





# 1. Highlights and Overview

- 2. Strategy Implementation
- 3. Group Results 2023
- 4. Outlook

# **AUSTRIAN POST 2023**









### Mail

- Direct Mail
- Newspapers & Magazines

Revenue: EUR 1,190m

### - Letter Mail

Parcels & Express

**Parcel & Logistics** 

- Fulfilment & Cash Transport
- E-Commerce Services

Revenue: EUR 1,417m

### Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue: **EUR 169m** 



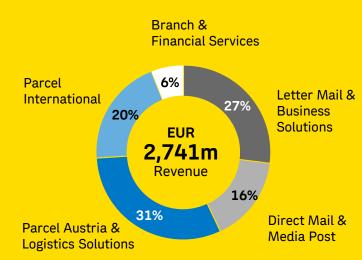




Group Revenue: EUR 2,741m

EBITDA: EUR 392m **EBIT: EUR 190m** 

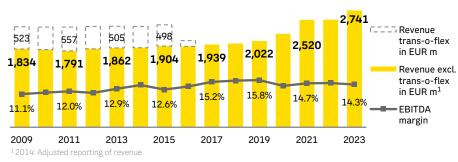
## Revenue mix (Parcel share >50%)



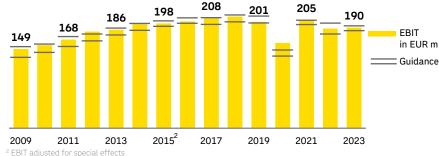
# SUCCESSFUL DEVELOPMENT AS PART OF A CLEAR CAPITAL MARKET POSITIONING



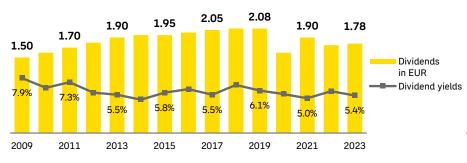
## Profitable growth business model



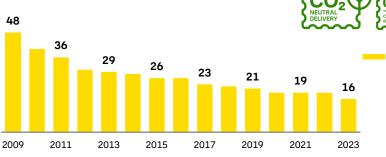
## Reliability ("Promise & Deliver")



## Attractive dividend policy



# **Decarbonisation of logistics**

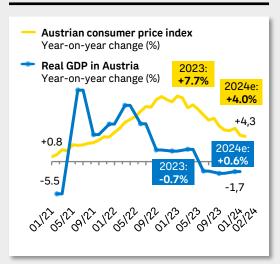


kg CO<sub>2</sub>e per shipment volume in m³, Post AG, Austria

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



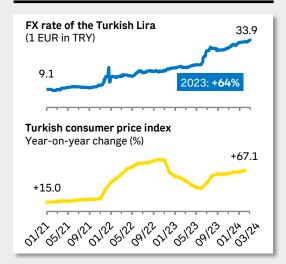
Austria: High inflation rate, little growth impetus



