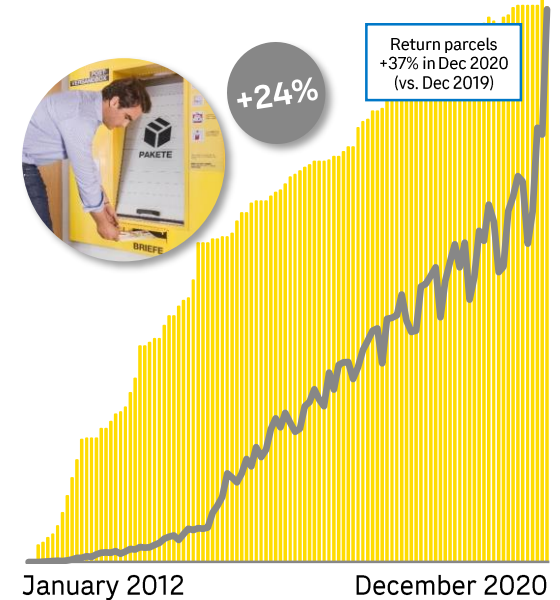
2020: >4.2m items
51,892 pick-up boxes



2020: >4.6m items
86,109 boxes in pick-up stations



2020: >7.5m items
463 drop-off boxes



● 2020 vs. 2019 ■ Number of solutions — Items/month

AHEAD TO THE FUTURE



1

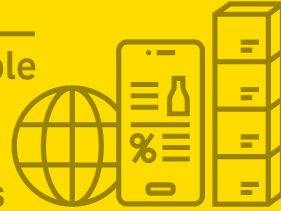
Defending market leadership and profitability in the core business



Sustainability, diversity and customer orientation as guideline for all activities

2

Profitable growth in near markets



3

Development of retail and digital offerings for private customers and SMEs



► SUSTAINABLE STRATEGIC TARGETS 2030



Economy & Customers

- **Continuation of growth trend**
Revenue of EUR 3bn in 2030 based on steady parcel growth



Environment & Climate

- **Decarbonisation of logistics:**
 - 40% reduction in absolute carbon emissions
 - 70% decrease in specific carbon emissions
 - 100% carbon-free delivery in Austria



People & Social

- **Top employer providing a safe and respectful work environment**
40% women in leadership positions



► SUSTAINABLE STRATEGIC TARGETS IN DETAIL



Economy & Customers

► Commercial success driven by sustainable and customer-focused services

We create a positive impact for all stakeholders with sustainable and customer-focused products and services



– Financial targets

- Steady increase in revenue (revenue of EUR 3bn in 2030)
- 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 + services

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Environment & Climate

► Decarbonisation of logistics thanks to environmental efficiency along the value chain

We are an industry trailblazer when it comes to structuring our business model with environmental considerations in mind and place carbon neutrality at the centre of our commercial activities



– Group-wide reduction in fossil energy sources

- Saving energy in the vehicle fleet and properties

– Reducing carbon emissions in Austria by 2030

- 40% reduction in absolute carbon emissions
- 70% decrease in specific carbon emissions
- 100% carbon-free delivery in Austria

6

7

8

9

People & Social

► Top employer providing a safe and respectful work environment

We are a top employer in a safe, diverse and respectful working environment and take our social responsibility seriously



– Corporate and work culture

- Improvement in employee satisfaction

– Diversity

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

– Occupational safety and health protection

- 15% reduction in the number of occupational accidents

10

11

12

13

14

▶ 2030 SUSTAINABILITY MASTER PLAN OF AUSTRIAN POST



Key Topics of Master Plan

SDGs of the UNO

<p><u>Economy & Customers</u></p> <p>Commercial success driven by sustainable and customer-focused services</p>	<ol style="list-style-type: none"> 1 Sustainable appearance & services for private customers 2 Sustainable mail & parcel products 3 Sustainable procurement 4 Sustainable governance & compliance 5 Stakeholder value 	 
<p><u>Environment & Climate</u></p> <p>Decarbonisation of logistics thanks to environmental efficiency along the value chain</p>	<ol style="list-style-type: none"> 6 Green & efficient mobility 7 Green & efficient buildings 8 Resource-efficient processes 9 Circular economy 	 
<p><u>People & Social</u></p> <p>Top employer providing a safe and respectful work environment</p>	<ol style="list-style-type: none"> 10 Corporate & work culture 11 Integrated diversity management 12 Occupational health & safety 13 Digital responsibility 14 Social dialogue & partnerships 	    

► **EMPLOYEE KEY FIGURES AT A GLANCE**
Österreichische Post AG



	2019	2020	
Number of employees (FTE)	17,205	17,465	+1.5%
Thereof women (%)	31.1	31.3	-
Thereof men (%)	68.9	68.7	-
Employee turnover (%)	15.5	11.6	-25.2%
Sick leave (%)	9.0	7.6	-15.6%
Fatal accidents	0	0	-
Accident frequency per 1m productive hours	28	27	-3.6%
Female employees in leadership positions (%)	33.1	34.6	+4.5%
Temporary staff (%)	3.3	3.3	0.0%

