



AUSTRIAN POST Investor Presentation FY 2023



Walter Oblin, CFO
Vienna, 13 March 2024

AUSTRIAN POST 2023



Mail

- Letter Mail
- Direct Mail
- Newspapers & Magazines

Revenue:
EUR 1,190m



Parcel & Logistics

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

Revenue:
EUR 1,417m



Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue:
EUR 169m



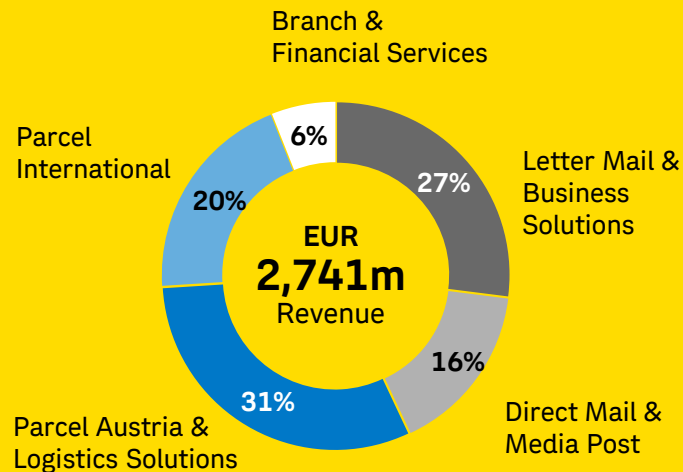
Group

Revenue: EUR 2,741m

EBITDA: EUR 392m

EBIT: EUR 190m

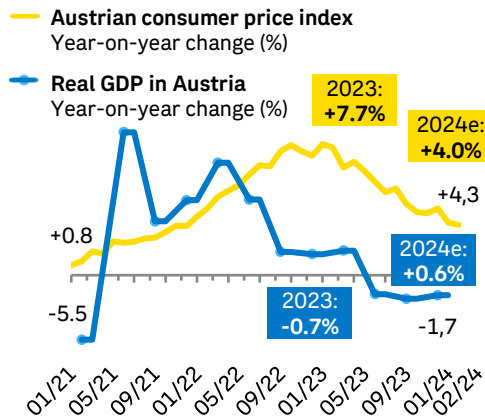
Revenue mix (Parcel share >50%)



DIFFICULT ECONOMIC ENVIRONMENT: INFLATION CHANGES CONSUMER BEHAVIOUR AND THE RETAIL LANDSCAPE



Austria: High inflation rate, little growth impetus

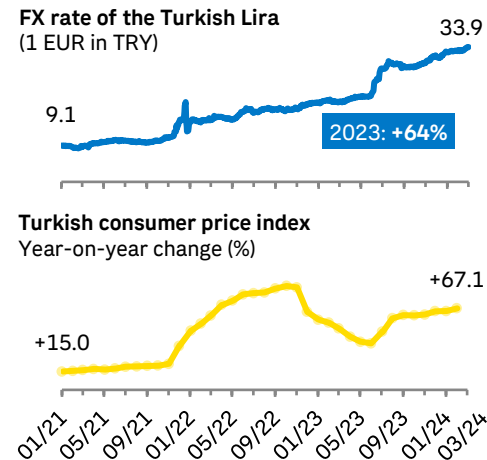


Source: Statistics Austria (March 2024), Basis 2015=100;
Statistics Austria (March 2024), EU Commission Economic forecast
for Austria (February 2024)

Bankruptcies and exits in stationary and online retail



Türkiye: high inflation, volatile currency



Source: Austrian National Bank (March 2024); Central Bank of the
Republic of Türkiye (March 2024), Basis 2003=100

GROWTH IN THE PARCEL AND FINANCIAL SERVICES BUSINESSES, DECLINE IN MAIL PRODUCTS



Current trends Q4 2023

FY 2023

Group



- Higher revenue despite a challenging market environment
- Good earnings situation thanks to cost and price discipline



		EUR m
Revenue	+8.7%	2,740.8
EBITDA	+5.0%	391.6
EBIT	+1.0%	190.2

Mail



- Letter Mail: Declining volume 2023 after strong year 2022
- Direct Mail: Weak economy puts pressure on the retail sector
- Cost efficiency and price adjustments are important



Revenue	-2.3%	1,190.4
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Parcel & Logistics



- Strong growth also in Q4
 - Revenue in Austria +12.3%
 - Revenue in Türkiye +30.2%
 - Revenue in CEE/SEE +23.6%



Revenue	+16.6%	1,416.5
- Austria	+10.9%	
- Türkiye	+41.0%	
- CEE/SEE	+15.2%	

Retail & Bank



- Improved market environment for retail banks
- Increasing Income from Financial Services



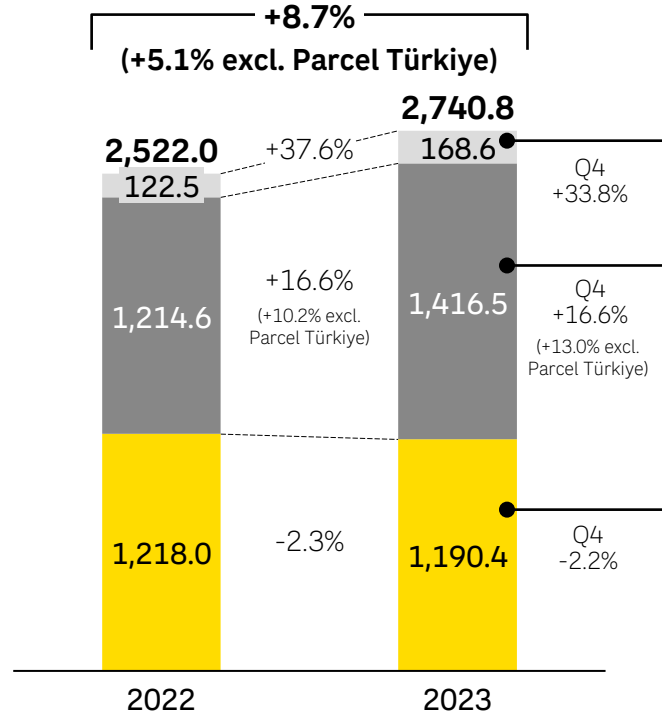
Revenue	+37.6%	168.6
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GROUP REVENUE UP 8.7% IN 2023, STRONG BUSINESS IN TÜRKIYE



Revenue development

EUR m



Retail & Bank

- Growth of financial services due to improved interest rate environment
- Increase of Income from Financial Services to EUR 128.0m (+54.2%)

Parcel & Logistics

- Positive volume and revenue growth in all regions
- Strong growth in Türkiye supported by the good exchange rate development
- Revenue Parcel Austria +10.9% / Türkiye +41.0% / CEE/SEE +15.2%

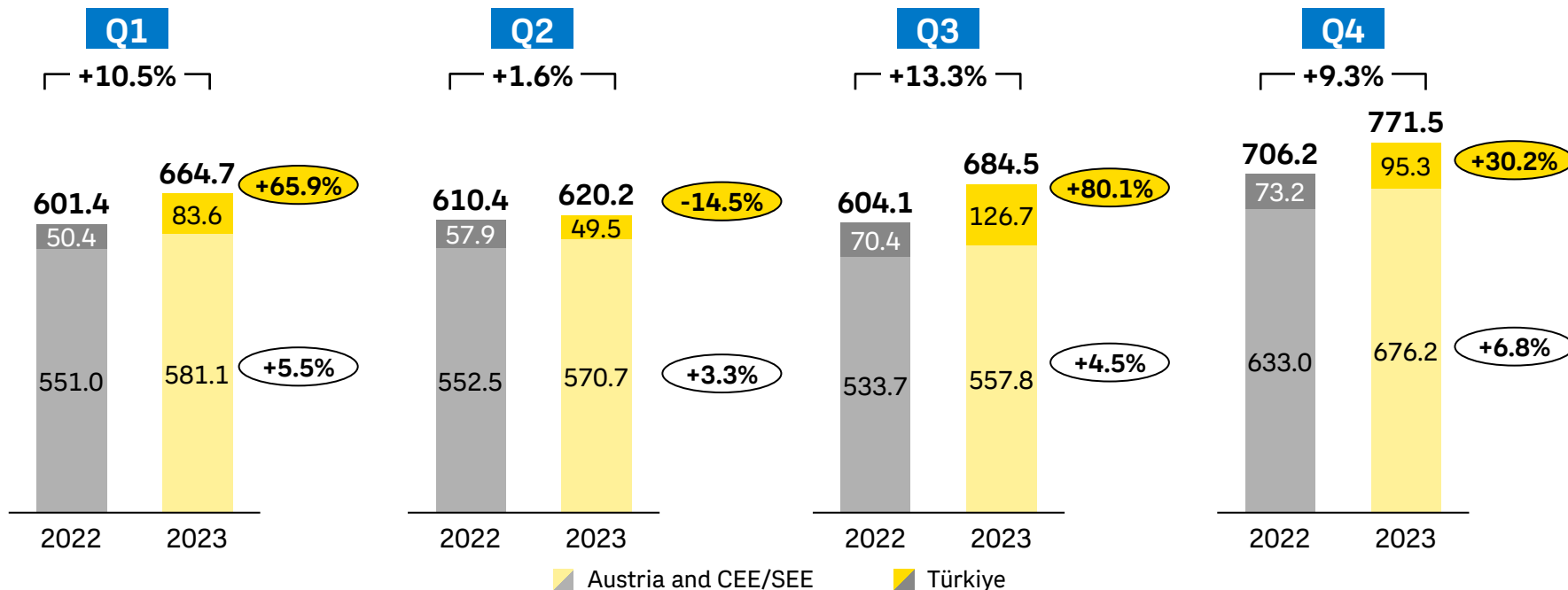
Mail

- Ongoing structural decline in letter mail and direct mail volumes, positive special effects in the previous year (elections, energy bonus)
- Counteracting product and pricing measures
- Letter Mail/Business Solutions: -2.3% to EUR 750.4m
- Direct Mail/Media Post: -2.1% to EUR 440.0m

REVENUE IN TÜRKIYE SIGNIFICANTLY IMPACTED DURING THE YEAR BY EXCHANGE RATE DEVELOPMENTS



Quarterly revenue comparison
EUR m

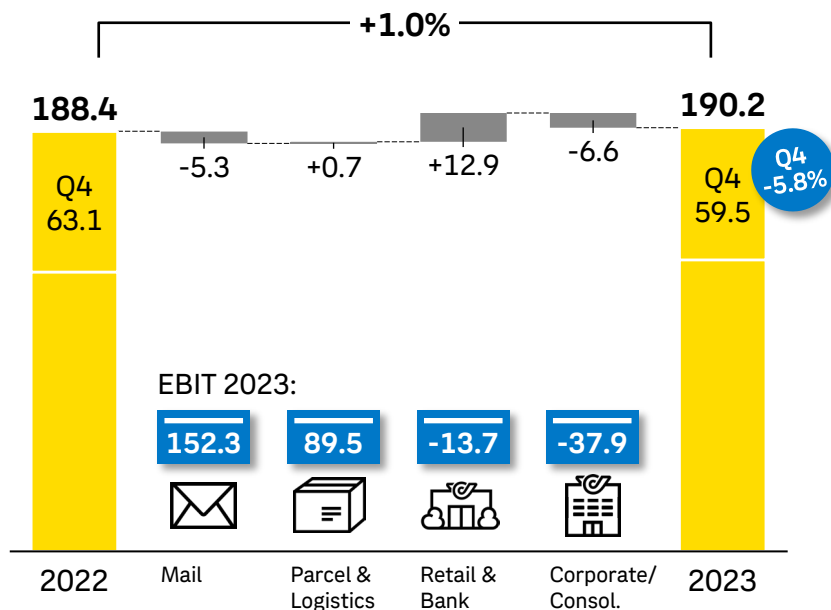


GROUP EARNINGS IN 2023 UP TO EUR 190M



EBIT development

EUR m



> Mail

- Declining volumes partly compensated by price and cost discipline
- FY -3.3% to EUR 152.3m / Q4 +7.1% to EUR 50.2m