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

Parcel & Logistics



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

Retail	&	
Rank		



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

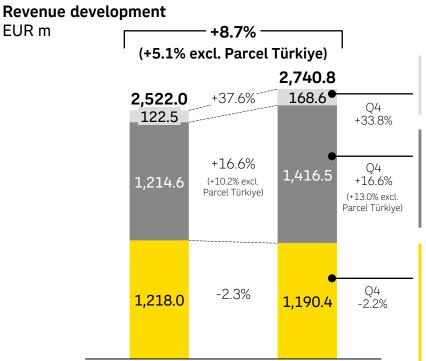
Revenue	-2.3%	1,190.4
		_,_ ,

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

**Revenue** +37.6% **168.6** 

# **GROUP REVENUE UP 8.7% IN 2023, STRONG BUSINESS IN TÜRKIYE**





2023

### 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

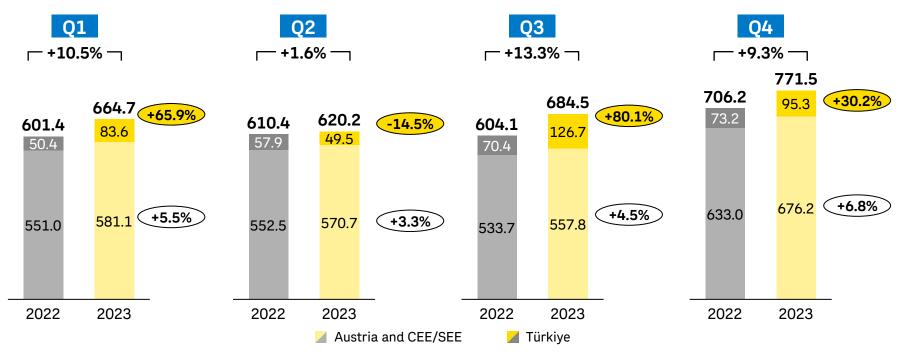
2022

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



Quarterly revenue comparison

EUR m

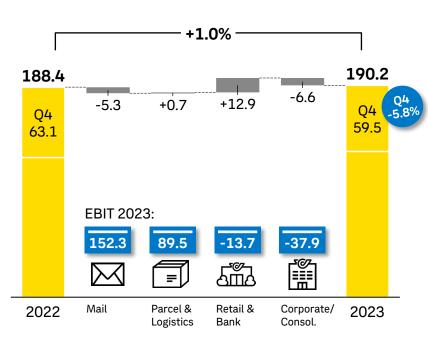


## **GROUP EARNINGS IN 2023 UP TO EUR 190M**



### **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

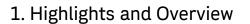
### Parcel & Logistics

- 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







# 2. Strategy Implementation

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# STRATEGY OF AUSTRIAN POST: AHEAD TO THE FUTURE





Defending market leadership and profitability in the core business



Sustainability, diversity and customer orientation as guideline for all activities

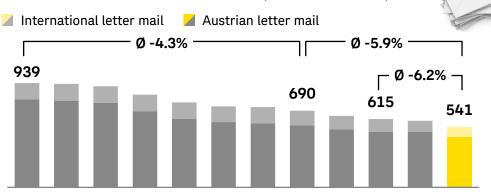


Development of retail and digital offerings for private customers and SMEs

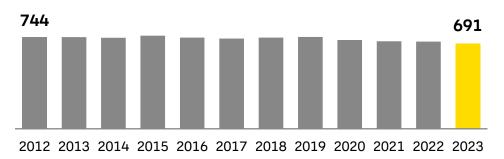
# 1 LETTER MAIL



### **Volumes Austria and International** (millions of items)

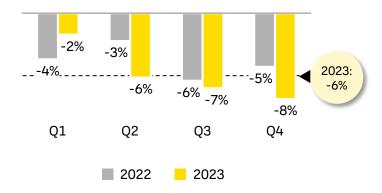


### Revenue Austria and International (EUR m)



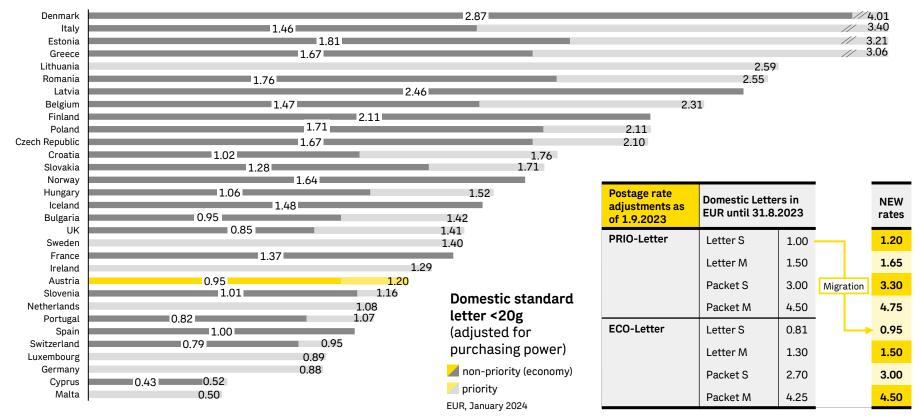
# Letter Mail in Austria in 2023 (items adjusted for special effects)

- 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

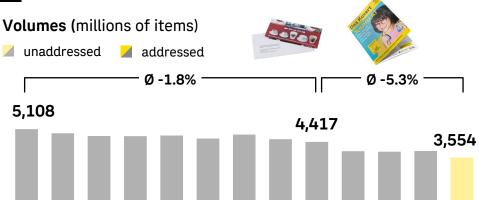


# 1 PRIORITY AND NON-PRIORITY RATES IN EUROPE

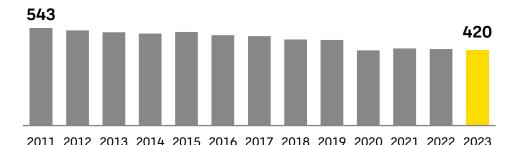




# 1 DIRECT MAIL/MEDIA POST IN AUSTRIA



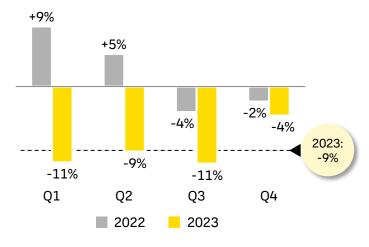
### Revenue (EUR m)