▶ CARBON KEY FIGURES AT A GLANCE Österreichische Post AG



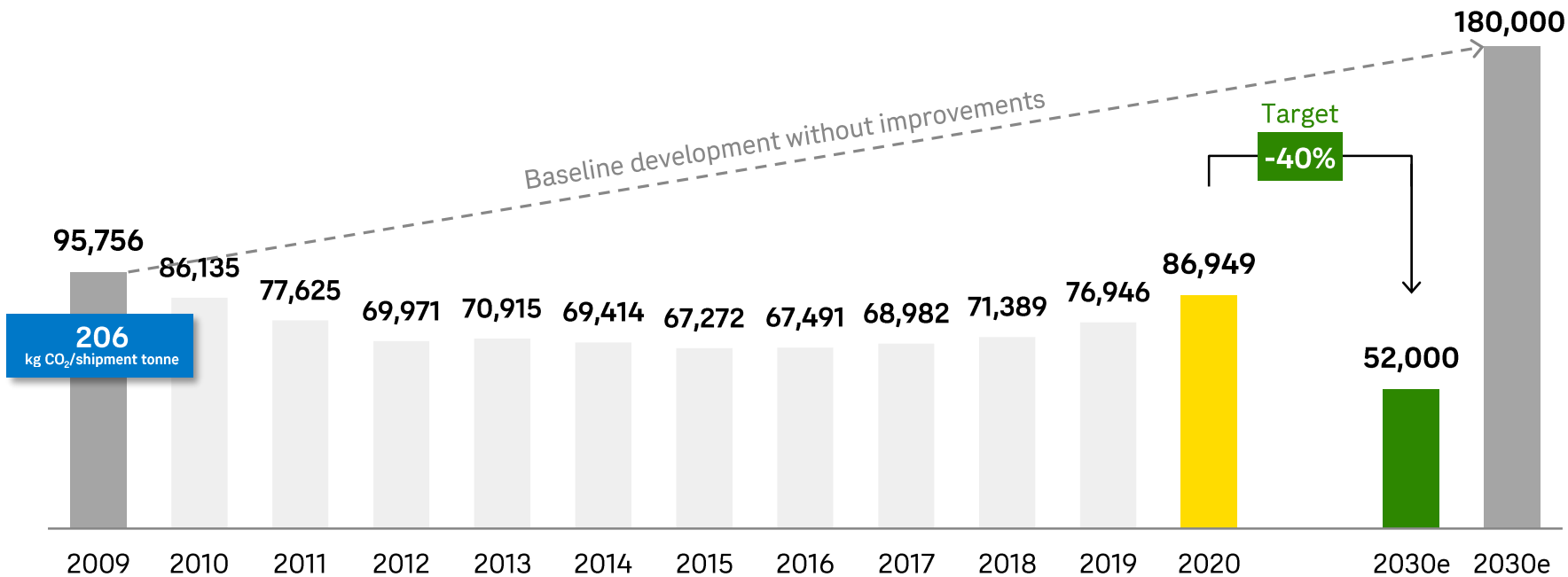
	2009	2020	
Carbon emissions (tonnes)	95,756	86,949	-9.1%
Direct carbon emissions per EUR m revenue (Scope 1 and 2; tonnes)	48	28	-41.6%
Total carbon emissions per EUR m revenue (Scope 1 to 3; tonnes)	60	46	-23.3%
Carbon per kilometre (g CO ₂ /km)	630	433	-31.3%
Carbon per shipment weight (kg CO ₂ /shipment tonne)	206	120	-41.7%

CO₂ corresponds to CO₂ equivalents.

