

Post-
Station



Die Rund um die Uhr-Servicestation.
Hier einfach Sendungen:

abholen



retournieren



versenden



So einfach geht's:



AUSTRIAN POST Investor Presentation FY 2024



April 2025





1. Highlights and Overview



2. Mail Division
3. Parcel & Logistics Division
4. Retail & Bank Division
5. Financial Performance, Assets and Financial Position
6. Outlook
7. Sustainability

AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers & Magazines

Revenue:
EUR 1,240m



Parcel & Logistics

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

Revenue:
EUR 1,713m



Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue:
EUR 202m



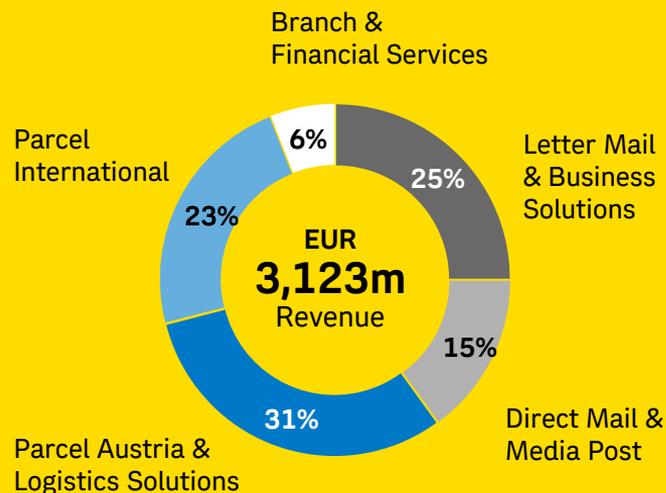
Group

Revenue: EUR 3,123m

EBITDA: EUR 423m

EBIT: EUR 207m

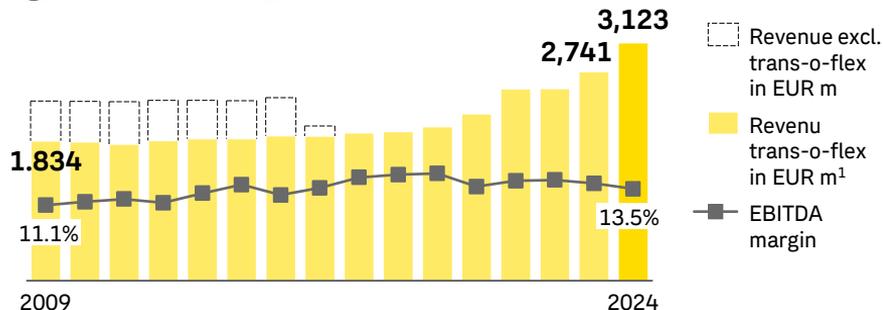
Revenue mix FY 2024



SUCCESSFUL POSITIONING ON THE CAPITAL MARKET

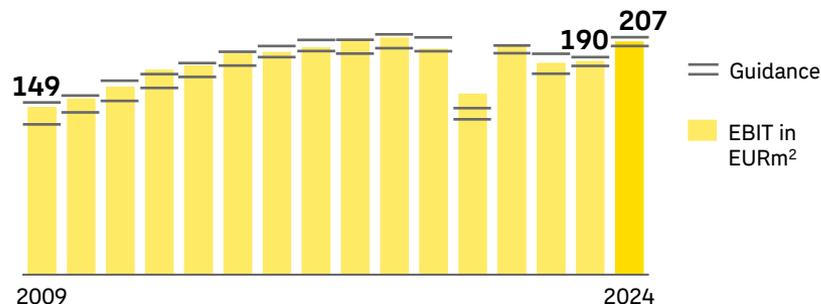


1 Profitable growth business model



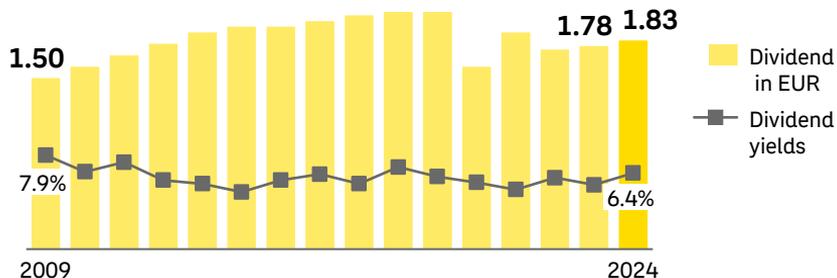
¹ 2014: Adjusted reporting of revenue

2 Reliability ("Promise & Deliver")

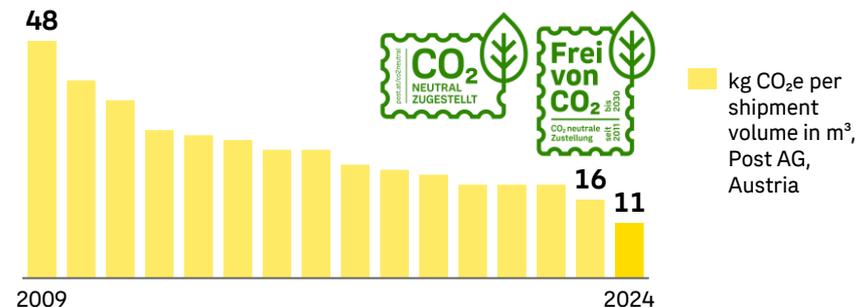


² 2015: EBIT adjusted for special effects

3 Attractive dividend policy



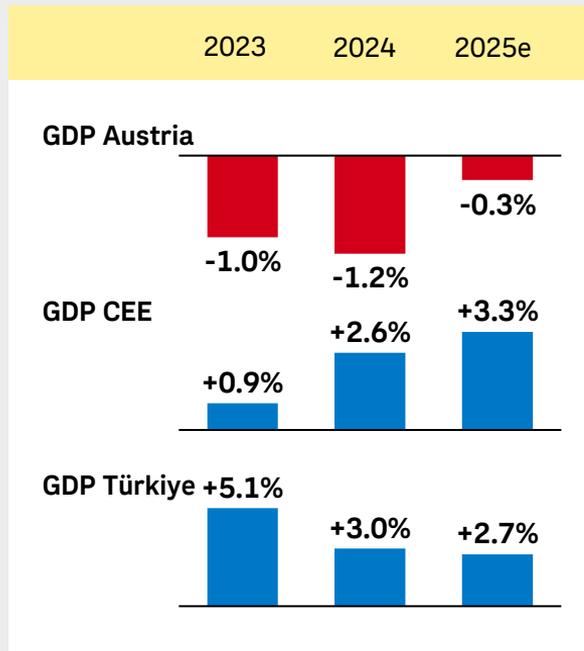
4 Decarbonisation of logistics



A CHALLENGING ECONOMIC ENVIRONMENT



Moderate economic growth



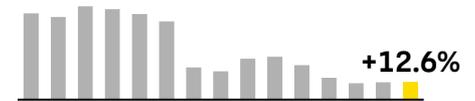
General trends



Türkiye: Market impacted by inflation and exchange rate

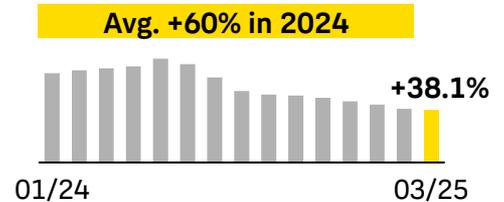
FX rate

TRY in EUR – year-on-year change (%)



Turkish consumer price index

Year-on-year change (%)



Source: (Status March 2025): AT: WIFO; BIP CEE: IMF (weighted by GDP); BIP TR: OECD

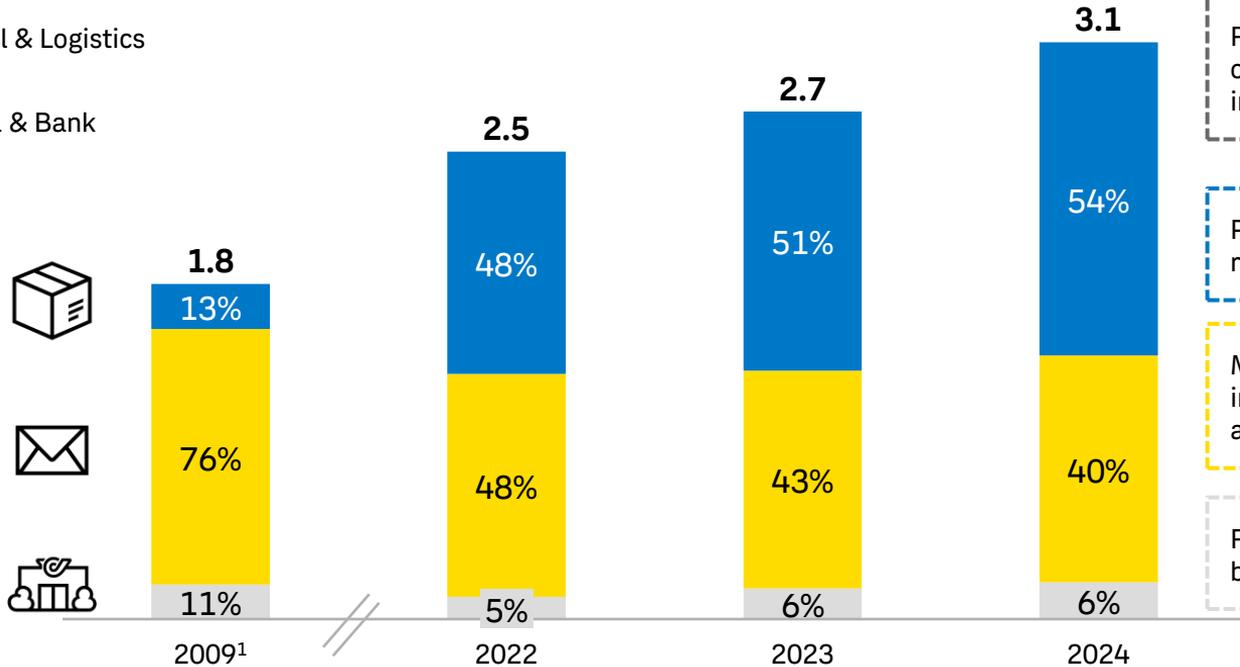
Source: OeNB (Status: April 2025); Central Bank of the Republic of Türkiye (Status: April 2025), Basis 2003=100

2024 GROWTH DEMONSTRATES STRUCTURAL CHANGE



Revenue EUR bn

- Parcel & Logistics
- Mail
- Retail & Bank



Revenue growth has successfully overcome high-inflation and cost increases ✓

Parcel & Logistics: Growth in all regions ✓

Mail: Continues to be an important contributor to revenue and earnings ✓

Retail & Bank: Positive bank99-customer ramp-up ✓

¹ Adjusted presentation – excl. trans-o-flex

PROFITABLE GROWTH – REVENUE EXCEEDS EUR 3 BILLION



Group

		2024 EUR m
Revenue	+13.9%	3,123,1
EBITDA	+8.0%	422,7
EBIT	+9.0%	207,3



Mail

		2024 EUR m
Revenue	+4.1%	1,239,8



Parcel & Logistics

		2024 EUR m
Revenue	+20.9%	1,712.5
Austria	+15.2%	
Türkiye	+45.5%	
CEE/SEE	+7.8%	



Retail & Bank

		2024 EUR m
Revenue	+19.5%	201.5

- Revenue exceeds EUR 3bn for the first time
- Solid pricing for all services
- Quality service as a clear competitive advantage
- Cost discipline in all areas

- Volume decline for letter mail and direct mail
- Product and price adjustments, cost efficiency as top priorities
- Positive effects related to the super election year 2024

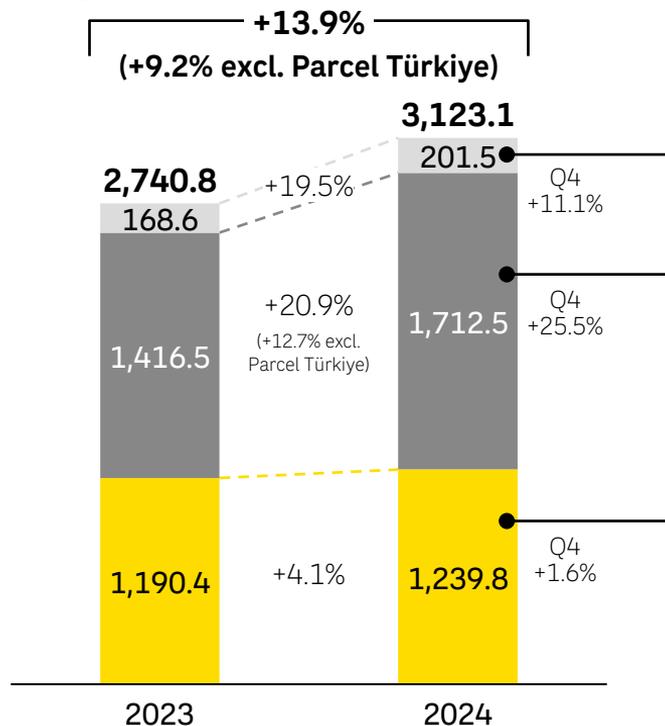
- E-commerce driving private customer parcels
- Quality, speed and cost efficiency
- Positive special effect due to inflation/exchange rate in Türkiye