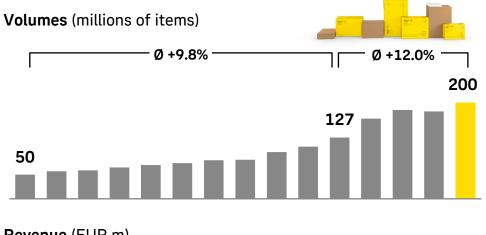
# Direct Mail/Media Post volumes in 2023 (number of items adjusted daily)

- 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

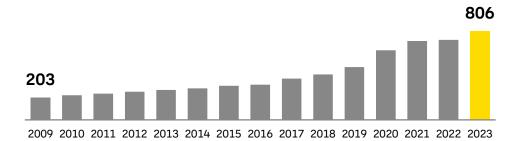


# **1** PARCEL BUSINESS IN AUSTRIA





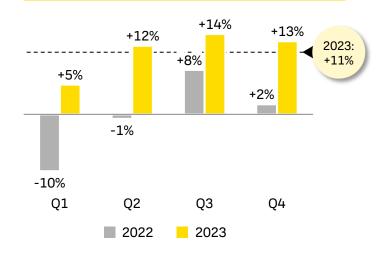
### Revenue (EUR m)



### 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)

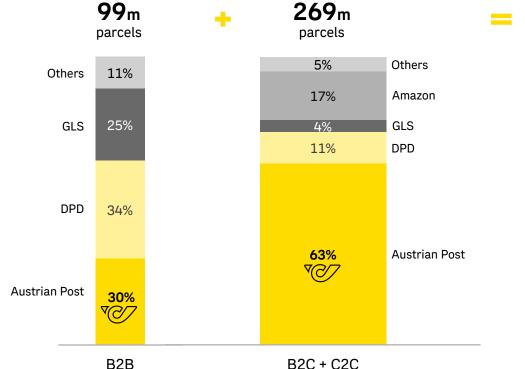


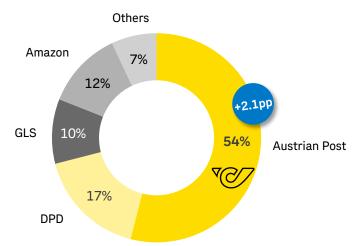
# **1** AUSTRIAN PARCEL MARKET IN 2023



### Market shares by volume

# 





Total market Austria

parcels

Source: BRANCHENRADAR.com Marktanalyse GmbH, February 2024

202

# 1 INVESTMENTS IN A SUSTAINABLE INFRASTRUCTURE

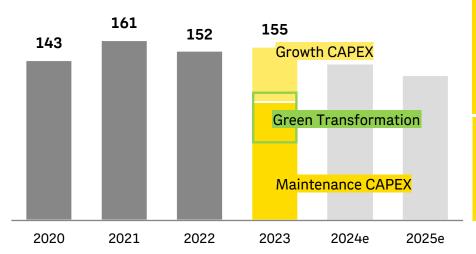








CAPEX (EUR m)



### **CAPEX 2023**

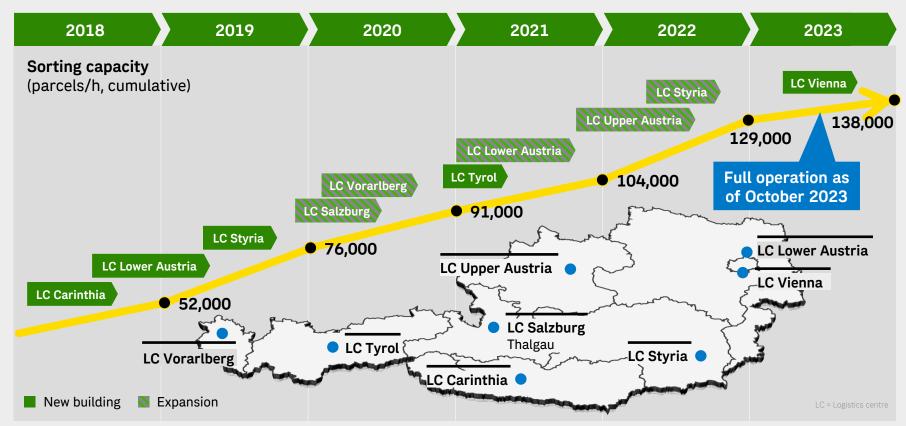
- CAPEX of EUR 155.3m
- 68% Maintenance CAPEX, 32% Growth CAPEX
- A total of EUR 47.2m invested in green transformation (e-mobility, photovoltaic systems, e-charging infrastructure)