> Parcel & Logistics

- Higher earnings in Austria and Türkiye
- Prior-year figure shows special effects of EUR 13.6m in connection with Aras Kargo (option valuation, hyperinflation, goodwill impairment)
- FY +0.8% to EUR 89.5m / Q4 -4.5% to EUR 28.8m

> Retail & Bank

- bank99 profits from high interest rates
- Special project: core banking migration (costs in upper single-digit range)
- FY +48.6% to minus EUR 13.7m / Q4 from minus EUR 1.8m to minus EUR 8.1m

STRATEGY OF AUSTRIAN POST: 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

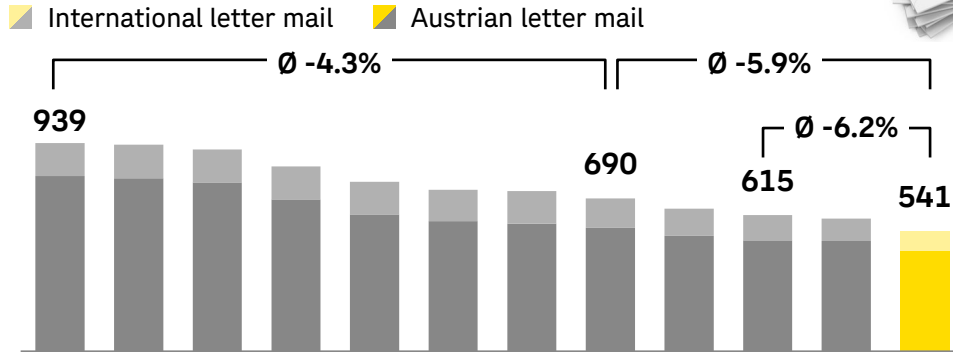


3 Development of retail and digital offerings for private customers and SMEs

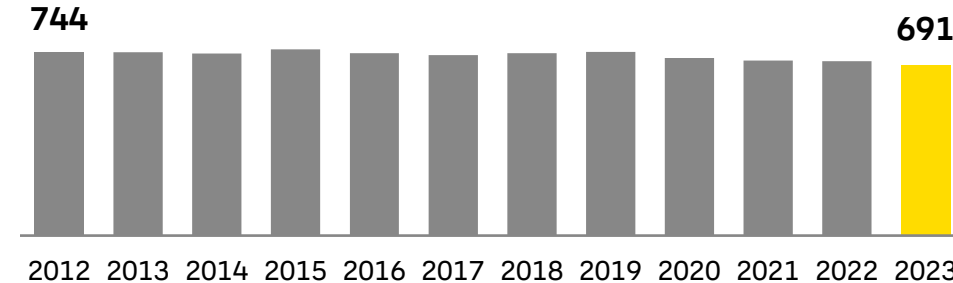
1 LETTER MAIL



Volumes Austria and International (millions of items)

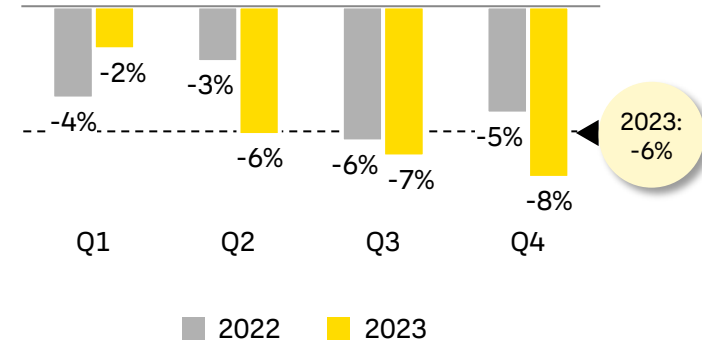


Revenue Austria and International (EUR m)

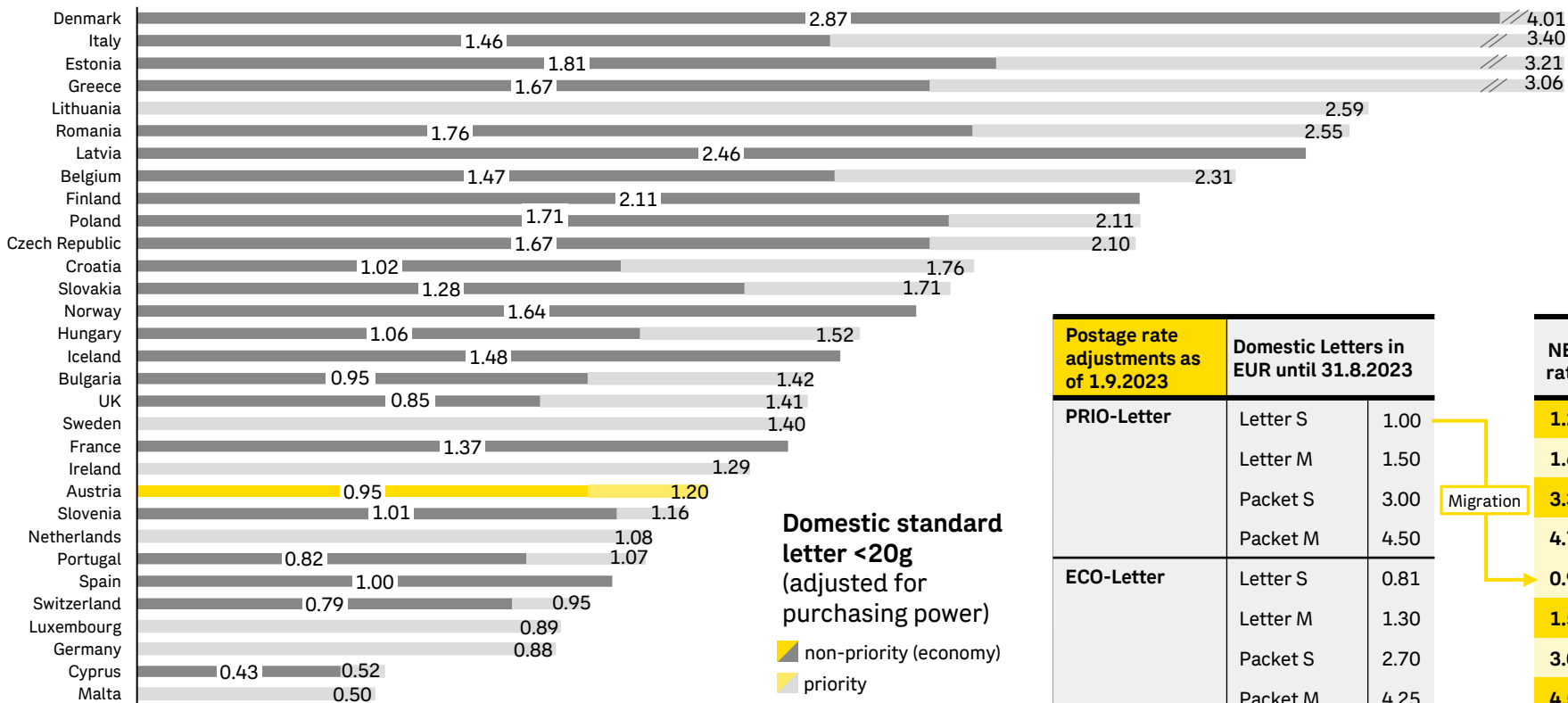


Letter Mail in Austria in 2023 (items adjusted for special effects)

- Accelerated letter mail decline since the COVID-19 pandemic
- Decline in international letter mail also includes shift from mail to parcel products
- Steeper decline in 2023 than in 2022 due to positive prior-year special effects (elections, energy bonus)
- Adjusted letter mail volumes in Austria in 2023: 6% below the previous year



1 PRIORITY AND NON-PRIORITY RATES IN EUROPE

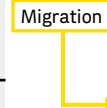


Domestic standard letter <20g
(adjusted for purchasing power)

■ non-priority (economy)
■ priority

EUR, January 2024

Postage rate adjustments as of 1.9.2023	Domestic Letters in EUR until 31.8.2023		NEW rates
PRIO-Letter	Letter S	1.00	1.20
	Letter M	1.50	1.65
	Packet S	3.00	3.30
	Packet M	4.50	4.75
ECO-Letter	Letter S	0.81	0.95
	Letter M	1.30	1.50
	Packet S	2.70	3.00
	Packet M	4.25	4.50

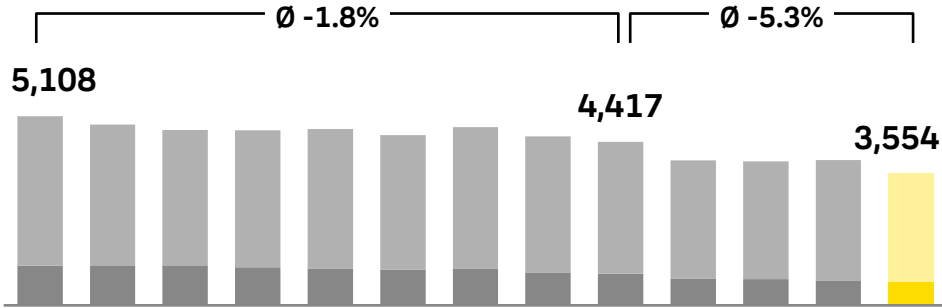


1 DIRECT MAIL/MEDIA POST IN AUSTRIA

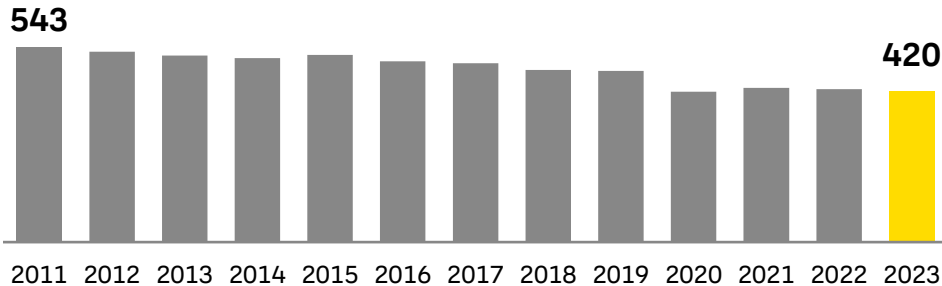


Volumes (millions of items)

■ unaddressed ■ addressed

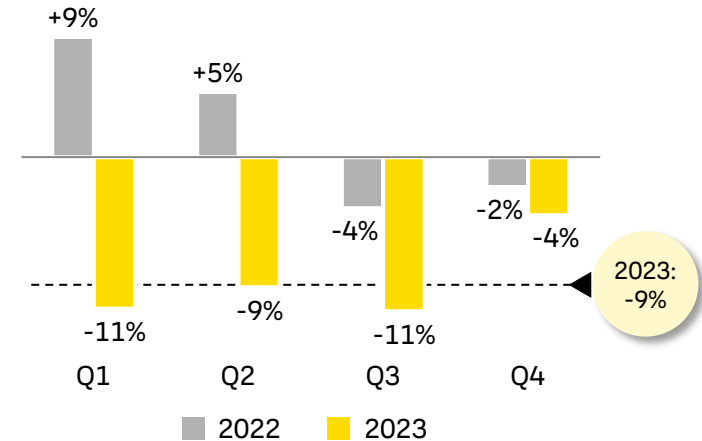


Revenue (EUR m)



Direct Mail/Media Post volumes in 2023
(number of items adjusted daily)