- Positive development of bank99 customer ramp-up
- Expansion of self-service network
- Finalisation of IT migration as top priority

2024 REVENUE GROWTH UP BY 14% – POSITIVE DEVELOPMENT IN ALL DIVISIONS



Revenue development
EUR m



Retail & Bank

- Interest rate environment/customer ramp-up positively impact revenue
- Income from Financial Services up to EUR 158.9m (+24.1%)

Parcel & Logistics

- Solid volume and revenue growth in the Group; positive impetus due to parcel volumes from Asia
- Growth in Türkiye positive impacted by inflation and currency development
- Revenue: Parcel Austria +15.2% / Türkiye +45.5% / CEE/SEE +7.8%

Mail

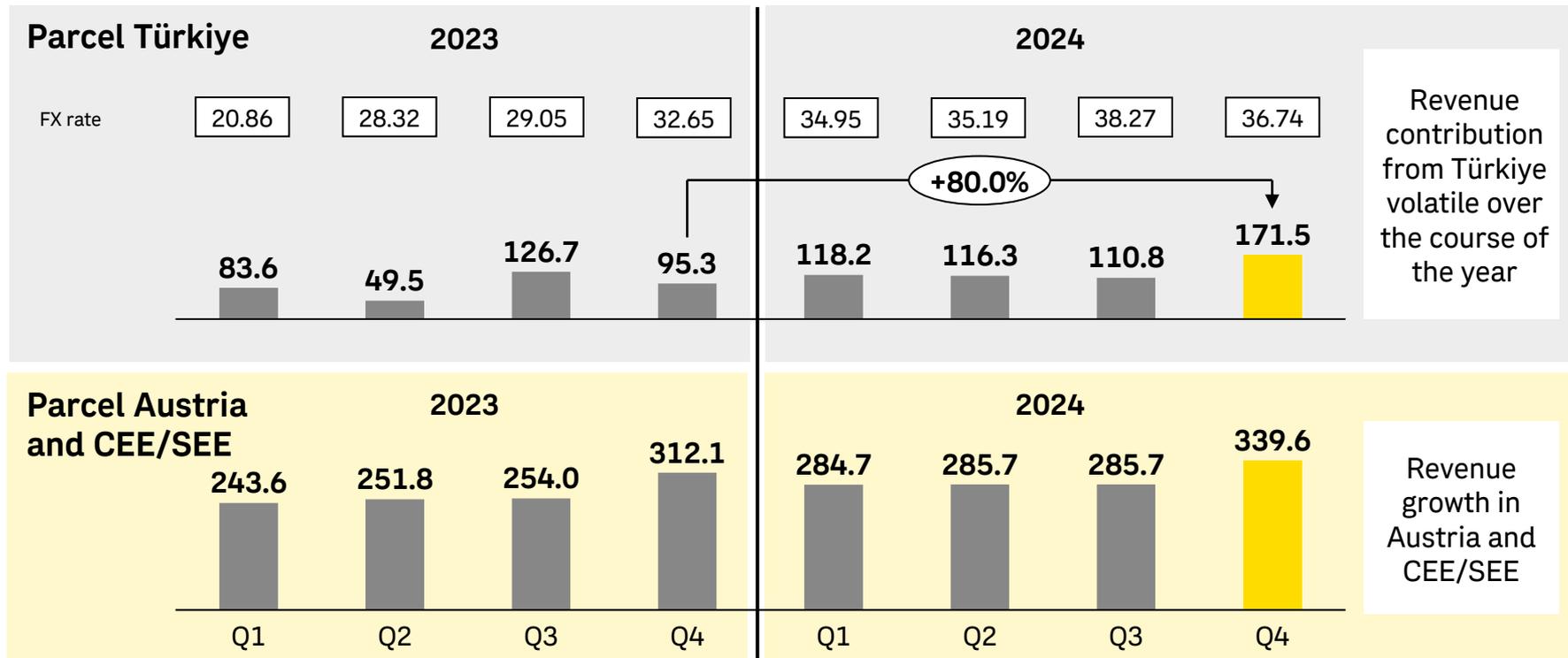
- Ongoing structural decline in letter mail and direct mail volumes
- Positive effect of product and pricing measures as well as elections
- Letter Mail & Mail Solutions +3.0% to EUR 772.6m
- Direct Mail & Media Post +6.2% to EUR 467.2m

POSITIVE REVENUE DEVELOPMENT IN ALL MARKETS

BUSINESS IN TÜRKIYE IMPACTED BY INFLATION AND EXCHANGE RATE



Revenue Parcel & Logistics Division (EUR m)

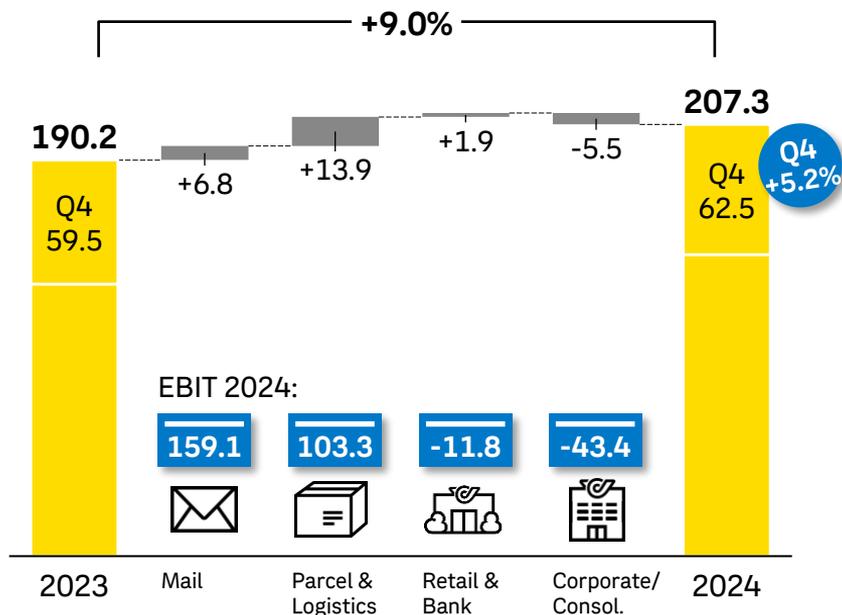


2024 EARNINGS UP BY 9% TO EUR 207 MILLIONS



EBIT development

EUR m



Mail

- Pricing effects and elections more than offset volume decline
- Q4 -12.5% to EUR 43.9m | FY +4.4% to EUR 159.1m



Parcel & Logistics

- Volume increase by 6% at Group level
- Positive effect from TRY/EUR exchange rate; negative effect from the valuation of the option on the remaining 20% for Aras Kargo
- Q4 +34.0% to EUR 38.6m | FY +15.5% to EUR 103.3m



Retail & Bank

- Continuing favourable interest rate environment for banks
- Earnings impacted by one-off items for IT migration
- Q4 +46.3% to minus EUR 4.4m | FY +14.0% to minus EUR 11.8m