### **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

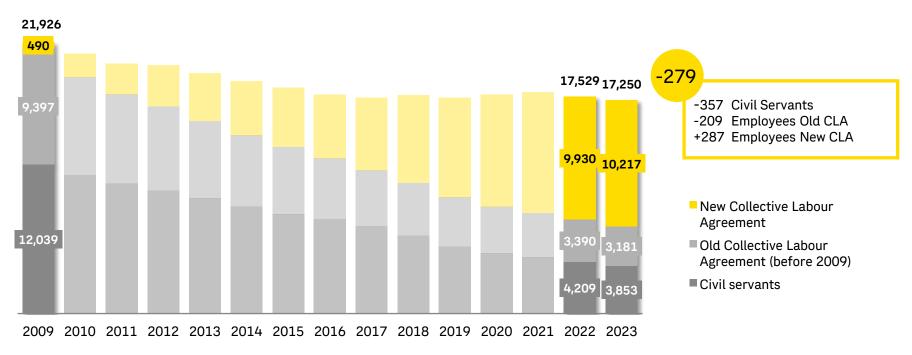




# 1 STAFF STRUCTURE IN AUSTRIA Employees in the Austrian core business



Full-time equivalents (average for the period)



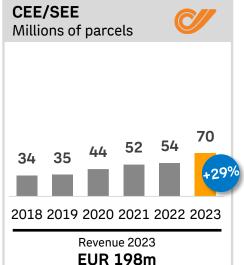
2 PROFITABLE GROWTH IN NEAR MARKETS

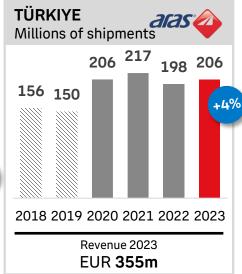


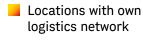












AEP

Austrian Post

Further locations

aras:4



# 2 TÜRKIYE: GOOD OPERATIONAL DEVELOPMENT OF BUSINESS

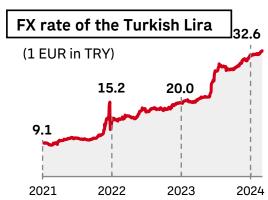


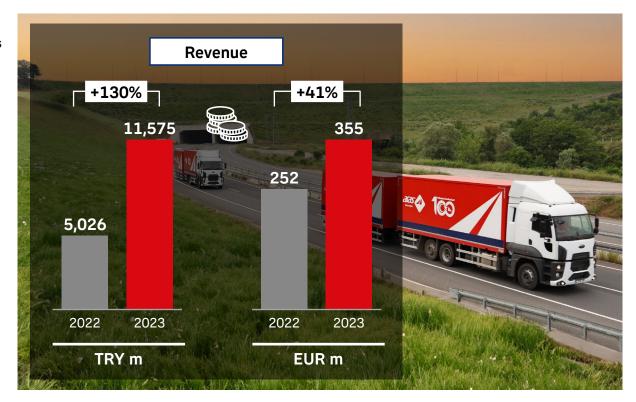




### Financial indicators

- Positive volume (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





# 3 POSITIVE MOMENTUM DUE TO IMPROVED INTEREST-RATE ENVIRONMENT





31.12.2023

Retail and digital bank

Customers
280,000

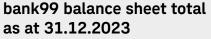
260,000

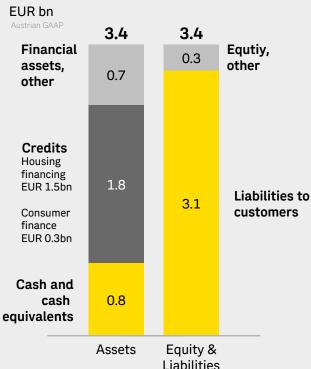
Balance sheet total EUR 3.2bn EUR 3.4bn

Credit volume
EUR 1.6bn

EUR 1.8bn

Net interest income EUR 98.4m





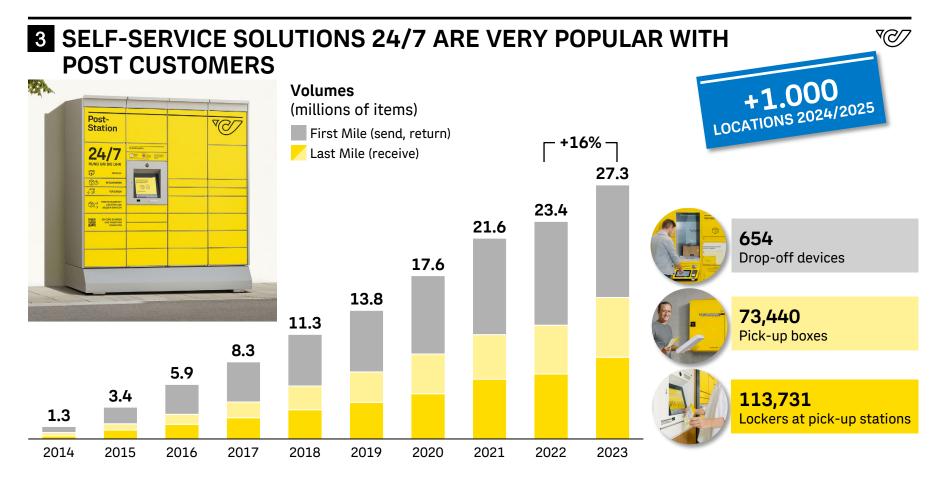
### Top issues 2024

# 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



# STRATEGY OF AUSTRIAN POST: AHEAD TO THE FUTURE





Defending market leadership and profitability in the core business



diversity and customer orientation as guideline for all activities



# STRATEGIC SUSTAINABILITY TARGETS 2030



## **Economy & Customers**

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



### **Environment & Climate**

- Decarbonisation of logistics:
  - 45% reduction of Scope 1 & 2 CO<sub>2</sub>-emissions (2021-2030)
  - 25% reduction of target-related Scope 3 CO<sub>2</sub>-emissions (2021-2030)
  - 100% carbon-free delivery in Austria by 2030 (Post AG)
  - 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**



