

AUSTRIAN POST Investor Presentation Q1 2024



Walter Oblin, CFO
Vienna, 8 May 2024



AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers & Magazines

Revenue 2023:
EUR 1,190m



Parcel & Logistics

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

Revenue 2023:
EUR 1,417m



Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue 2023:
EUR 169m



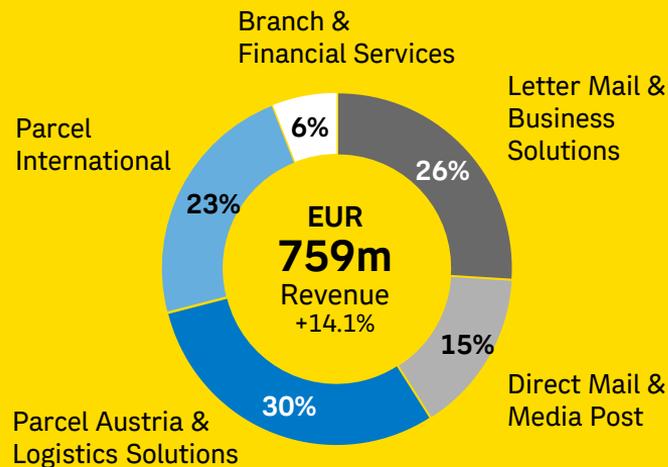
Group

Revenue 2023: EUR 2,741m

EBITDA 2023: EUR 392m

EBIT 2023: EUR 190m

Revenue mix Q1 2024

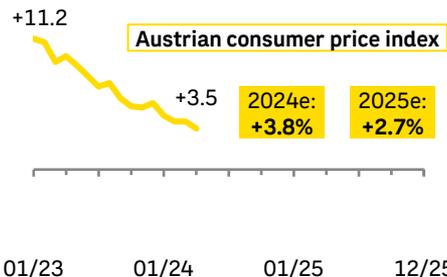


CHALLENGING MARKET ENVIRONMENT REQUIRES STRICT MANAGEMENT

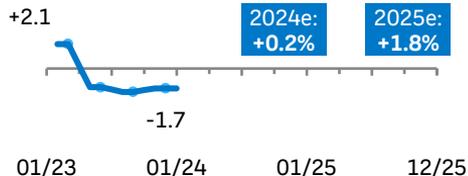


- Structural decline of letter mail and direct mail volumes
- Weak economy negatively impacts retail sector and consumer purchasing power in Austria

Year-on-year change (%)



Real GDP in Austria



- Cautious economic environment
- Volume growth due to good market positioning of Post: Austria +15%, Türkiye +6%, CEE/SEE +44%



- Favourable interest rate environment supports the banking business

- Price realisation in all areas is the top priority
- Cost discipline for purchased services
- Lean internal structures and processes
- CAPEX in recent years has enabled strong parcel growth
- Focus on IT integration at bank99

Source: Statistics Austria (status: May 2024), basis 2015=100; Statistics Austria (status: February 2024), WIFO forecast March 2024

STRONG DEVELOPMENT DESPITE A CHALLENGING ENVIRONMENT



Revenue

EUR 758.6m (+14.1%/+10.2% excl. Parcel Türkiye)

| | Δ | Q1 2024 |
|----------------------|--------|------------|
| Mail | +2.3% | EUR 315.6m |
| Parcel & Logistics | +23.2% | EUR 402.9m |
| excl. Parcel Türkiye | +16.9% | EUR 284.7m |
| Parcel Türkiye | +41.4% | EUR 118.2m |
| Retail & Bank | +26.0% | EUR 47.2m |



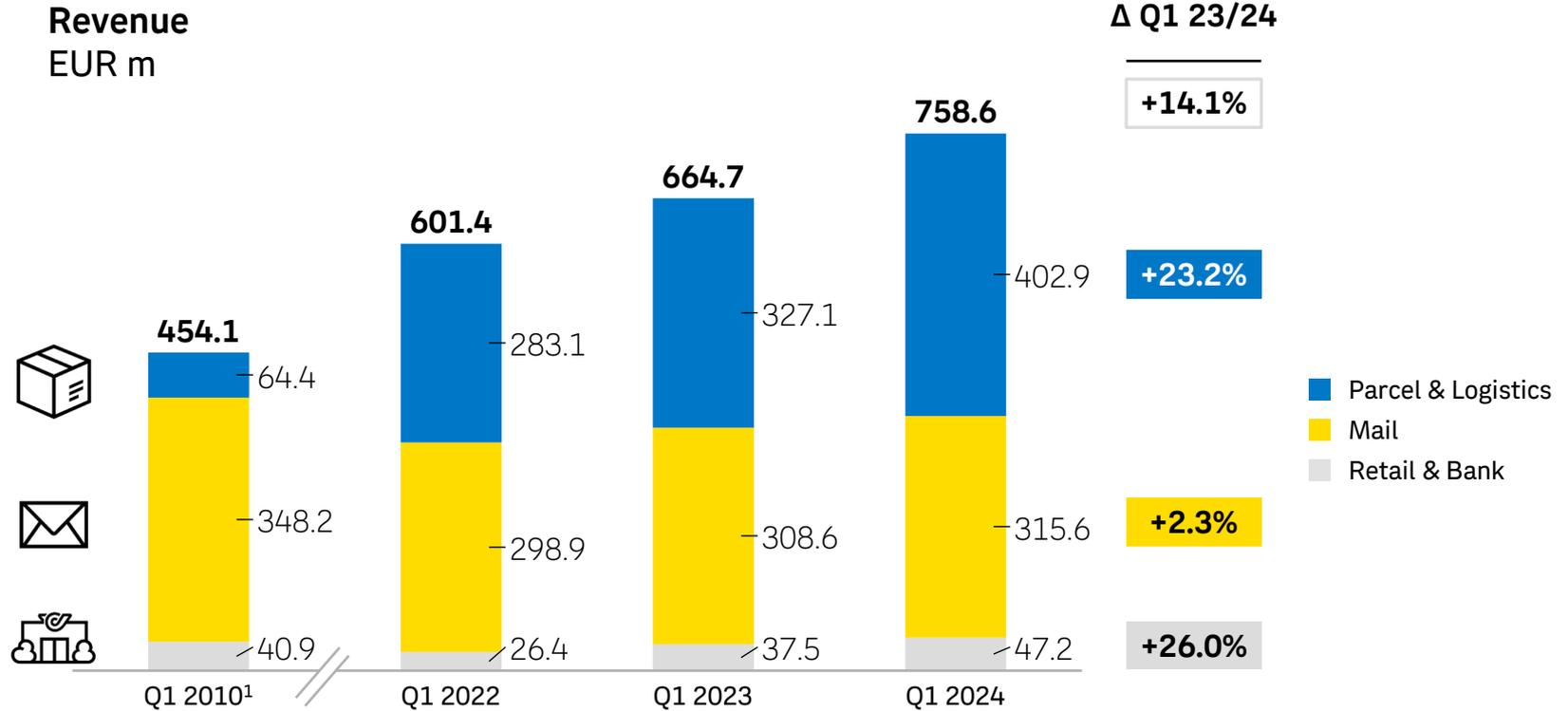
EBIT

EUR 52.4m (+11.4%)

| | Q1 2023 | Q1 2024 |
|--------------------|---------|---------|
| EBIT margin | 7.1% | 6.9% |
| Mail | 13.2% | 13.4% |
| Parcel & Logistics | 5.1% | 6.0% |



STRUCTURAL CHANGE DUE TO PARCEL GROWTH



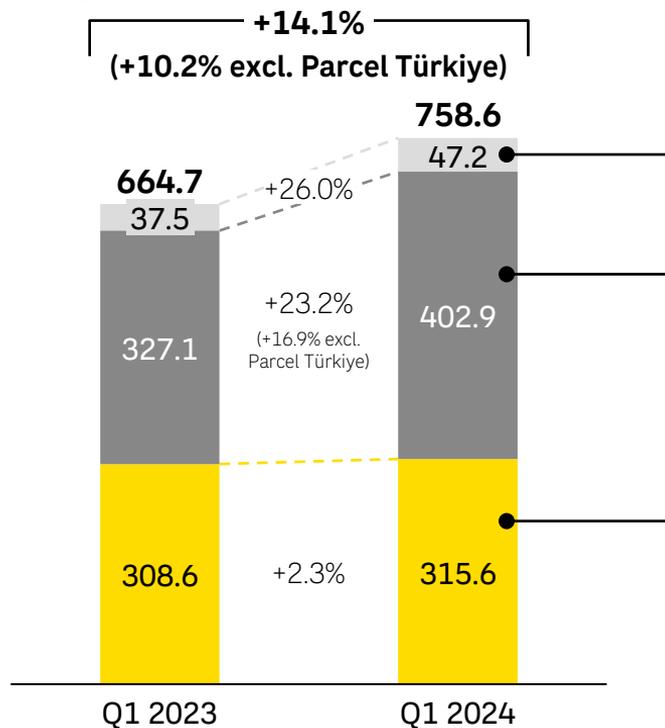
¹ Adjusted presentation - excl. trans-o-flex

