
AUSTRIAN POST Investor Presentation Q1-3 2024



November 2024





1. Highlights and Overview



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

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



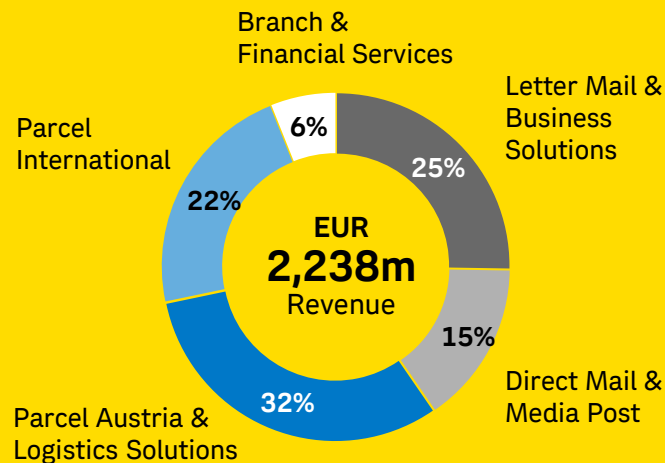
Group

Revenue 2023: EUR 2,741m

EBITDA 2023: EUR 392m

EBIT 2023: EUR 190m

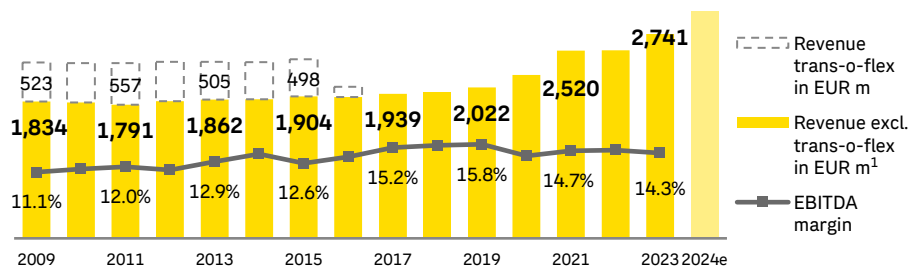
Revenue mix Q1-3 2024



SUCCESSFUL DEVELOPMENT AS PART OF A CLEAR CAPITAL MARKET POSITIONING

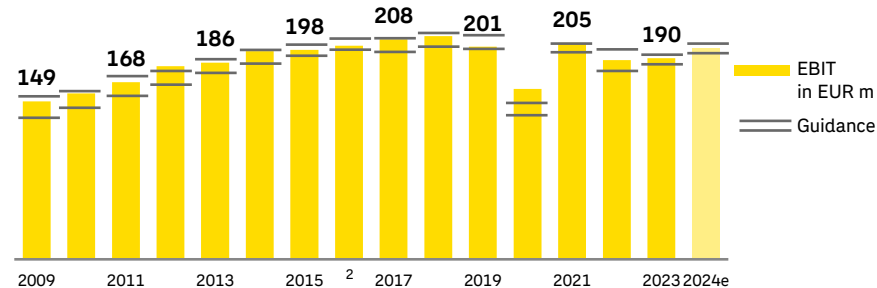


Profitable growth business model



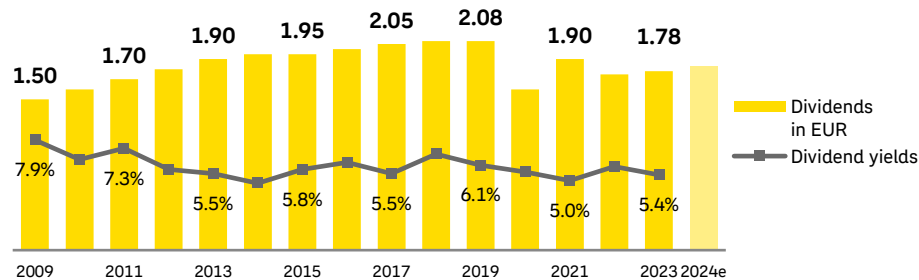
¹ 2014: Adjusted reporting of revenue

Reliability ("Promise & Deliver")

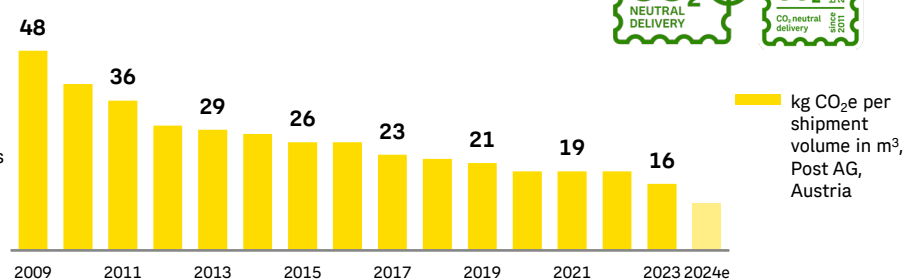


² EBIT adjusted for special effects

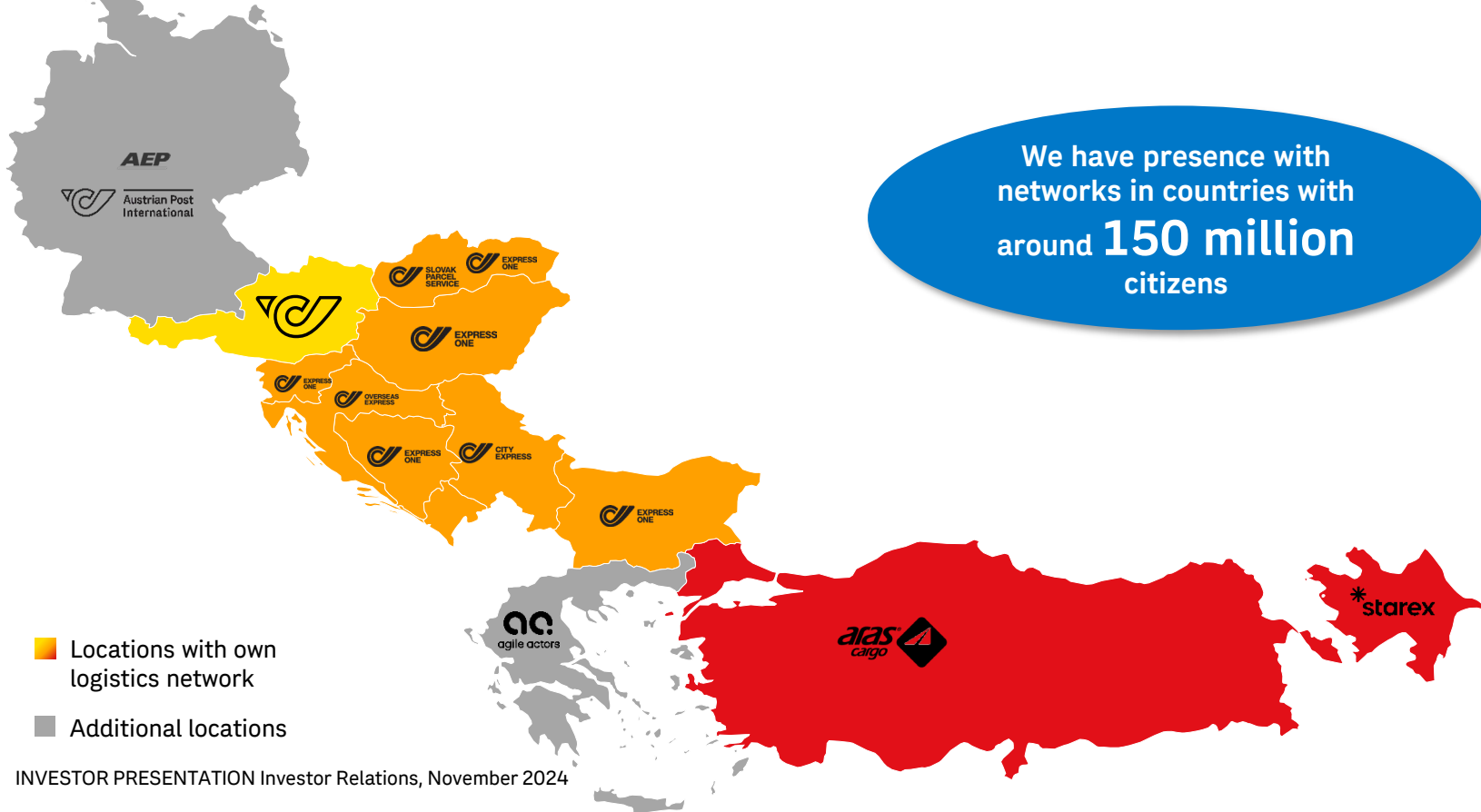
Attractive dividend policy



Decarbonisation of logistics



STRONG INTERNATIONAL FOOTPRINT



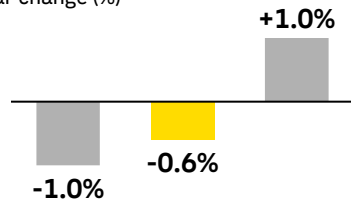
ECONOMIC CONDITIONS REMAIN CHALLENGING



Moderate economic growth, falling inflation

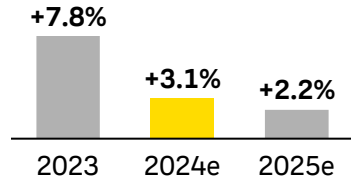
Austrian real GDP

Year-on-year change (%)