### **Material Topics** Sustainable appearance & services **Economy & Customers** Increase in shipments in self-service solutions +16% Commercial success driven Sustainable mail & parcel products by sustainable and Compliance check: 230 suppliers audited Sustainable procurement customer-focused services Sustainable governance & compliance Dividend EUR 1.78 (5.4% return) Stakeholder value **Environment & Climate** CO<sub>2</sub> reduction in Austria: -5.9% Green & efficient mobility Decarbonisation of Green & efficient buildings logistics thanks to 40% of our own delivery vehicles are environmental efficiency electrically powered Resource-efficient processes along the value chain PV system output increased from 4.3 MWp Circular economy to 9.4 MWp

### People & Social

Top employer providing a safe and respectful work environment

- Corporate & work culture
- Integrated diversity management
- Occupational health & safety
- Digital responsibility data protection & data security
- Social dialogue & partnerships

Employee satisfaction improved from 2.7 to 2.3

Achieved in 2023

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	Reduction in Austria through energy	
Environmental indicators <sup>1</sup>					efficiency and	
CO <sub>2</sub> e emissions (Scope 1–3, Post AG)	t CO <sub>2</sub> e	91,135	85,772	-5.9%	e-mobility	
CO <sub>2</sub> e emissions (Scope 1–3, Group)	t CO <sub>2</sub> e	233,853	232,587	-0.5%	Slight decline despite strong parcel growth	
$\mathrm{CO}_2\mathrm{e}$ emissions per shipment volume (Post AG)	kg CO <sub>2</sub> e/m³	19	16	-12.9%	CO <sub>2</sub> reduction with	
E-vehicle fleet (Austria)	Number	3,039	4,022	+32.3%	increasing parcel quantities and volumes	
Employee indicators (Group)					quantities and volumes	
Percentage of female employees	FTE in %	28.6%	28.3%	-0.3pp	Steady increase in the	
Women in leadership positions	%	34.7%	35.0%	+0.3pp	number of women in leadership positions	
Employee turnover	Departures in %	17.5%	17.1%	-0.4pp	Occupational accidents	
Occupational accidents	Number	1,103	1,096	-0.6%	decreased in the reporting period	

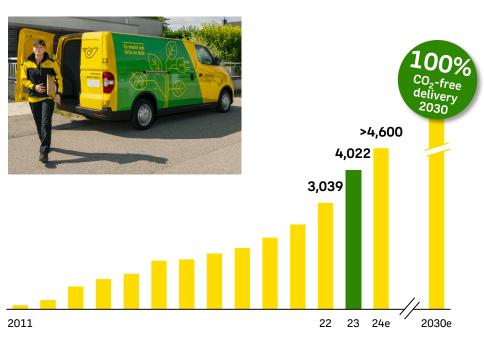
<sup>&</sup>lt;sup>1</sup> Calculation on the basis of the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard, Scope 3 excl. fuel and energy-related activities INVESTOR PRESENTATION Investor Relations, April 2024