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MAIL DIVISION

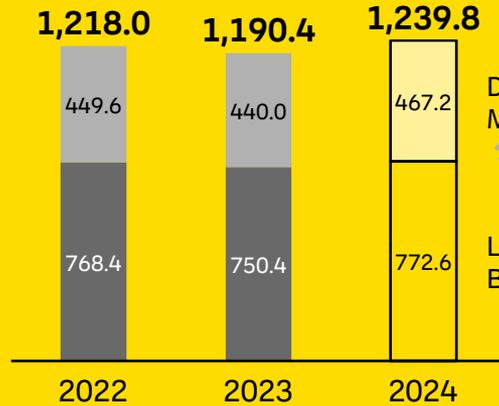


Revenue development
EUR m



Letter Mail &
Business Solutions

Direct Mail & Media Post



Direct Mail &
Media Post

Letter Mail &
Business Solutions

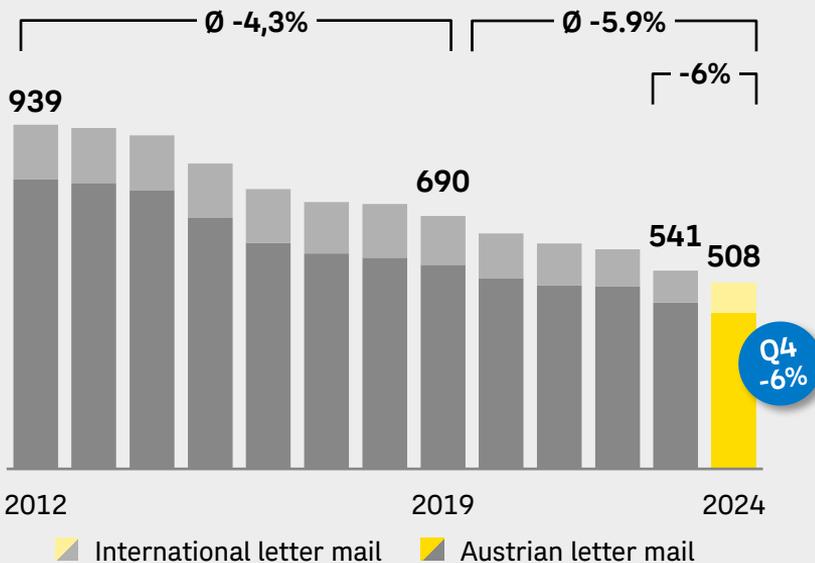




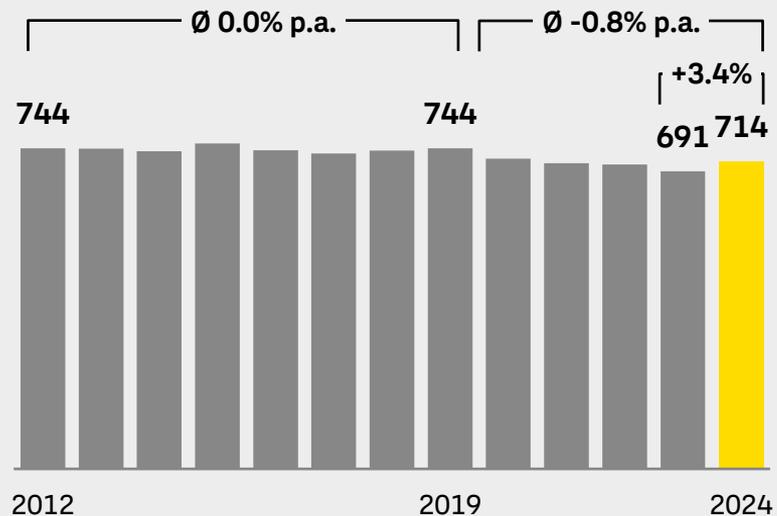
LETTER MAIL



Austrian and International Letter Mail volumes millions of shipments

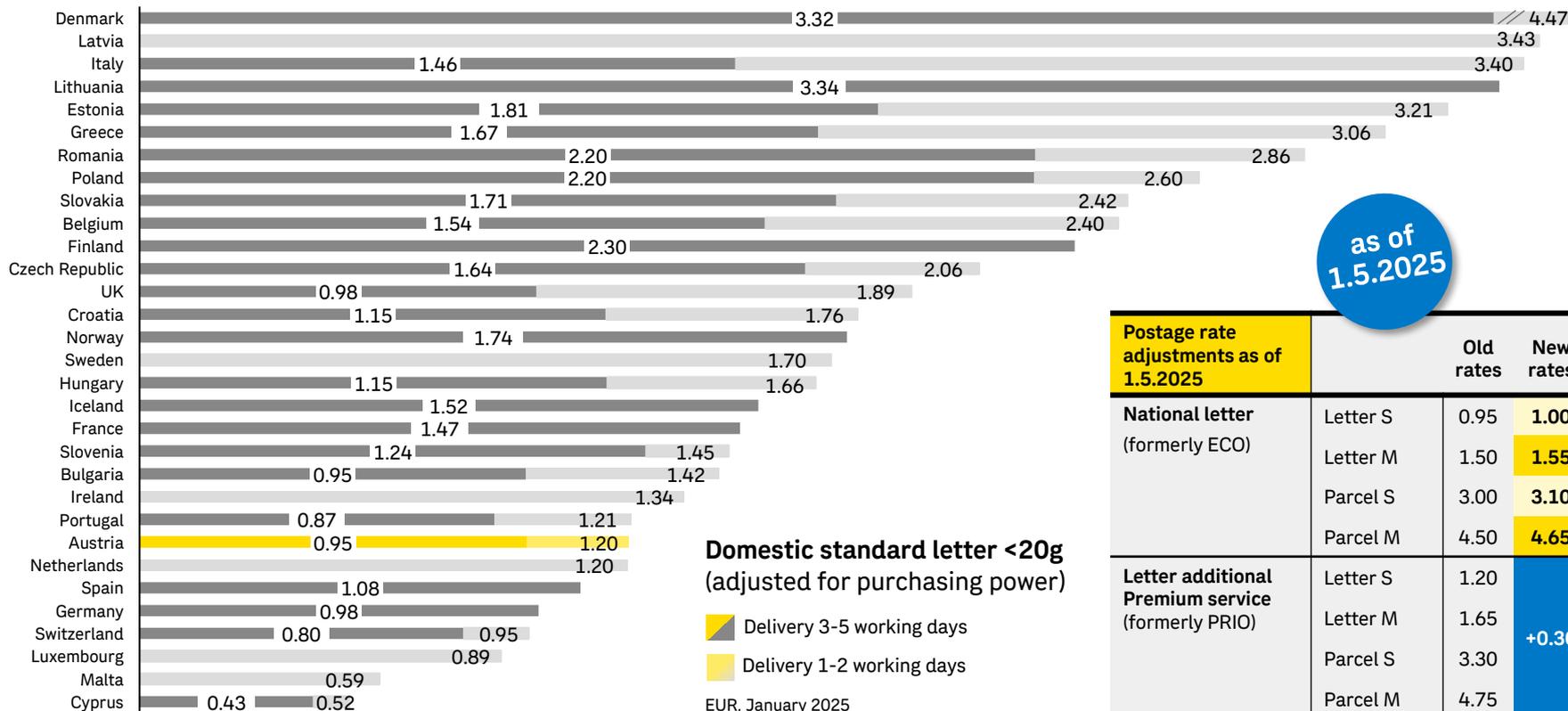


Revenue EUR m





EUROPEAN POSTAL RATES IN COMPARISON



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

- Delivery 3-5 working days
- Delivery 1-2 working days

EUR, January 2025

as of
1.5.2025

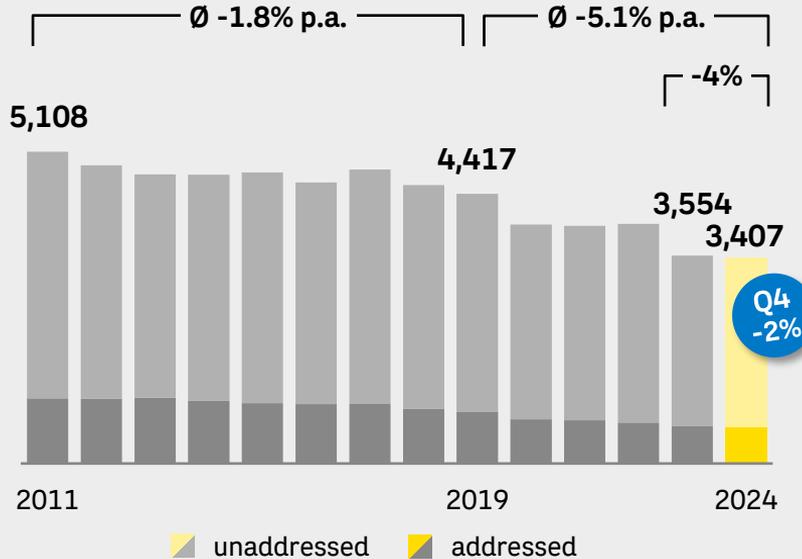
Postage rate adjustments as of 1.5.2025		Old rates	New rates
National letter (formerly ECO)	Letter S	0.95	1.00
	Letter M	1.50	1.55
	Parcel S	3.00	3.10
	Parcel M	4.50	4.65
Letter additional Premium service (formerly PRIO)	Letter S	1.20	+0.30
	Letter M	1.65	
	Parcel S	3.30	
	Parcel M	4.75	



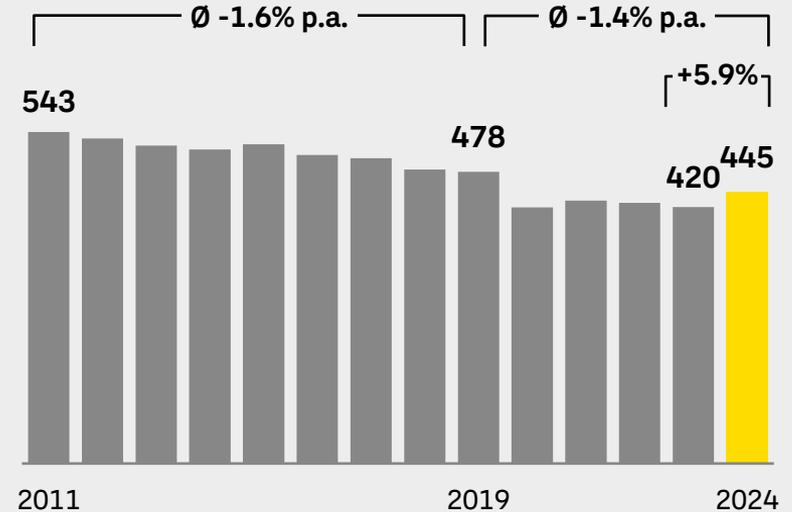
DIRECT MAIL/MEDIA POST IN AUSTRIA



Direct Mail/Media Post volumes millions of shipments



Revenue EUR m





MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ	Q4 2023	Q4 2024
Revenue	1,190.4	1,239.8	4.1%	49.4	323.8	328.8
• Letter Mail & Business Solutions	750.4	772.6	3.0%	22.2	199.8	198.0
• Direct Mail	310.2	326.4	5.2%	16.2	86.2	90.5
• Media Post	129.9	140.8	8.5%	11.0	37.8	40.3
Revenue intra-Group	4.7	5.4	15.4%	0.7	1.2	1.8
Total revenue	1,195.2	1,245.3	4.2%	50.1	325.0	330.7
EBIT	152.3	159.1	4.4%	6.8	50.2	43.9
<i>EBIT margin¹</i>	<i>12.7%</i>	<i>12.8%</i>	-	-	<i>15.5%</i>	<i>13.3%</i>

Positive effects related to product and price adjustments as well as the super election year 2024

Stable EBIT margin of 12.8%

¹ EBIT margin in relation to total revenue



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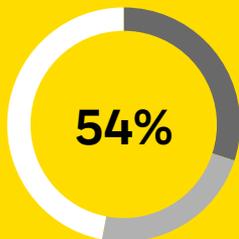




PARCEL & LOGISTICS DIVISION

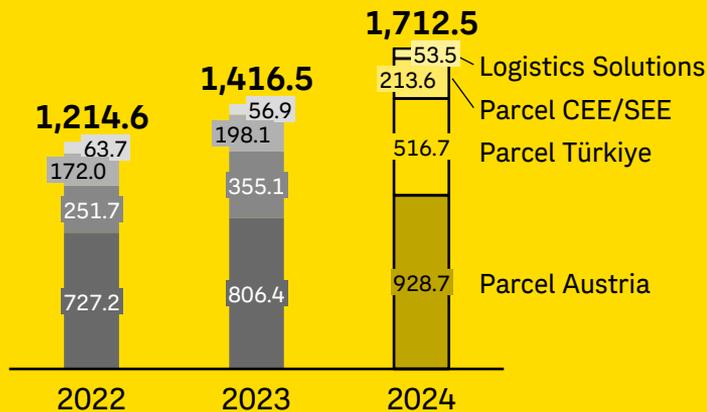
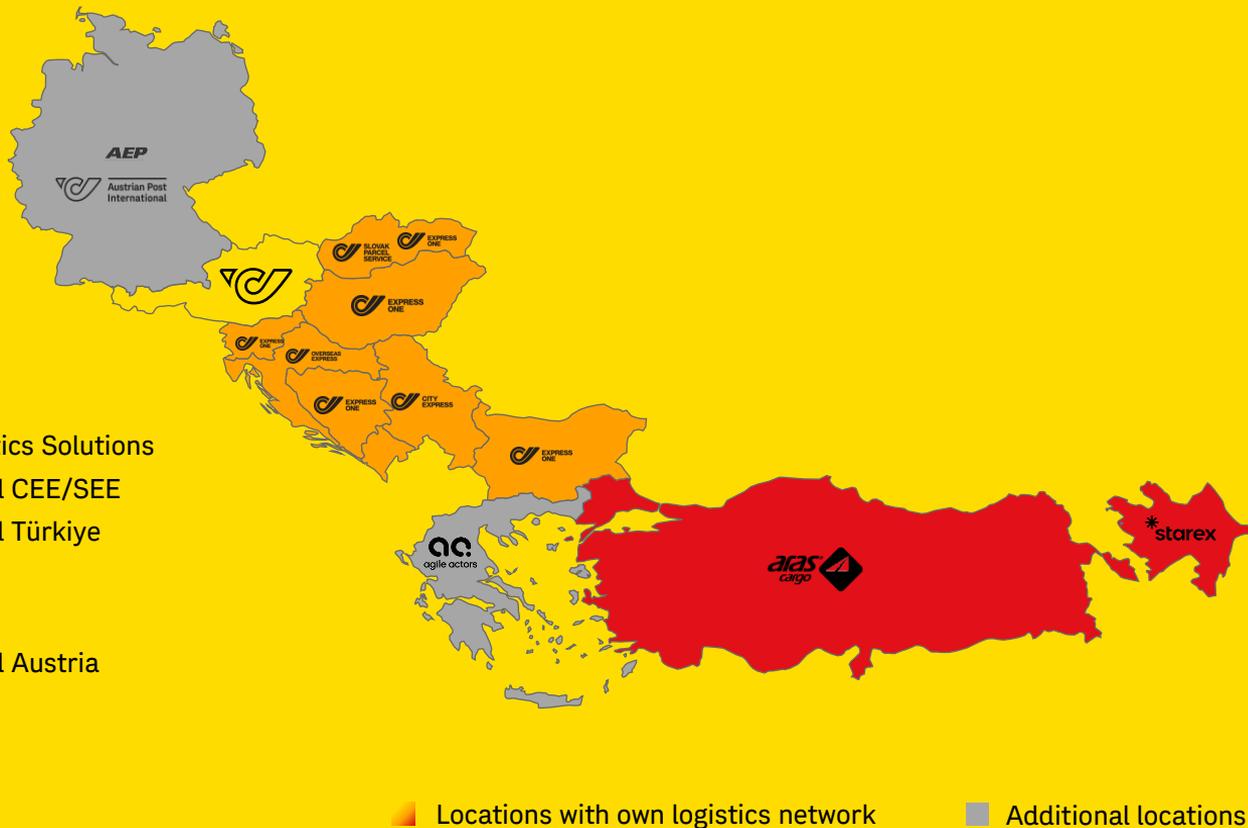