Austrian consumer price index

Year-on-year change (%)



Changes in the retail landscape

Consolidation in stationary retail

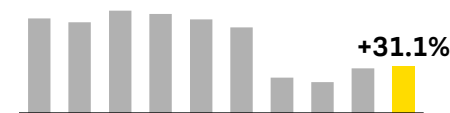
Online business continues to grow

Increase of e-commerce parcels from Asia

Türkiye: Market environment characterised by inflation and FX rate

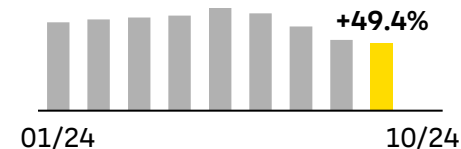
FX rate

TRY in EUR – year-on-year change (%)



Turkish consumer price index

Year-on-year change (%)



Source: WIFO (Status: October 2024)

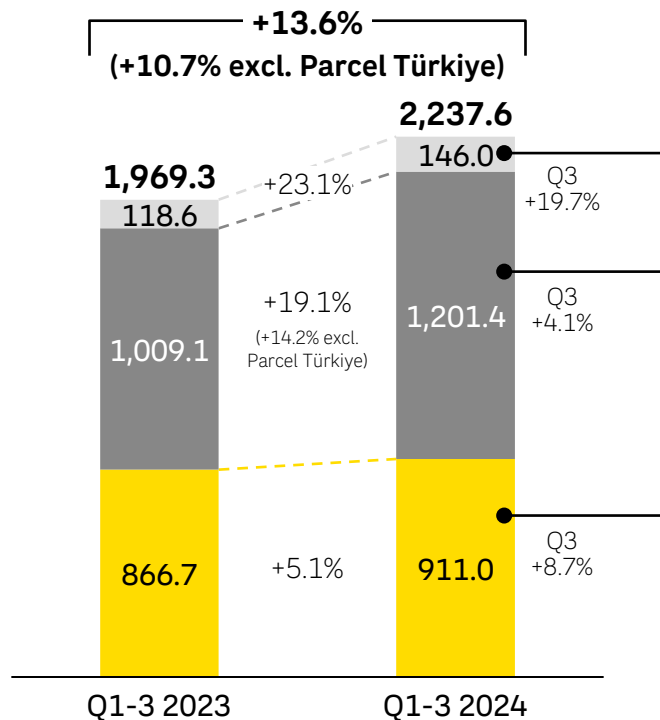
Source: OeNB (Status: October 2024); Central Bank of the Republic of Türkiye (Status October 2024), Basis 2003=100

Q1-3 2024: REVENUE INCREASE IN ALL DIVISIONS



Revenue development

EUR m



Retail & Bank

- Interest rate environment and customer ramp-up had a positive impact on revenue
- Income from Financial Services of EUR 115.2m (+28.8%)

Parcel & Logistics

- Positive volume and revenue growth; good momentum from Asian parcel volumes
- Growth in Türkiye primarily impacted by inflation and currency developments (negative exchange rate effect in Q3)
- Revenue: Parcel Austria +16.0% / Türkiye +32.9% / CEE/SEE +12.9%

Mail

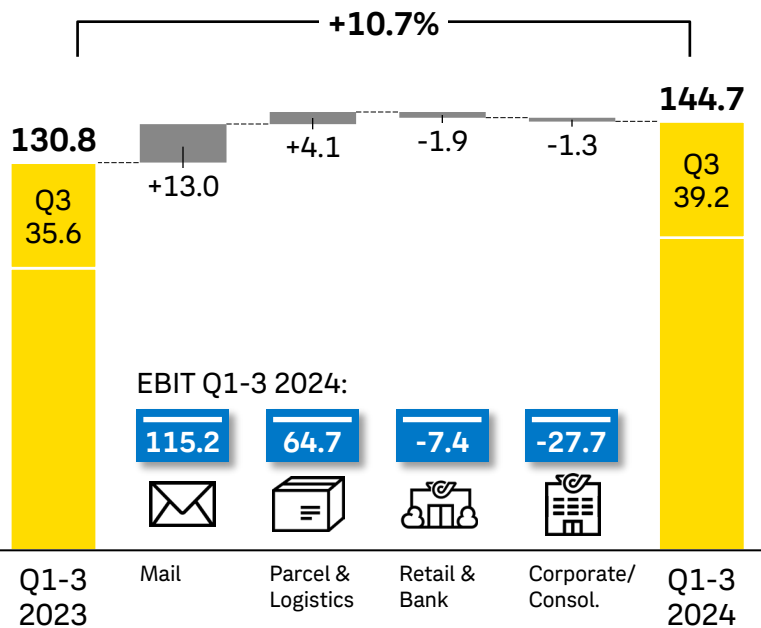
- Ongoing structural decline in letter mail and direct mail volumes
- Positive effect from product and pricing measures as well as elections
- Letter Mail & Business Solutions: +4.4% to EUR 574.6m
- Direct Mail & Media Post: +6.4% to EUR 336.4m

GROUP EARNINGS UP BY 11% IN Q1-3 2024



EBIT development

EUR m



Mail

- Pricing effects and elections sufficiently offset volume decline
- Q3 +31.5% to EUR 32.2m | Q1-3 +12.8% to EUR 115.2m



Parcel & Logistics

- Volume development: increase of 8%
- Effect of minus EUR 9.6m in Q3 from the valuation of the option on the remaining 20% for Aras Kargo
- Therefore Q3 -28.2% to EUR 17.5m | Q1-3 +6.7% to EUR 64.7m



Retail & Bank

- Interest rate environment for banks remains favourable despite decrease of key interest rate
- Q1-3 lower YOY due to higher IT expenses relating to the migration of the core banking systems
- Q3 +67.9% to minus EUR 2.2m | Q1-3 -33.2% to minus EUR 7.4m

REVENUE AND EARNINGS SUPPORTED BY FAVOURABLE UNDERLYING CONDITIONS (IMPACT FROM ELECTIONS AND CURRENCY EFFECT)

EUR m	Δ	Q3 2024	Δ	Q1-3 2024
Revenue (excl. Parcel Türkiye)	+7.0% (+11.4%)	732.4	+13.6% (+10.7%)	2,237.6
Mail	+8.7%	291.9	+5.1%	911.0
Parcel & Logistics	+4.1%	396.5	+19.1%	1,201.4
excl. Parcel Türkiye	+12.5%	285.7	+14.2%	856.1
Parcel Türkiye	-12.6%	110.8	+32.9%	345.3
Retail & Bank	+19.7%	50.4	+23.1%	146.0
EBIT	+10.2%	39.2	+10.7%	144.7
Mail	+31.5%	32.2	+12.8%	115.2
Parcel & Logistics	-28.2%	17.5	+6.7%	64.7
Retail & Bank	+67.9%	-2.2	-33.2%	-7.4

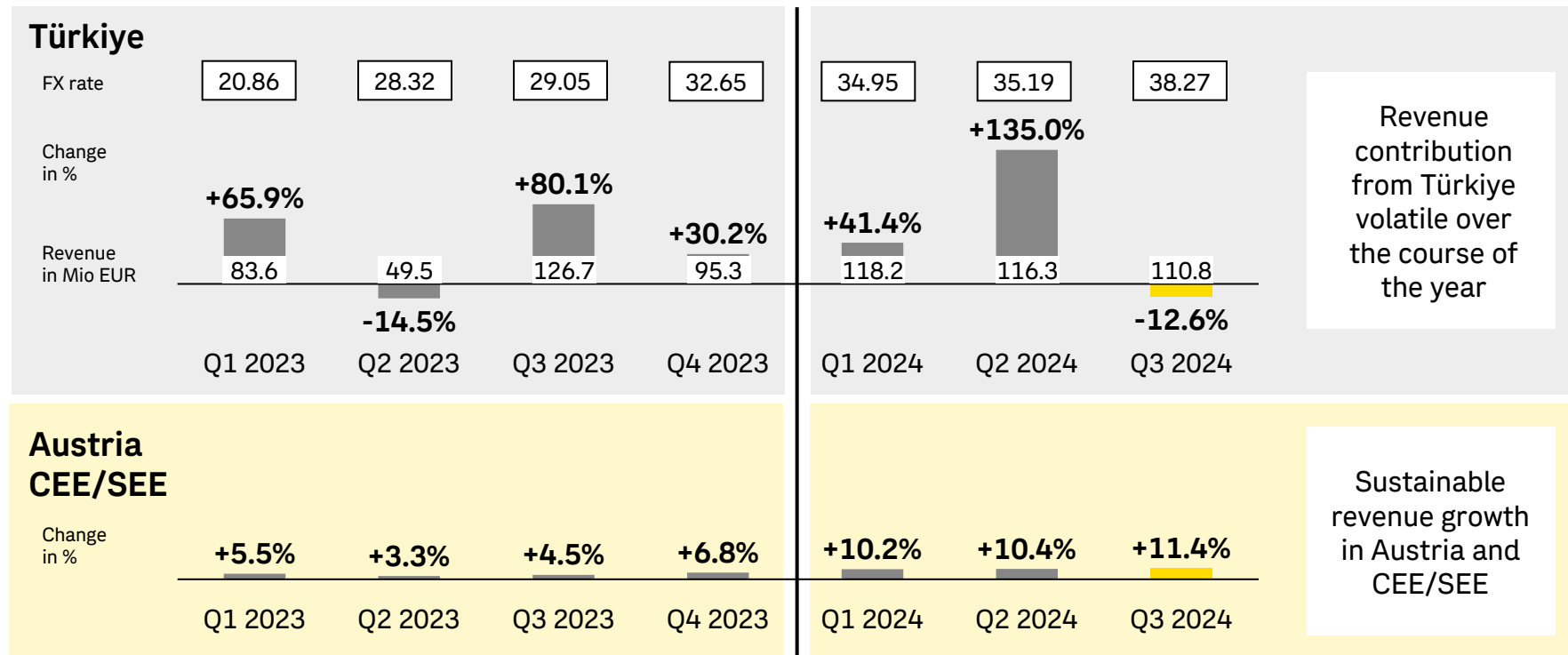
Exchange rate effect in hyperinflation accounting reduces revenue by EUR 18.8m