POSITIVE DEVELOPMENT OF Q1 GROUP REVENUE



Revenue development

EUR m



Retail & Bank

- Interest environment and customer ramp-up positively impact revenue
- Increase in Income from Financial Services to EUR 37.3m (+35.3%)

Parcel & Logistics

- Volume and revenue growth in all regions, supported by parcel volumes from Asia
- Growth in Türkiye impacted by inflation and currency developments
- Revenue: Parcel Austria +16.4% / Türkiye +41.4% / CEE/SEE +27.9%

Mail

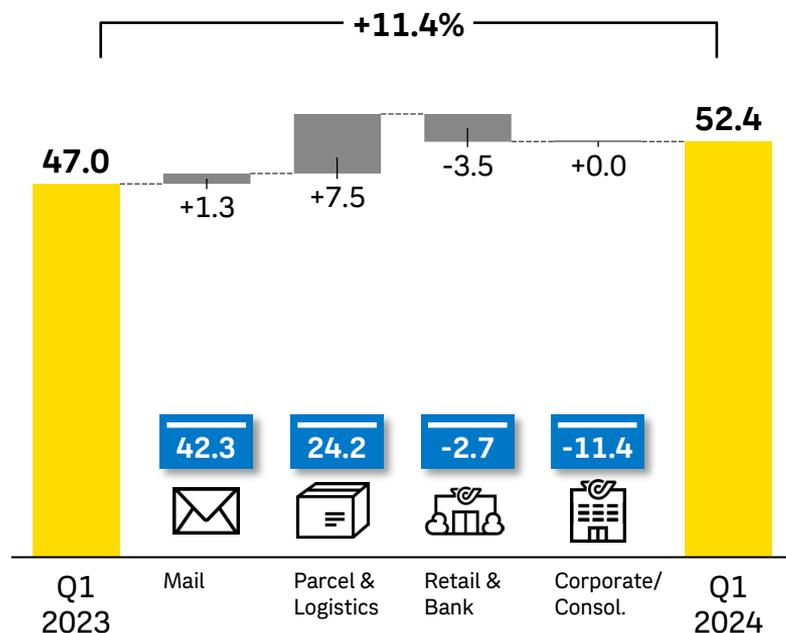
- Ongoing structural decline of letter mail and direct mail volumes
- Product and price measures have a positive impact
- Letter Mail & Business Solutions: +1.2% to EUR 200.6m
- Direct Mail & Media Post: +4.1% to EUR 114.9m

Q1 2024 GROUP RESULTS SHOW STRONG MAIL AND PARCEL BUSINESS



EBIT development

EUR m



> Mail

- Declining volumes offset by price and cost discipline
- Q1 earnings up by 3.3% to EUR 42.3m

> Parcel & Logistics

- Positive earnings development (+44.9% to EUR 24.2m in Q1)
- Improved earnings in Southeast and Eastern Europe due to volume rise
- Strong earnings contribution from Türkiye

> Retail & Bank

- Ongoing favourable interest rate environment for banks
- Q1 below previous year (Q1 from EUR 0.9m to EUR -2.7m) due to increased IT expenditures related to migration of core banking systems

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

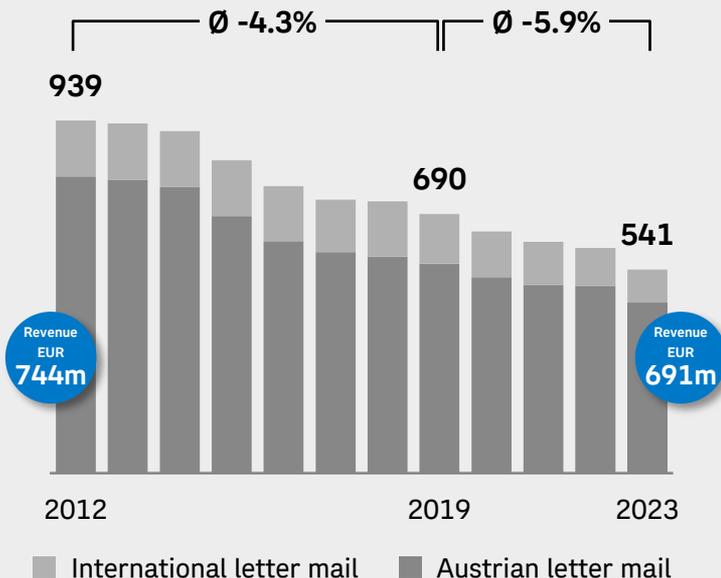


3 Development of retail and digital offerings for private customers and SMEs

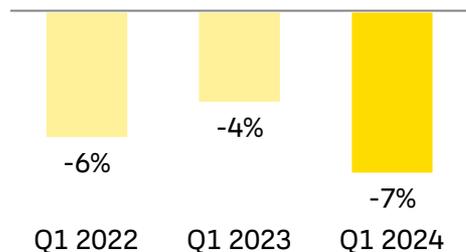
1 LETTER MAIL



Volumes Austria and International (millions of shipments)

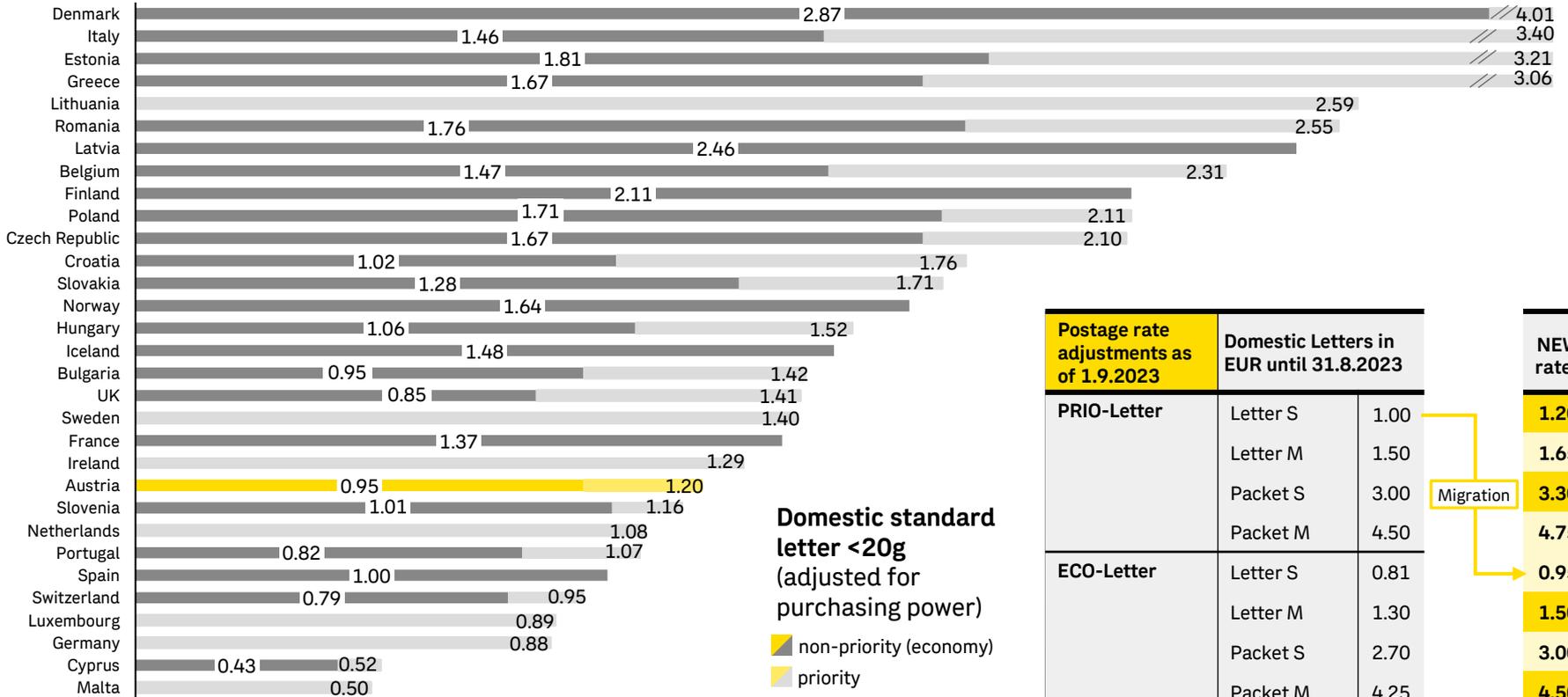


Austrian letter mail volumes in Q1 2024 (shipments adjusted on a daily basis)