CARBON EMISSIONS AND EMISSION TARGETS BY 2030 IN AUSTRIA



Carbon emissions
tonnes



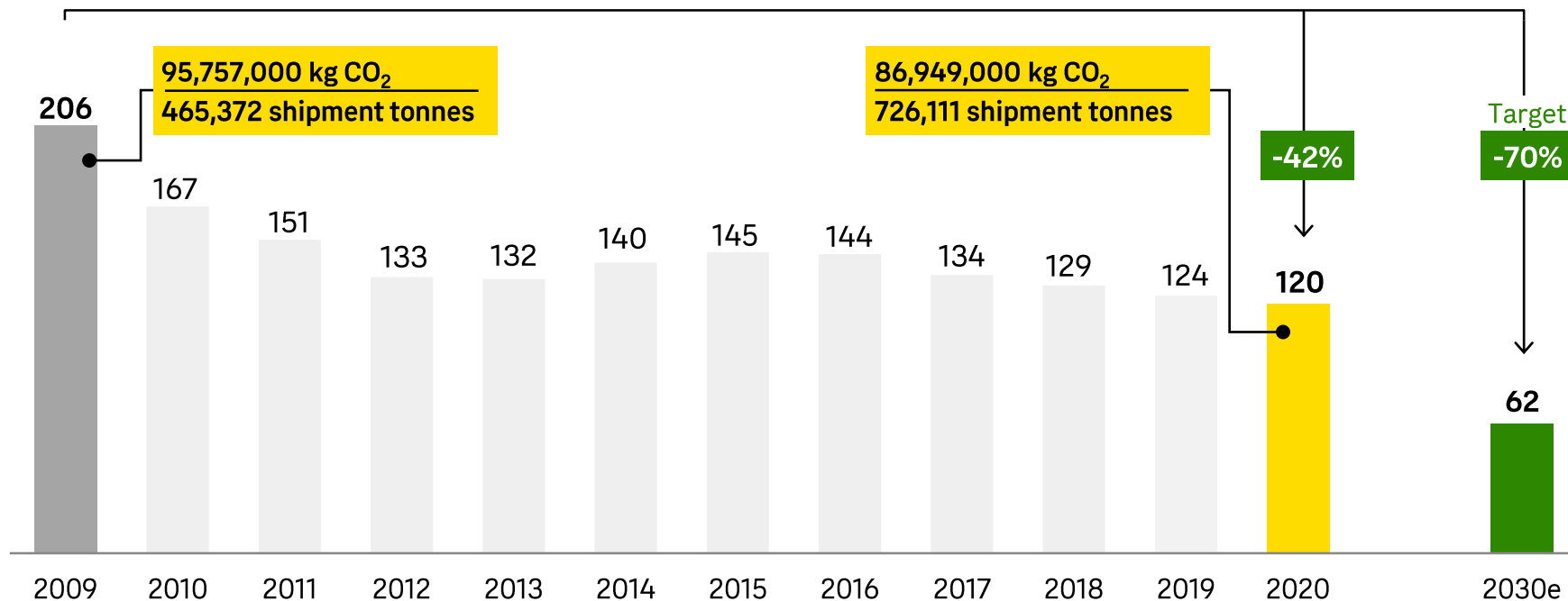
Numbers of Österreichische Post AG

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SPECIFIC CARBON EMISSIONS AND EMISSION TARGETS BY 2030



Carbon per shipment weight
kg CO₂/shipment tonne










Numbers of Österreichische Post AG

INVESTOR PRESENTATION Investor Relations Vienna, 12 March 2021

▶ OUR ESG RATINGS AND REPORTING GUIDELINES



Ratings

	<p>AAA (range from AAA to CCC) ✓</p>
	<p>Prime Status, Rating C+ (range from A+ to D-) ✓</p>
	<p>A- (range from A to D-), Supplier Engagement Leader ✓</p>
	<p>Silver (58 out of 100 points) ✓</p>
	<p>Outperformer (68 out of 100 points) ✓</p>
	<p>64 out of 100 points ✓</p>
	<p>Austrian Leading Companies (ALC) Award in the category Climate Transparency ✓</p>

Reporting Guidelines

	<p>Sustainability reporting 2020 in line with GRI Standard Core option and Sustainability/Diversity Improvement Act ✓</p>
	<p>Climate reporting 2020 in line with TCFD guidelines ✓</p>
	<p>Sustainability reporting 2021 in accordance with SASB and EU Taxonomy in preparation ✓</p>
	<p>Sustainability objectives determined in line with Science Based Targets ✓</p>
	<p>Objectives in line with United Nations Sustainable Development Goals ✓</p>



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 2. Strategy Implementation
 - 3. GROUP RESULTS FY 2020**
 4. Outlook 2021



KEY PERFORMANCE INDICATORS



	2019	2020	
Revenue (EUR m)	2,021.6	2,189.2	Increase of 8.3% in 2020
EBITDA margin (%)	15.8	13.8	EBITDA margin below the prior-year level
EBIT margin (%)	9.9	7.3/9.6	9.6% EBIT margin of the logistics business 7.3% Group EBIT margin
Earnings/share (EUR)	2.17	1.75	Earnings per share down by EUR 0.42 from 2019
Cash flow (EUR m)	150.5	125.7	Operating free cash flow below the prior-year level
Equity ratio (%)	34.3	24.4	Changed equity ratio due to balance sheet extension (bank99 and Aras Kargo)