Positive business development increases liability for the purchase of the remaining 20% stake in Aras Kargo by EUR 9.6m

POSITIVE REVENUE DEVELOPMENT IN ALL MARKETS, BUSINESS IN TÜRKIYE IMPACTED BY INFLATION AND CURRENCY EFFECT



Quarterly change in revenue





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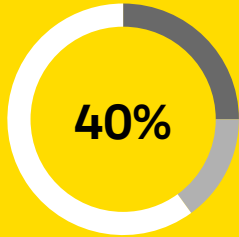
7. Outlook



MAIL DIVISION

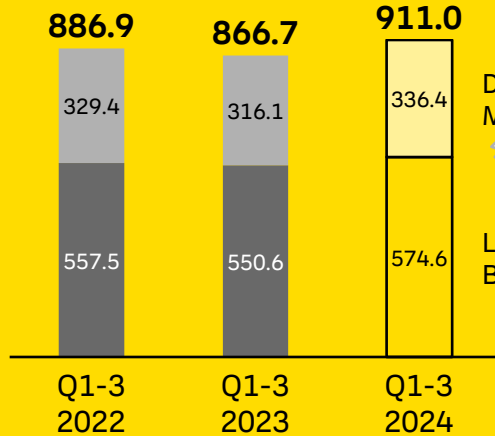


Revenue development
EUR m



Letter Mail &
Business Solutions

Direct Mail & Media Post



Direct Mail &
Media Post

Letter Mail &
Business Solutions

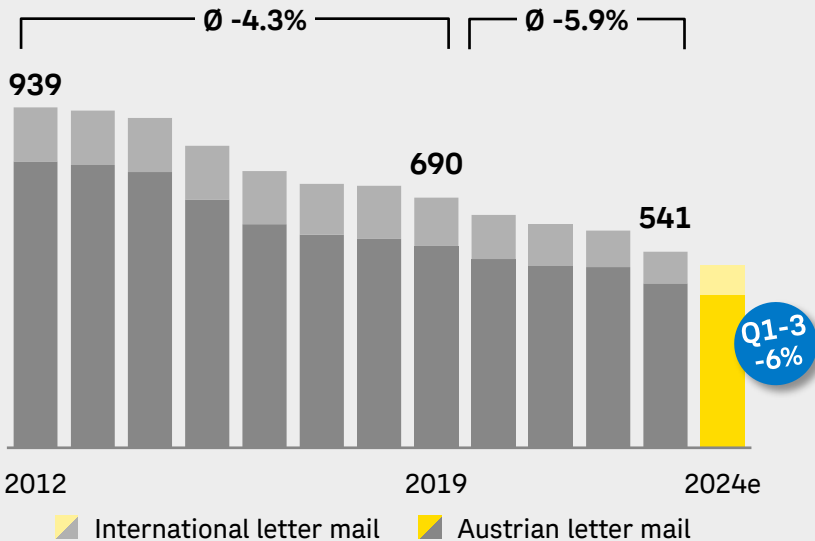




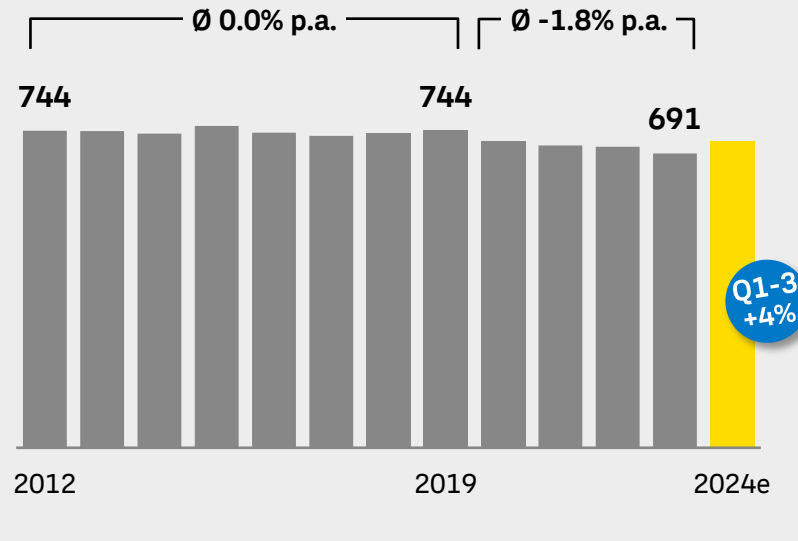
LETTER MAIL



Volumes Millions of shipments



Revenue EUR m



✉ SUPER ELECTION YEAR 2024 – OPPORTUNITIES FULLY UTILISED



INVESTOR PRESENTATION Investor Relations, November 2024



CHAMBER OF LABOUR ELECTIONS ✓

26/01-29/04/2024

Number of postal votes
vs. last election

+75%



Europäisches Parlament

EUROPEAN PARLIAMENT ✓

09/06/2024

+35%



Parlament
Österreich

NATIONAL ELECTIONS ✓

29/9/2024

+18%



REGIONAL ELECTIONS

City of Salzburg 10/3/2024 ✓

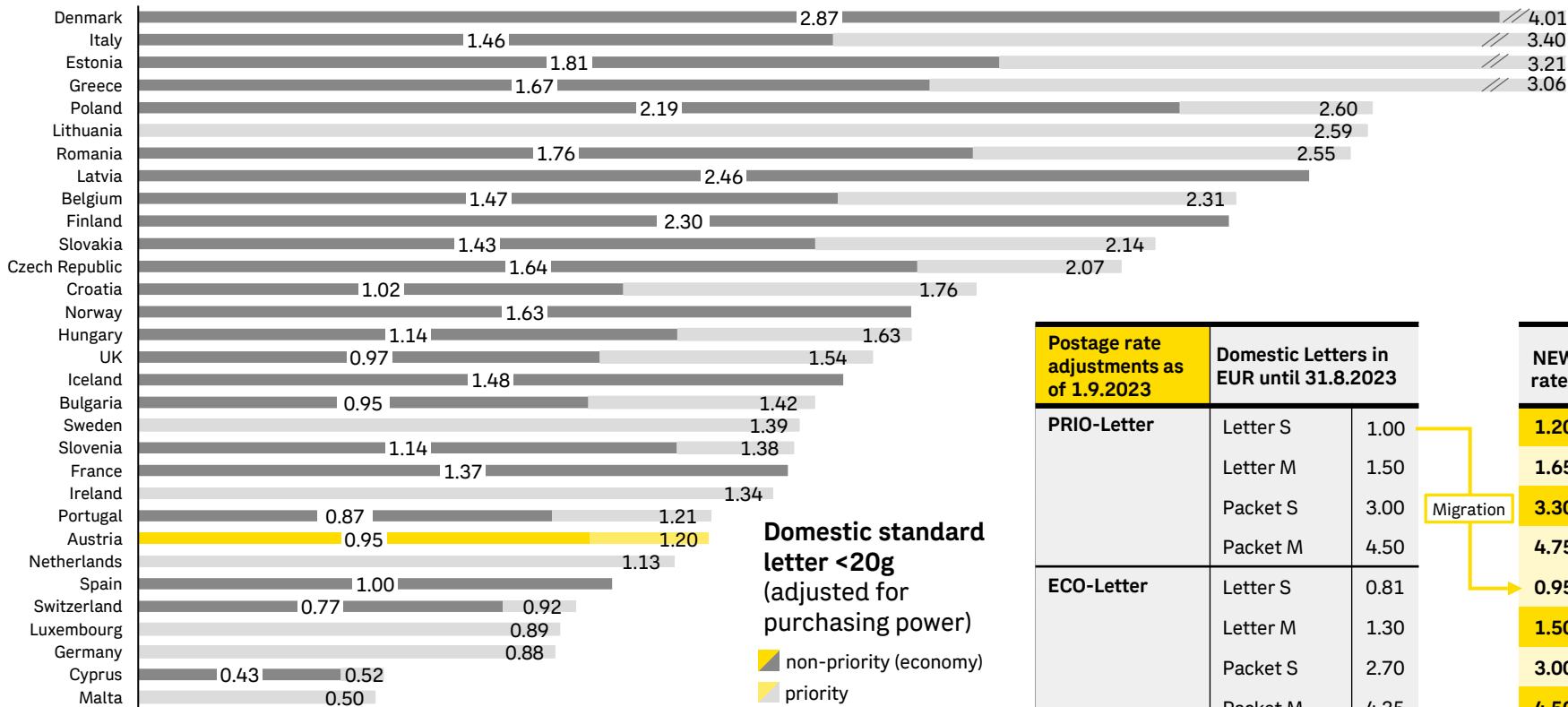
Innsbruck 14/4/2024 ✓

Vorarlberg 13/10/2024 ✓

Styria 24/11/2024



PRIORITY AND NON-PRIORITY RATES IN EUROPE

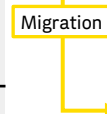


Domestic standard letter <20g
(adjusted for purchasing power)