- Letter mail volumes down 7% YOY
- Hardly any special mailings and/or effects in Q1
- Positive effects from elections expected over the course of the year

1 PRIORITY AND NON-PRIORITY RATES IN EUROPE



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

■ non-priority (economy)
■ priority

EUR, January 2024

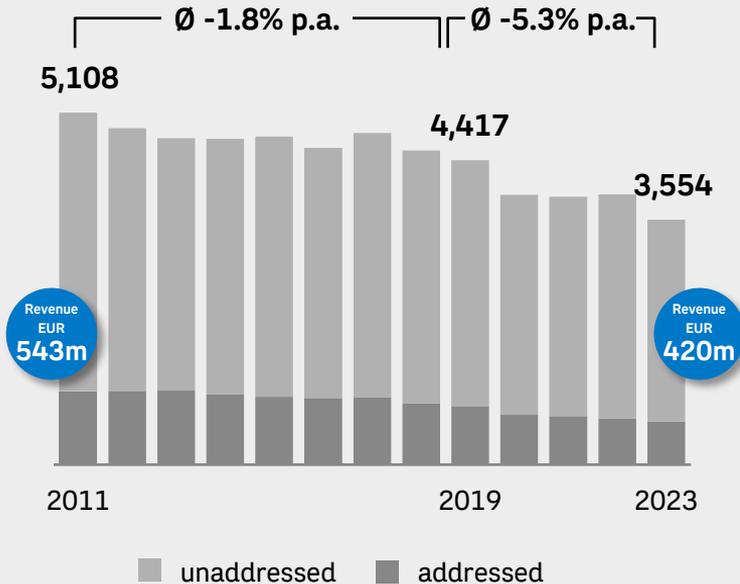
| Postage rate adjustments as of 1.9.2023 | Domestic Letters in EUR until 31.8.2023 | | NEW rates |
|---|---|------|-----------|
| PRIO-Letter | Letter S | 1.00 | 1.20 |
| | Letter M | 1.50 | 1.65 |
| | Packet S | 3.00 | 3.30 |
| | Packet M | 4.50 | 4.75 |
| ECO-Letter | Letter S | 0.81 | 0.95 |
| |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

Migration

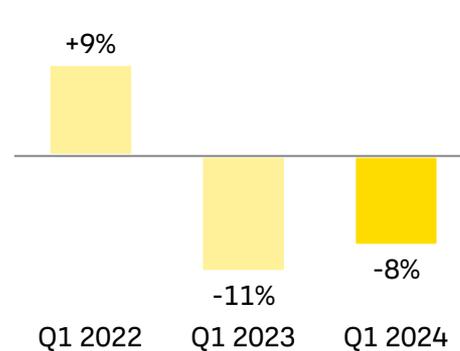
1 DIRECT MAIL/MEDIA POST IN AUSTRIA



Volumes (millions of shipments)



Direct Mail/Media Post volumes in Q1 2024 (shipments adjusted on a daily basis)

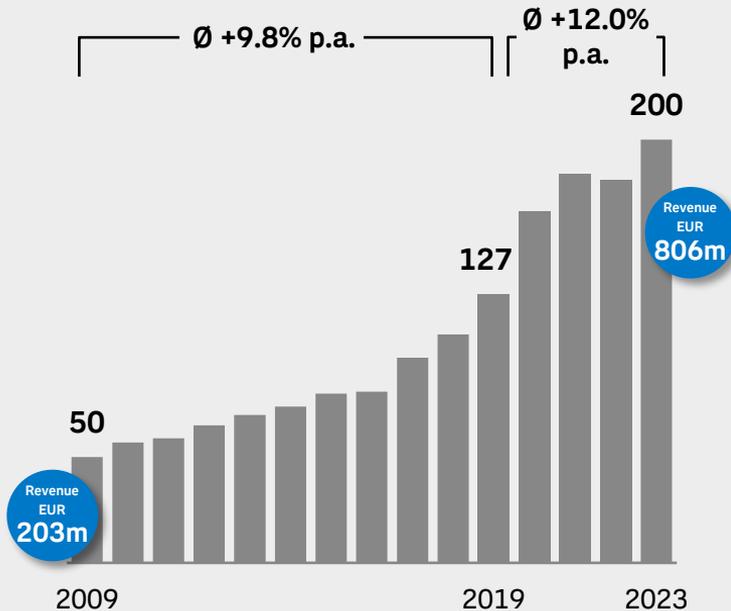


- 8% decrease in Q1 2024 Direct Mail/Media Post volumes vs. -11% in Q1 2023
- General decline in the advertising business due to structural adjustment in retail:
 - Difficulties in some areas of retail (exit of market participants)
 - Positive impact from food retail sector

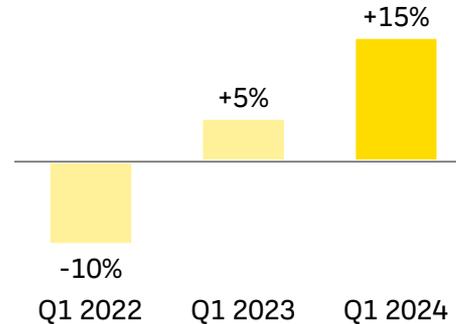
1 PARCEL BUSINESS IN AUSTRIA



Volumes (millions of shipments)

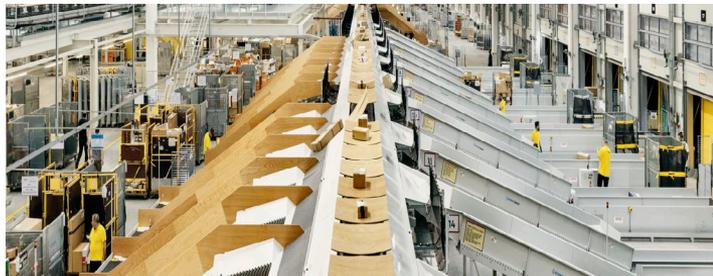


Parcel volumes in Q1 2024 (shipments adjusted on a daily basis)

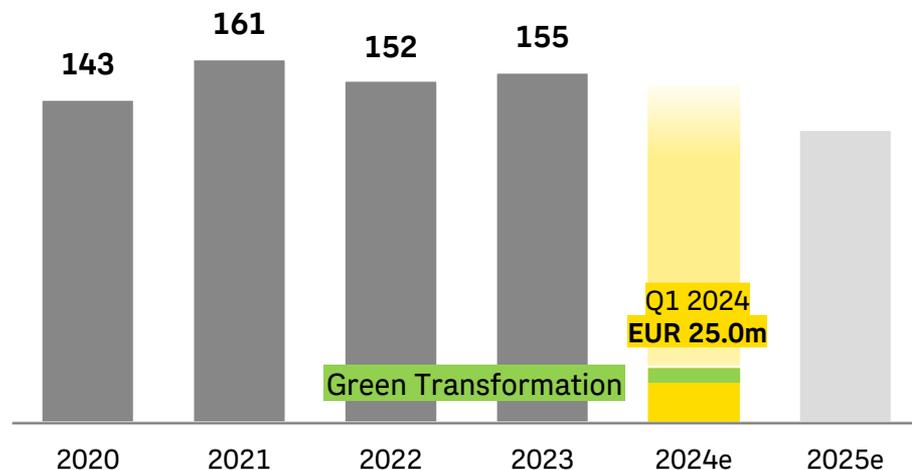


- Parcel growth in Austria up by 15% from previous year
- Disproportionately high volume growth from Asia
- High quality provided by Austrian Post ensures customer confidence

1 INVESTMENTS IN SUSTAINABLE INFRASTRUCTURE



CAPEX (EUR m)