KEY INCOME STATEMENT INDICATORS



EUR m	2019	2020	%	Δ	Q4 2019	Q4 2020
Revenue	2,021.6	2,189.2	8.3%	167.6	559.3	691.3
Other operating income	131.5	64.1	-51.2%	-67.4	17.6	20.1
Raw materials, consumables, services	-495.7	-596.2	-20.3%	-100.5	-162.2	-217.9
Staff costs	-976.7	-1,041.4	-6.6%	-64.7	-232.0	-295.2
Other operating costs	-361.3	-314.4	13.0%	46.8	-79.7	-75.6
At equity consolidation	-0.6	1.5	>100%	2.2	-0.4	0.1
EBITDA	318.7	302.8	-5.0%	-15.9	102.7	122.9
<i>EBITDA margin</i>	<i>15.8%</i>	<i>13.8%</i>	-	-	<i>18.4%</i>	<i>17.8%</i>
Depreciation, amortisation, impairment	-118.1	-142.2	-20.4%	-24.1	-32.2	-43.7
EBIT	200.6	160.6	-19.9%	-40.0	70.5	79.2
<i>EBIT margin</i>	<i>9.9%</i>	<i>7.3%/9.6%¹</i>	-	-	<i>12.6%</i>	<i>11.5%/12.7%¹</i>
Financial result	10.7	1.4	-86.5%	-9.3	-2.9	-2.5
Income tax	-66.8	-46.8	30.0%	20.1	-23.3	-25.9
Profit for the period	144.5	115.3	-20.2%	-29.2	44.4	50.8
Earnings per share (EUR)	2.17	1.75	-19.2%	-0.42	0.69	0.72

Strong Parcel growth offsets declines in Letter Mail and Direct Mail volume decline

Effects in 2019 from claims related to non-wage costs paid in previous periods

Higher transport and material costs due to volume growth and COVID-19 costs

EBITDA decline of 5%

EBIT decrease due to lower Letter and Direct Mail revenue, additional COVID-19 costs and launch of bank99

¹ EBIT margin of the logistics business of 9.6% (excl. Retail & Bank Division); Q4 2020: 12.7%

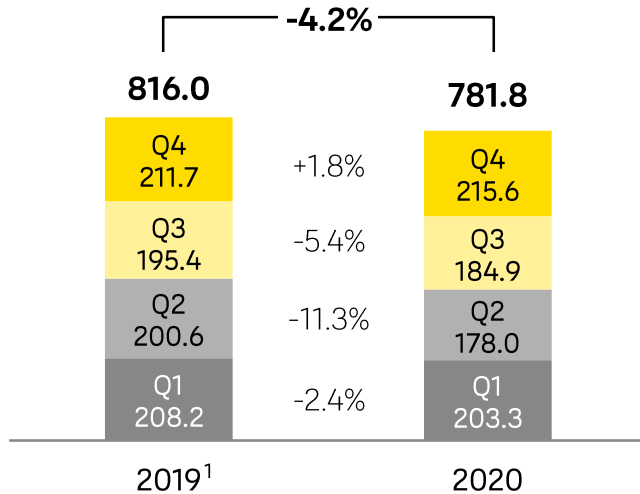


MAIL DIVISION: REVENUE DEVELOPMENT



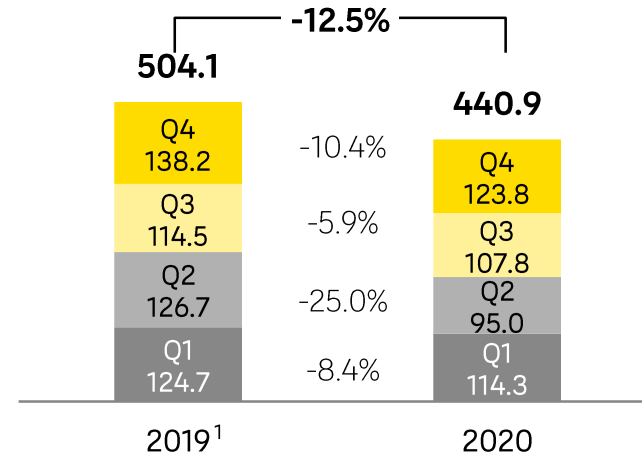
Letter Mail & Business Solutions 2020 (EUR m)

- Revenue decline of 4.2% in 2020
- Letter Mail volume decline of 7% in Austria in 2020 intensified by COVID-19 pandemic



Direct Mail/Media Post 2020 (EUR m)

- Revenue decline of 12.5% in 2020, volume decrease of 11.5% in Austria
- Addressed items: structural decline in Austria by COVID-19 and negative economic situation
- Unaddressed items: high volatility during the year



¹Adjusted to the new segment structure since 1 January 2020



MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2019 ¹	2020	%	Δ	Q4 2019 ¹	Q4 2020
Revenue	1,320.1	1,222.7	-7.4%	-97.4	349.9	339.4
• Letter Mail & Business Solutions	816.0	781.8	-4.2%	-34.2	211.7	215.6
• Direct Mail	372.0	320.9	-13.7%	-51.1	100.1	88.1
• Media Post	132.1	120.0	-9.1%	-12.1	38.1	35.7
Revenue intra-Group	2.9	3.1	6.4%	0.2	0.9	1.1
Total revenue	1,323.0	1,225.8	-7.3%	-97.2	350.8	340.5
EBIT	196.7	164.4	-16.4%	-32.3	67.8	57.7
<i>EBIT margin²</i>	<i>14.9%</i>	<i>13.4%</i>	-	-	<i>19.3%</i>	<i>16.9%</i>