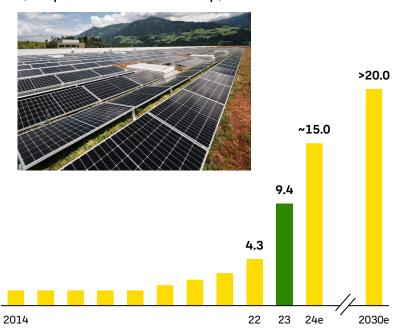
# **EXPANSION OF E-VEHICLE FLEET AND PV FACILITIES IN PROGRESS**



# Ramp-up for e-vehicle fleet<sup>1</sup> (Number of vehicles)



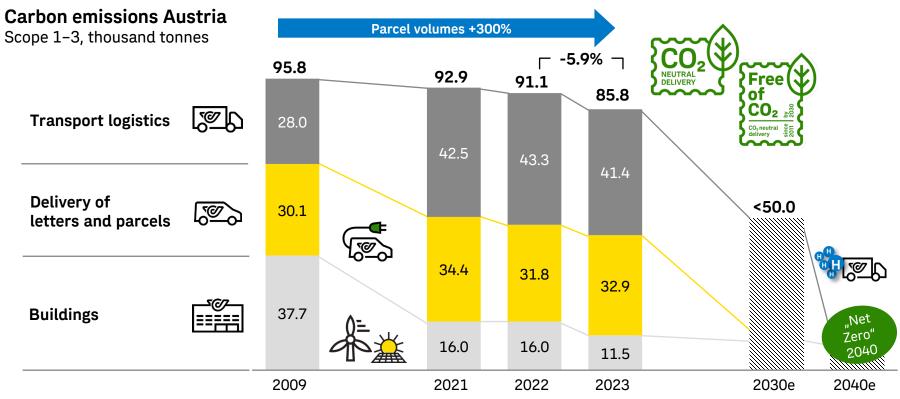
# Photovoltaic facilities<sup>1</sup> (Output in cumulative MWp)





# **DECARBONISATION - ROADMAP AUSTRIA**







## **DECARBONIZATION TARGETS IN THE POST GROUP**





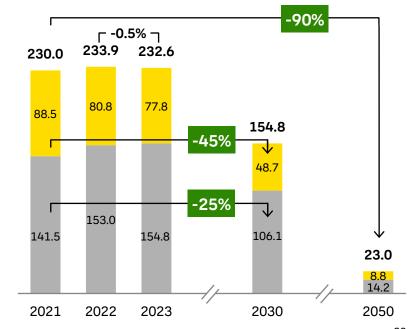




### **Group carbon emissions**

Direct emissions (Scope 1 und 2, thousand tonnes)

Indirect emissions (Scope 3, thousand tonnes)