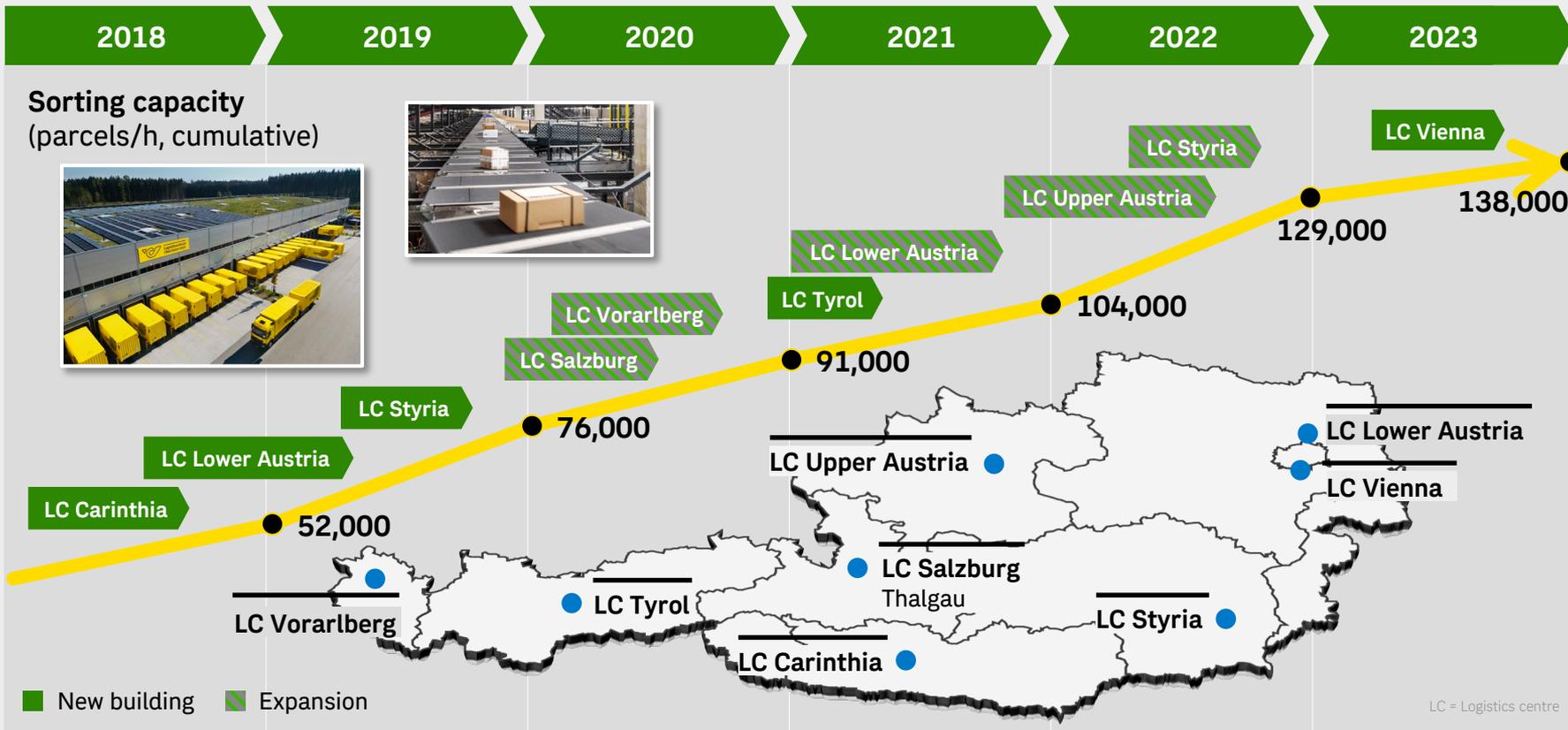
CAPEX Q1 2024

- Maintenance CAPEX of EUR 17.2m
- Growth CAPEX of EUR 7.8m
- Thereof EUR 5.6m invested in green transformation (photovoltaic systems, e-mobility, e-charging infrastructure)

CAPEX forecast 2024e

- Expected level of about EUR 140-160m
 - EUR 70-80m Maintenance CAPEX
 - EUR 40-50m Investments in green transformation
 - EUR 30m Growth CAPEX

1 EXPANSION OF AUSTRIAN LOGISTICS INFRASTRUCTURE

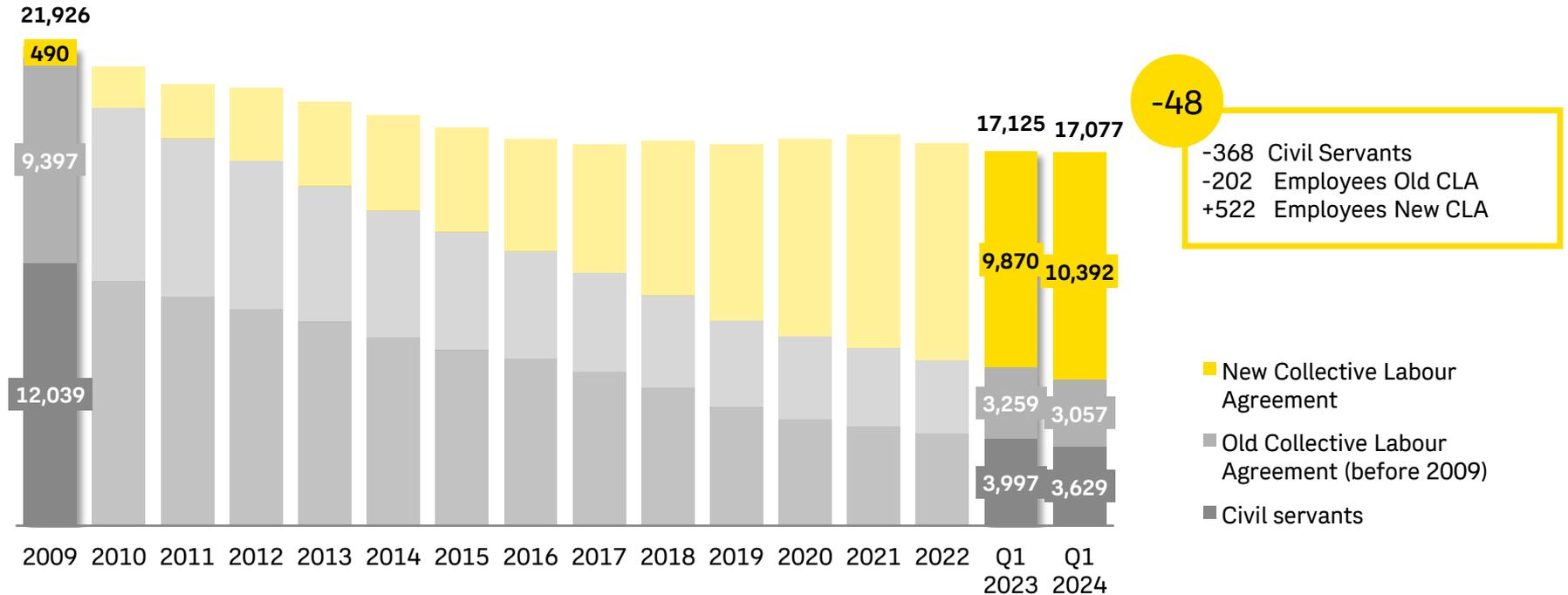


1 STAFF STRUCTURE IN AUSTRIA

Employees in the Austrian core business

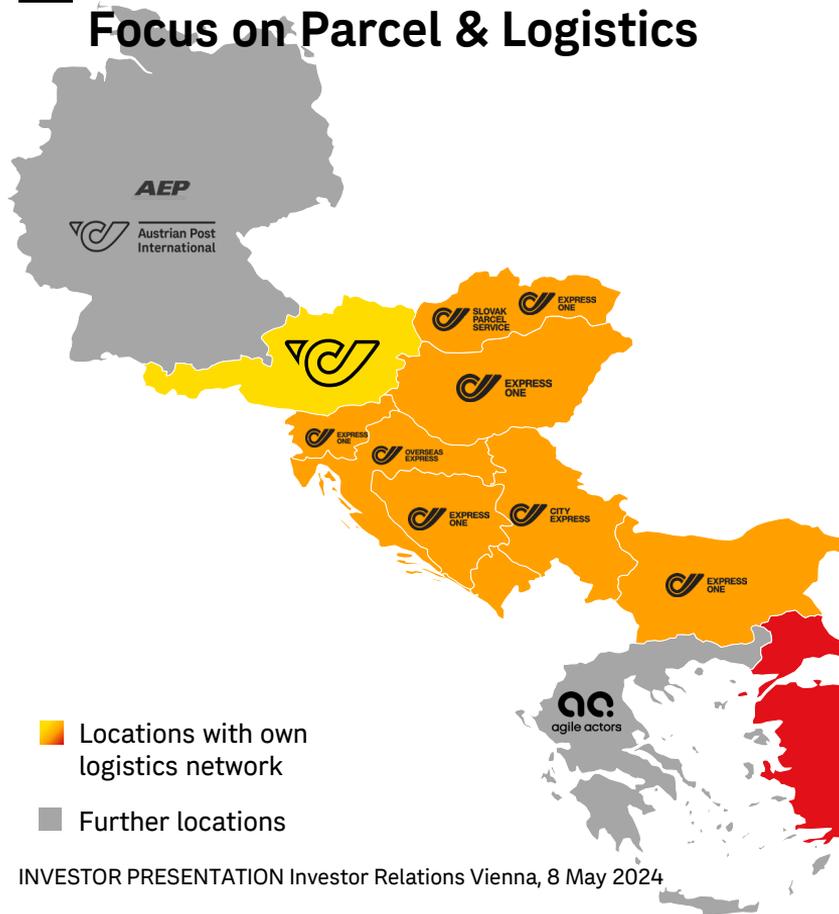


Full-time equivalents (average for the period)