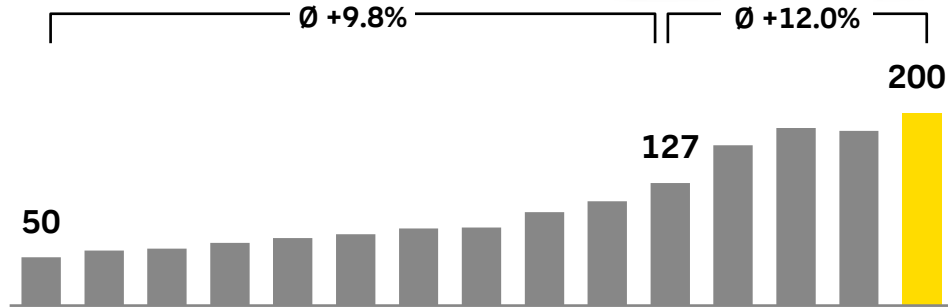
- Accelerated volume decline since the COVID-19 pandemic
- Economic difficulties in some subsegments of the retail sector (exit of market participants)
- Consolidation effects in fixed shop retailing (furniture sector)
- Volume decline of 9% in 2023



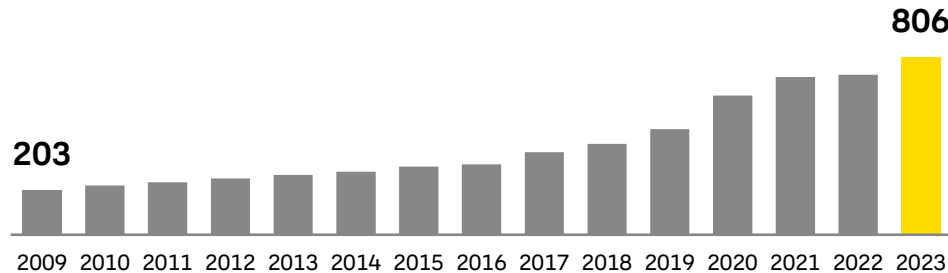
1 PARCEL BUSINESS IN AUSTRIA



Volumes (millions of items)

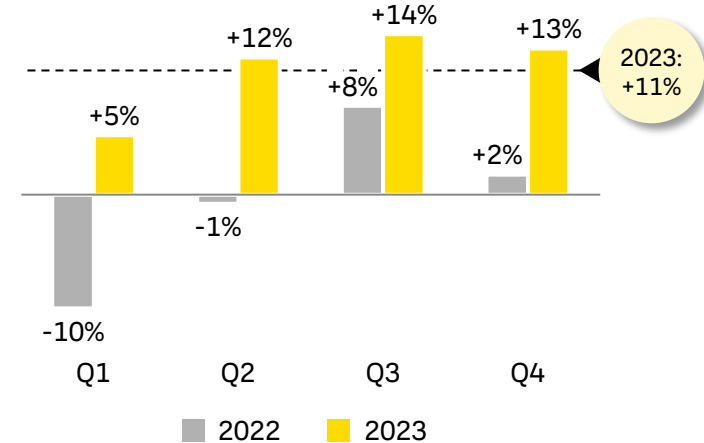


Revenue (EUR m)



Parcel volumes in 2023
(number of items adjusted daily)

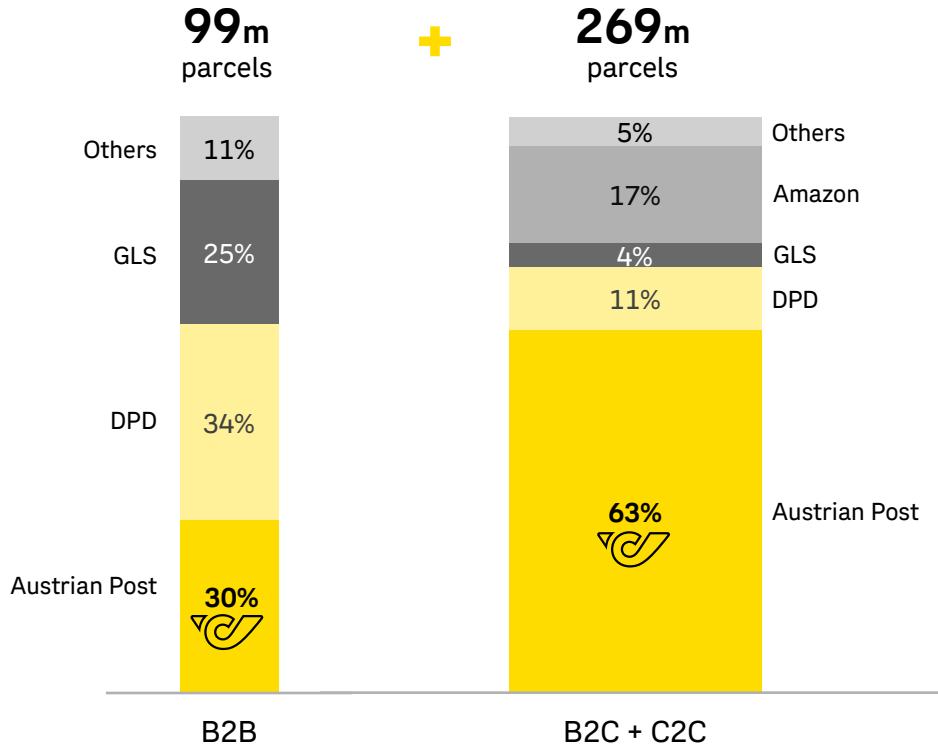
- Growth – also after COVID-19 pandemic – shows confidence in the quality of Austrian Post
- Disproportionately high increase of volumes from Asia
- Parcel growth in Austria of 11% vs. 2022 (items adjusted daily)



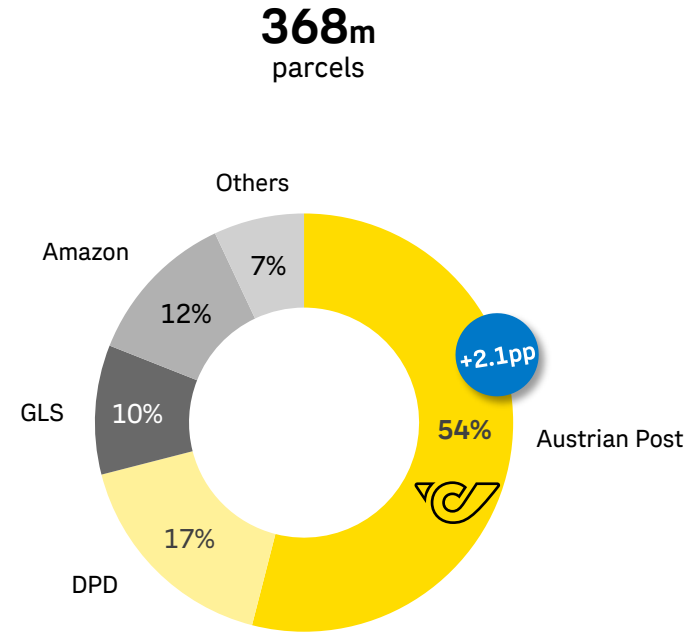
1 AUSTRIAN PARCEL MARKET IN 2023



Market shares by volume

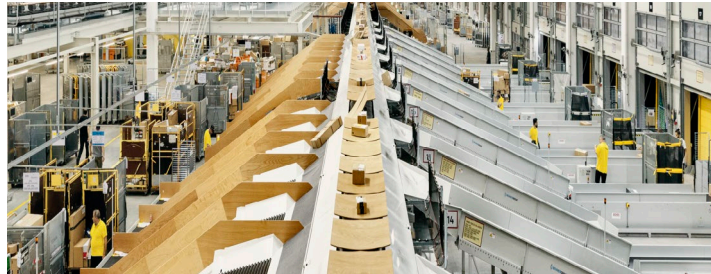


Total market Austria

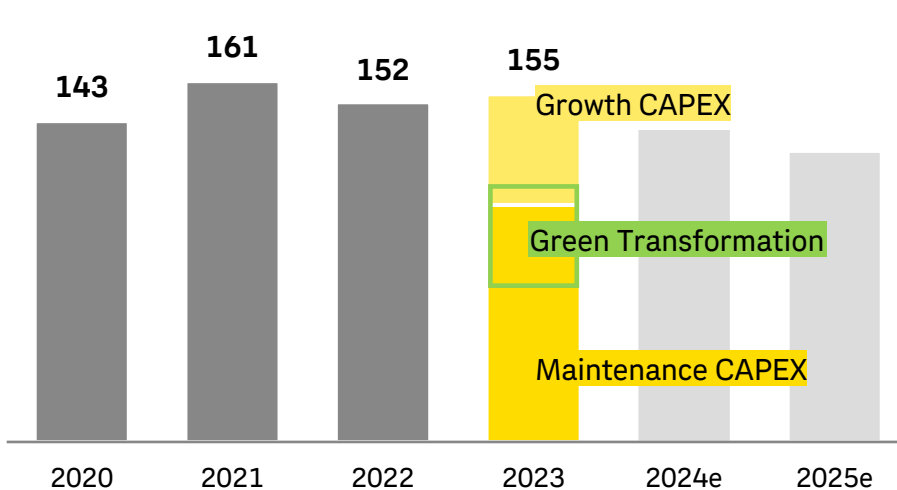


Source: BRANCHENRADAR.com Marktanalyse GmbH, February 2024

1 INVESTMENTS IN A SUSTAINABLE INFRASTRUCTURE



CAPEX (EUR m)



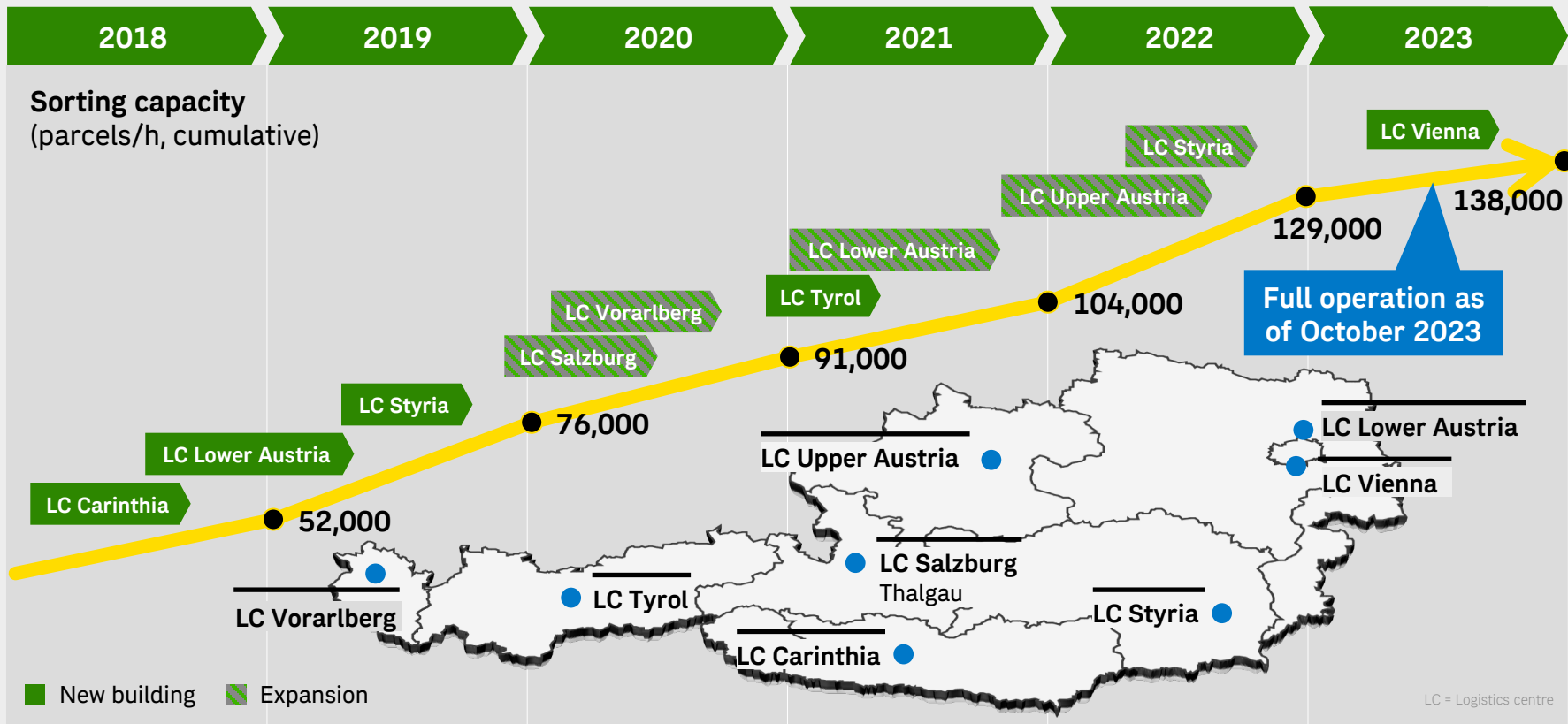
CAPEX 2023

- CAPEX of EUR 155.3m
- 68% Maintenance CAPEX, 32% Growth CAPEX
- A total of EUR 47.2m invested in green transformation (e-mobility, photovoltaic systems, e-charging infrastructure)