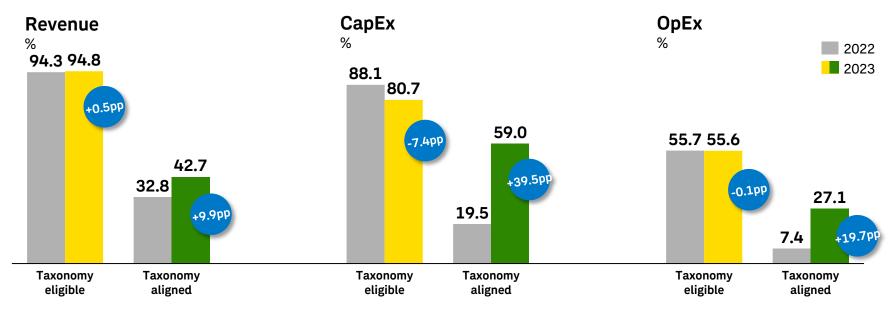
# KEY FIGURES IN ACCORDANCE WITH THE EU TAXONOMY REGULATION VO



### Increase in taxonomy alignment 2023:

Improvement in e-vehicles and improved verification for logistics buildings





# **OUR ESG REPORTING IS "EXCELLENT"**

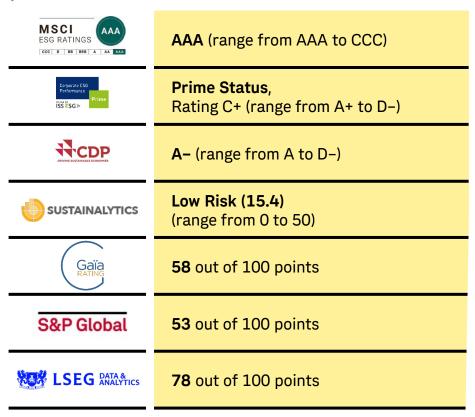


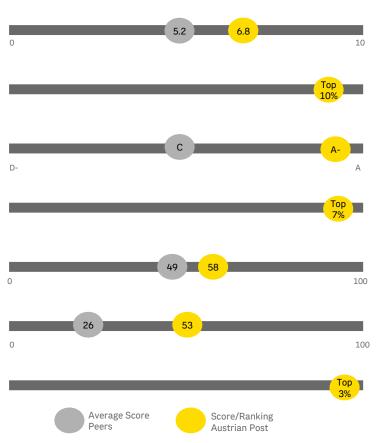




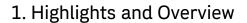
# **AUSTRIAN POST'S ESG RATINGS CONSISTENTLY AT A HIGH LEVEL**













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# 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	Positive special effects in
At equity consolidation	-0.3	2.1	>100%	2.5	-0.1	0.6	2023: capital gain of EUR
Net monetary gain	1.8	5.1	>100%	3.3	2.2	0.3	19.3m from a property sale 2022: effect of EUR +13.6m
EBITDA	372.7	391.6	5.0%	18.8	114.7	109.1	relating to Aras Kargo (option valuation,
EBITDA margin	14.8%	14.3%	-	-	16.2%	14.1%	hyperinflation, goodwill
Depreciation, amortisation and impairment	-184.3	-201.3	-9.2%	-17.0	-51.6	-49.7	impairment)  Valuation effect of minus
EBIT	188.4	190.2	1.0%	1.8	63.1	59.5	EUR 18.8m in 2022 for
EBIT margin	7.5%	6.9%	-	_	8.9%	7.7%	financial parameters
Financial result	-24.7	-3.0	87.8%	21.7	-3.6	0.5	relating to the Aras Kargo option; 2023: +EUR 4.1m
Income tax	-35.6	-48.5	-36.4%	-12.9	-16.1	-12.0	Higher tax result 2023 from
Profit for the period	128.1	138.7	8.3%	10.6	43.4	47.9	Aras Kargo
Earnings per share (EUR)	1.86	1.96	5.5%	0.10	0.61	0.66	

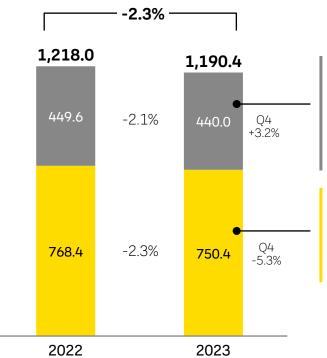


## MAIL DIVISION: REVENUE DEVELOPMENT IN 2023



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
<ul> <li>Letter Mail &amp; Business Solutions</li> </ul>	768.4	750.4	-2.3%	-18.0	210.9	199.8	postal rate effects
Direct Mail	322.9	310.2	-3.9%	-12.7	83.8	86.2	Structural and economy-
• Media Post	126.7	129.9	2.5%	3.2	36.4	37.8	related drop
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	EDIT margin of 12 79/ for EV
EBIT margin¹	12.9%	12.7%	-	-	14.1%	15.5%	EBIT margin of 12.7% for FY and 15.5% for Q4

<sup>&</sup>lt;sup>1</sup> EBIT margin in relation to total revenue

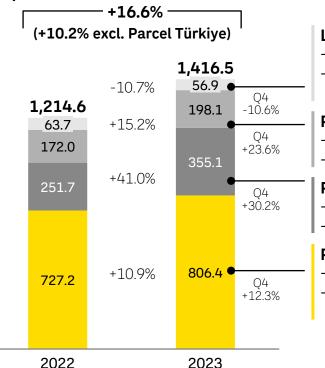


## PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT IN 2023



#### Revenue development





#### **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	Very positive volu
Revenue	1,214.6	1,416.5	16.6%	201.9	349.4	407.4	revenue developm
• Parcel Austria	727.2	806.4	10.9%	79.2	214.5	240.8	Increase driven by and exchange rate
• Parcel Türkiye	251.7	355.1	41.0%	103.3	73.2	95.3	developments (hy
• Parcel CEE/SEE	172.0	198.1	15.2%	26.1	47.1	58.1	accounting), also i
• Logistics Solutions/Consolidation	63.7	56.9	-10.7%	-6.8	14.7	13.1	Discontinuation of pandemic-related
Revenue intra-Group	0.7	0.7	5.5%	0.0	0.2	0.1	services
Total revenue	1,215.3	1,417.2	16.6%	201.9	349.6	407.5	EBIT shaped by sp
EBIT	88.8	89.5	0.8%	0.7	30.1	28.8	effects in the prev
EBIT margin¹	7.3%	6.3%	-	-	8.6%	7.1%	totalling EUR 13.6 to Aras Kargo (opt
1 ERIT margin in relation to total revenue							valuation, hypering

<sup>1</sup> EBIT margin in relation to total revenue

lume and ment

by inflation yperinflation in Q4

of special ed logistics

special evious year .6m, relating ption inflation, goodwill impairment)