Revenue development
EUR m



Parcel International

Parcel Austria & Logistics Solutions

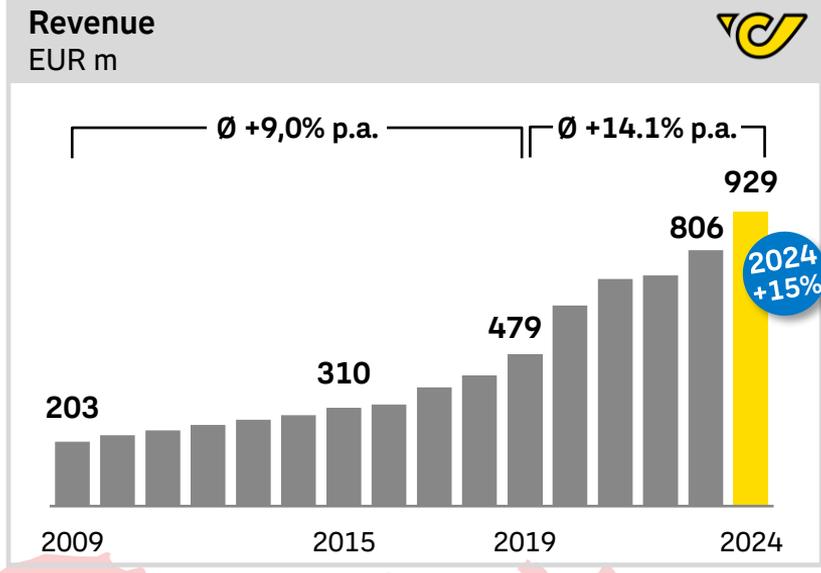
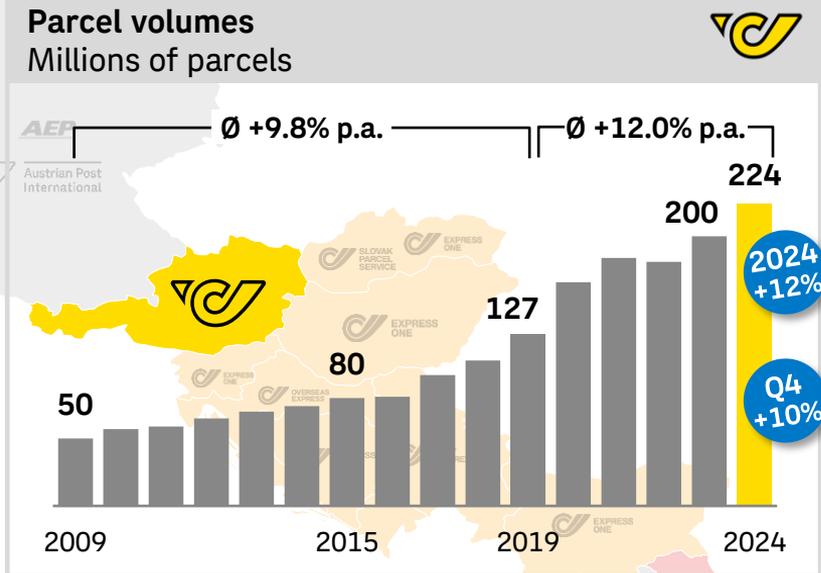


Locations with own logistics network

Additional locations



AUSTRIA: STRONG VOLUME GROWTH AS THE MARKET LEADER



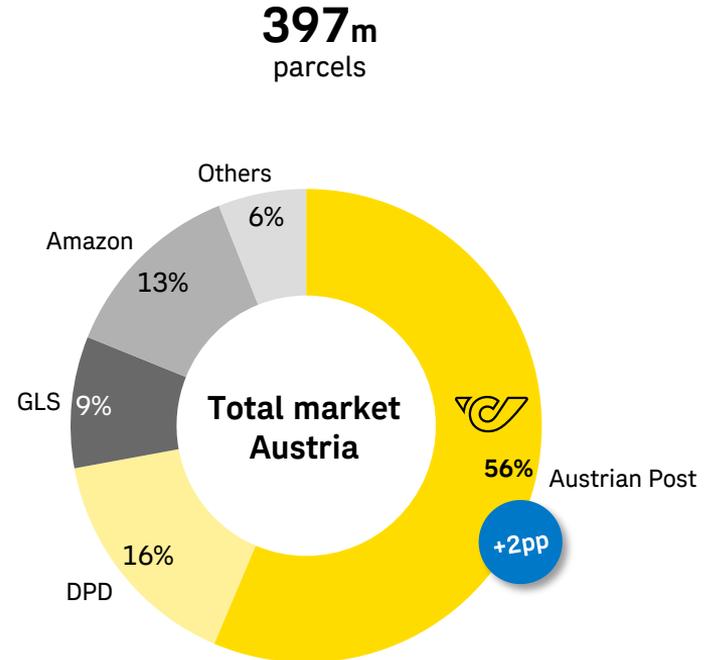
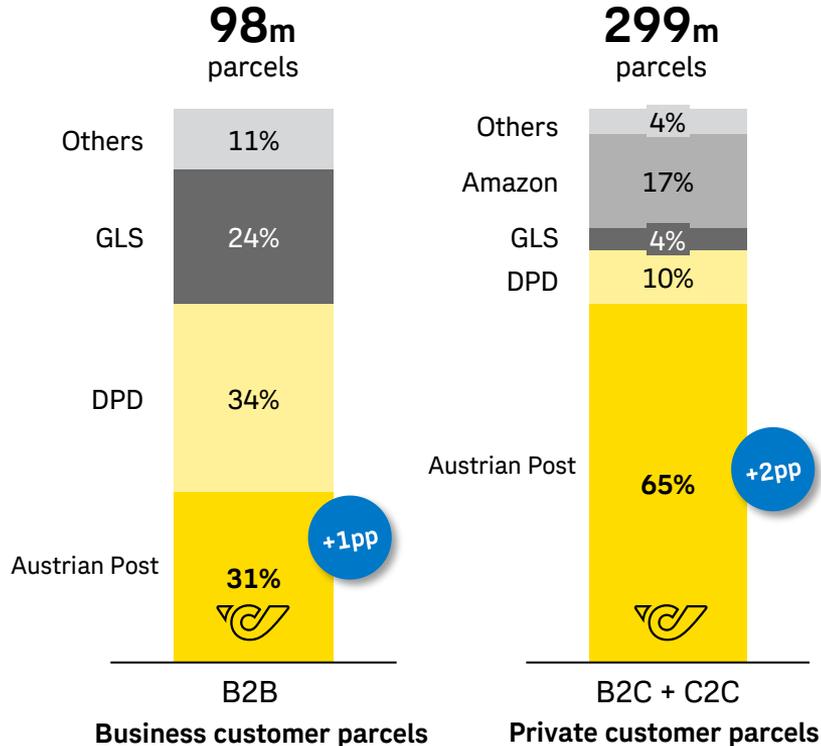
- Parcel growth in Austria of 12% in 2024 (Q4: +10%)
- Positive volume development from both Europe and Asia



2024 AUSTRIAN PARCEL MARKET

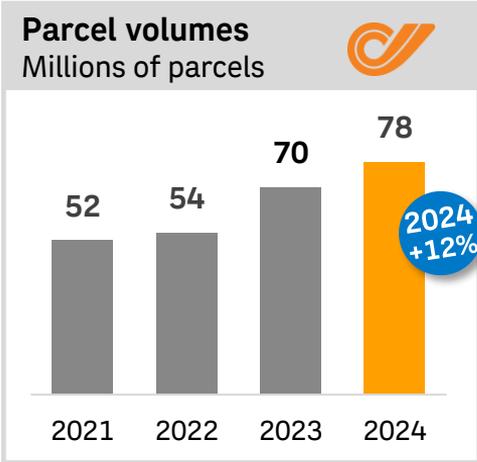
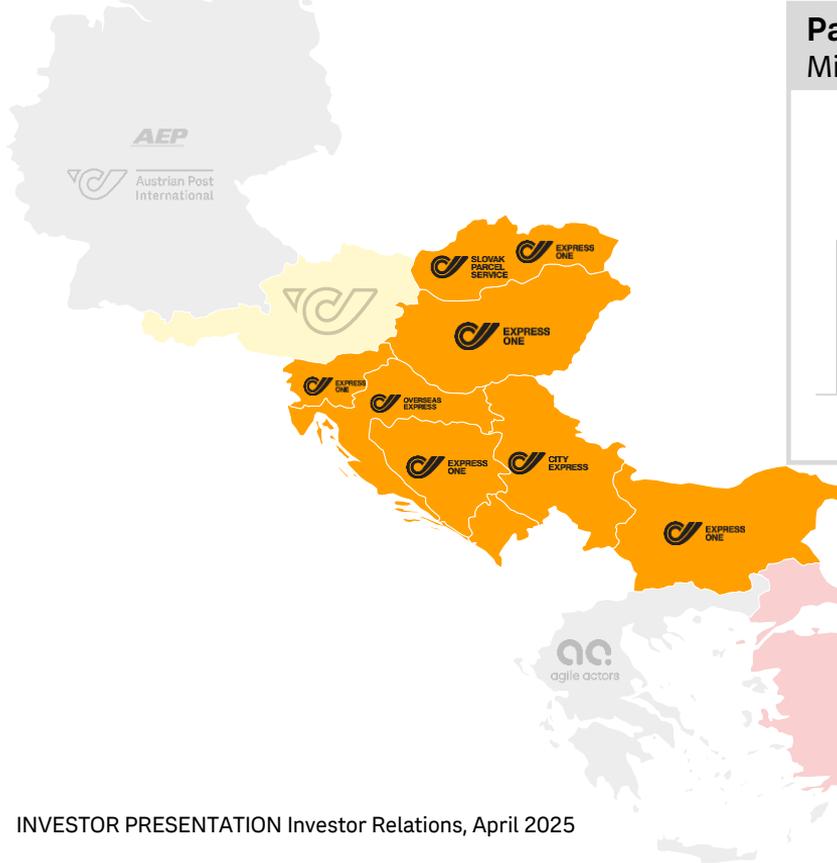


Market shares by volume





CEE/SEE: VOLUME GROWTH STRENGTHENED BY ASIAN PARCELS



- Positive volume and revenue development in Southeast and Eastern Europe
- Growth strengthened by volumes from the Asian region

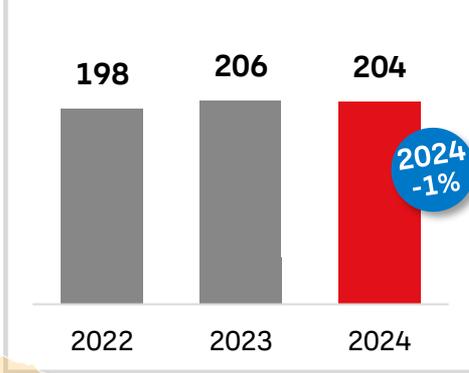


TÜRKIYE: SOLID OPERATIONAL PERFORMANCE CHALLENGING INFLATION AND CURRENCY ENVIRONMENT

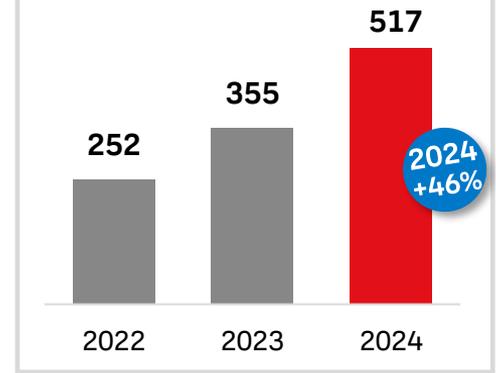


- Parcel business in Türkiye and Azerbaijan with stable parcel volumes
- 2024 revenue of TRY 18.9bn (+63.1%)
- Strong revenue growth significantly impacted by high inflation

Parcels & documents
Millions of items

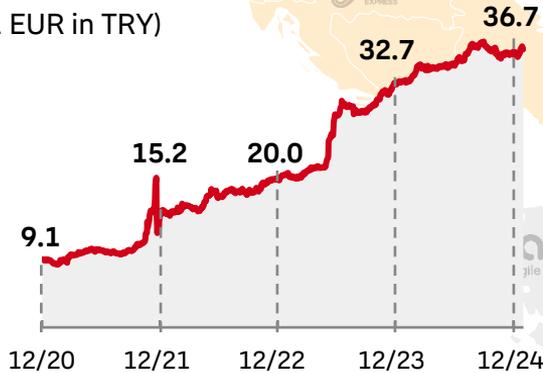


Revenue
EUR m



FX rate of the Turkish Lira

(1 EUR in TRY)





PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ	Q4 2023	Q4 2024
Revenue	1,416.5	1,712.5	20.9%	296.0	407.4	511.1
• Parcel Austria	806.4	928.7	15.2%	122.3	240.8	272.5
• Parcel Türkiye	355.1	516.7	45.5%	161.7	95.3	171.5
• Parcel CEE/SEE	198.1	213.6	7.8%	15.4	58.1	55.5
• Logistics Solutions/Consolidation	56.9	53.5	-5.9%	-3.4	13.1	11.7
Revenue intra-Group	0.7	3.1	>100%	2.4	0.1	2.5
Total revenue	1,417.2	1,715.6	21.1%	298.4	407.5	513.7
EBIT	89.5	103.3	15.5%	13.9	28.8	38.6
<i>EBIT margin¹</i>	<i>6.3%</i>	<i>6.0%</i>	-	-	<i>7.1%</i>	<i>7.5%</i>

Very positive revenue development in all parcel regions

Increase due to inflation and currency exchange rate (hyperinflation accounting)

Earnings include positive effect from favourable TRY/EUR exchange rate development and negative effect from option valuation relating to the remaining 20% of Aras Kargo