Intensified decline in Letter Mail related to COVID-19, Q4 recovery

Revenue decrease in Direct Mail and Media Post due to COVID-19 pandemic and declining economic activity

EBIT margin held up well at 13.4% despite large-scale revenue decline and additional costs caused by COVID-19

¹Adjusted to the new segment structure since 1 January 2020

²EBIT margin in relation to total revenue

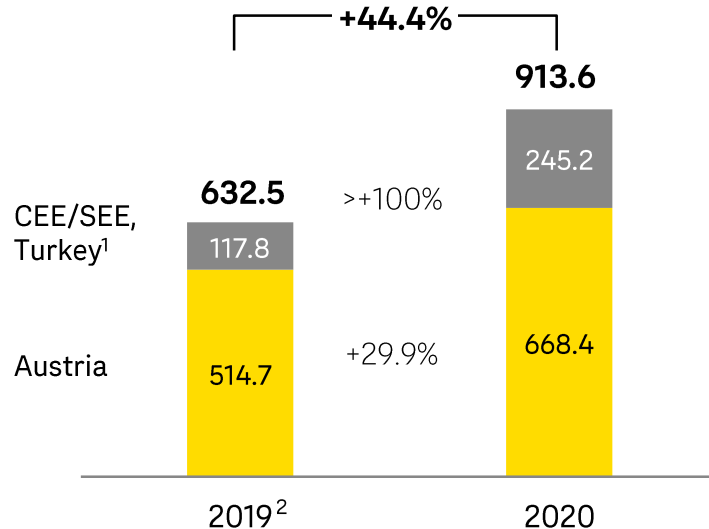


PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT



2020 Revenue Development

EUR m



¹ Since 25 August 2020

² Adjusted to the new segment structure since 1 January 2020

Parcel & Logistics Division: +44.4% (Q4: +72.6%)

E-commerce boost continues, DHL cooperation leads to further rise in revenue in Austria and CEE

CEE/SEE, Turkey: >+100% (Q4: >+100%)

- Ongoing positive e-commerce momentum due to COVID-19 results in B2C growth
- Full consolidation of Aras Kargo as at 25 August 2020 adds EUR 101.5m to revenue

Austria: +29.9% (Q4: +33.6%)

- Additional revenue increase since August 2019 due to cooperation with DHL
- High organic growth due to strong online business in spite of own delivery by a large customer in Eastern Austria



PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2019 ¹	2020	%	Δ	Q4 2019 ¹	Q4 2020	
Revenue	632.5	913.6	44.4%	281.1	195.2	336.9	Ongoing revenue growth and additional volumes due to cooperation with DHL
• Premium	352.9	568.0	60.9%	215.1	113.4	224.9	Initial consolidation of Aras Kargo adds EUR 101.5m to revenue
• Standard	217.5	274.0	26.0%	56.5	62.8	91.5	
• Other Parcel Services	62.1	71.5	15.3%	9.5	19.0	20.5	EBIT margin positively affected by Turkish subsidiary Aras Kargo, but impacted by COVID-19 related additional costs and increased expenditures in the logistics network to manage higher volumes during the year
Revenue intra-Group	0.7	1.0	36.6%	0.3	0.2	0.3	
Total revenue	633.2	914.5	44.4%	281.3	195.4	337.2	
EBIT	37.8	73.5	94.5%	35.7	16.4	40.9	
<i>EBIT margin²</i>	<i>6.0%</i>	<i>8.0%</i>	-	-	<i>8.4%</i>	<i>12.1%</i>	

¹Adjusted to the new segment structure since 1 January 2020

²EBIT margin in relation to total revenue

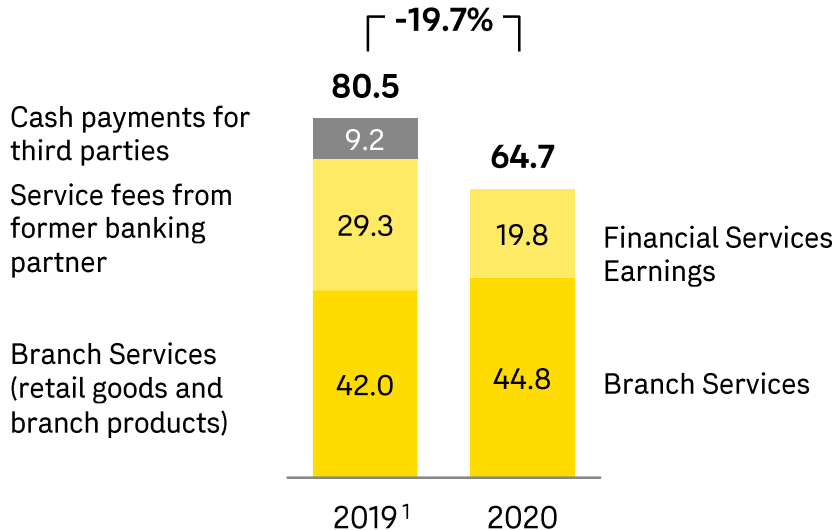


RETAIL & BANK DIVISION: REVENUE DEVELOPMENT



Revenue development 2020

EUR m



Retail & Bank Division: -19.7% (Q4: +10.4%)