2 PROFITABLE GROWTH IN NEAR MARKETS

Focus on Parcel & Logistics



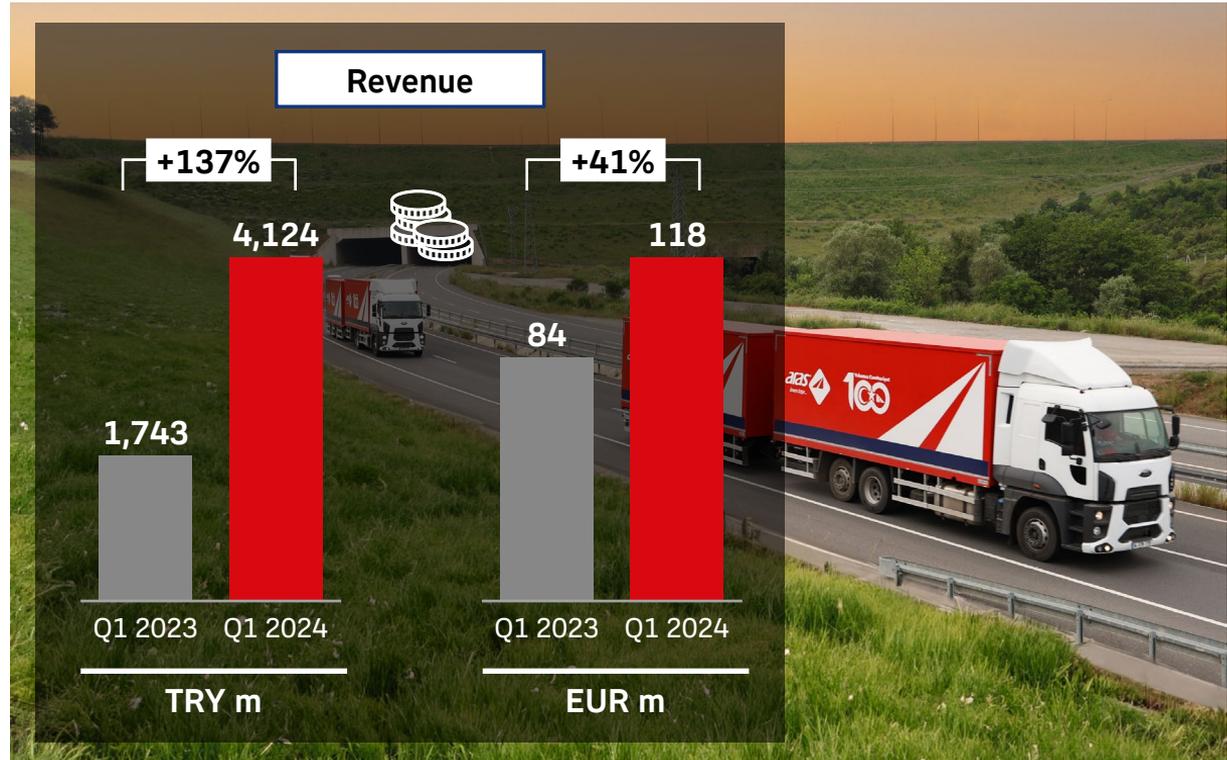
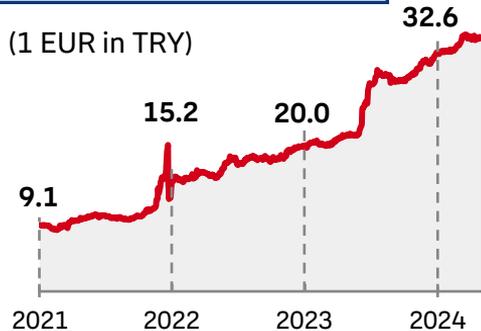
2 TÜRKIYE: POSITIVE OPERATIONAL BUSINESS DEVELOPMENT



Financial indicators

- Positive volume development (parcels and documents +6%) and TRY revenue development (+137%)
- EBIT margin above the Group average
- About 50% of cash on hand on the balance sheet in EUR/USD
- All investments and dividends financed by the company's own cash flow
- Good volume development in Azerbaijan

FX rate of the Turkish Lira



3 POSITIVE MOMENTUM DUE TO IMPROVED INTEREST-RATE ENVIRONMENT



31.12.2023 **31.03.2024**



Retail and digital bank



280,000

Customers
290,000



EUR 3.4bn

Balance sheet total
EUR 3.5bn



EUR 1.8bn

Credit volume
EUR 1.8bn

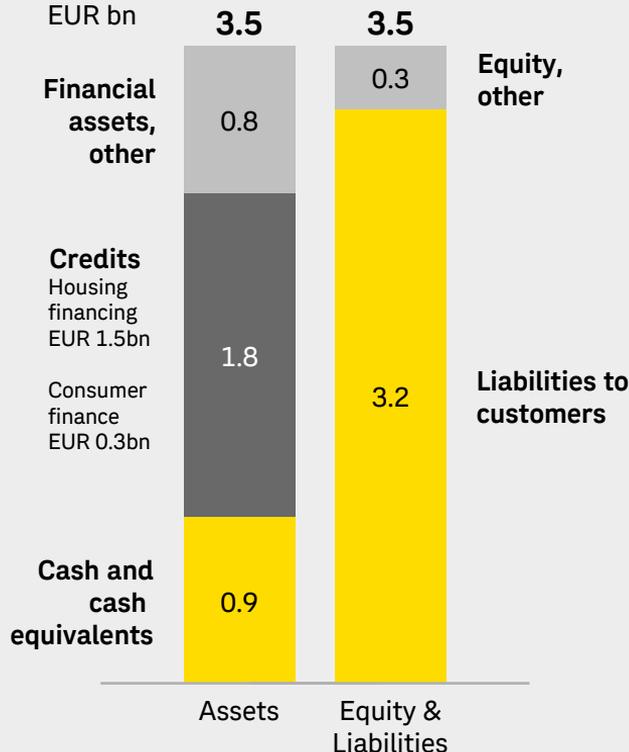


EUR 15.9m

Net interest income
EUR 26.0m

bank99 balance sheet total as at 31.03.2024

EUR bn



Top issues 2024

Migration of core banking systems

- 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
- Expanded offer in fixed savings
- New customer promotion with 3% interest

Growth

Commitment to sustainable, robust capitalisation to ensure continued growth

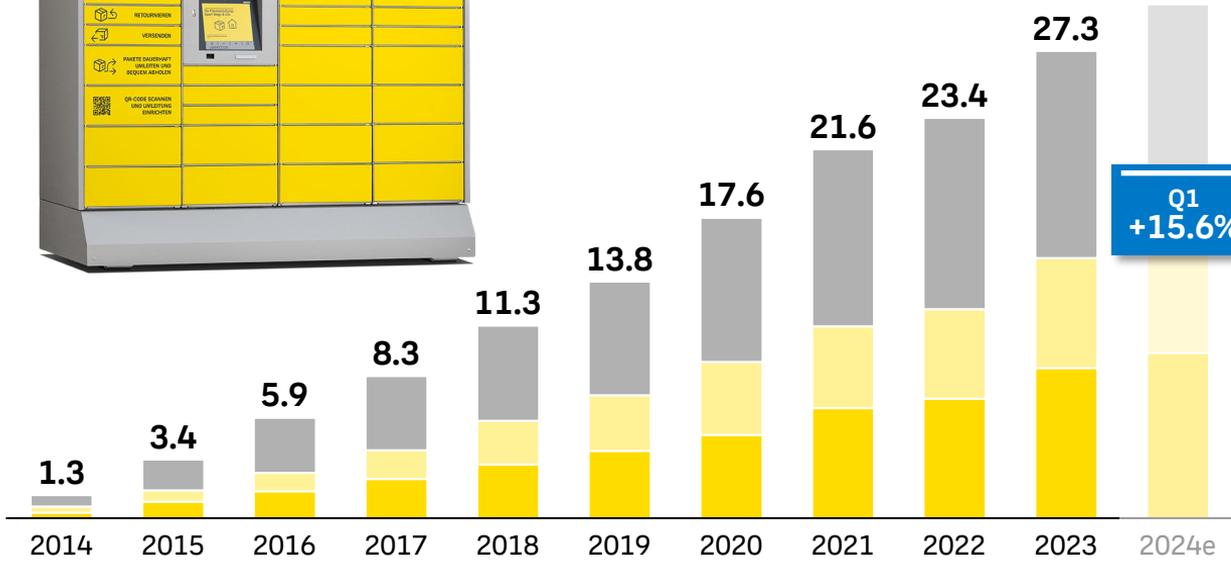
3 SELF-SERVICE SOLUTIONS ARE VERY POPULAR WITH POST CUSTOMERS



Volumes 24/7
(millions of items)