■ non-priority (economy)
■ priority

EUR, July 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



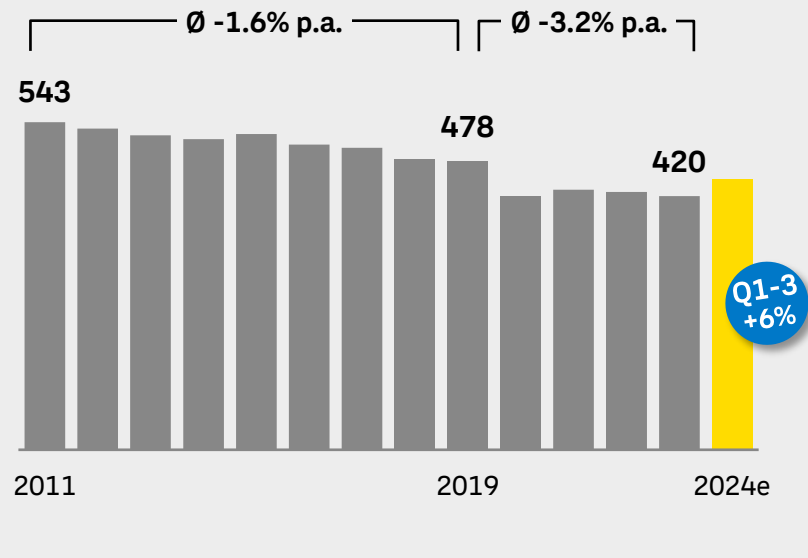
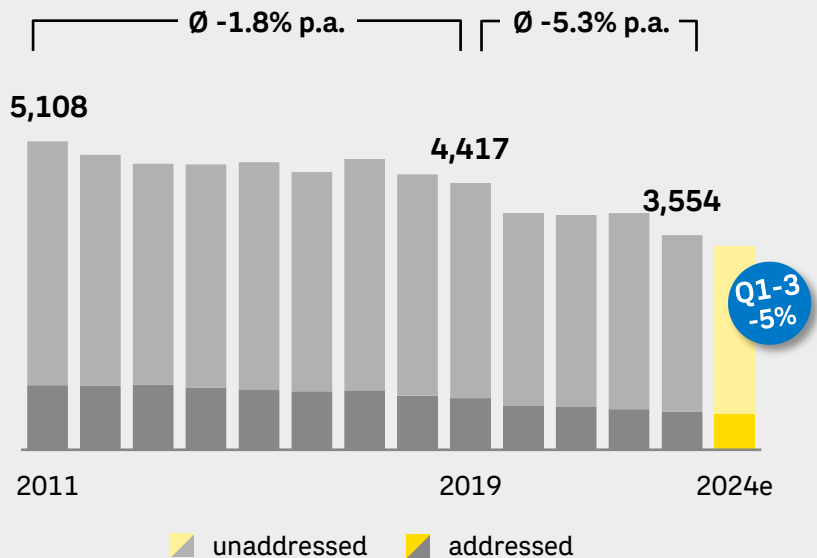


DIRECT MAIL/MEDIA POST IN AUSTRIA



Volumes Millions of shipments

Revenue EUR m





MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	Q1-3 2023	Q1-3 2024	%	Δ	Q3 2023	Q3 2024	
Revenue	866.7	911.0	5.1%	44.3	268.6	291.9	Product and pricing adjustments as well as elections more than offset volume decline for letter mail and direct mail
• Letter Mail & Business Solutions	550.6	574.6	4.4%	24.0	171.9	185.3	
• Direct Mail	224.0	235.8	5.3%	11.9	68.7	74.9	
• Media Post	92.1	100.5	9.2%	8.4	28.0	31.7	
Revenue intra-Group	3.5	3.6	3.8%	0.1	1.2	1.5	
Total revenue	870.2	914.6	5.1%	44.4	269.8	293.5	
EBIT	102.1	115.2	12.8%	13.0	24.5	32.2	EBIT margin of 12.6% above the prior-year level
<i>EBIT margin¹</i>	<i>11.7%</i>	<i>12.6%</i>	-	-	<i>9.1%</i>	<i>11.0%</i>	

¹ EBIT margin in relation to total revenue



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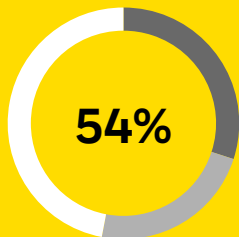




PARCEL & LOGISTICS DIVISION

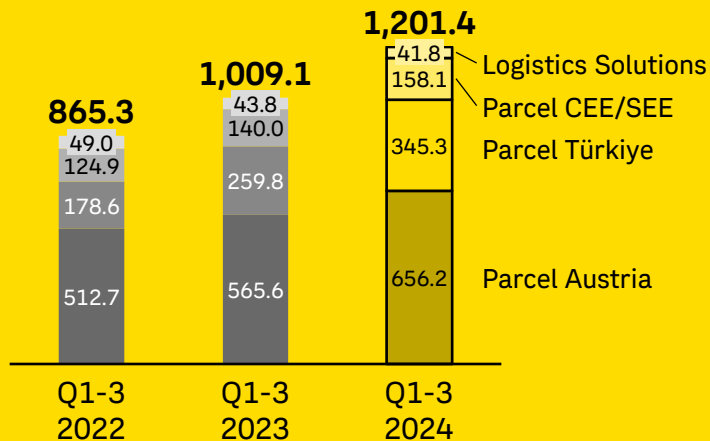
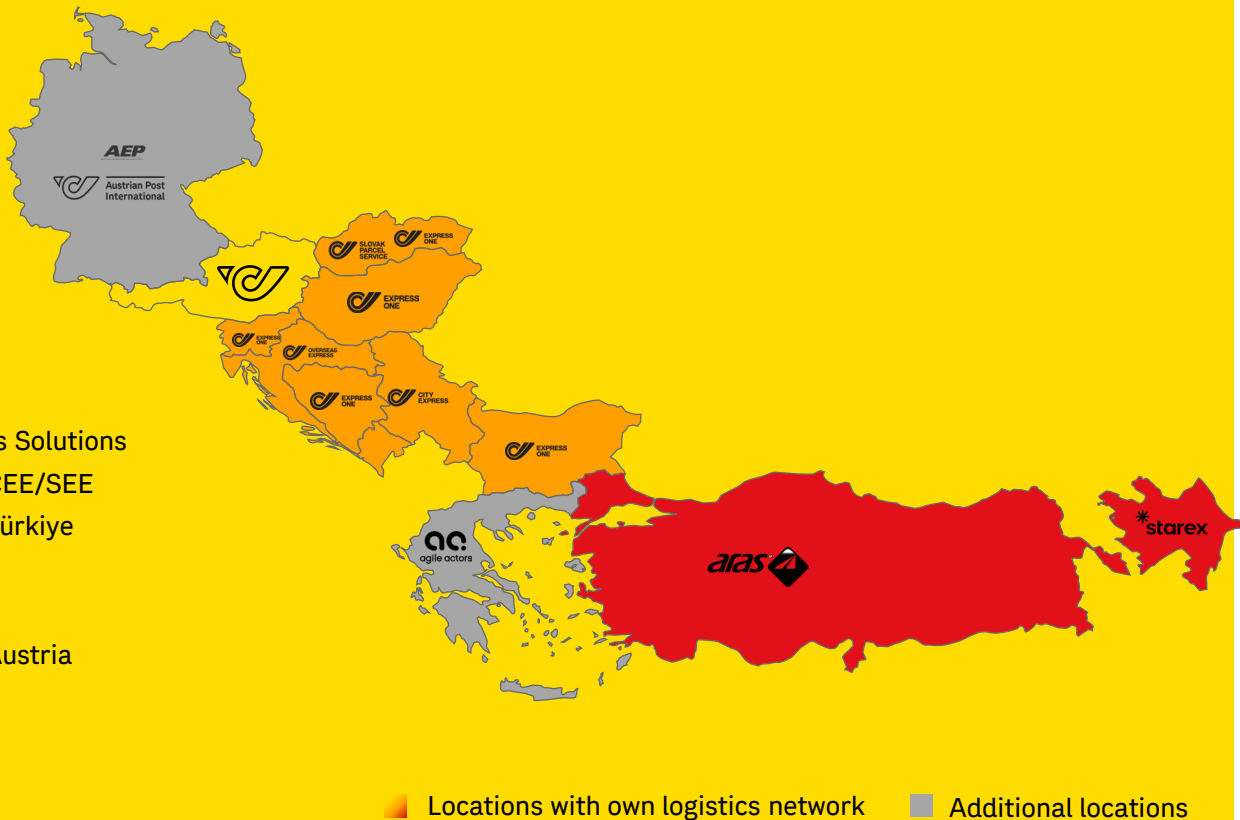