- Start of bank99 on 1 April 2020
- Discontinuation of service fees from former banking partner

Financial Services Earnings

- Discontinuation of service fees from former banking partner of EUR 29.3m in 2019
- Earnings of EUR 19.8m in 2020, including cash payments for third parties (e.g. pensions)

Branch Services

- Increase in retail goods and branch products to EUR 44.8m in 2020

¹Adjusted to the new segment structure since 1 January 2020



RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2019 ¹	2020	%	Δ	Q4 2019 ¹	Q4 2020	
Revenue	80.5	64.7	-19.7%	-15.8	17.1	18.9	
• Branch Services	80.4	44.8	-44.3%	-35.6	17.1	11.5	2019 included retail goods and branch products of EUR 42.0m
thereof service fees from former banking partner	29.3	-	-	-	3.9	-	
thereof cash payments for third parties (e.g. pensions)	9.2	-	-	-	2.3	-	
• Financial Services Earnings	0.0	19.8	-	19.8	0.0	7.4	Including cash payments for third parties (e.g. pensions)
• Other	0.1	0.1	-27.1%	0.0	0.0	0.0	
Revenue intra-Group	182.3	183.4	0.6%	1.1	49.1	51.5	
Total revenue	262.8	248.1	-5.6%	-14.7	66.2	70.4	Earnings impacted by additional costs related to COVID-19 and launch of bank99
EBIT	-4.6	-43.8	<-100%	-39.2	-2.7	-6.4	

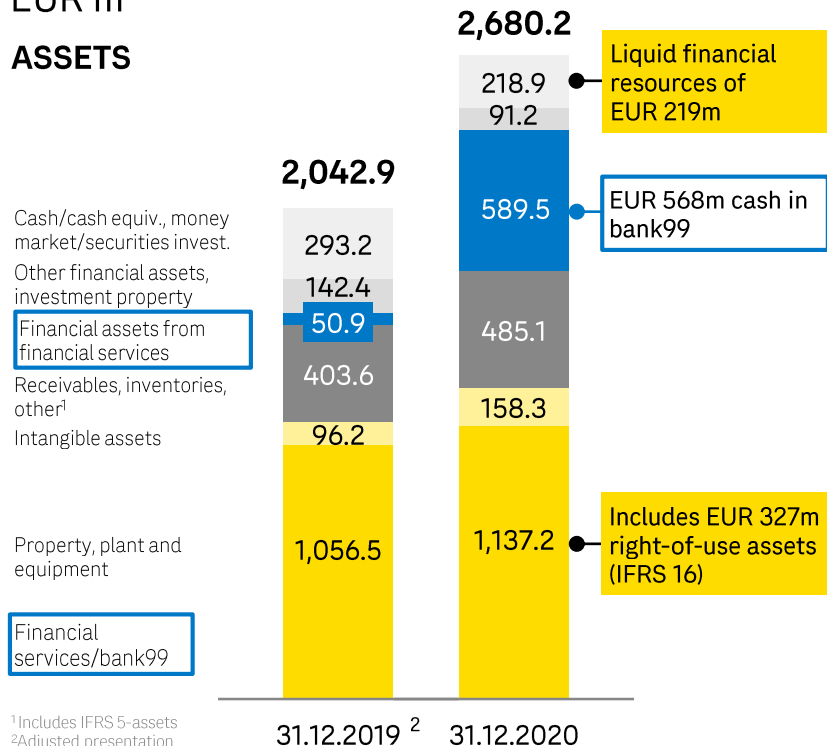
¹Adjusted to the new segment structure since 1 January 2020