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

+1,000
LOCATIONS 2024/2025



Q1
+15.6%



650
Drop-off devices



75,267
Pick-up boxes



114,811
Lockers at pick-up stations

▶ E-TRUCKS ON THE ROAD NOW



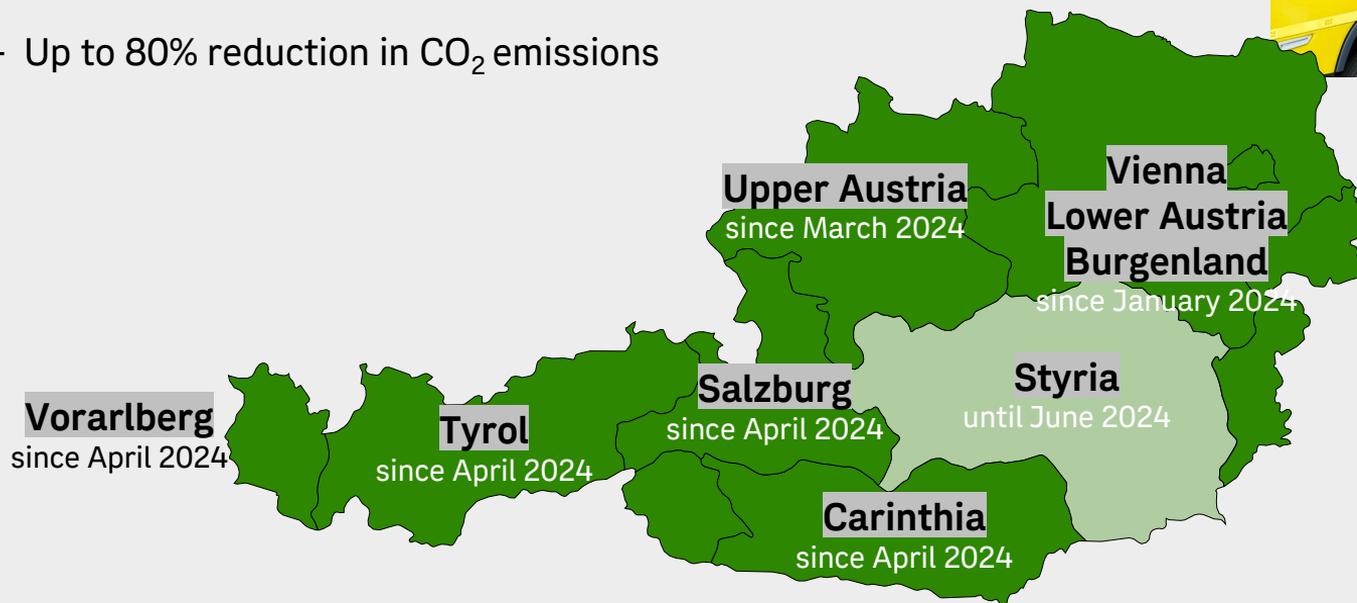
Key data

- 2 electric trucks in use
- Shuttle service between Vienna-Schwechat Airport and Vienna Logistics Centre
- Investment costs: approx. EUR 1m
- Save 117 tonnes of CO₂ emissions/year

▶ AUSTRIAN POST TRUCK FLEET USES FOSSIL-FREE FUEL HVO



- Successful test operation with HVO100 completed
- Conversion of the truck fleet from diesel to **Hydrotreated Vegetable Oils** by mid-2024 (180 vehicles)
- Up to 80% reduction in CO₂ emissions



FINANCIAL INDICATORS AT A GLANCE



| | Q1 2023 | Q1 2024 | |
|-----------------------------|---------|--------------|---|
| Revenue (EUR m) | 664.7 | 758.6 | Revenue up by 14.1% |
| EBITDA margin (%) | 14.3 | 13.6 | EBITDA margin of 13.6% |
| EBIT margin (%) | 7.1 | 6.9 | EBIT margin of 6.9% slightly lower YOY |
| Earnings/share (EUR) | 0.46 | 0.59 | Improved earnings per share of EUR 0.59 |
| Cash flow (EUR m) | 75.1 | 72.3 | Operating free cash flow of EUR 72.3m |

KEY INCOME STATEMENT INDICATORS



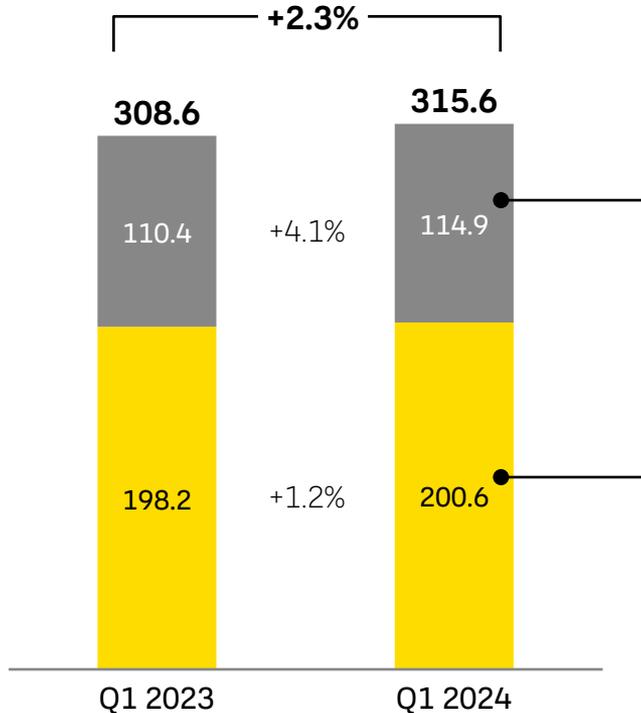
| EUR m | Q1 2023 | Q1 2024 | % | Δ | |
|--|--------------|--------------|--------------|-------------|---|
| Revenue | 664.7 | 758.6 | 14.1% | 94.0 | Positive revenue development in all operating divisions: Mail +2.3% Parcel & Logistics +23.2% Retail & Bank +26.0% |
| Other operating income | 18.6 | 23.6 | 26.7% | 5.0 | |
| Raw materials, consumables and services used | -197.6 | -224.3 | -13.5% | -26.7 | |
| Expenses from financial services | -1.9 | -11.3 | <-100% | -9.4 | Increased interest expense due to deposits of bank99 customers |
| Staff costs | -299.8 | -341.9 | -14.0% | -42.1 | Inflation triggers increase in fixed and variable costs (e.g. transport operations) |
| Other operating expenses | -91.3 | -103.8 | -13.7% | -12.5 | |
| At equity consolidation | 0.1 | 0.5 | >100% | 0.5 | |
| Net monetary gain | 2.4 | 1.9 | -20.9% | -0.5 | |
| EBITDA | 95.1 | 103.4 | 8.7% | 8.2 | |
| <i>EBITDA margin</i> | <i>14.3%</i> | <i>13.6%</i> | - | - | |
| Depreciation, amortisation and impairment | -48.1 | -51.0 | -6.0% | -2.9 | |
| EBIT | 47.0 | 52.4 | 11.4% | 5.3 | EBIT up by 11.4% year-on-year |
| <i>EBIT margin</i> | <i>7.1%</i> | <i>6.9%</i> | - | - | Valuation effect for financial parameters relating to Aras Kargo option |
| Financial result | -3.4 | 1.3 | >100% | 4.7 | |
| Income tax | -11.6 | -12.0 | -3.4% | -0.4 | |
| Profit for the period | 32.0 | 41.6 | 30.1% | 9.6 | Earnings per share of EUR 0.59 above the prior-year level |
| Earnings per share (EUR) | 0.46 | 0.59 | 28.2% | 0.13 | |