CAPEX forecast 2024e

- Expected level of about EUR 140-150m
- Investments mainly in automation, digitalisation and the green transformation as well as optimisation in the logistics network (growth)

1 EXPANSION OF AUSTRIAN LOGISTICS INFRASTRUCTURE

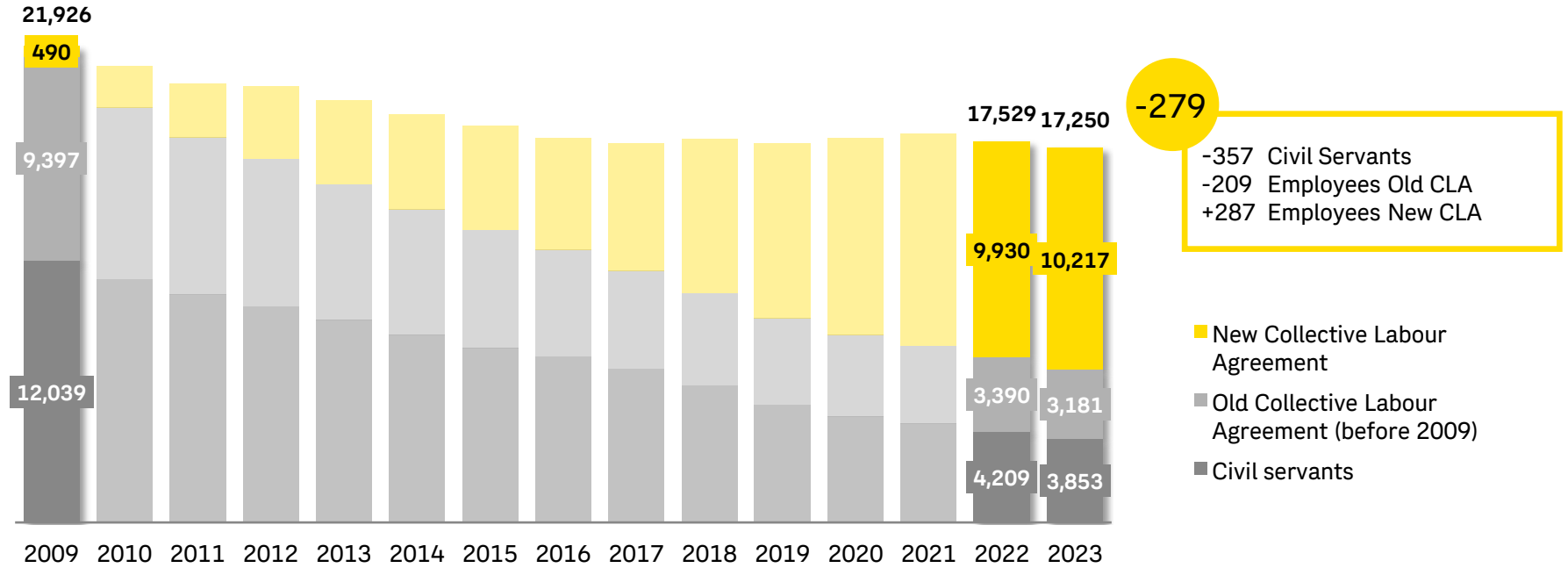


1 STAFF STRUCTURE IN AUSTRIA

Employees in the Austrian core business

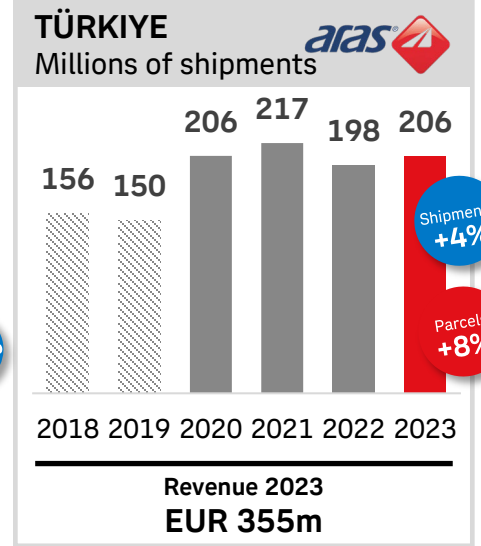
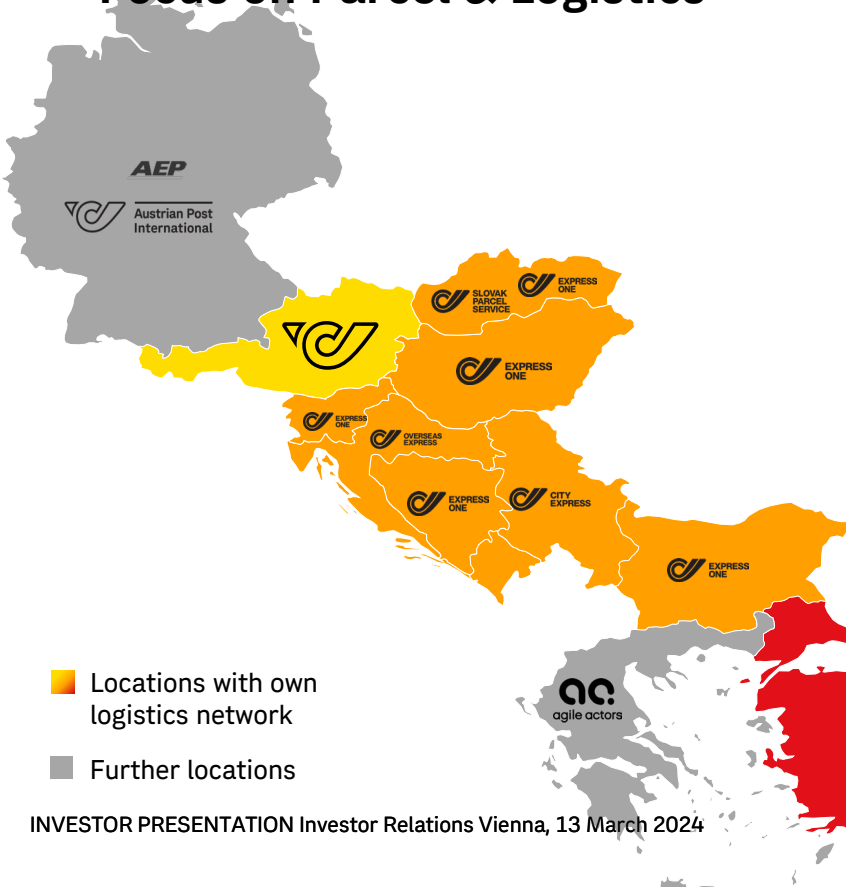


Full-time equivalents (average for the period)



2 PROFITABLE GROWTH IN NEAR MARKETS

Focus on Parcel & Logistics



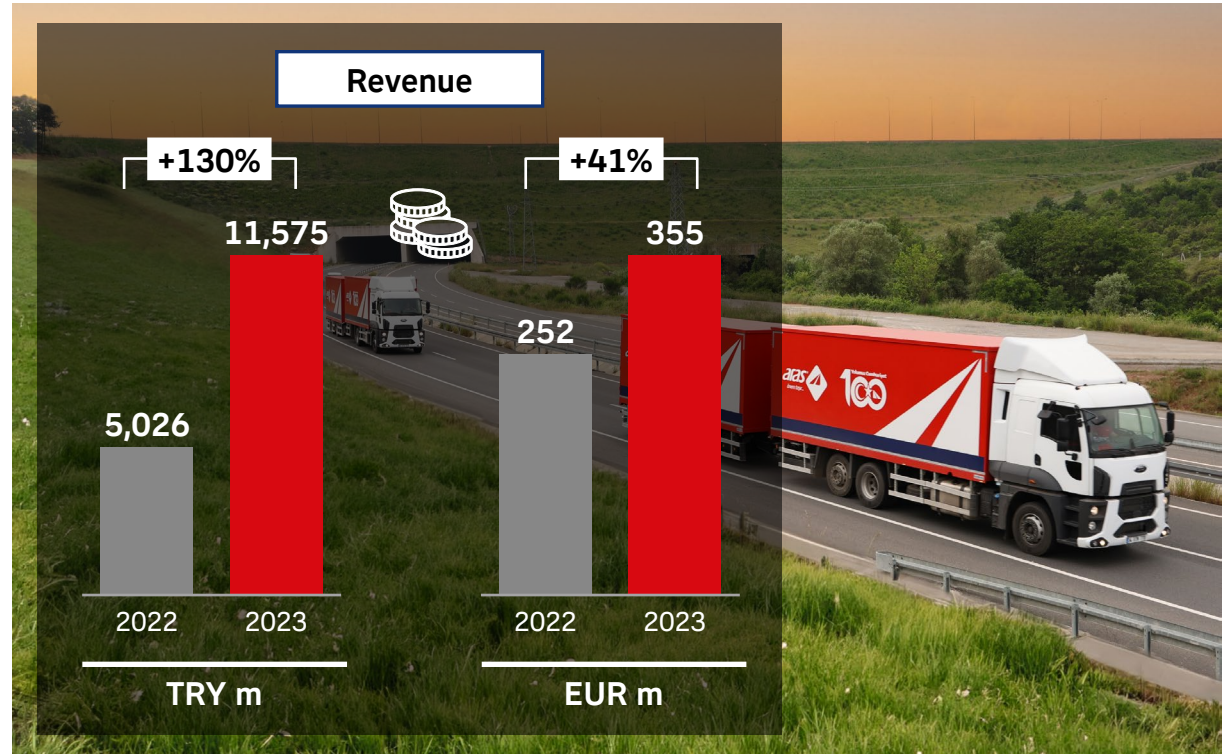
2 TÜRKIYE: GOOD OPERATIONAL DEVELOPMENT OF BUSINESS



Financial indicators

- Positive volume (parcels +8%, parcels and documents +4%) and TRY revenue development (+130%)
- EBIT margin above the Group average
- About 50% of cash on hand in the balance sheet in EUR/USD
- All investments and dividends financed by the company's own cash flow
- Successful entry into the Azerbaijani market in 2023