BALANCE SHEET EXTENSION (+31%) DUE TO NEW FINANCIAL SERVICES BUSINESS/BANK99 + ARAS KARGO

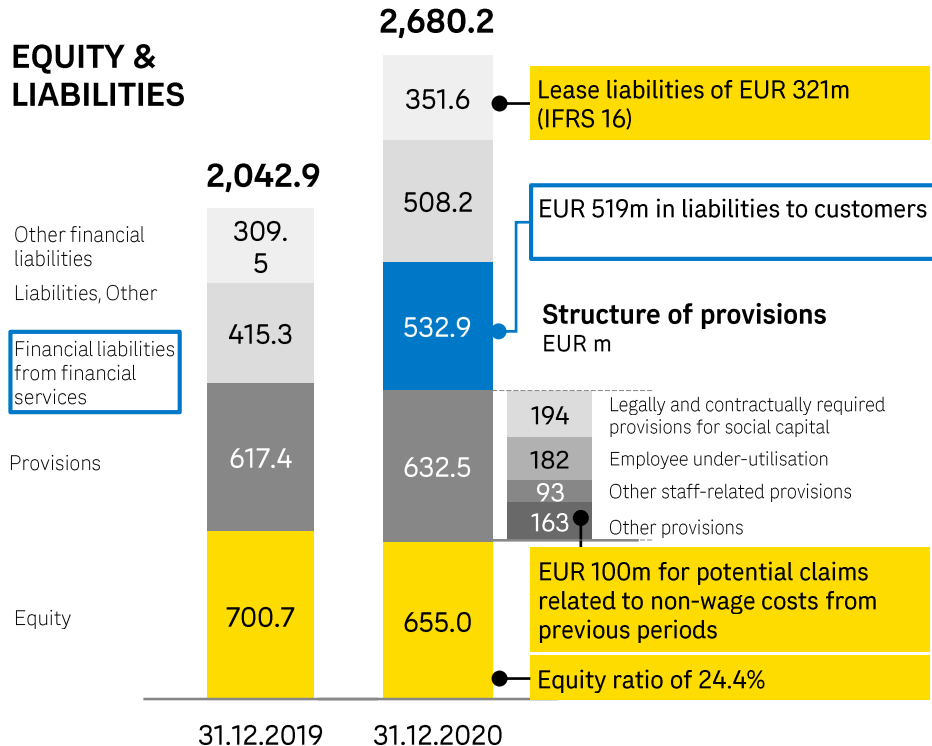


EUR m

ASSETS



EQUITY & LIABILITIES

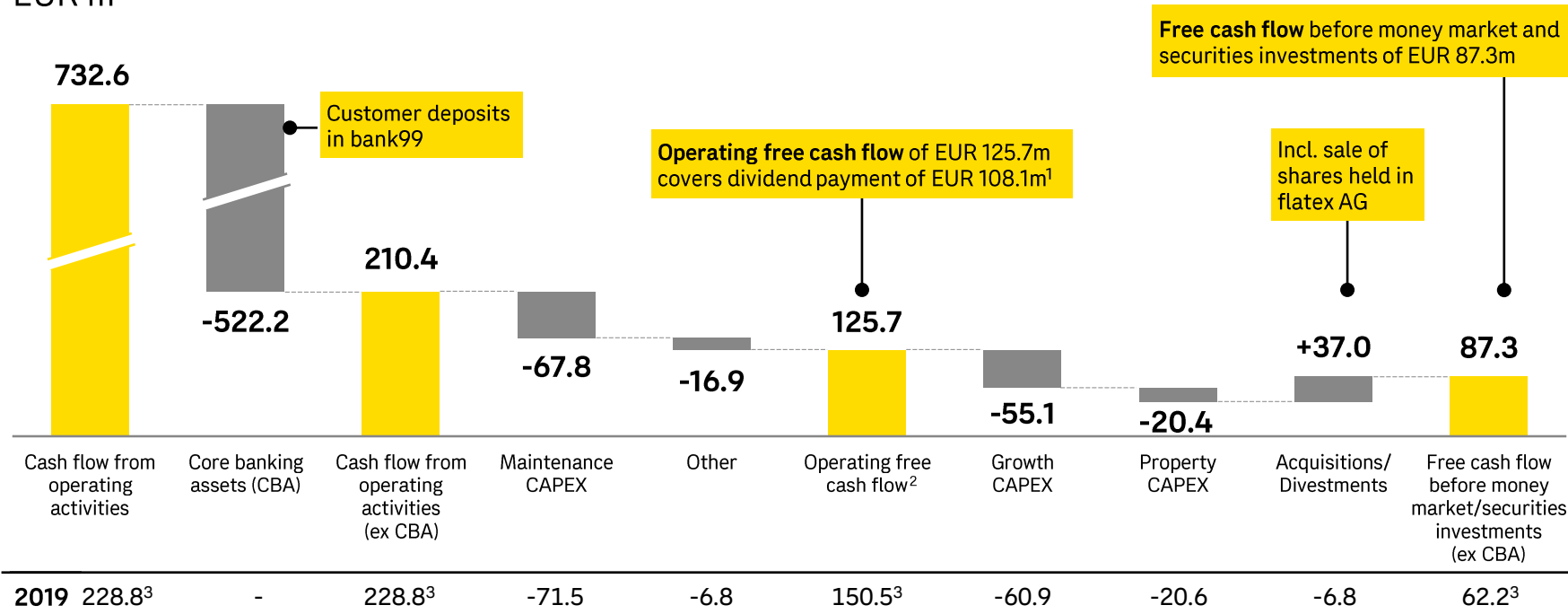


2020 CASH FLOW

Cash flow adjusted for core banking assets of bank99



EUR m



¹ Proposal to the Annual General Meeting on 15 April 2021

² Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets

³ Values exclude cash inflows from the Neutorgasse real estate project of EUR 32.8m and credited claims of EUR 65.7m related to non-wage labour costs paid in previous periods.