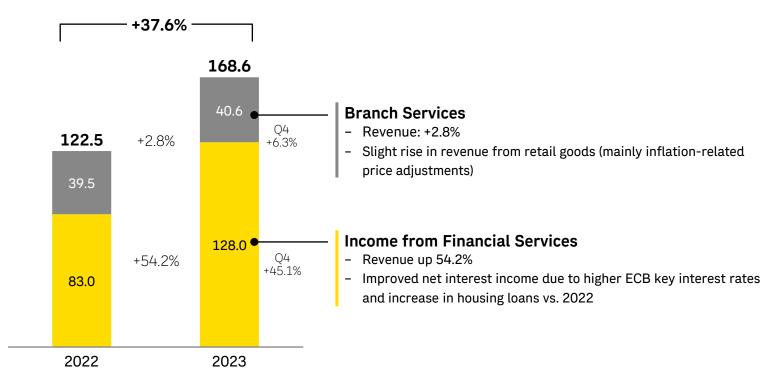


# **RETAIL & BANK DIVISION: REVENUE DEVELOPMENT IN 2023**



### Revenue development

EUR m





# 灯 RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



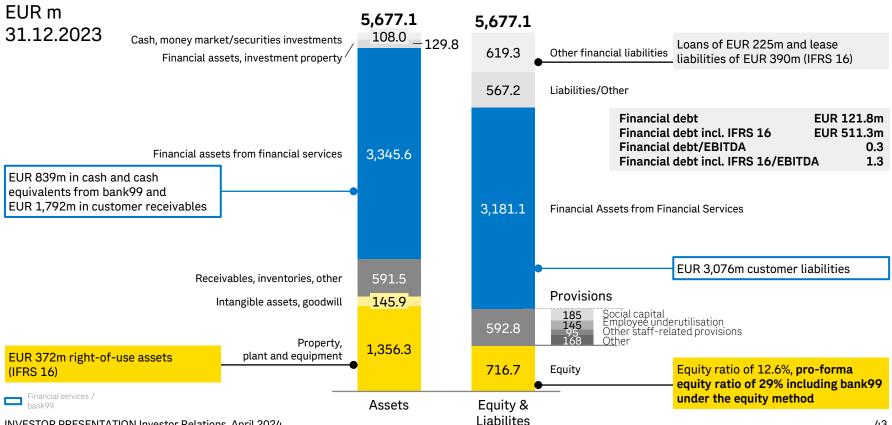
EUR m	2022	2023	%	Δ	Q4 2022	Q4 2023
Revenue	122.5	168.6	37.6%	46.1	37.3	50.0
• Income from Financial Services	83.0	128.0	54.2%	45.0	26.5	38.5
Branch Services	39.5	40.6	2.8%	1.1	10.8	11.5
Revenue intra-Group	192.1	192.3	0.1%	0.2	51.7	51.6
Total revenue	314.6	360.9	14.7%	46.3	89.0	101.6
EBIT	-26.7	-13.7	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 singledigit range in 2023 by the special core banking migration project

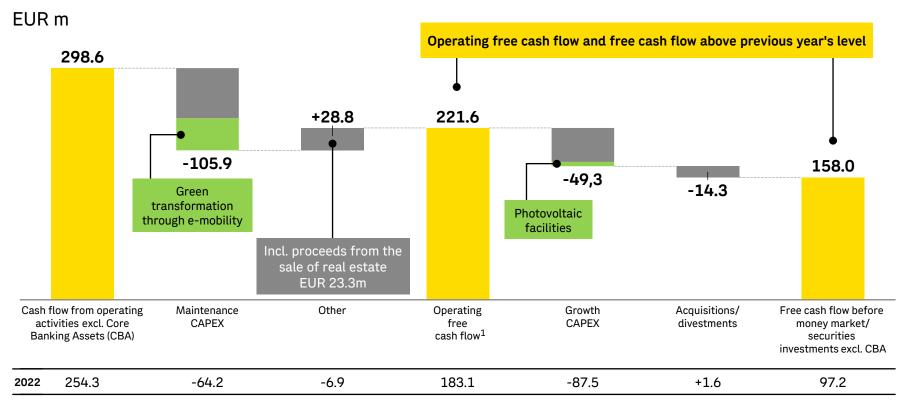
## SOLID BALANCE SHEET AND FINANCING STRUCTURE





## OPERATING FREE CASH FLOW AT A SOLID LEVEL





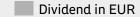
<sup>&</sup>lt;sup>1</sup>Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets (CBA)

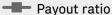
# **DIVIDEND POLICY**

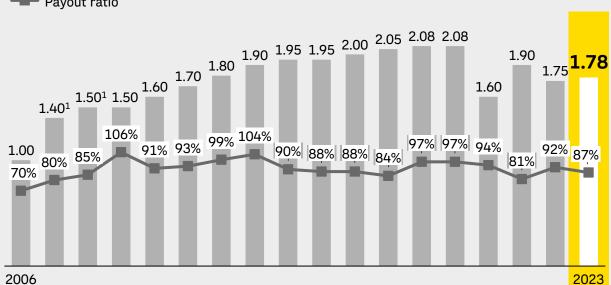


## Continuation of attractive and predictable dividend policy

#### Dividends since IPO



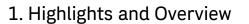




### Reliable dividend policy Distribution of at least 75% of the Group net profit









- 2. Strategy Implementation
- 3. Group Results 2023

# 4. Outlook

## **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 to distribute a dividend of EUR 1.78 per share approved
- 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

#### Disclaimer

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