Revenue development
EUR m



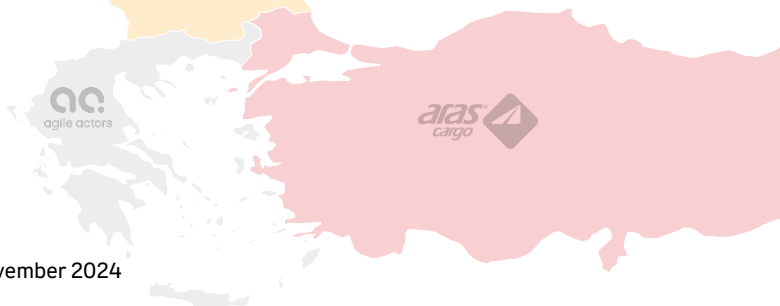
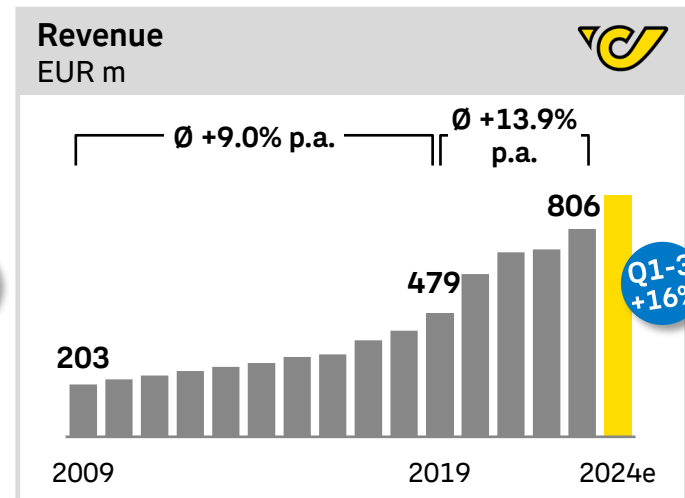
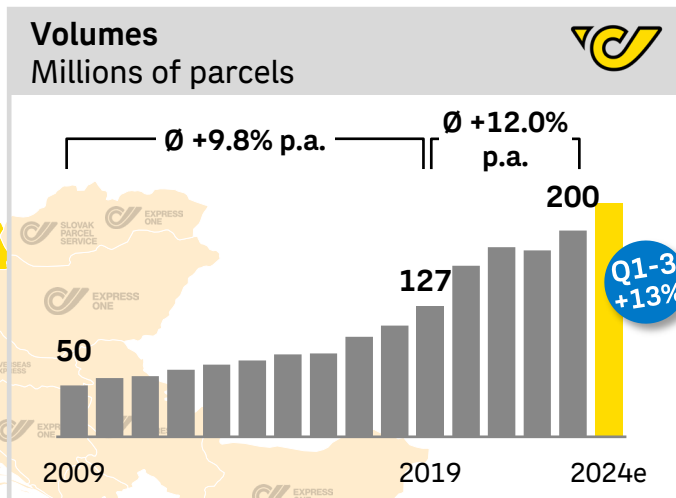
Parcel International

Parcel Austria & Logistics Solutions





AUSTRIA: STRONG VOLUME GROWTH AS MARKET LEADER



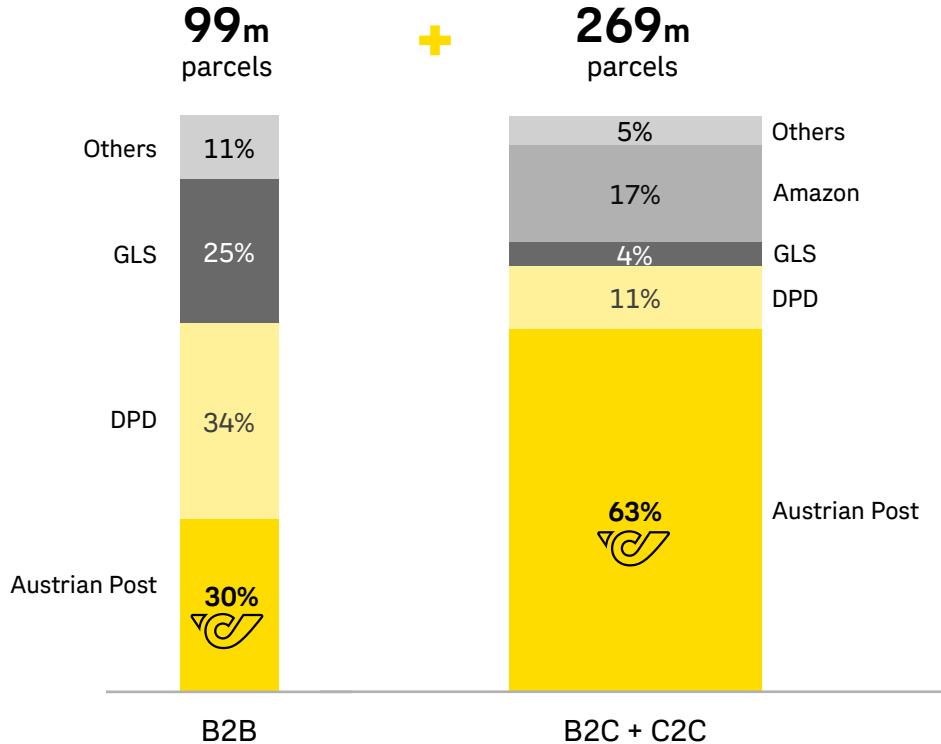
- 13% parcel growth in Austria in Q3 2024 (Q1-3: +13%)
- Positive volume development from Europe as well as Asia



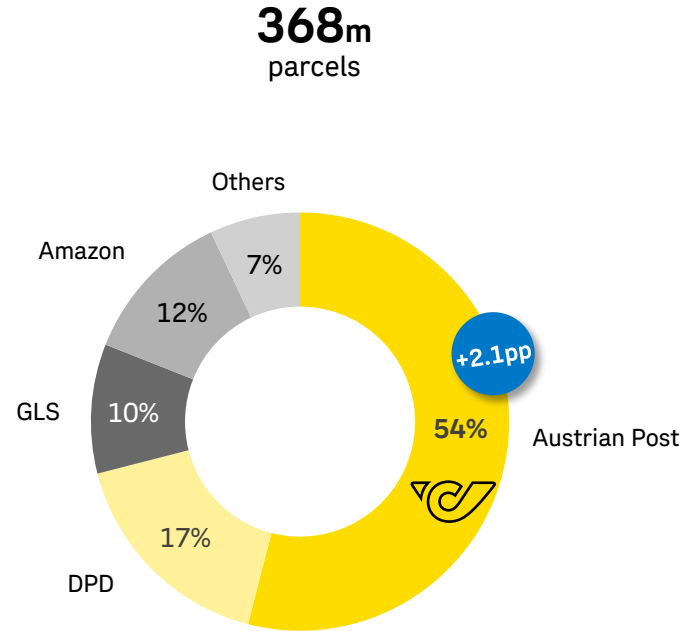
AUSTRIAN PARCEL MARKET IN 2023



Market shares by volume



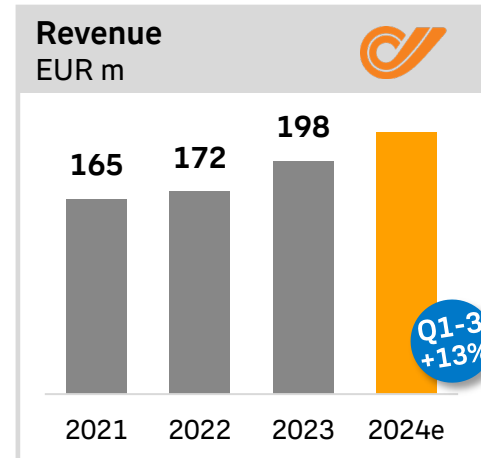
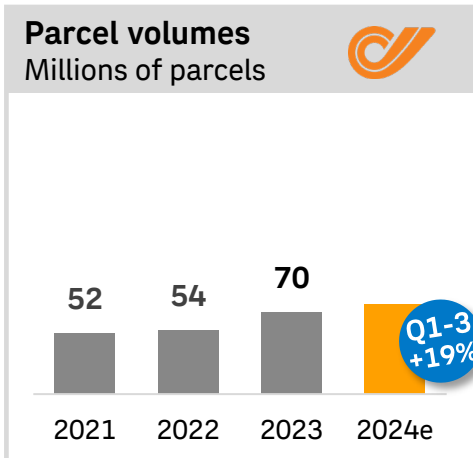
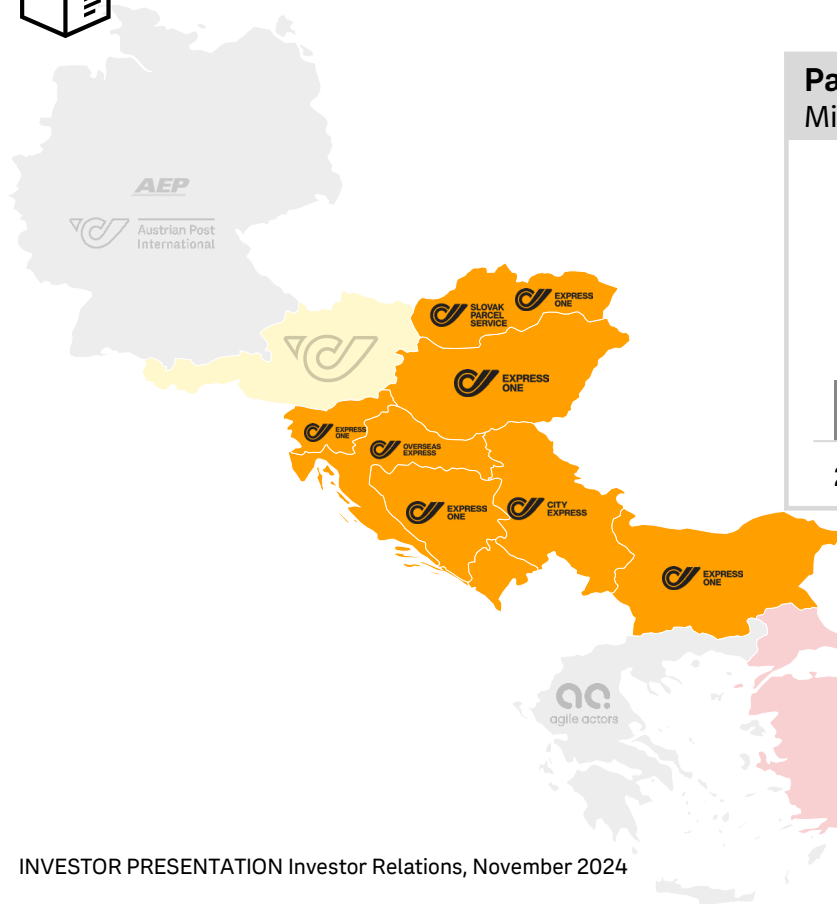
Total market Austria