¹ EBIT margin in relation to total revenue

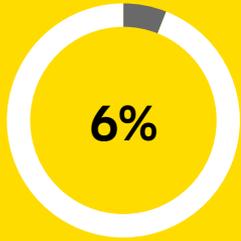


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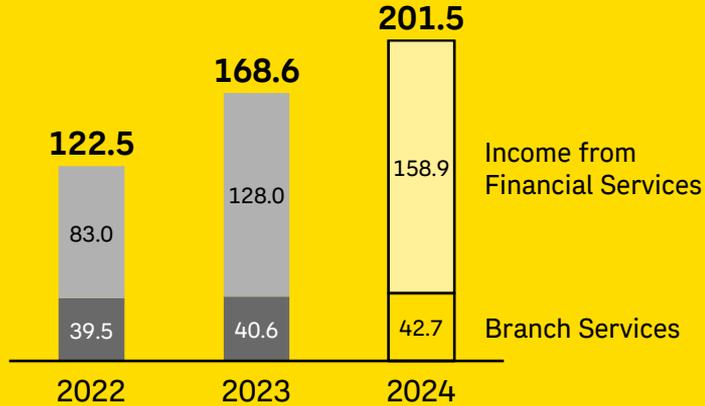


RETAIL & BANK DIVISION

Revenue development
EUR m



Branch &
Financial Services





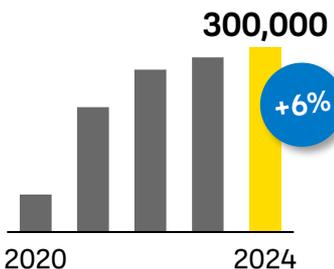
BANK99 ON A SUCCESSFUL GROWTH TRACK

bank
99

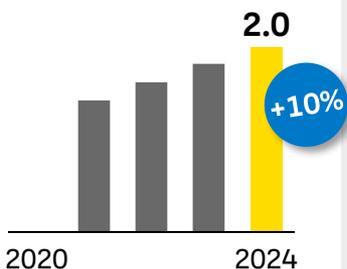


2024 vs. 2023

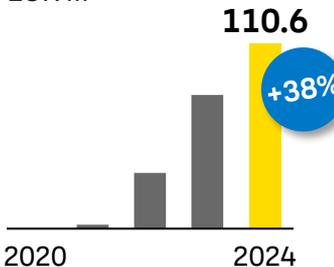
Customers Number



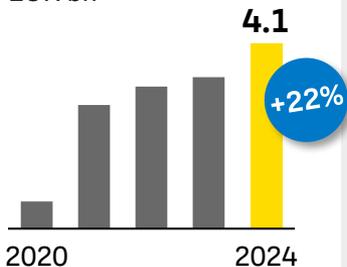
Credit volume EUR bn



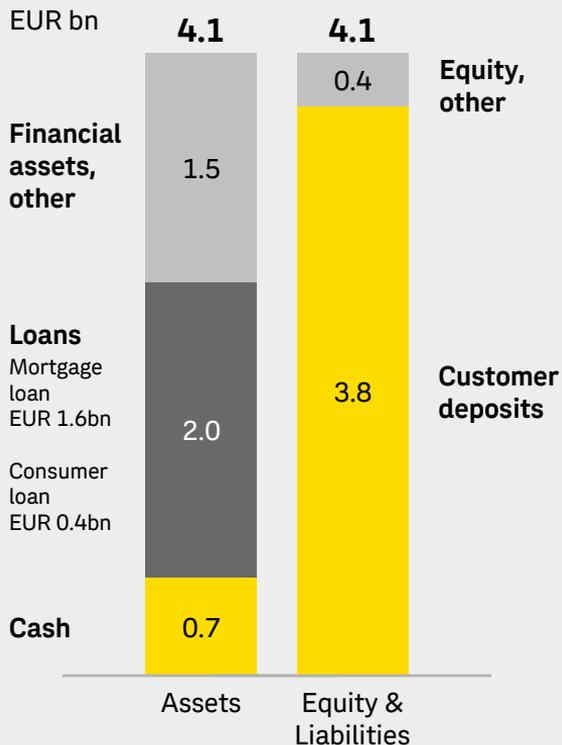
Interest income EUR m



Balance sheet total EUR bn



bank99 balance sheet total as at 31.12.2024



Top issues in 2025

- Growth
- Finalisation IT migration of core banking systems
- Break-even

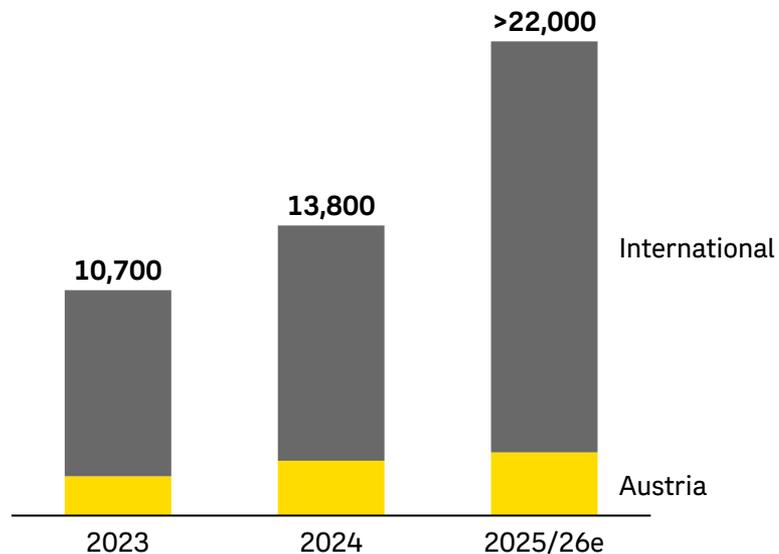


STRONG GROWTH OF OUT-OF-HOME NETWORK



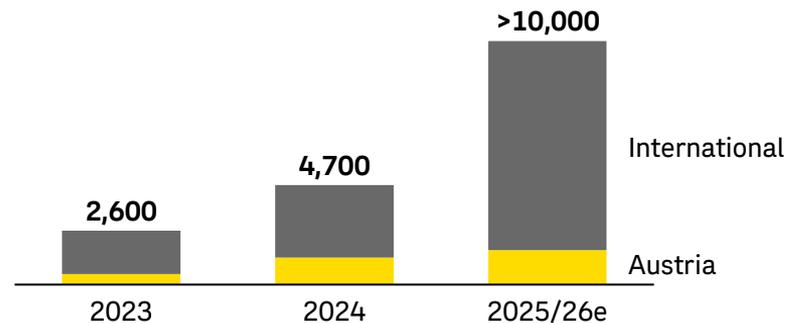
Out-of-home points

Number of locations



Of which postal stations / parcel machines

Number of locations¹



¹ Own and external locations



RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	2023	2024	%	Δ	Q4 2023	Q4 2024	
Revenue	168.6	201.5	19.5%	32.9	50.0	55.5	Income from Financial Services continues to be driven by higher interest rates and customer growth
• Income from Financial Services	128.0	158.9	24.1%	30.9	38.5	43.6	
• Branch Services	40.6	42.7	5.1%	2.1	11.5	11.9	
Revenue intra-Group	192.3	207.0	7.7%	14.8	51.6	55.4	
Total revenue	360.9	408.6	13.2%	47.7	101.6	110.9	Earnings include special costs from migration of core banking systems
EBIT	-13.7	-11.8	14.0%	1.9	-8.1	-4.4	



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KEY INCOME STATEMENT INDICATORS



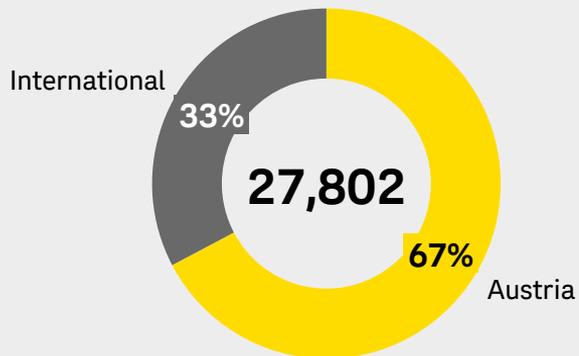
EUR m	2023	2024	%	Δ	Q4 2023	Q4 2024	
Revenue	2,740.8	3,123.1	13.9%	382.2	771.5	885.5	Positive revenue development in all divisions: Mail +4.1% Parcel & Logistics +20.9% Retail & Bank +19.5%
Other operating income	100.3	104.1	3.7%	3.8	23.4	28.2	
Raw materials, consumables and services used	-832.4	-920.6	-10.6%	-88.2	-235.4	-276.6	
Expenses for financial services	-21.6	-51.4	<-100%	-29.7	-9.7	-14.8	Increased interest expense due to deposits of bank99 customers
Staff costs	-1,215.4	-1,405.5	-15.6%	-190.1	-328.7	-379.4	Cost increases due to inflation (staff costs, transport, services used)
Other operating costs	-387.4	-437.2	-12.9%	-49.8	-112.9	-126.1	
At equity consolidation	2.1	3.1	46.9%	1.0	0.6	0.0	
Net monetary gain	5.1	7.1	38.5%	2.0	0.3	1.0	
EBITDA	391.6	422.7	8.0%	31.2	109.1	117.9	Negative valuation effect of EUR 14.9m on the option for the remaining 20% stake in Aras Kargo
<i>EBITDA margin</i>	<i>14.3%</i>	<i>13.5%</i>	-	-	<i>14.1%</i>	<i>13.3%</i>	
Depreciation, amortisation and impairment	-201.3	-215.5	-7.0%	-14.1	-49.7	-55.3	
EBIT	190.2	207.3	9.0%	17.0	59.5	62.5	Valuation effect of EUR -3.9m from financial parameters on the option for Aras Kargo (previous year: EUR +4.1m)
<i>EBIT margin</i>	<i>6.9%</i>	<i>6.6%</i>	-	-	<i>7.7%</i>	<i>7.1%</i>	
Financial result	-3.0	-10.5	<-100%	-7.5	0.5	-7.9	
Income tax	-48.5	-50.8	-4.8%	-2.3	-12.0	-14.8	
Profit for the period	138.7	145.9	5.2%	7.2	47.9	39.8	Earnings per share of EUR 2.04, above the previous year
Earnings per share (EUR)	1.96	2.04	4.1%	0.08	0.66	0.56	

EMPLOYEES OF AUSTRIAN POST



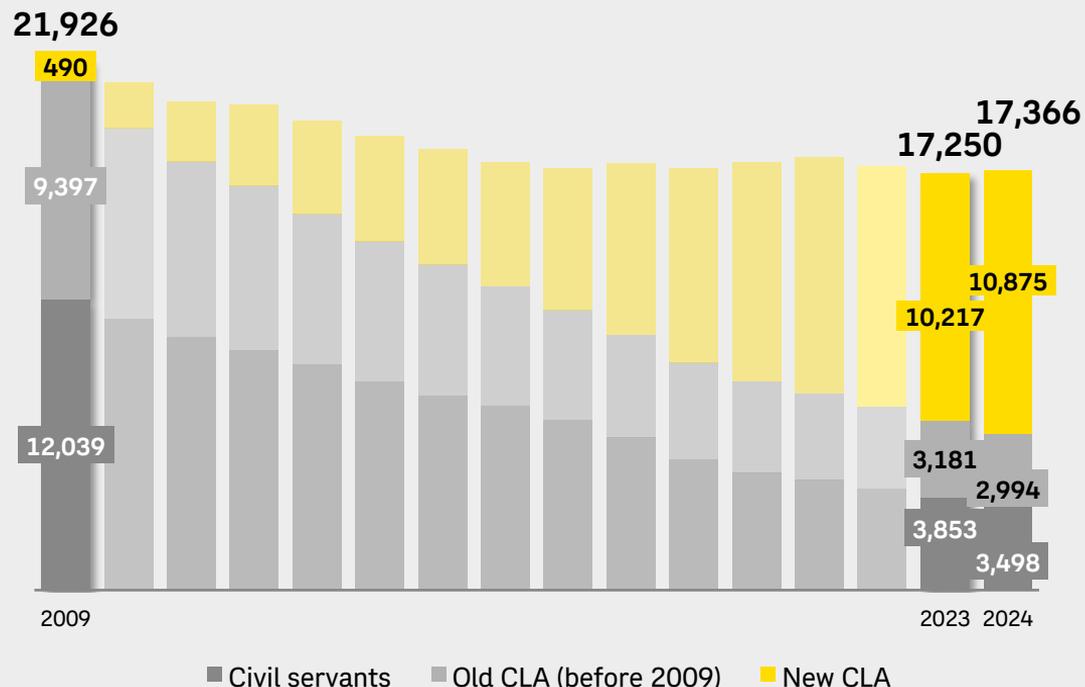
Group employees

Full-time equivalents (average for the period)