MAIL DIVISION: REVENUE DEVELOPMENT IN Q1 2024



Revenue development
EUR m



Direct Mail / Media Post

- Positive revenue development despite subdued advertising environment
- Several market segments are under pressure (furniture, mail order business)
- Consolidation in stationary retail trade impacts the advertising business

Letter Mail & Business Solutions

- Ongoing structural decline of letter mail volumes
- Positive effects of product and pricing measures
- Continuing decrease of international mail volumes



MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



| EUR m | Q1 2023 | Q1 2024 | % | Δ |
|------------------------------------|--------------|--------------|-------------|------------|
| Revenue | 308.6 | 315.6 | 2.3% | 7.0 |
| • Letter Mail & Business Solutions | 198.2 | 200.6 | 1.2% | 2.5 |
| • Direct Mail | 79.2 | 81.4 | 2.8% | 2.2 |
| • Media Post | 31.2 | 33.6 | 7.4% | 2.3 |
| Revenue intra-Group | 1.1 | 1.0 | -7.5% | -0.1 |
| Total revenue | 309.6 | 316.5 | 2.2% | 6.9 |
| EBIT | 41.0 | 42.3 | 3.3% | 1.3 |
| <i>EBIT margin¹</i> | <i>13.2%</i> | <i>13.4%</i> | - | - |

Product and postal rate adjustments compensate for letter mail volume decline

EBIT margin of 13.4% above the prior-year level

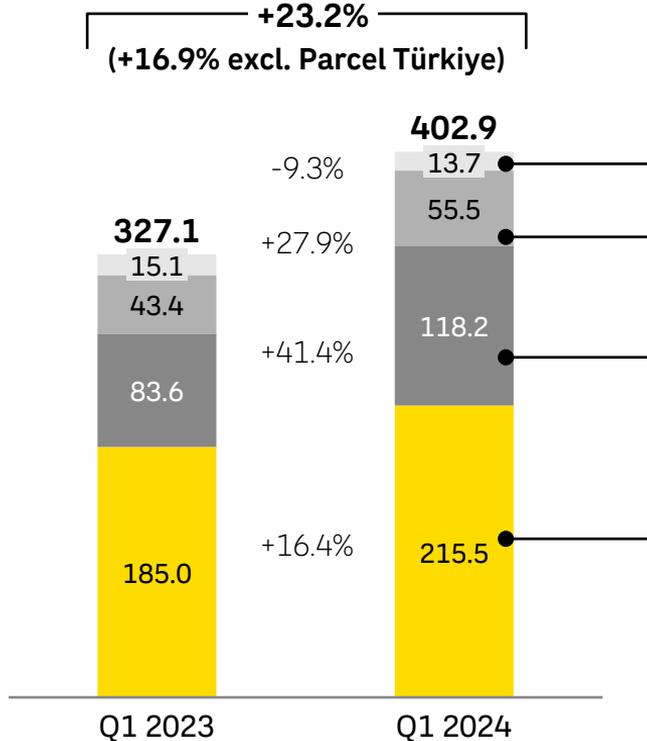
¹ EBIT margin in relation to total revenue



PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT IN Q1 2024

Revenue development

EUR m



Logistics Solutions/Consolidation

- Logistics services stable
- Negative consolidation effects

Parcel CEE/SEE

- Revenue: +27.9%
- Sharp increase in volumes from Asia

Parcel Türkiye

- Very good revenue development, increase by 41.4%
- Revenue increase driven by inflation and currency exchange rate

Parcel Austria

- Revenue up by 16.4%
- Positive volume development supported by volumes of smaller items from Asia



PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



| EUR m | Q1 2023 | Q1 2024 | % | Δ | |
|-------------------------------------|--------------|--------------|--------------|-------------|--|
| Revenue | 327.1 | 402.9 | 23.2% | 75.8 | Very positive volume and revenue development in all parcel regions |
| • Parcel Austria | 185.0 | 215.5 | 16.4% | 30.4 | |
| • Parcel Türkiye | 83.6 | 118.2 | 41.4% | 34.6 | Revenue increase driven by inflation and exchange rate (hyperinflation accounting) |
| • Parcel CEE/SEE | 43.4 | 55.5 | 27.9% | 12.1 | |
| • Logistics Solutions/Consolidation | 15.1 | 13.7 | -9.3% | -1.4 | |
| Revenue intra-Group | 0.2 | 0.1 | -24.4% | 0.0 | |
| Total revenue | 327.3 | 403.0 | 23.1% | 75.7 | |
| EBIT | 16.7 | 24.2 | 44.9% | 7.5 | Earnings increase due to revenue growth |
| <i>EBIT margin¹</i> | <i>5.1%</i> | <i>6.0%</i> | - | - | |

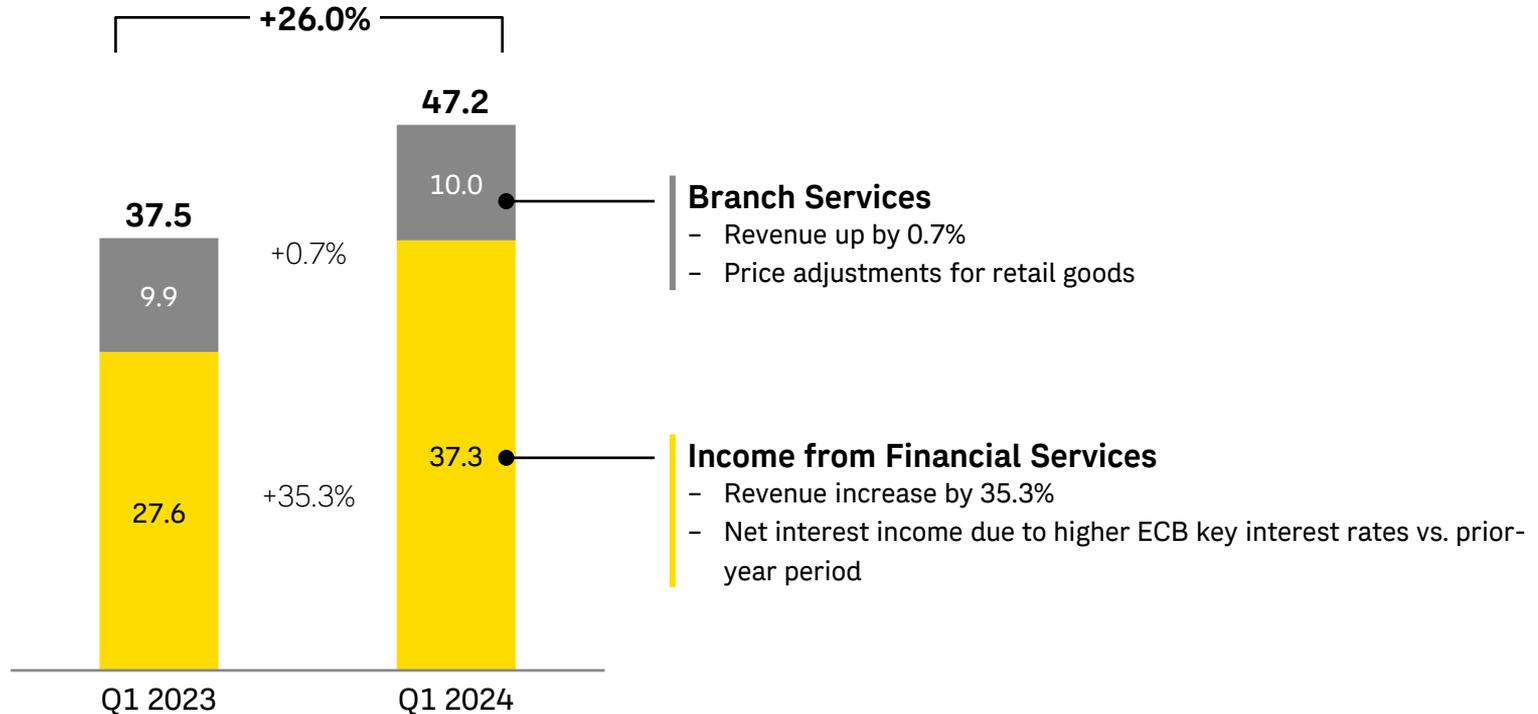
¹ EBIT margin in relation to total revenue