Source: BRANCHENRADAR.com Marktanalyse GmbH, February 2024



CEE/SEE: STRONG VOLUME GROWTH DUE TO ASIAN PARCELS



- Positive volume and revenue development in Southeast and Eastern Europe
- Disproportionately high growth due to Asian parcels

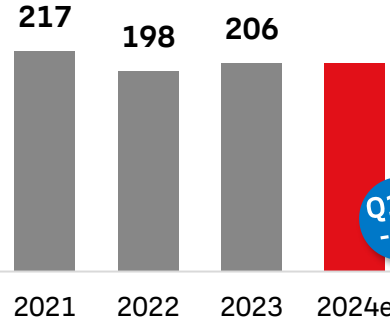


TÜRKIYE: POSITIVE OPERATING DEVELOPMENT, CHALLENGE DUE TO INFLATION AND CURRENCY EFFECT

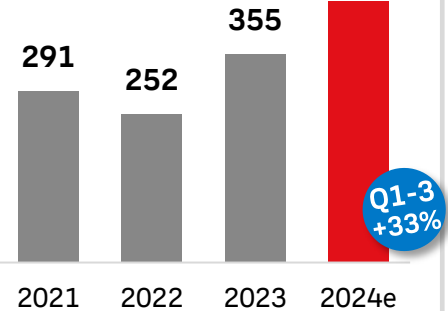


- Parcel business in Türkiye and Azerbaijan with a slight 2% volume decline
- Revenue Q1-3 2024 of TRY 13,139m (+74.4%)
- New volumes from Asian e-commerce platforms
- Significant revenue increase driven by high inflation and currency exchange rate

Parcel & Documents
Millions of items

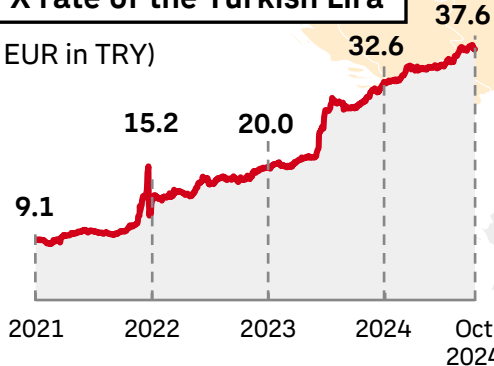


Revenue
EUR m



FX rate of the Turkish Lira

(1 EUR in TRY)






PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	Q1-3 2023	Q1-3 2024	%	Δ	Q3 2023	Q3 2024	
Revenue	1,009.1	1,201.4	19.1%	192.2	380.7	396.5	Very positive revenue development in all parcel regions
• Parcel Austria	565.6	656.2	16.0%	90.6	191.7	221.4	Increase due to inflation and currency effects (hyperinflation accounting)
• Parcel Türkiye	259.8	345.3	32.9%	85.5	126.7	110.8	
• Parcel CEE/SEE	140.0	158.1	12.9%	18.1	48.3	50.2	Earnings improvement due to revenue growth and despite the negative effect of EUR 9.6m in Q3 from the valuation of the option liability with regards to the acquisition of the remaining 20% of Aras Kargo
• Logistics Solutions/Consolidation	43.8	41.8	-4.5%	-1.9	14.0	14.1	
Revenue intra-Group	0.6	0.5	-8.3%	0.0	0.2	0.2	
Total revenue	1,009.7	1,201.9	19.0%	192.2	381.0	396.7	
EBIT	60.7	64.7	6.7%	4.1	24.3	17.5	
<i>EBIT margin¹</i>	<i>6.0%</i>	<i>5.4%</i>	-	-	<i>6.4%</i>	<i>4.4%</i>	

¹ EBIT margin in relation to total revenue

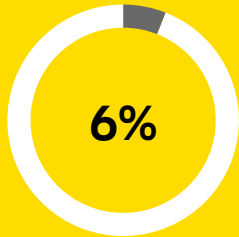


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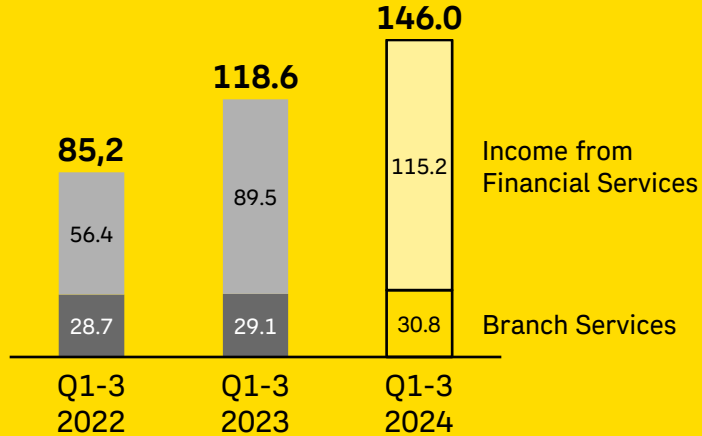


RETAIL & BANK DIVISION

Revenue development
EUR m



Branch &
Financial Services





BANK99 ON TRACK TOWARDS GROWTH AND SUCCESS

bank
99



30.09.2024

Increase 2024



Omni-channel bank



Customers
295,000

+5.4%



Balance sheet total
EUR 3.8bn

+12.1%



Credit volume
EUR 1.9bn

+9.0%

Q1-3 2024

Increase 2023/24

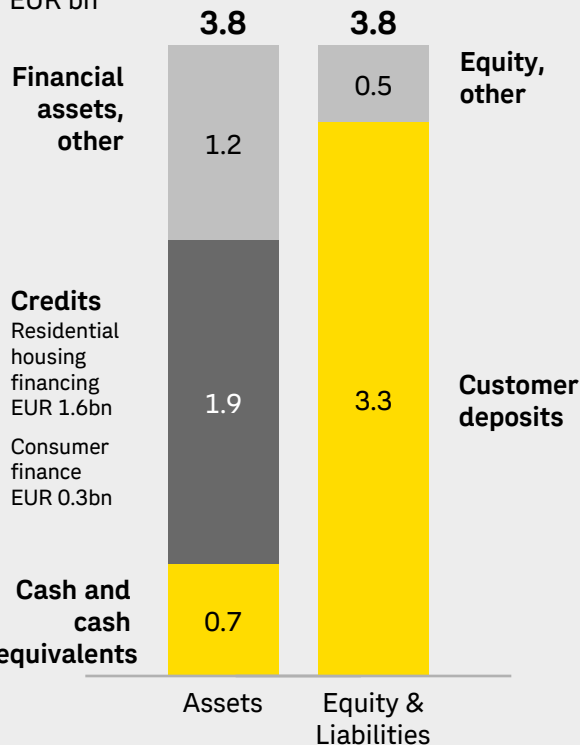


Net interest income
EUR 81.9m EUR

+46.7%

bank99 balance sheet total as at 30.09.2024

EUR bn



Top issues in 2024/2025

Current product highlights

- Products in high demand
- Current account models: best value for money according to consumer study
- Credit volume increased
- Credits: special conditions for flood victims