Structural change in the Austrian core business

Full-time equivalents (average for the period)

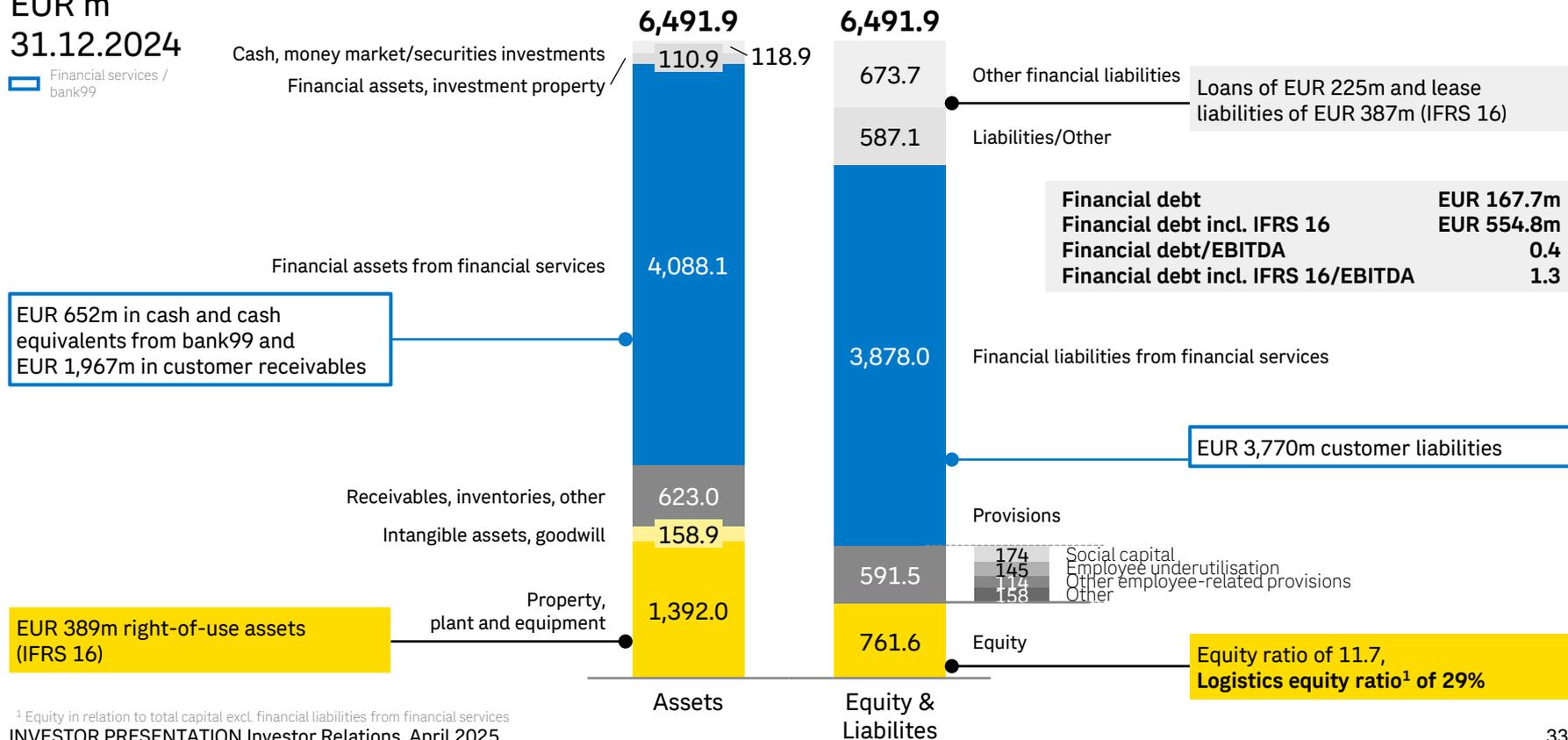


SOLID BALANCE SHEET AND FINANCING STRUCTURE



EUR m
31.12.2024

Financial services / bank99

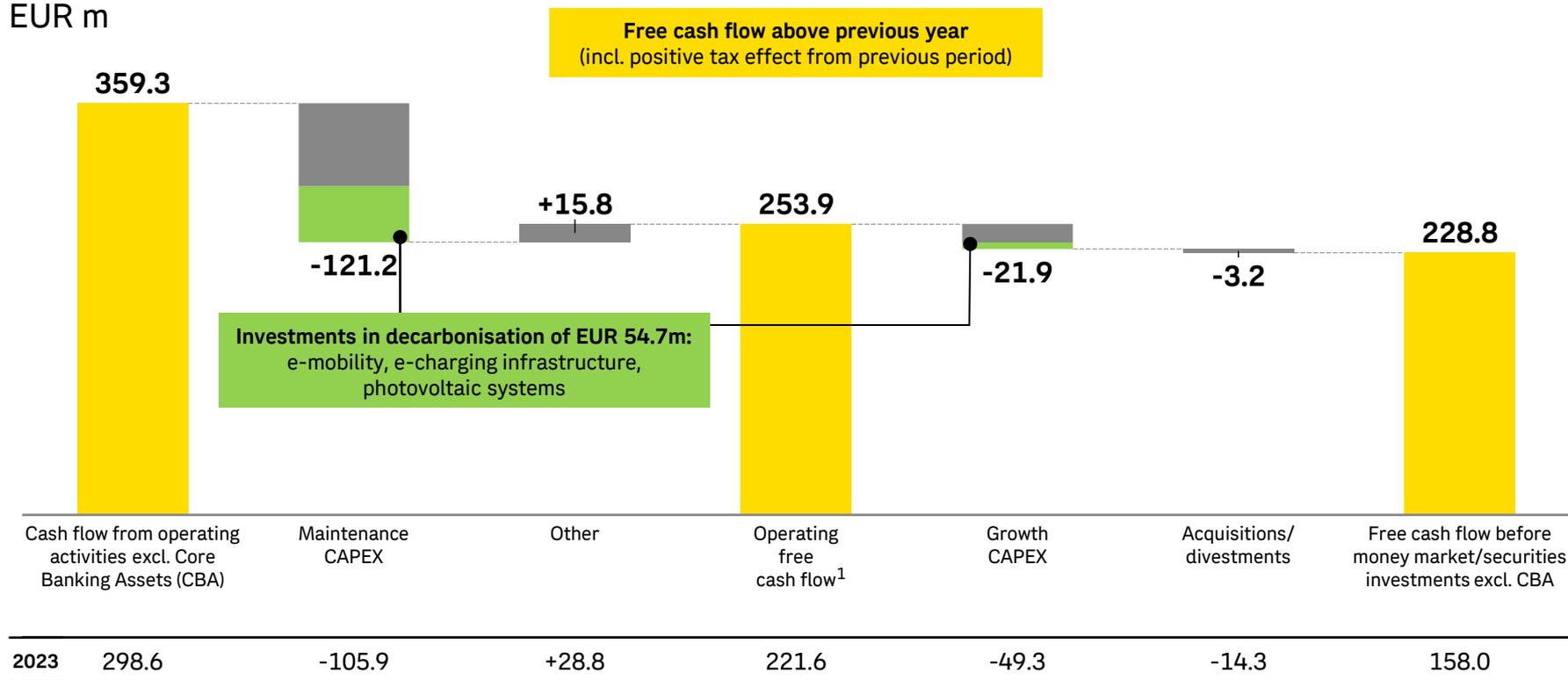


¹ Equity in relation to total capital excl. financial liabilities from financial services
INVESTOR PRESENTATION Investor Relations, April 2025

2024 OPERATING FREE CASH OF EUR 254 MILLION



EUR m

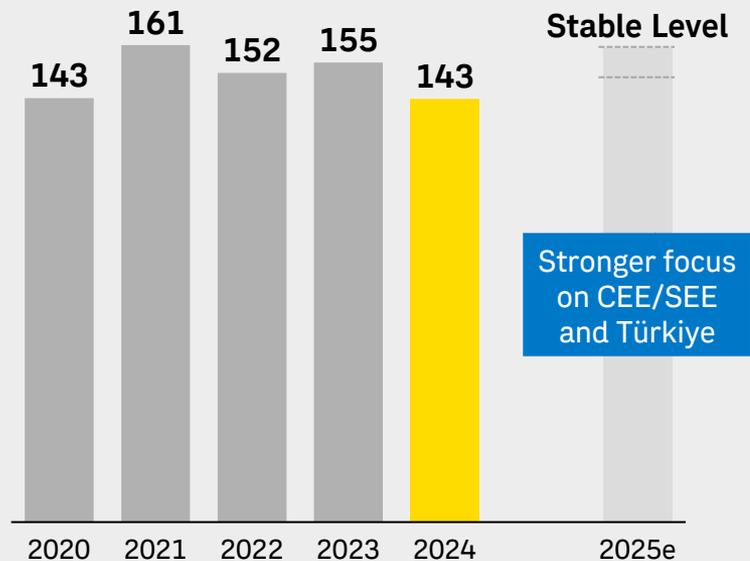


¹ Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets (CBA)

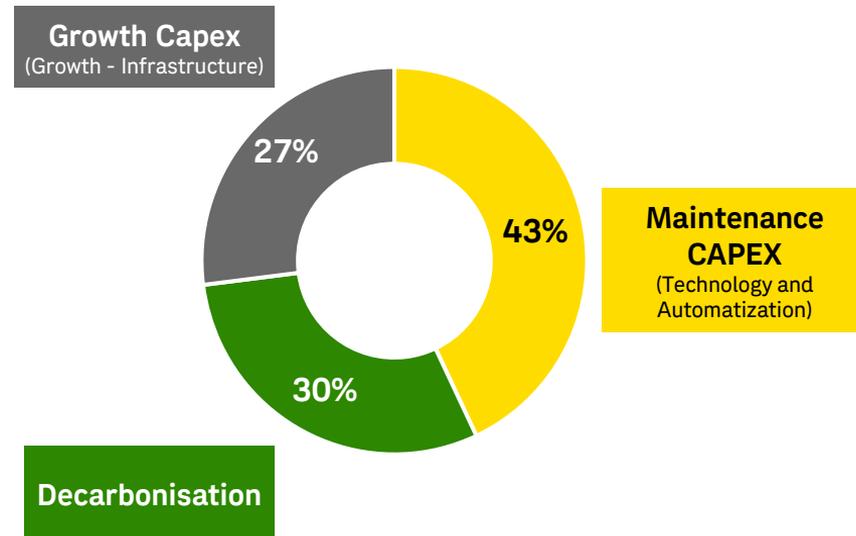
CONTINUED INVESTMENT IN TECHNOLOGY AND AUTOMATION, DECARBONIZATION AND GROWTH



CAPEX
EUR m



CAPEX mix 2022-2024

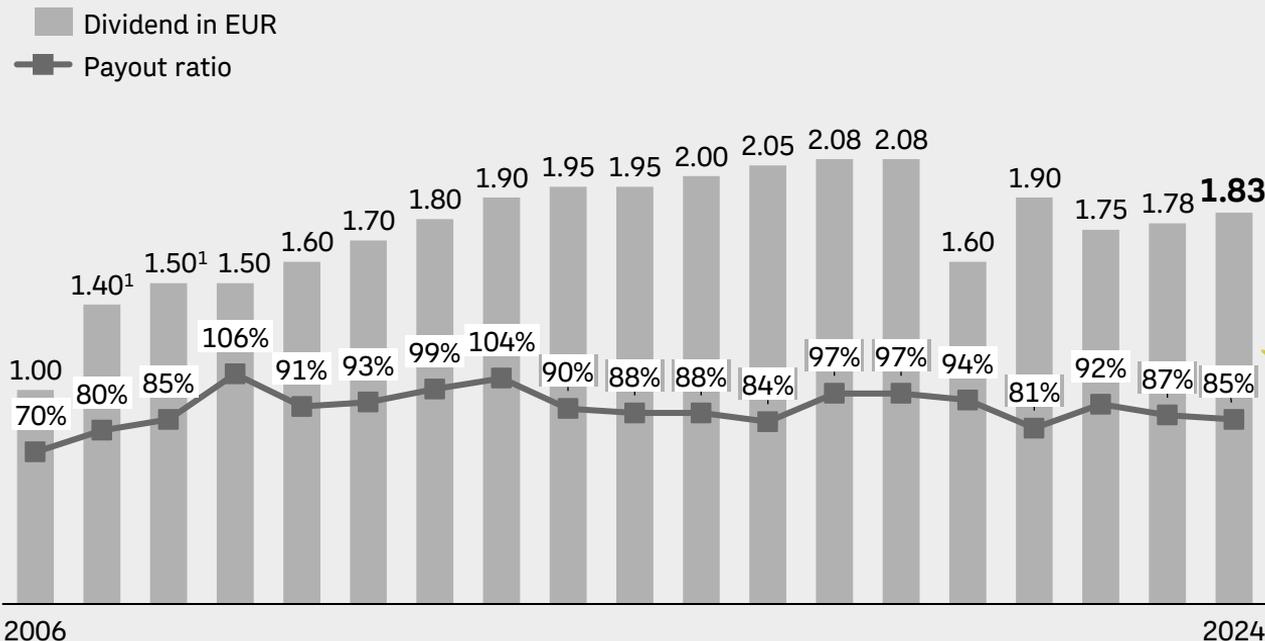


DIVIDEND POLICY



Continuation of attractive and predictable dividend policy

Dividends since IPO



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



¹ Excl. EUR 1.00 special dividend



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1. Highlights and Overview
 2. Mail Division
 3. Parcel & Logistics Division
 4. Retail & Bank Division
 5. Financial Performance, Assets and Financial Position
 - 6. Outlook**
 7. Sustainability