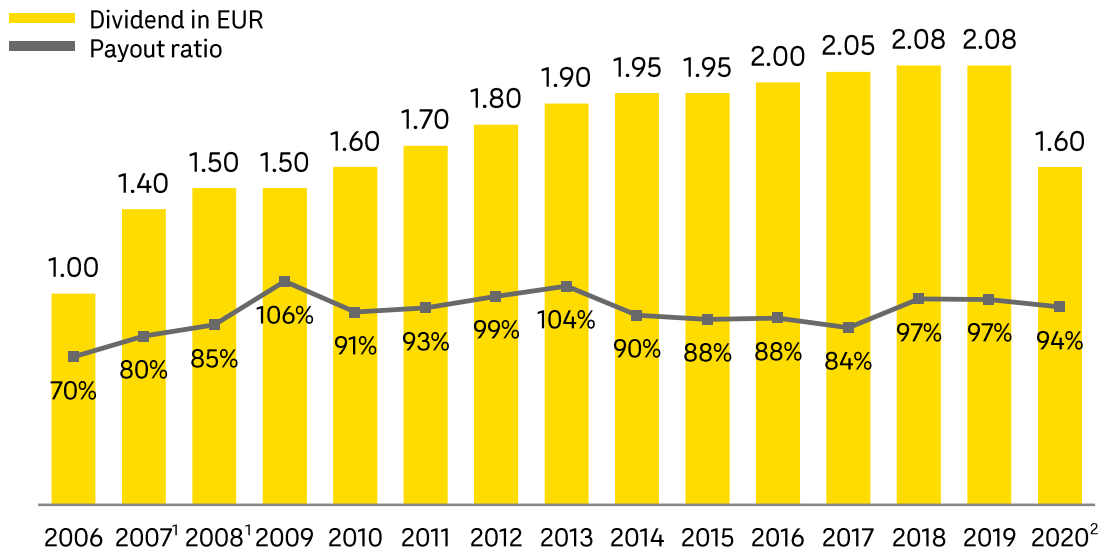
DIVIDEND POLICY



Continuation of attractive and predictable dividend policy since IPO

- Dividend proposal to the Annual General Meeting:
EUR 1.60 per share
- Dividend yield as at 31 December 2020: 5.6% (based on share price of EUR 28.70)
- Payout ratio in 2020: 94% of net profit
- Unchanged dividend policy: distribution of at least 75% of net profit

Dividends since IPO



¹Excl. special dividend of EUR 1.00

² Proposal to the Annual General Meeting on 15 April 2021



-
1. Highlights and Overview
 2. Strategy Implementation
 3. Group Results FY 2020
 - 4. OUTLOOK 2021**



OUTLOOK 2021



Market environment

- 2021 will continue to be influenced by the pandemic and government measures
- Assumption of slow economic recovery in the course of the year
- Development in the Letter Mail, Direct Mail and Parcel market with high volatility and reduced visibility



Revenue

- Revenue growth of 8% to 10% expected in 2021
 - Stability to modest decline in Mail Division possible
 - Strong increase of approx. 20% in the Parcel & Logistics Division, supported by the integration of Aras Kargo
 - Ongoing revenue growth in the Retail & Bank Division



Investments/CAPEX

- Ongoing implementation of 2018-2022 investment programme in Austria: planned capacity expansion by 30% by 2022
- CAPEX Austria in 2021: growth CAPEX of more than EUR 60m in addition to maintenance CAPEX of about EUR 70m. Furthermore, property acquisitions of approx. EUR 20m are possible.
- CAPEX International in 2021: planned investments of about EUR 20m in CEE/SEE and Turkey



Earnings/Dividend

- Group EBIT increase in 2021 of at least +10% targeted in spite of uncertain conditions (EBIT 2020: EUR 161m)
 - Expected stable or slightly lower development in the Mail Division
 - Approx. 20% earnings rise in the Parcel & Logistics Division
 - Improved earnings in the Retail & Bank Division
 - Uncertainty remains relating to development of pandemic/lockdown measures
- Continuation of attractive dividend policy: dividend proposal of EUR 1.60 per share for 2020 (payout ratio of 94% of net profit)

CONTACT



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Financial Calendar 2021

15 April 2021
27 April/29 April 2021
12 May 2021
12 August 2021
11 November 2021

Annual General Meeting
Ex-day/Dividend Payment Day
Interim Report Q1 2021
Half-Year Financial Report 2021
Interim Report Q1-3 2021

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