Migration of core banking systems

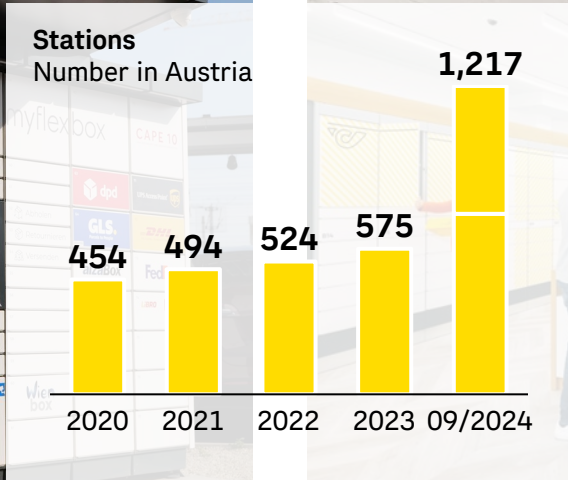
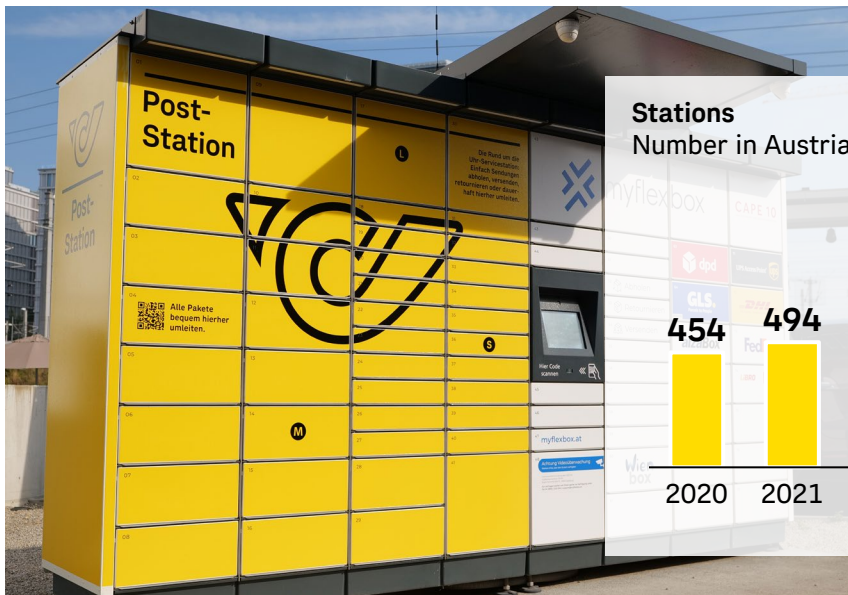
- A customer-leading system: TiGital Accenture
- IT integration currently being implemented

Growth

Commitment to sustainably robust capitalisation to ensure ongoing growth



POWERFUL SELF-SERVICE EXPANSION – COOPERATION WITH MYFLEXBOX



504 Post stations at myflexbox
15,639 Lockers in post stations



713 Self-service stations
121,478 Lockers in self-service stations

Status: September 2024




RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS



EUR m	Q1-3 2023	Q1-3 2024	%	Δ	Q3 2023	Q3 2024	
Revenue	118.6	146.0	23.1%	27.4	42.1	50.4	Income from Financial Services continues to be driven by higher key interest rate and customer growth
• Income from Financial Services	89.5	115.2	28.8%	25.8	32.9	40.0	
• Branch Services	29.1	30.8	5.7%	1.7	9.2	10.3	
Revenue intra-Group	140.7	151.7	7.8%	11.0	46.2	50.6	Earnings negatively impacted by the special project focusing on the migration of core banking systems
Total revenue	259.3	297.7	14.8%	38.4	88.3	101.0	
EBIT	-5.6	-7.4	-33.2%	-1.9	-6.7	-2.2	



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KEY INCOME STATEMENT INDICATORS



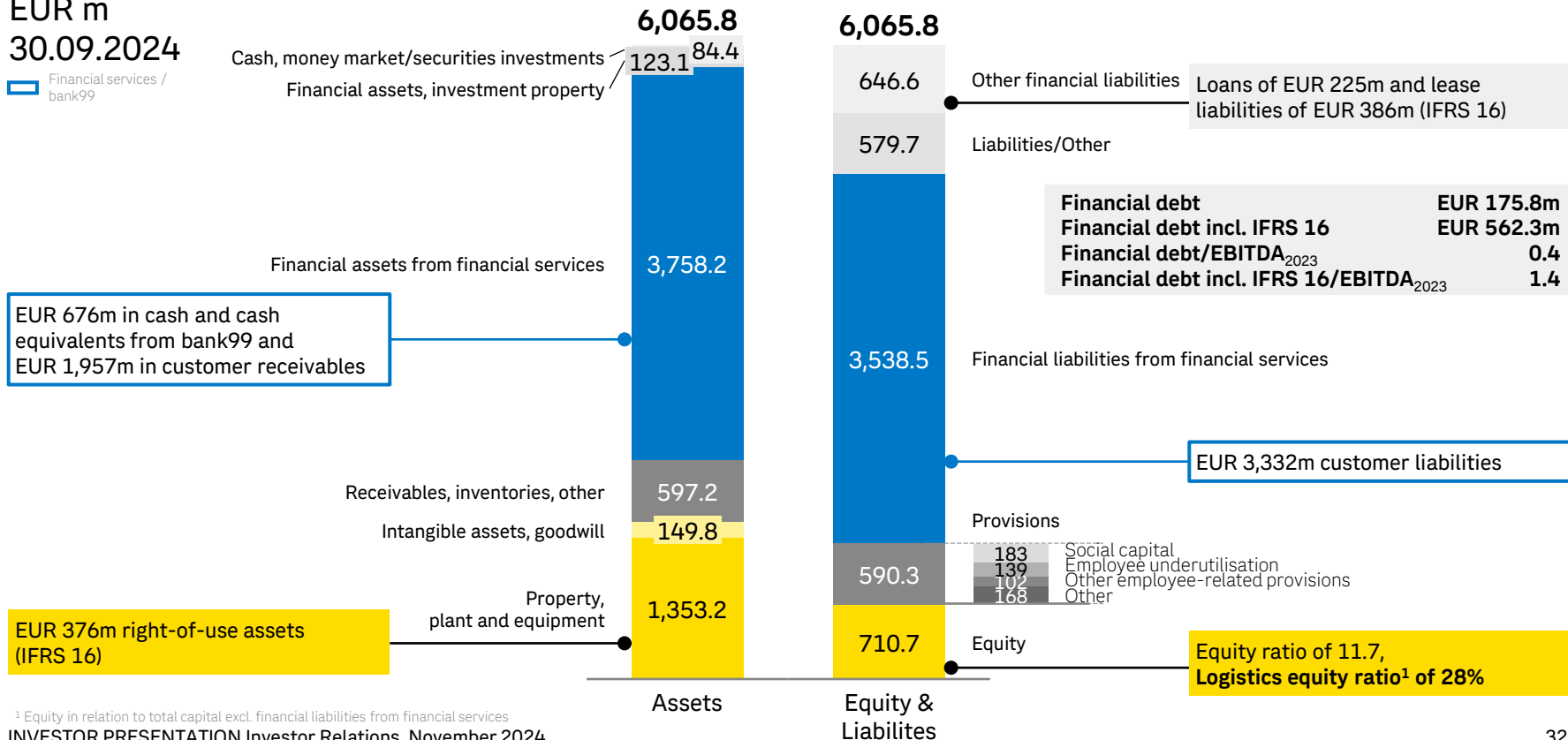
EUR m	Q1-3 2023	Q1-3 2024	%	Δ	Q3 2023	Q3 2024	
Revenue	1,969.3	2,237.6	13.6%	268.2	684.5	732.4	Positive revenue development in all operating divisions: Mail +5.1% Parcel & Logistics +19.1% Retail & Bank +23.1%
Other operating income	77.0	75.9	-1.4%	-1.0	39.0	28.1	
Raw materials, consumables and services used	-597.0	-644.0	-7.9%	-47.0	-222.4	-210.2	
Expenses for financial services	-12.0	-36.6	<-100%	-24.6	-6.1	-12.9	Increased interest expense due to deposits of bank99 customers
Staff costs	-886.7	-1,026.1	-15.7%	-139.4	-307.5	-333.4	Inflation causes cost increase (staff costs, transport, services used)
Other operating costs	-274.5	-311.1	-13.4%	-36.7	-96.5	-115.0	
At equity consolidation	1.5	3.1	>100%	1.6	0.7	1.7	
Net monetary gain	4.8	6.1	28.0%	1.3	1.7	2.5	
EBITDA	282.4	304.9	7.9%	22.4	93.4	93.4	
<i>EBITDA margin</i>	<i>14.3%</i>	<i>13.6%</i>	-	-	<i>13.6%</i>	<i>12.7%</i>	
Depreciation, amortisation and impairment	-151.7	-160.1	-5.6%	-8.5	-57.8	-54.2	Negative valuation effect of EUR 9.6m on the option for the remaining 20% of the shares in Aras Kargo
EBIT	130.8	144.7	10.7%	14.0	35.6	39.2	
<i>EBIT margin</i>	<i>6.6%</i>	<i>6.5%</i>	-	-	<i>5.2%</i>	<i>5.3%</i>	
Financial result	-3.5	-2.6	26.1%	0.9	-9.2	-1.0	
Income tax	-36.5	-36.0	1.2%	0.4	-14.2	-10.5	
Profit for the period	90.8	106.1	16.9%	15.3	12.2	27.6	Earnings per share of EUR 1.48 above the prior-year level
Earnings per share (EUR)	1.30	1.48	14.0%	0.18	0.17	0.37	