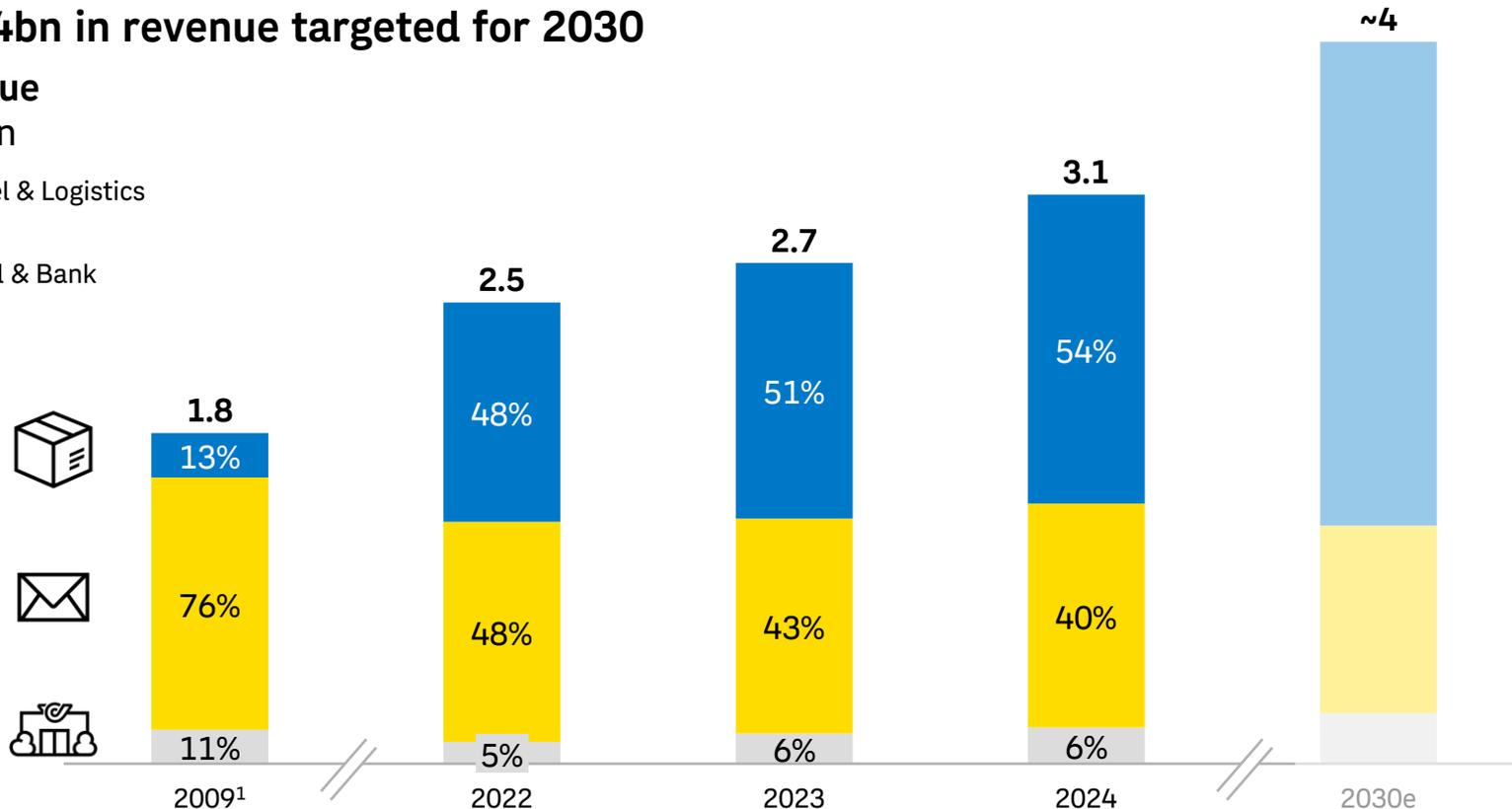
STRUCTURAL TRANSFORMATION WILL GO ON

EUR 4bn in revenue targeted for 2030



Revenue
EUR bn

- Parcel & Logistics
- Mail
- Retail & Bank



¹ Adjusted presentation – excl. trans-o-flex

OUTLOOK 2025



Market environment

- Continuing basic trend of decreasing letter mail and direct mail volumes but expanding e-commerce
- Improved but still weak economic growth in many European countries
- Subdued business and consumer investment climate



Revenue

- The objective for 2025 is to generate modest revenue growth with the Turkish Lira continuing its development (FX impact implies $\pm 2\%$ sensitivity for Group revenue forecast)
 - Mail: slight revenue decline following positive effects in 2024 (postage rates, super election year)
 - Parcel & Logistics: Targeted growth in the mid single-digit range (impact of TRY/EUR exchange rate)
 - Retail & Bank: Mid single-digit growth



Investments

- CAPEX 2025 at the level of previous years (EUR 150m-160m)
- Investments in international growth and decarbonisation of logistics in addition to replacement investments



Earnings

- Cost discipline and efficiency to ensure stability
- 2025 EBIT target of EUR 200m remains unchanged



Dividend

- A dividend of EUR 1.83 per share for the financial year 2024 was approved by the Annual General Meeting on 9 April 2025
- The objective remains to distribute at least 75% of the Group net profit



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- 
1. Highlights and Overview
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▶ STRATEGIC SUSTAINABILITY TARGETS 2030



Economy & Customers

- ▶ **Continuation of growth trend**
 - Steadily increasing revenue development & sustained high profitability
 - Continuation of the attractive dividend policy (>75% of the net result)



Environment & Climate

- ▶ **Decarbonisation of logistics:**
 - 45% reduction of Scope 1 & 2 CO₂-emissions (2021-2030)
 - 25% reduction of target-related Scope 3 CO₂-emissions (2021-2030)
 - 100 % e-mobility on the last mile in Austria by 2030
 - Net-Zero by 2040 in Austria



People & Social

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



▶ SUSTAINABILITY MASTERPLAN 2030



	Dimensions	UN SDGs
<p><u>Economy & Customers</u> Sustainable and customer-orientated products and services</p>	<ol style="list-style-type: none"> 1 Sustainable governance & compliance 2 Sustainable procurement 3 Digital responsibility 4 Customers & Stakeholder value 	  
<p><u>Environment & Climate</u> Ecological, energy-efficient logistics processes and operational procedures</p>	<ol style="list-style-type: none"> 5 Decarbonisation of logistics 6 Decarbonisation of the infrastructure 7 Resource-efficient processes 8 Circular economy 	 
<p><u>People & Social</u> Top employer with diverse employees and social responsibility</p>	<ol style="list-style-type: none"> 9 Corporate & work culture 10 Integrated diversity management 11 Occupational health & safety 12 Fair working conditions 	    

ESG INDICATORS



		2023	2024	Δ	
Environmental indicators¹					
Logistics-related GHG emissions (Scope 1–3, Post AG, Austria) ²	t CO ₂ e	84,955.7	66,834.6	-21.3%	Use of HVO in transport logistics & expansion of e-vehicles
Logistics-related GHG emissions (Scope 1–3, Group) ²	t CO ₂ e	231,771.4	221,321.8	-4.5%	Group target: -33% from 2021 to 2030
GHG emissions total, incl. bank ⁹⁹ (Scope 1-3, Group) ³	t CO ₂ e	-	619,654.6	-	2024 bank ⁹⁹ emissions from financing activities (investments, loans) for the first time included
E-vehicle fleet (Post AG, Austria)	Number	3,976	4,924	+23.8%	Target 2030: 100% of vehicles in Austria
E-vehicle fleet (Group)	Number	4,148	5,215	+25.7%	Slight decrease in staff turnover in the reporting period
Employee indicators (Group)					
Employee turnover ⁴	%	17.1%	16.6%	-0.5pp	Target Post AG, Austria: 40% by 2030
Occupational Accidents	Number	1,096	1,013	-83	Increase in the number of women in leadership positions
Percentage of female employees	Headcount in %	30.6%	29.8%	-0.8pp	
Women in leadership positions	%	35.0%	35.4%	+0.4%	

¹ Calculation based on the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard

² Logistics-related CO₂e emissions Scope 1, Scope 2 and Scope 3 Upstream transport and distribution

³ Scope 1, Scope 2 and all relevant 15 Scope 3 categories

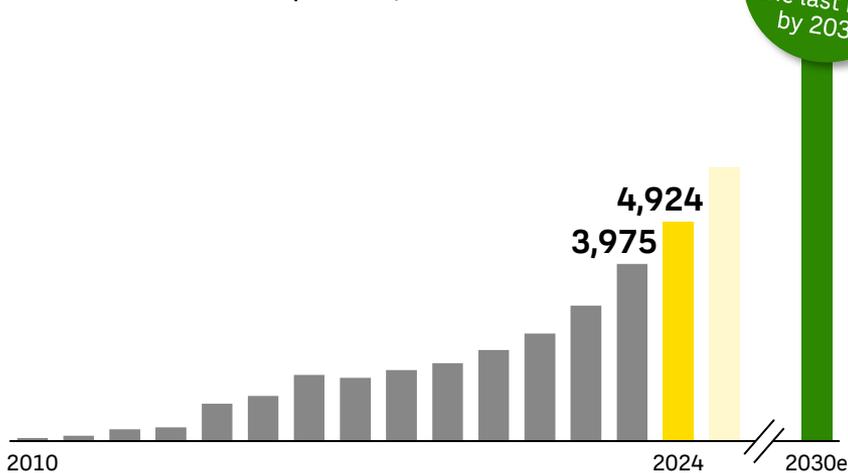
⁴ Percentage of permanent employees with an employment contract longer than 180 days who have left the company in the last 12 months.