FX rate of the Turkish Lira



3 POSITIVE MOMENTUM DUE TO IMPROVED INTEREST-RATE ENVIRONMENT



31.12.2022 **31.12.2023**



Retail and digital bank



260,000

Customers
280,000



EUR 3.2bn

Balance sheet total
EUR 3.4bn



EUR 1.6bn

Credit volume
EUR 1.8bn



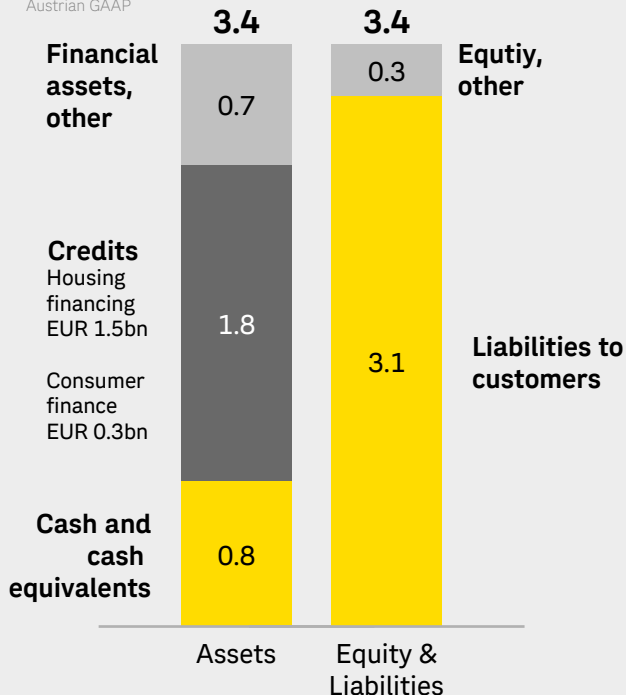
EUR 26.2m

Net interest income
(Austrian GAAP)
EUR 61.9m

bank99 balance sheet total as at 31.12.2023

EUR bn

Austrian GAAP



Top issues 2024

Core Banking System migration

- Exit ING Orange Lion
- ONE customer-managing system TiGital Accenture
- Optimisation of processes
- Creation of omnichannel capability
- IT integration by autumn 2024

New products

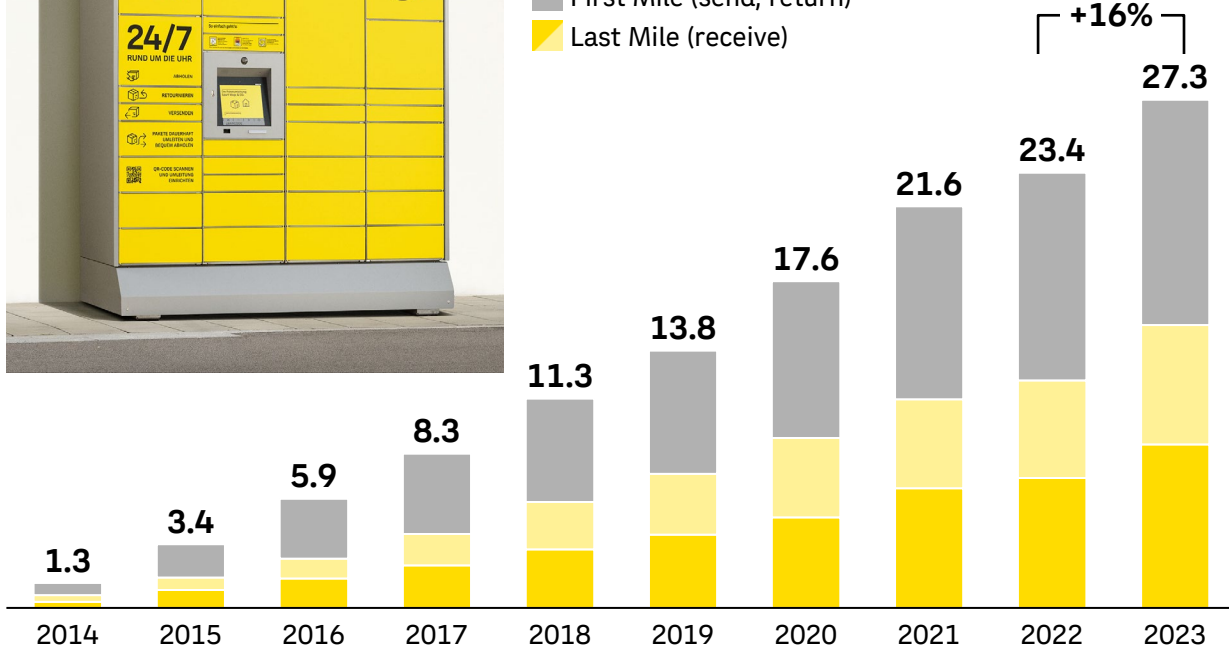
- New current account models
- Optimised pricing
- Offer in fixed savings area expanded
- New customer promotion with 3% interest

3 SELF-SERVICE SOLUTIONS ARE VERY POPULAR WITH POST CUSTOMERS



Volumes 24/7
(millions of items)

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



+1.000
LOCATIONS 2024/2025



654
Drop-off devices



73.440
Pick-up boxes



113.731
Lockers at pick-up stations



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

▶ SUSTAINABILITY MASTERPLAN 2030



	Material Topics	Achieved in 2023
<p><u>Economy & Customers</u> Commercial success driven by sustainable and customer-focused services</p>	<ol style="list-style-type: none"> 1 Sustainable appearance & services 2 Sustainable mail & parcel products 3 Sustainable procurement 4 Sustainable governance & compliance 5 Stakeholder value 	<ul style="list-style-type: none"> ✓ Increase in shipments in self-service solutions +16% ✓ Compliance check: 230 suppliers audited ✓ Dividend EUR 1.78¹ (5.4% return)
<p><u>Environment & Climate</u> 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 	<ul style="list-style-type: none"> ✓ CO₂ reduction in Austria: -5.9% ✓ 40% of our own delivery vehicles are electrically powered ✓ PV system output increased from 4.3 MWp to 9.4 MWp
<p><u>People & Social</u> 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 – data protection & data security 14 Social dialogue & partnerships 	<ul style="list-style-type: none"> ✓ Employee satisfaction improved from 2.7 to 2.3 ✓ Group-wide fluctuation down from 17.5 to 17.1 ✓ Increase in the proportion of women in leadership positions from 34.7% to 35.0%

▶ ESG INDICATORS



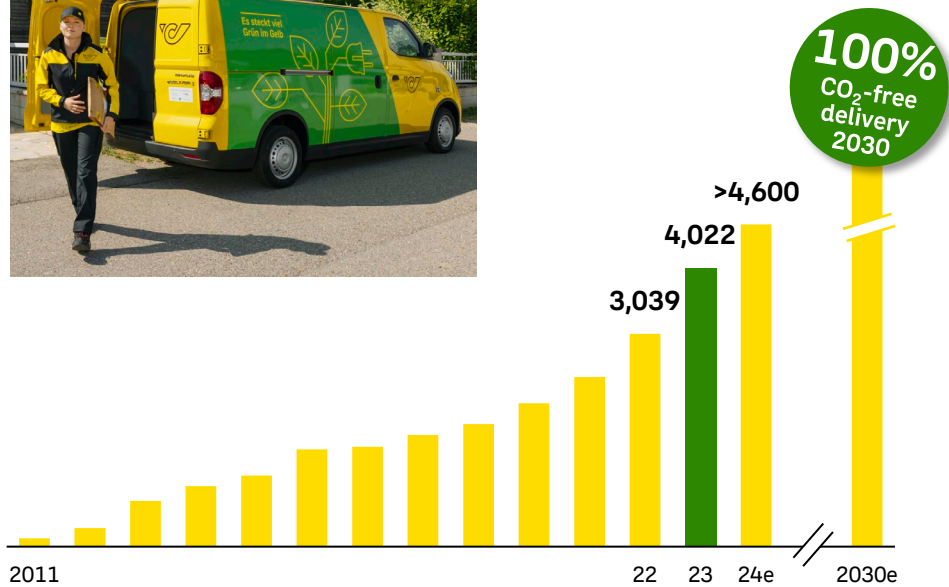
		2022	2023	Δ	
Environmental indicators¹					
CO ₂ e emissions (Scope 1–3, Post AG)	t CO ₂ e	91,135	85,772	-5.9%	Reduction in Austria through energy efficiency and e-mobility
CO ₂ e emissions (Scope 1–3, Group)	t CO ₂ e	233,853	232,587	-0.5%	International increase due to parcel growth
CO ₂ e emissions per shipment volume (Post AG)	kg CO ₂ e/m ³	19	16	-12.9%	CO ₂ reduction with increasing parcel quantities and volumes
E-vehicle fleet (Austria)	Number	3,039	4,022	+32.3%	
Employee indicators (Group)					
Percentage of female employees	FTE in %	28.6%	28.3%	-0.3pp	Steady increase in the number of women in leadership positions
Women in leadership positions	%; Elly-Definition	34.7%	35.0%	+0.3pp	
Employee turnover	Departures in %	17.5%	17.1%	-0.4pp	Occupational accidents decreased in the reporting period
Occupational accidents	Number	1,103	1,096	-0.6%	

¹ Calculation on the basis of the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard, Scope 3 excl. fuel and energy-related activities

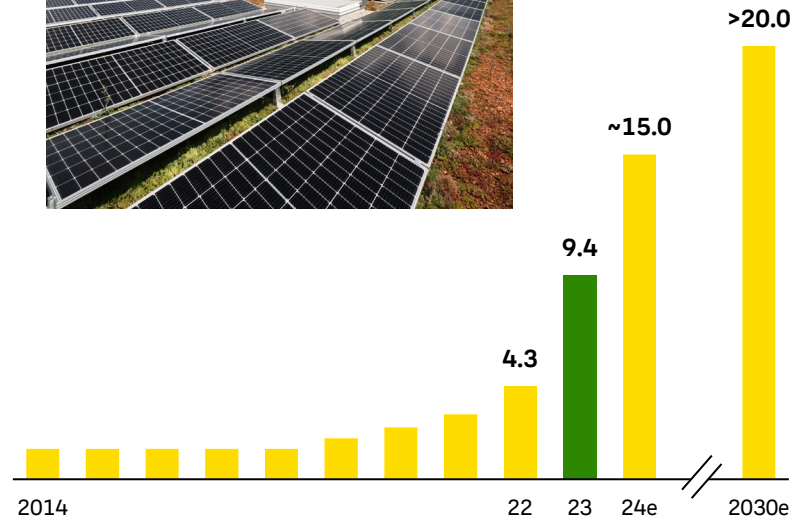
▶ EXPANSION OF E-VEHICLE FLEET AND PV FACILITIES IN PROGRESS



Ramp-up for e-vehicle fleet¹
(Number of vehicles)



Photovoltaic facilities¹
(Output in cumulative MWp)