RETAIL & BANK DIVISION: REVENUE DEVELOPMENT IN Q1 2024



Revenue development
EUR m





RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS

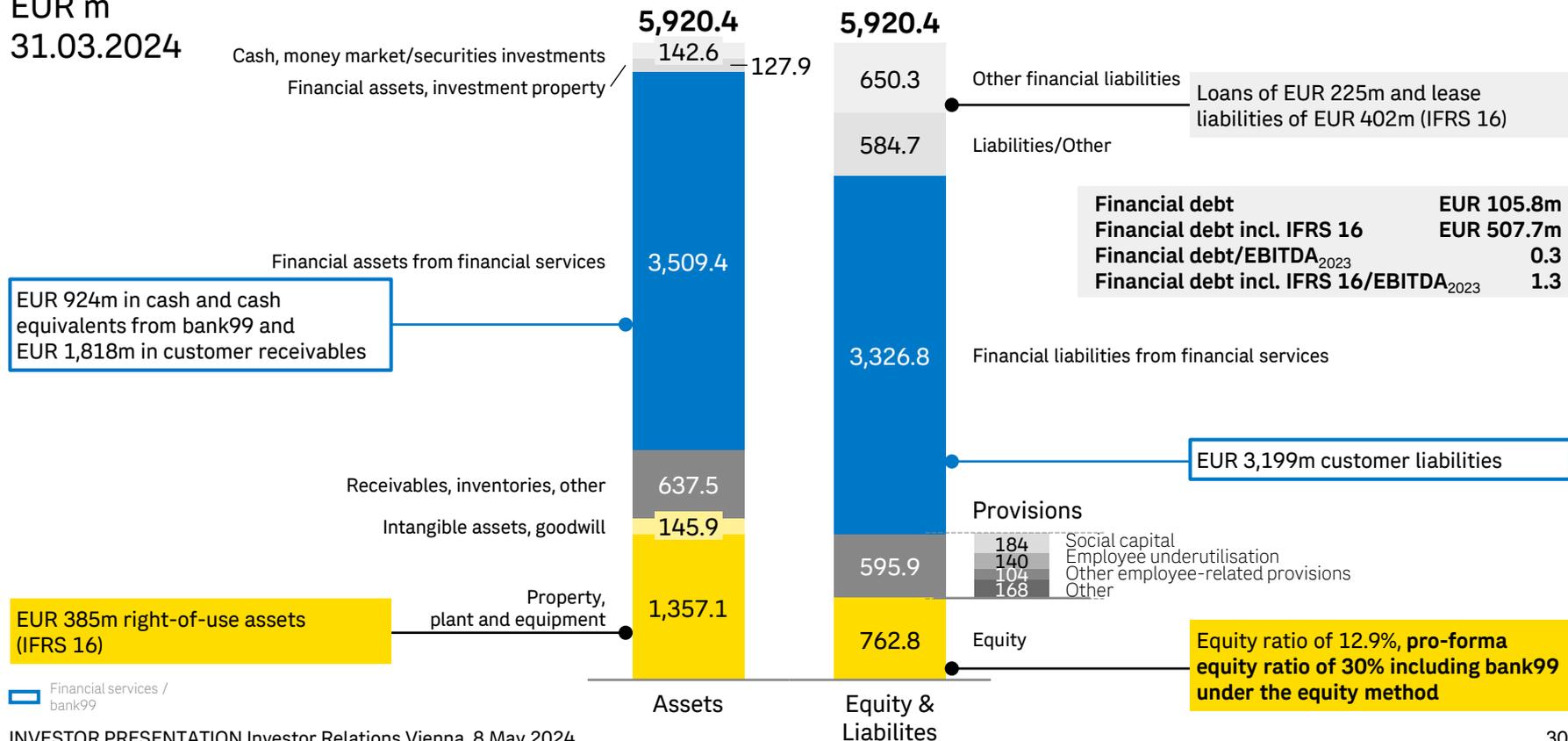


| EUR m | Q1 2023 | Q1 2024 | % | Δ | |
|----------------------------------|-------------|-------------|------------------|-------------|--|
| Revenue | 37.5 | 47.2 | 26.0% | 9.8 | Income from Financial Services continues to be driven by higher key interest rates and customer growth |
| • Income from Financial Services | 27.6 | 37.3 | 35.3% | 9.7 | |
| • Branch Services | 9.9 | 10.0 | 0.7% | 0.1 | |
| Revenue intra-Group | 47.4 | 50.5 | 6.6% | 3.1 | Earnings negatively impacted by special project for migration of core banking systems |
| Total revenue | 84.9 | 97.8 | 15.2% | 12.9 | |
| EBIT | 0.9 | -2.7 | <-100% | -3.5 | |

SOLID BALANCE SHEET AND FINANCING STRUCTURE



EUR m
31.03.2024

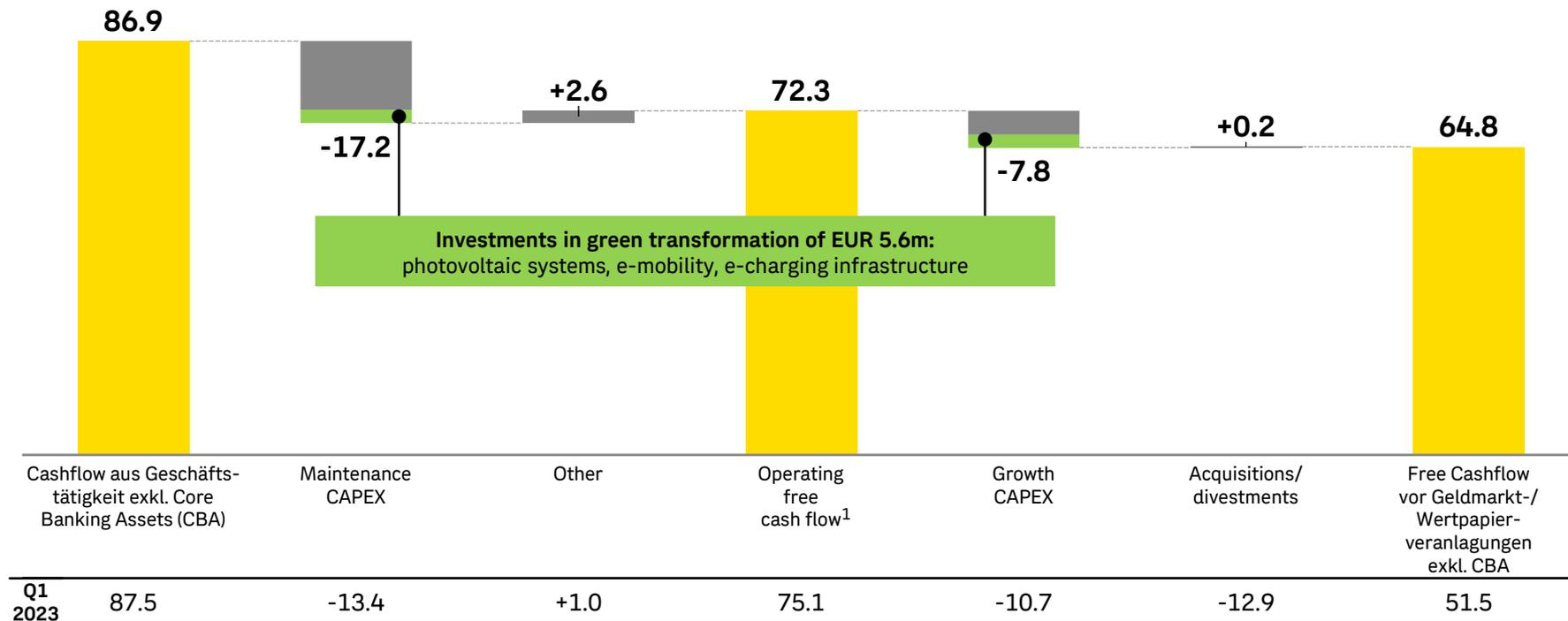


Financial services / bank99

OPERATING FREE CASH FLOW OF EUR 72M



EUR m



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

OUTLOOK FOR 2024



Market environment

- Low forecasts for international growth and unfavourable purchase behaviour of customers
- Decline of letter mail and direct mail, growing parcel volumes



Revenue

- Expected positive revenue development: growth in the mid single-digit range
 - Mail Division: assumption of largely stable revenue
 - Parcel & Logistics: revenue growth at least in the upper single digit range (growth strongly depends on the exchange rate of the Turkish Lira)
 - Retail & Bank: single digit revenue growth



Capital Expenditure

- Capital investment needs in 2024:
 - Maintenance CAPEX of EUR 70-80m
 - EUR 40-50m for the green transformation
 - Growth CAPEX of EUR 30m



Earnings

- Cost discipline and efficiency to ensure stability
- EBIT target at least at the same level as last year, modest increase in case of stable macroeconomic environment

CONTACT



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Financial calendar 2024

07 August 2024

06 November 2024

Half-Year Report 2024

Interim Report Q1-3 2024

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