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



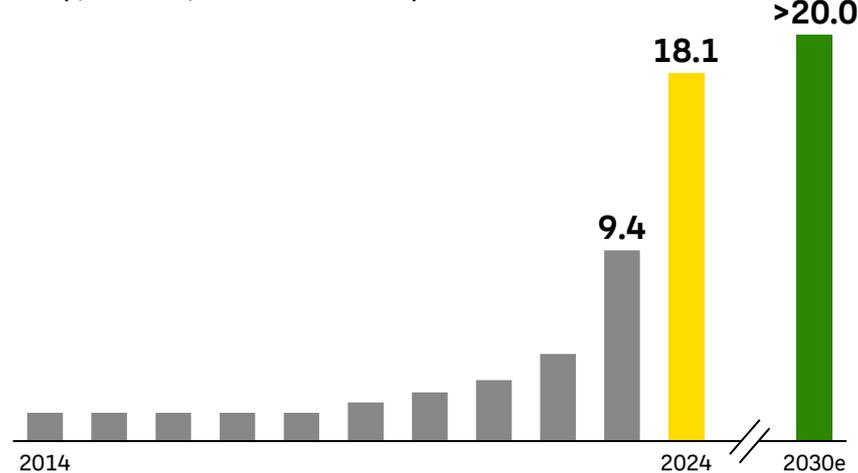
Ramp-up for e-vehicle fleet in Austria

Number of vehicles in operation, Post AG



Photovoltaic facilities in Austria

MWp, Post AG, construction completed



▶ ENTIRE TRUCK FLEET CONVERTED TO FOSSIL-FREE FUEL



- **All Austrian Post trucks in Austria operate with HVO100**
 - Conversion from diesel to hydrotreated vegetable oils (HVO)
 - Savings of up to 90% in CO₂
- **2 electric-powered lorries in use**
Shuttle service between Vienna Airport and the Vienna Logistics Centre

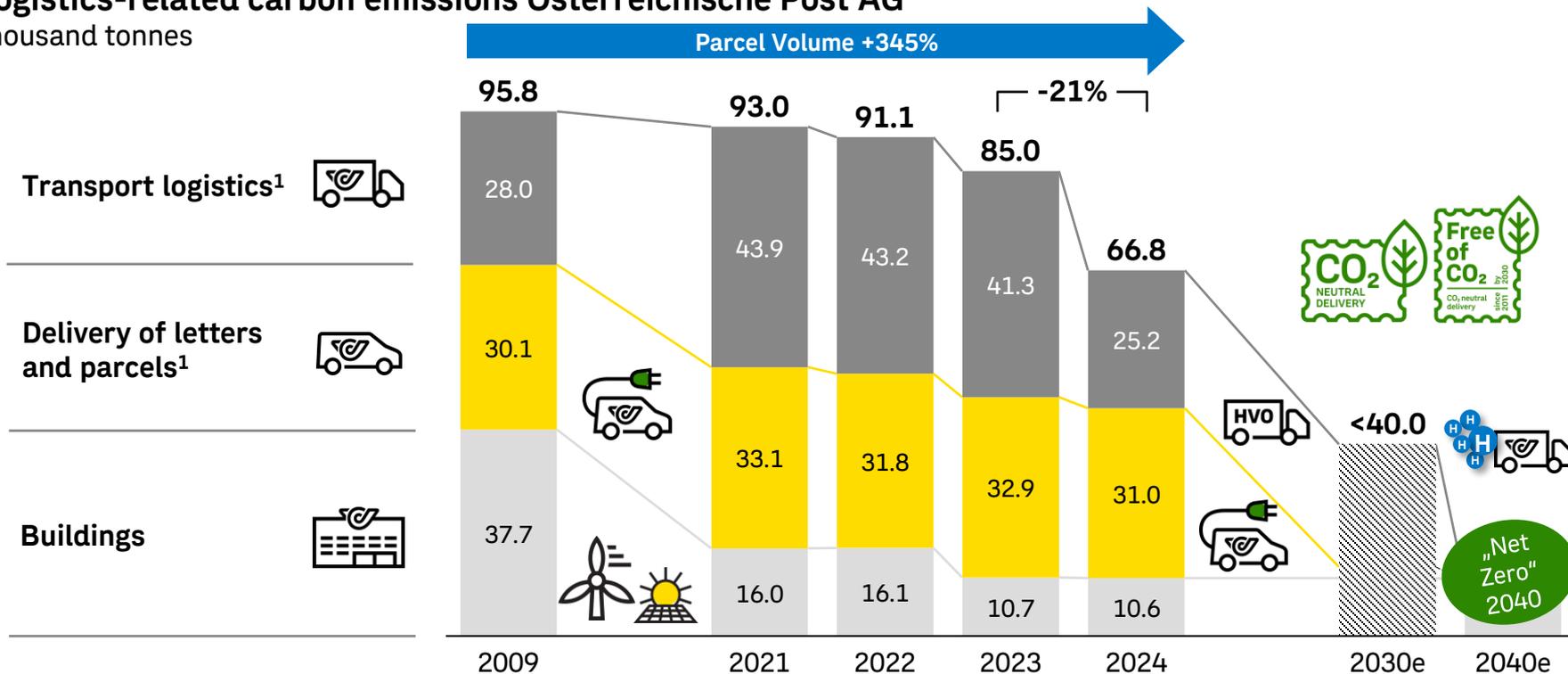


▶ DECARBONISATION – ROADMAP AUSTRIA



Logistics-related carbon emissions Österreichische Post AG

thousand tonnes



¹ Own and external vehicle fleet

▶ AUSTRIAN POST GROUP – ON THE ROAD TO PARIS

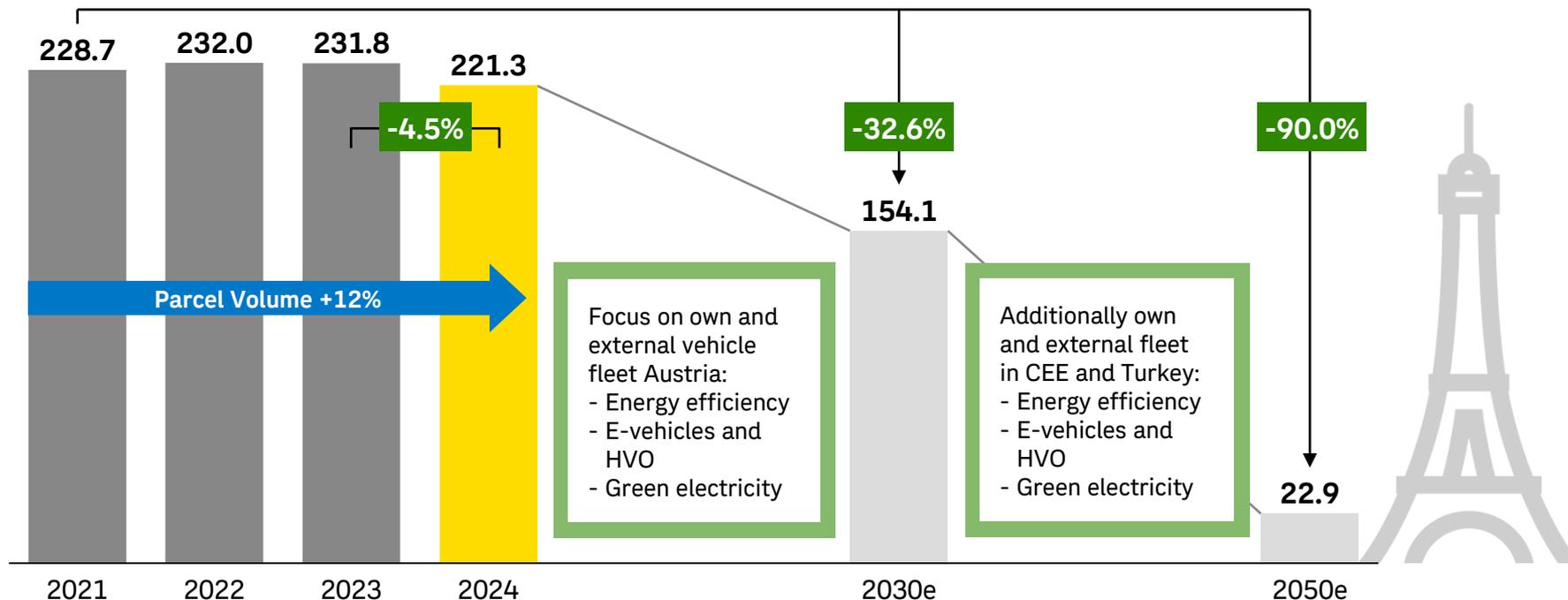


Logistics-related Decarbonisation plan Austrian Post Group

Scope 1-3, thousand tonnes



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



▶ KEY FIGURES IN ACCORDANCE WITH THE EU TAXONOMY REGULATION

● Eligibility (%)
● Alignment (%)



Revenue EUR m

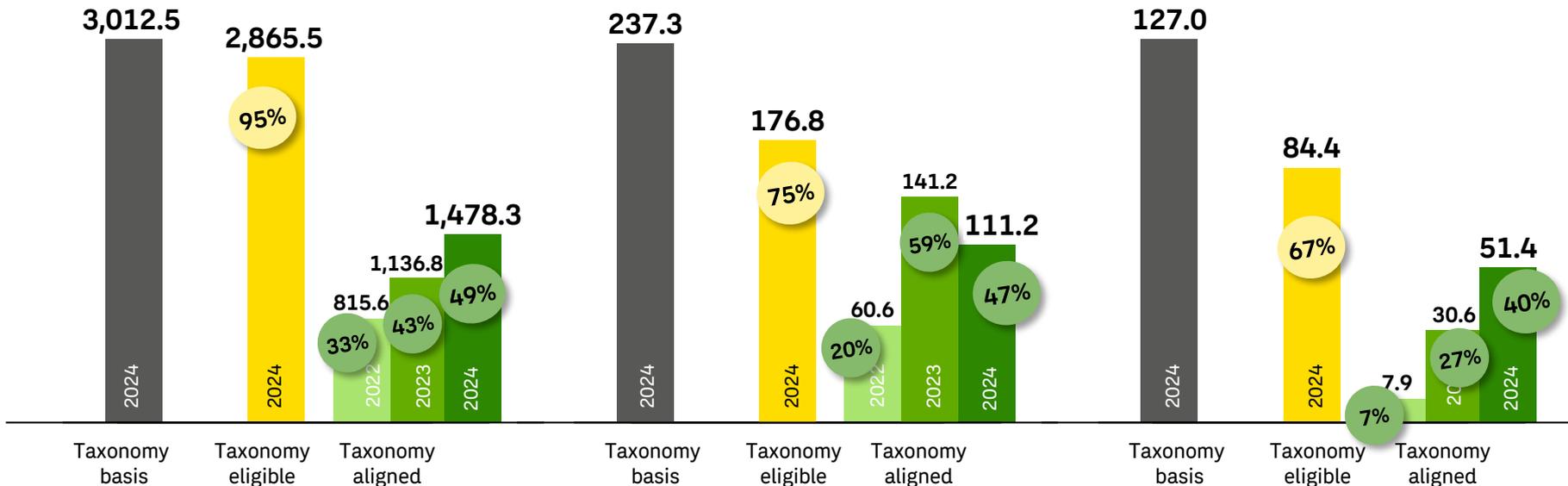
- Increase: primarily through compliant e-vehicles
- Potential: expansion of e-mobility in own and external vehicle fleet

CapEX EUR m

- Decrease due to: Completion of investment programme and lower IFRS 16 long-term rents
- Potential: logistics buildings abroad

OpEx EUR m

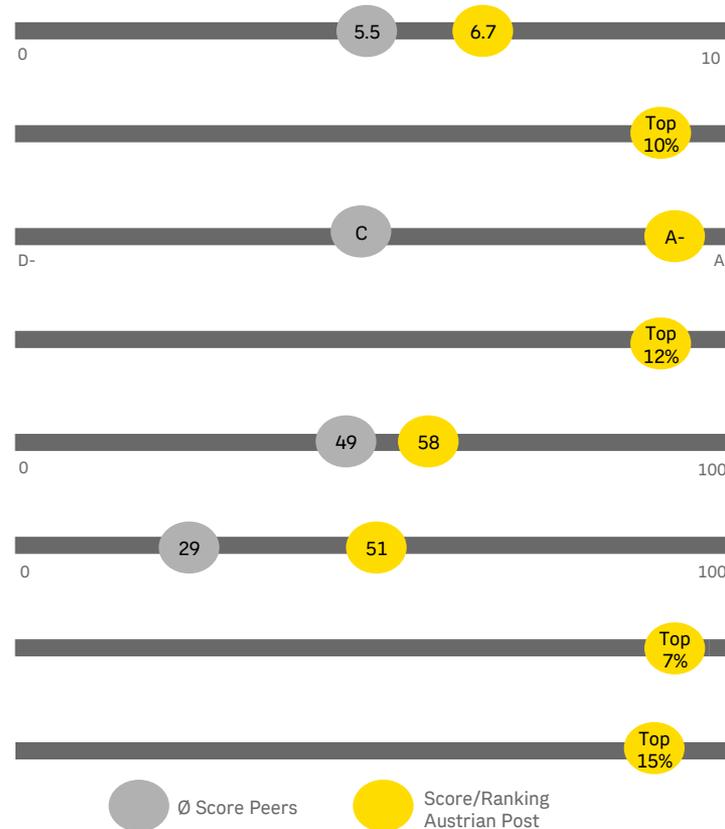
- Increase: mainly due to maintenance of buildings and vehicles



AUSTRIAN POST'S ESG RATINGS CONSISTENTLY AT A HIGH LEVEL



	<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-)</p>
	<p>Low Risk (16.3) (range from 0 to 50)</p>
	<p>58 out of 100 points</p>
	<p>51 out of 100 points</p>
	<p>73 out of 100 points</p>
	<p>Silver (68 out of 100 points)</p>



CONTACT



Austrian Post

Investor Relations
Rochusplatz 1, 1030 Vienna
Website: post.at/investor
E-mail: investor@post.at
Phone: +43 57767-30400

Financial calendar 2025

16/23 April 2025
08 May 2025
08 August 2025
12 November 2025

Ex-day/Dividend payment day
Interim Report Q1 2025
Half-Year Report 2025
Interim Report Q1-3 2025

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