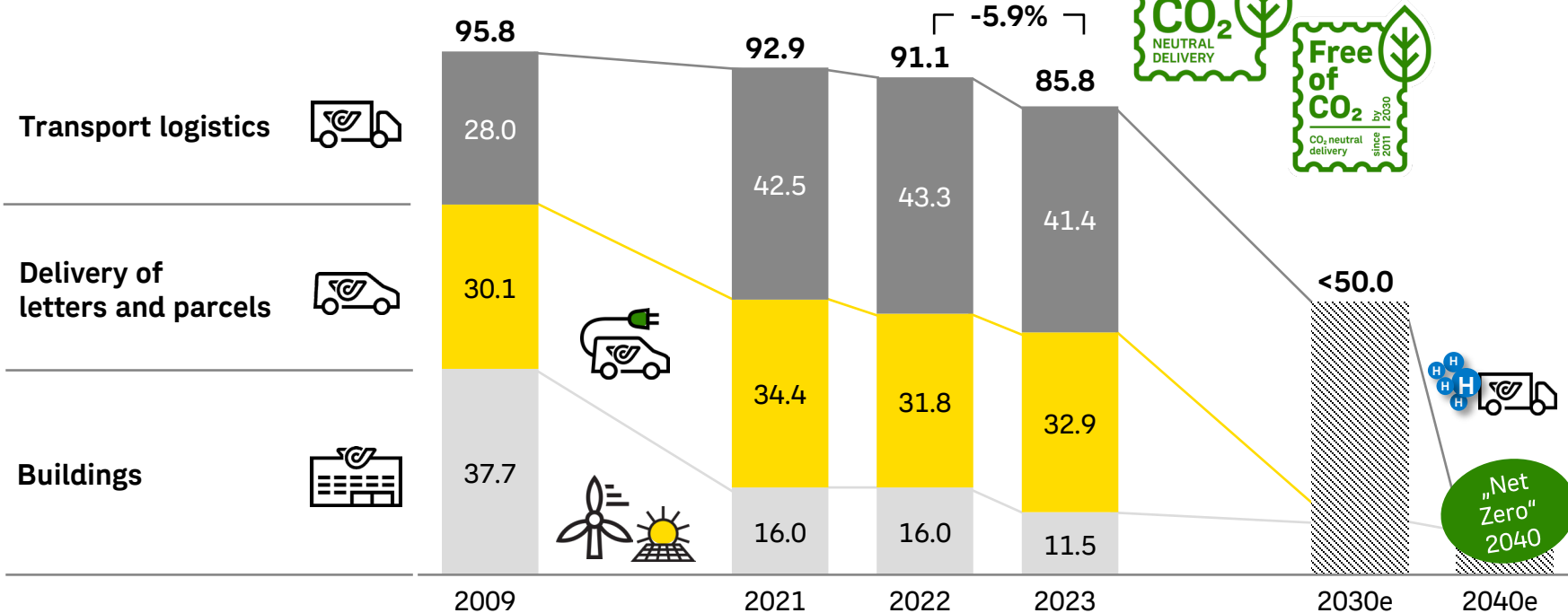
¹ Post AG

▶ DECARBONISATION – ROADMAP AUSTRIA



Carbon emissions Austria
Scope 1-3, thousand tonnes

Parcel volumes +300%



Numbers of Austrian Post AG

INVESTOR PRESENTATION Investor Relations Vienna, 13 March 2024


▶ DECARBONIZATION TARGETS IN THE POST GROUP



BUSINESS AMBITION FOR 1.5°C  

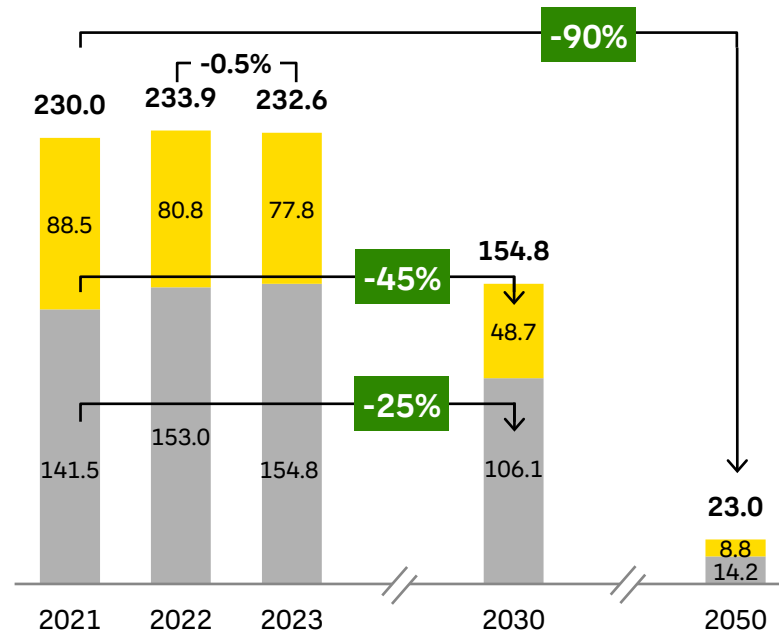
Decarbonisation Road to Paris

1	Improvement of operational efficiency
2	Expansion of E-vehicle fleet and E-fuel/hydrogen pilots
3	Purchase of Green Electricity and investments in own PV



Group carbon emissions

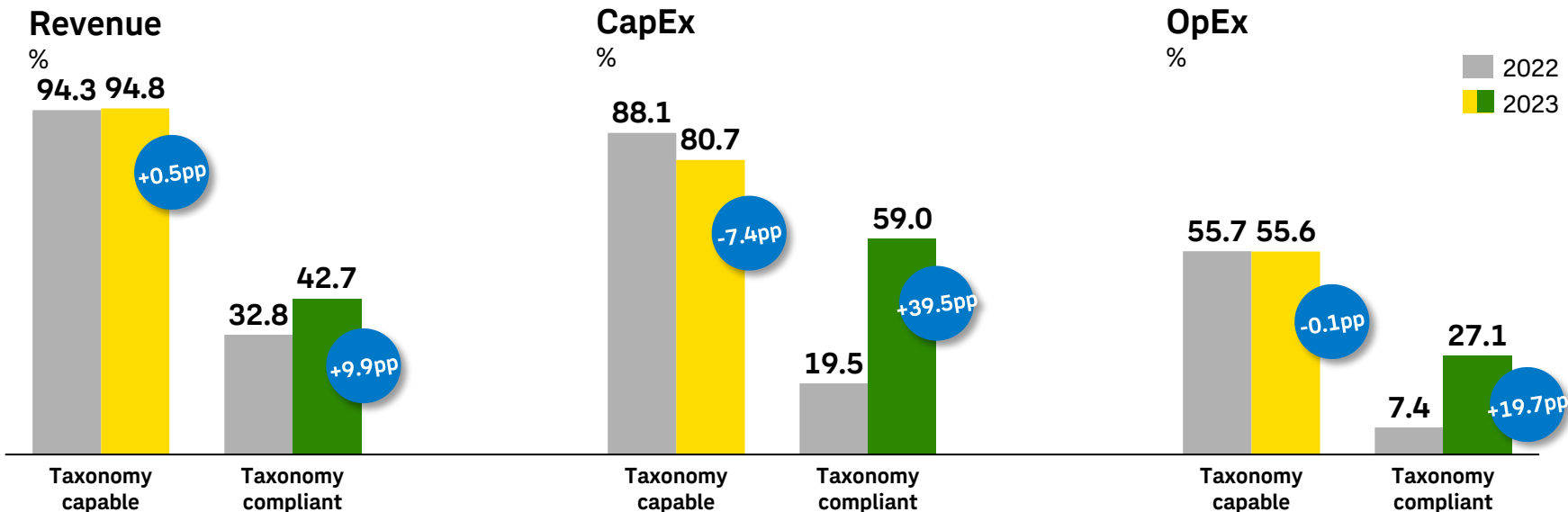
■ Direct emissions (Scope 1 und 2, thousand tonnes)
■ Indirect emissions (Scope 3, thousand tonnes)



▶ KEY FIGURES IN ACCORDANCE WITH THE EU TAXONOMY REGULATION

Increase in taxonomy conformity 2023:

Improvement in e-vehicles and improved verification for logistics buildings



AUSTRIAN POST'S ESG RATINGS CONSISTENTLY AT A HIGH LEVEL



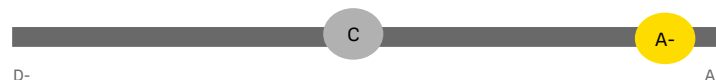
AAA (range from AAA to CCC)



Prime Status,
Rating C+ (range from A+ to D-)



A- (range from A to D-)



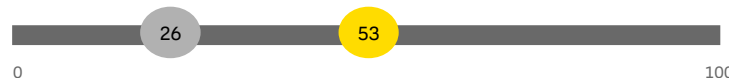
Low Risk (15.4)
(range from 0 to 50)



58 out of 100 points



53 out of 100 points



78 out of 100 points



Average Score Peers
 Score/Ranking Austrian Post

FINANCIAL INDICATORS AT A GLANCE



	2022	2023	
Revenue (EUR m)	2,522.0	2,740.8	8.7% revenue growth to EUR 2.7 bn
EBITDA margin (%)	14.8	14.3	EBITDA margin down from 14.8% to 14.3% in 2023
EBIT margin (%)	7.5	6.9	EBIT margin of 6.9% vs. 7.5% in the previous year
Earnings/share (EUR)	1.86	1.96	Improved earnings per share of EUR 1.96
Cash flow (EUR m)	183.1	221.6	Strong operating free cash flow of EUR 221.6m

KEY INCOME STATEMENT INDICATORS



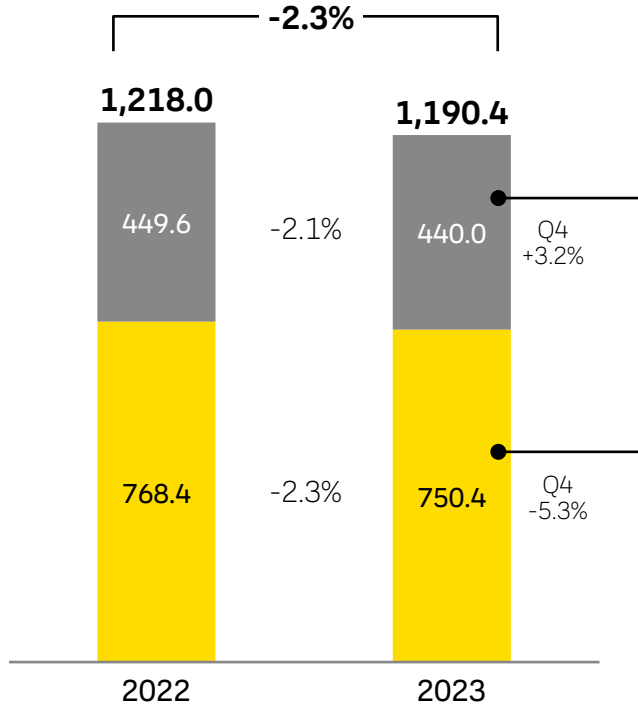
EUR m	2022	2023	%	Δ	Q4 2022	Q4 2023	
Revenue	2,522.0	2,740.8	8.7%	218.8	706.2	771.5	Growth driven by the strong parcel business (+16.6%)
Other operating income	107.3	100.3	-6.5%	-6.9	28.3	23.4	
Raw materials, consumables and services used	-750.1	-832.4	-11.0%	-82.3	-218.9	-235.4	Impairment of EUR 11.6m
Expenses for financial services	-11.3	-21.6	-90.6%	-10.3	-1.8	-9.7	
Staff costs	-1,144.2	-1,215.4	-6.2%	-71.2	-298.8	-328.7	
Other operating costs	-352.3	-387.4	-10.0%	-35.1	-102.3	-112.9	
At equity consolidation	-0.3	2.1	>100%	2.5	-0.1	0.6	Positive special effects in 2023: capital gain of EUR 19.3m from a property sale
Net monetary gain	1.8	5.1	>100%	3.3	2.2	0.3	2022: effect of EUR +13.6m relating to Aras Kargo (option valuation, hyperinflation, goodwill impairment)
EBITDA	372.7	391.6	5.0%	18.8	114.7	109.1	
<i>EBITDA margin</i>	<i>14.8%</i>	<i>14.3%</i>	-	-	<i>16.2%</i>	<i>14.1%</i>	
Depreciation, amortisation and impairment	-184.3	-201.3	-9.2%	-17.0	-51.6	-49.7	
EBIT	188.4	190.2	1.0%	1.8	63.1	59.5	Valuation effect of minus EUR 18.8m in 2022 for financial parameters relating to the Aras Kargo option; 2023: +EUR 4.1m
<i>EBIT margin</i>	<i>7.5%</i>	<i>6.9%</i>	-	-	<i>8.9%</i>	<i>7.7%</i>	
Financial result	-24.7	-3.0	87.8%	21.7	-3.6	0.5	
Income tax	-35.6	-48.5	-36.4%	-12.9	-16.1	-12.0	Higher tax result 2023 from Aras Kargo
Profit for the period	128.1	138.7	8.3%	10.6	43.4	47.9	
Earnings per share (EUR)	1.86	1.96	5.5%	0.10	0.61	0.66	



MAIL DIVISION: REVENUE DEVELOPMENT IN 2023



Revenue development
EUR m



Direct Mail/Media Post

- Revenue decline of 2.1% reflects the economic situation in 2023, 3.2% improvement in Q4
- Restrained advertising environment in some market segments (furniture, mail order business)
- Consolidation in fixed shop retailing, also due to bankruptcies

Letter Mail/Business Solutions

- Structural revenue decrease of 2.3%
- Strong positive special effects in the previous year (mainly elections)
- Positive postal rate effects on letter mail
- Shift of international letter mail volumes to parcel products



MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2022	2023	%	Δ	Q4 2022	Q4 2023	
Revenue	1,218.0	1,190.4	-2.3%	-27.6	331.1	323.8	Volume decline, positive postal rate effects
• Letter Mail & Business Solutions	768.4	750.4	-2.3%	-18.0	210.9	199.8	
• Direct Mail	322.9	310.2	-3.9%	-12.7	83.8	86.2	Structural and economy-related drop
• Media Post	126.7	129.9	2.5%	3.2	36.4	37.8	
Revenue intra-Group	3.8	4.7	23.0%	0.9	1.2	1.2	
Total revenue	1,221.9	1,195.2	-2.2%	-26.7	332.3	325.0	
EBIT	157.6	152.3	-3.3%	-5.3	46.9	50.2	
<i>EBIT margin¹</i>	<i>12.9%</i>	<i>12.7%</i>	-	-	<i>14.1%</i>	<i>15.5%</i>	EBIT margin of 12.7% for FY and 15.5% for Q4

¹ EBIT margin in relation to total revenue

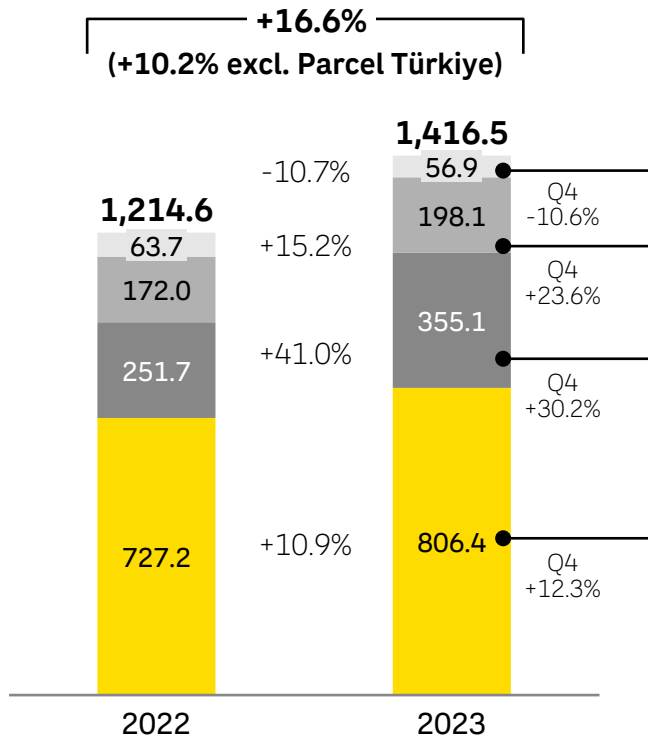


PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT IN 2023



Revenue development

EUR m



Logistics Solutions

- Revenue down 10.7%
- Discontinuation of pandemic-related special logistics services in the prior year

Parcel CEE/SEE

- Revenue up 15.2%
- Strong volume growth from Asia

Parcel Türkiye

- Very good revenue development of +41.0%
- Revenue increase driven by inflation and exchange rate

Parcel Austria

- Revenue up 10.9%
- Successful pricing, negative mix effect due to higher volumes of smaller items



PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2022	2023	%	Δ	Q4 2022	Q4 2023
Revenue	1,214.6	1,416.5	16.6%	201.9	349.4	407.4
• Parcel Austria	727.2	806.4	10.9%	79.2	214.5	240.8
• Parcel Türkiye	251.7	355.1	41.0%	103.3	73.2	95.3
• Parcel CEE/SEE	172.0	198.1	15.2%	26.1	47.1	58.1
• Logistics Solutions/Consolidation	63.7	56.9	-10.7%	-6.8	14.7	13.1
Revenue intra-Group	0.7	0.7	5.5%	0.0	0.2	0.1
Total revenue	1,215.3	1,417.2	16.6%	201.9	349.6	407.5
EBIT	88.8	89.5	0.8%	0.7	30.1	28.8
<i>EBIT margin¹</i>	<i>7.3%</i>	<i>6.3%</i>	-	-	<i>8.6%</i>	<i>7.1%</i>

Very positive volume and revenue development

Increase driven by inflation and exchange rate developments (hyperinflation accounting), also in Q4

Discontinuation of special pandemic-related logistics services

EBIT shaped by special effects in the previous year totalling EUR 13.6m, relating to Aras Kargo (option valuation, hyperinflation, goodwill impairment)

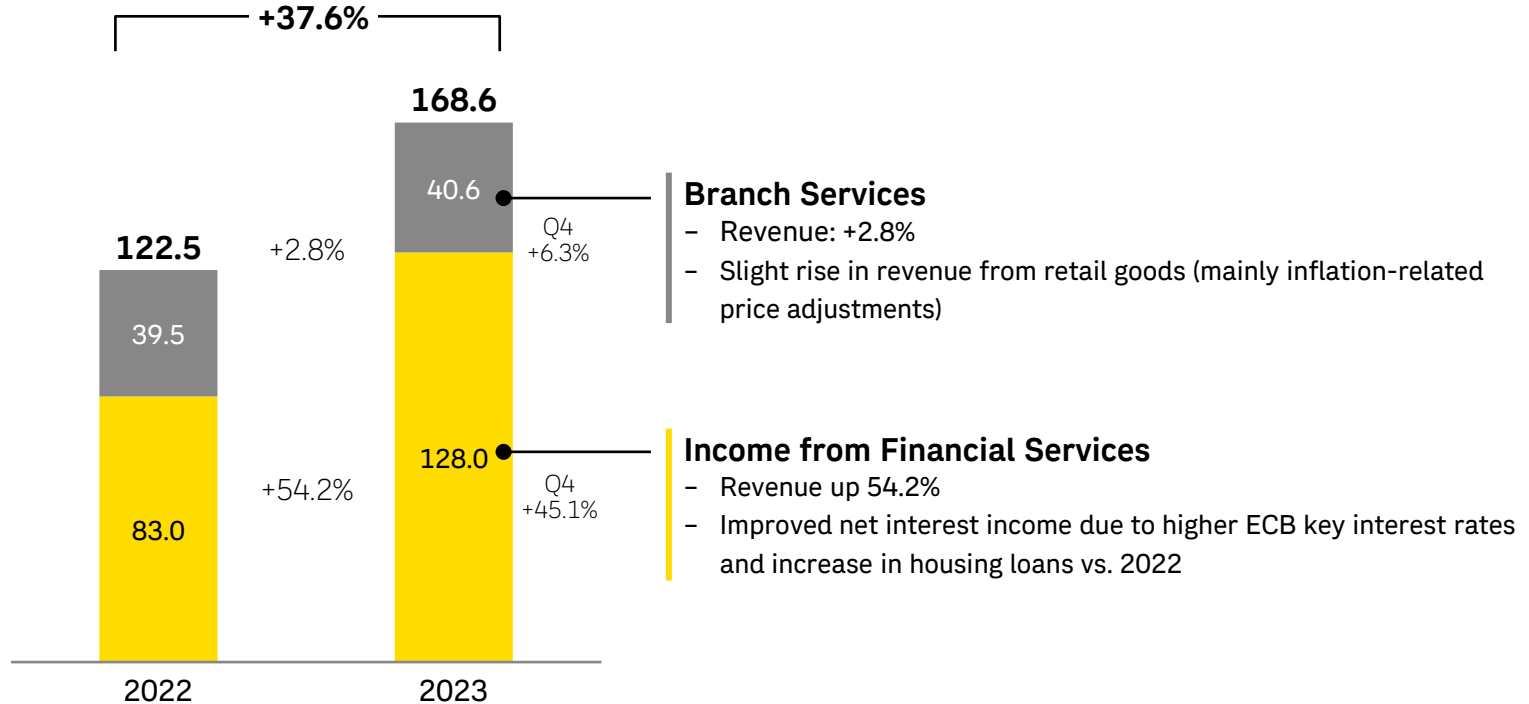
¹ EBIT margin in relation to total revenue



RETAIL & BANK DIVISION: REVENUE DEVELOPMENT IN 2023



Revenue development
EUR m





RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2022	2023	%	Δ	Q4 2022	Q4 2023
Revenue	122.5	168.6	37.6%	46.1	37.3	50.0
• Income from Financial Services	83.0	128.0	54.2%	45.0	26.5	38.5
• Branch Services	39.5	40.6	2.8%	1.1	10.8	11.5
Revenue intra-Group	192.1	192.3	0.1%	0.2	51.7	51.6
Total revenue	314.6	360.9	14.7%	46.3	89.0	101.6
EBIT	-26.7	-13.7	48.6%	12.9	-1.8	-8.1

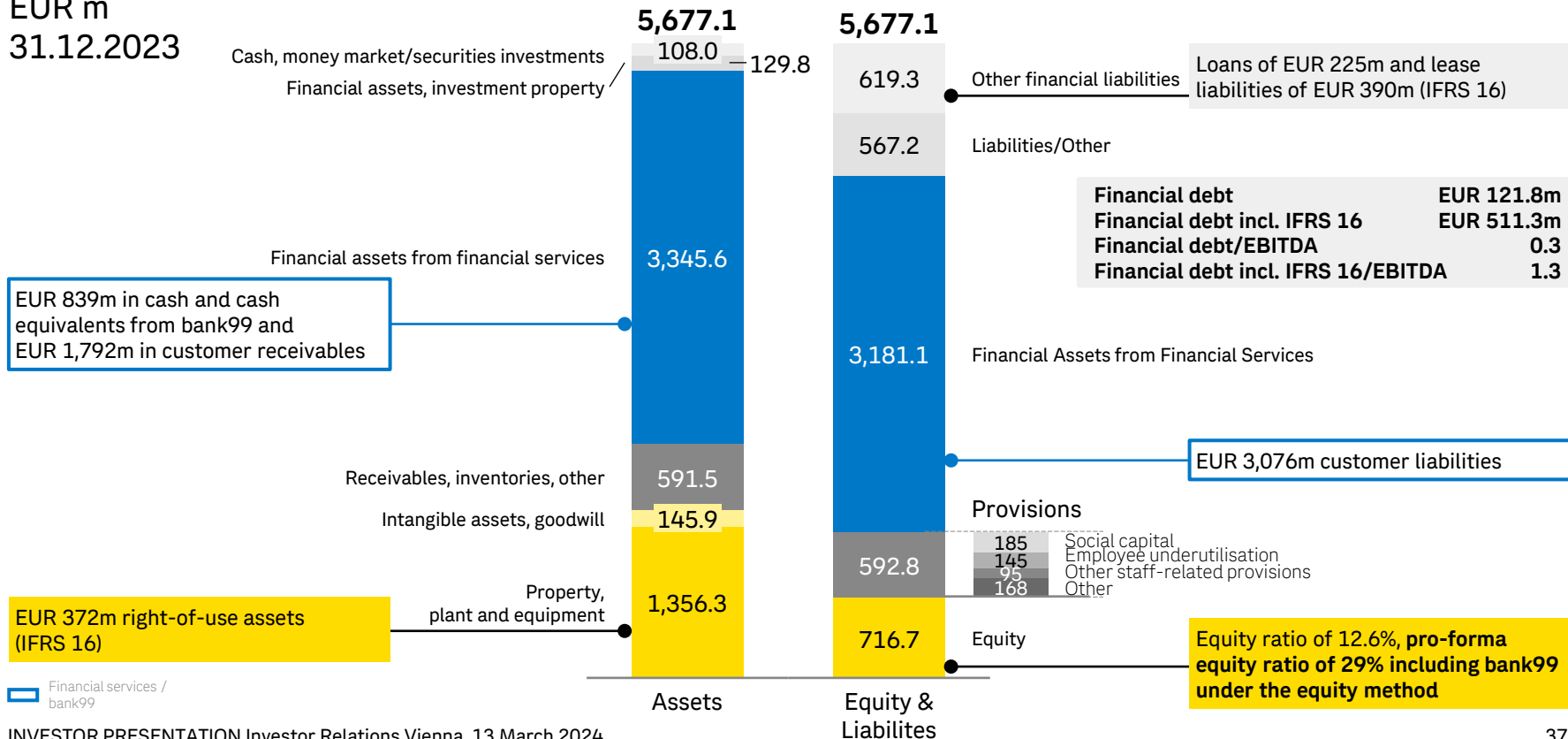
Improvement in net interest income and increase in housing loans positively impacted revenue

Earnings negatively burdened with costs in upper single-digit range in 2023 by the special core banking migration project

SOLID BALANCE SHEET AND FINANCING STRUCTURE



EUR m
31.12.2023

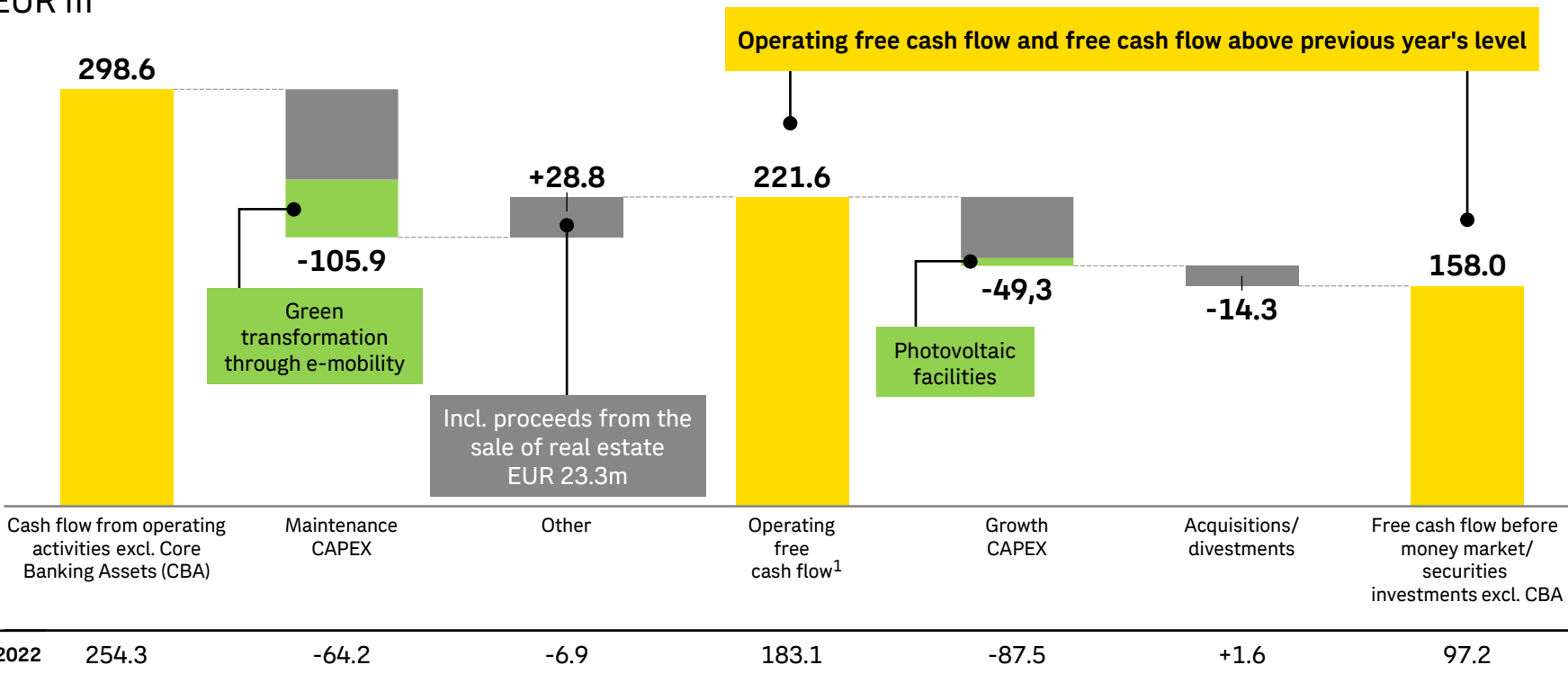


Financial services / bank99

OPERATING FREE CASH FLOW AT A SOLID LEVEL



EUR m



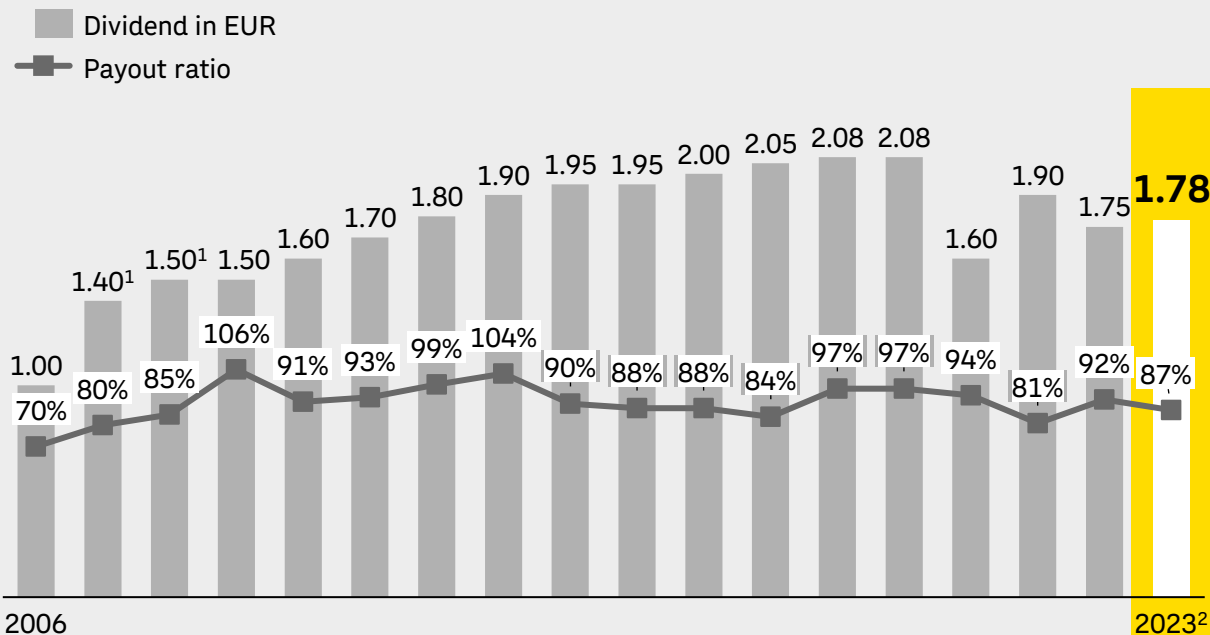
¹Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets (CBA)

DIVIDEND POLICY



Continuation of attractive and predictable dividend policy

Dividends since IPO



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

- Dividend proposal to the Annual General Meeting: EUR 1.78/share
- Dividend yield as at 31 December 2023: 5.4% (share price of EUR 32.70)

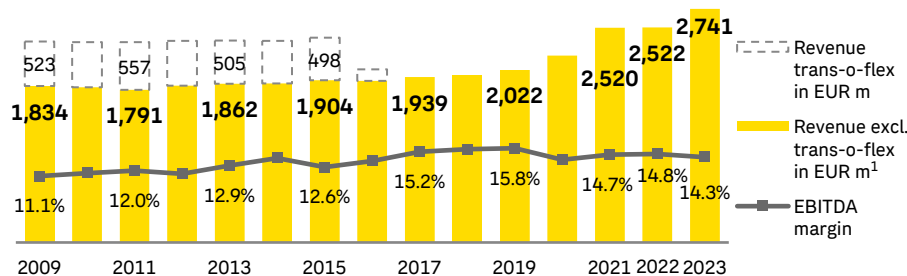
¹ Excl. EUR 1.00 special dividend

² Proposal to the Annual General Meeting on 18 April 2024

SUCCESSFUL DEVELOPMENT AS PART OF A CLEAR CAPITAL MARKET POSITIONING

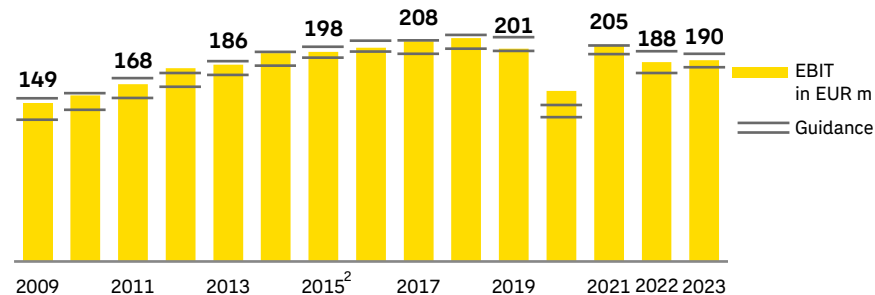


Profitable growth business model



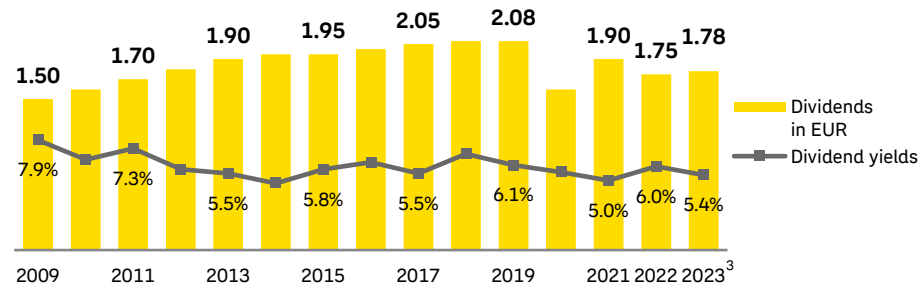
¹ 2014: Adjusted reporting of revenue

Reliability ("Promise & Deliver")



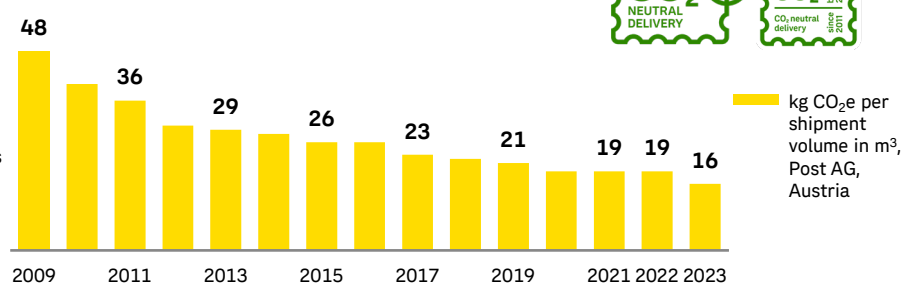
² EBIT adjusted for special effects

Attractive dividend policy



³ Proposal to the Annual General Meeting on 18 April 2024

Decarbonisation of logistics



OUTLOOK 2024



Market environment

- Ongoing high inflation against the backdrop of weak economic impetus
- Reduced corporate willingness to invest and changed purchasing behaviour of consumers



Revenue

- Expected positive revenue development: growth in the low to mid-single digit range
 - Mail Division: assumption of a slight revenue decrease
 - Parcel & Logistics: revenue growth in the mid-single digit range (growth strongly depends on the exchange rate of the Turkish Lira)
 - Retail & Bank: stable to single digit revenue growth depending on the interest rate environment



Capital Expenditure

- Declining need for investments in 2024 and 2025
- Maintenance CAPEX (automation, digitalisation, maintenance) of about EUR 70m-80m along with EUR 40m for the green transformation (e-mobility, photovoltaic facilities) and Growth CAPEX of EUR 30m



Earnings

- Cost discipline and efficiency to ensure stability
- 2024 target is to generate operating earnings (EBIT) at the same level as the previous year



Dividends

- Proposal to the Annual General Meeting on 18 April 2024 for payment of a dividend of EUR 1,78 per share
- The objective remains to distribute at least 75% of the Group net profit

CONTACT



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Financial calendar 2024

18 April 2024
26 April/02 May 2024
08 May 2024
07 August 2024
06 November 2024

Annual General Meeting
Ex-day/Dividend payment day
Interim Report Q1 2024
Half-Year Report 2024
Interim Report Q1-3 2024

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