SOLID BALANCE SHEET AND FINANCING STRUCTURE



EUR m
30.09.2024

Financial services / bank99

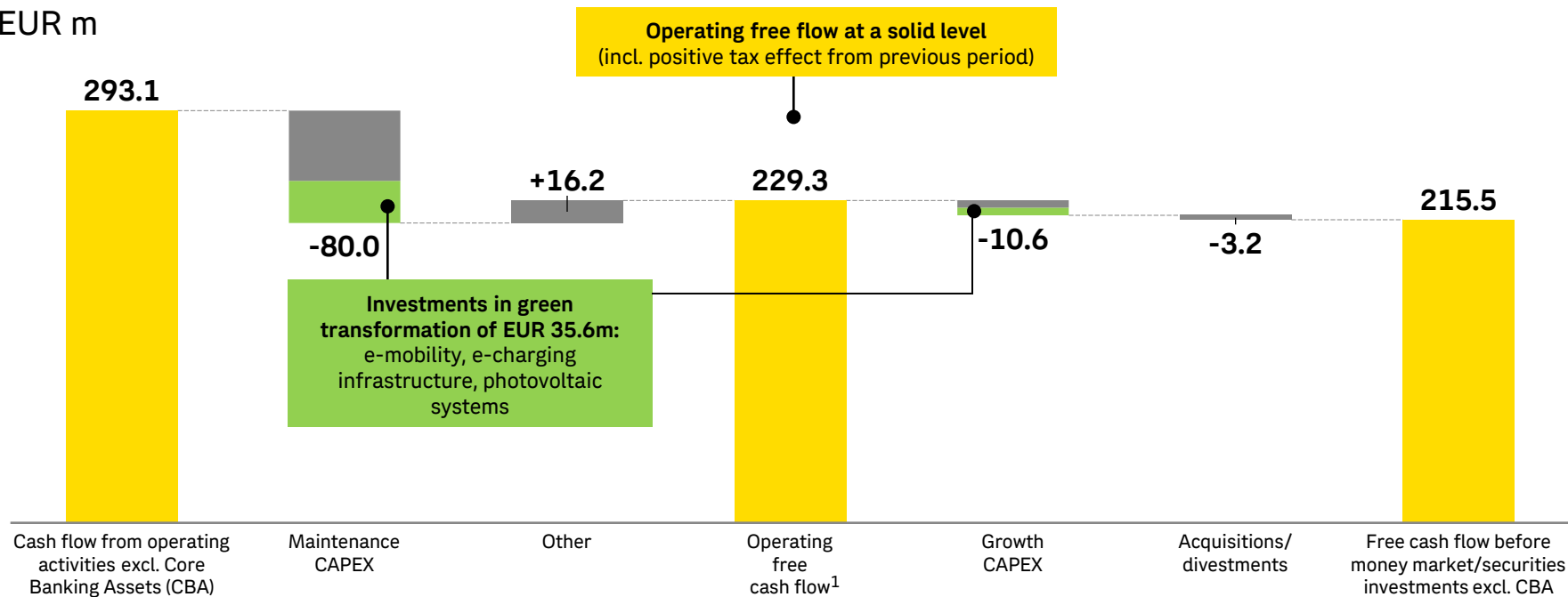


¹ Equity in relation to total capital excl. financial liabilities from financial services

CASH FLOW ABOVE PREVIOUS YEAR'S LEVEL



EUR m



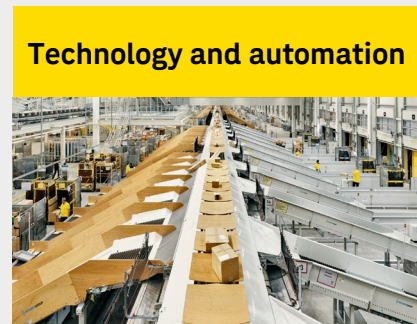
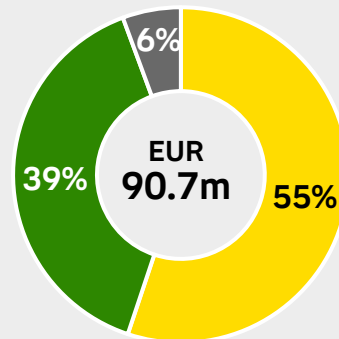
	2023	2023	2023	2023	2023	2023
Q1-3	212.0	-60.8	+26.0	177.2	-37.1	-14.3
2023						125.8

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

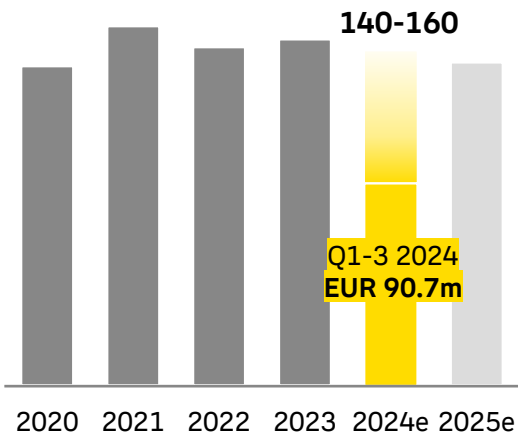
INVESTMENTS IN SUSTAINABLE INFRASTRUCTURE



CAPEX Q1-3 2024 by area



CAPEX (EUR m)

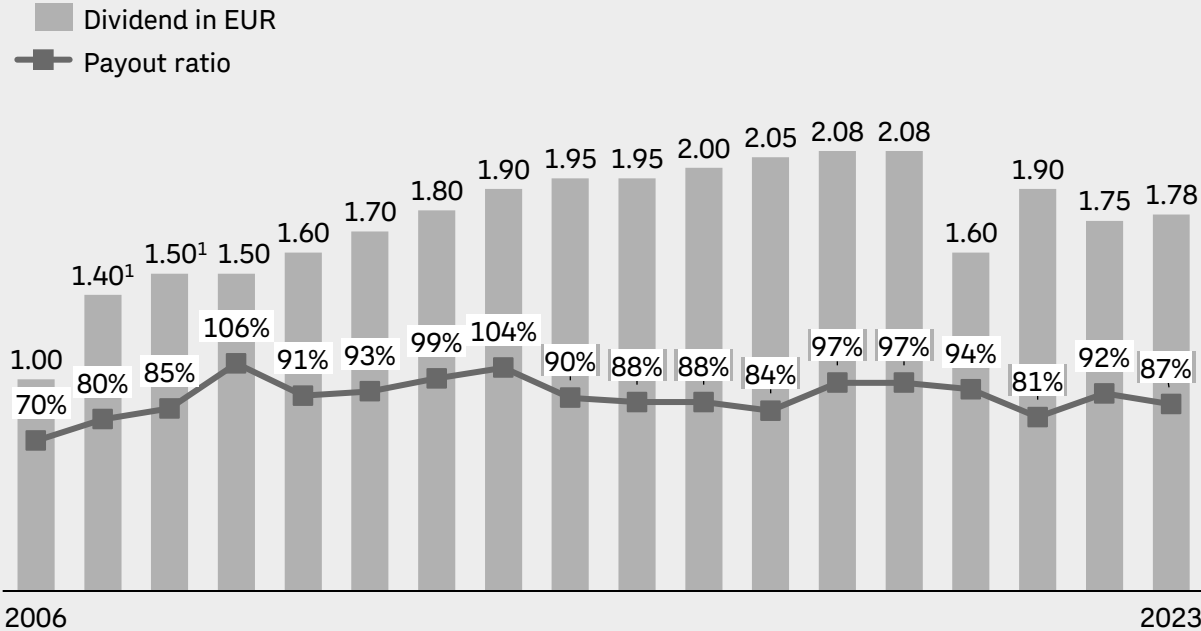


DIVIDEND POLICY



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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▶ 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 CO₂-emissions (2021-2030)
 - 25% reduction of target-related Scope 3 CO₂-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	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 1.78 (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



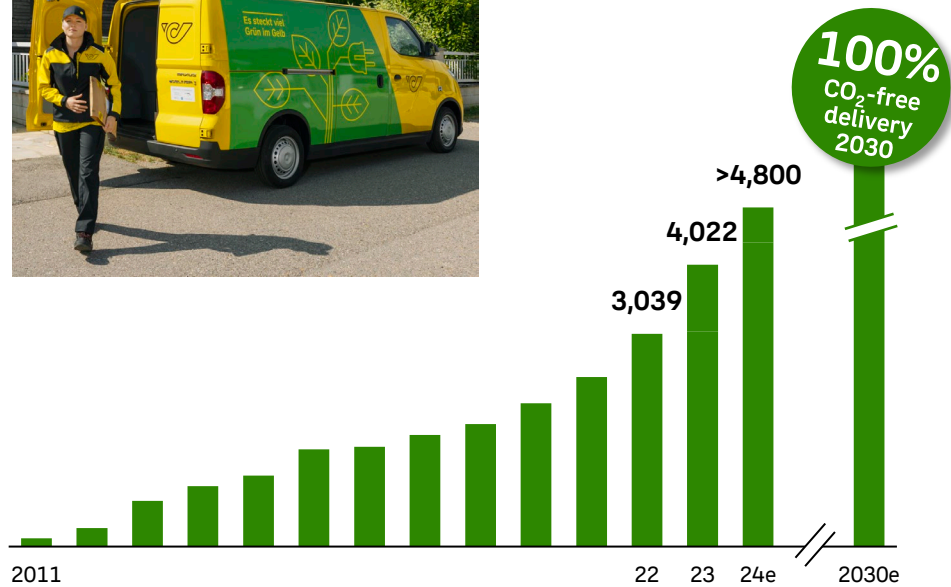
		2022	2023	Δ	
Environmental indicators¹					
CO ₂ e emissions (Scope 1–3, Post AG)	t CO ₂ e	91,135	85,772	-5.9%	Reduction in Austria through energy efficiency and e-mobility
CO ₂ e emissions (Scope 1–3, Group)	t CO ₂ e	233,853	232,587	-0.5%	Slight decline despite strong parcel growth
CO ₂ e emissions 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	%	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

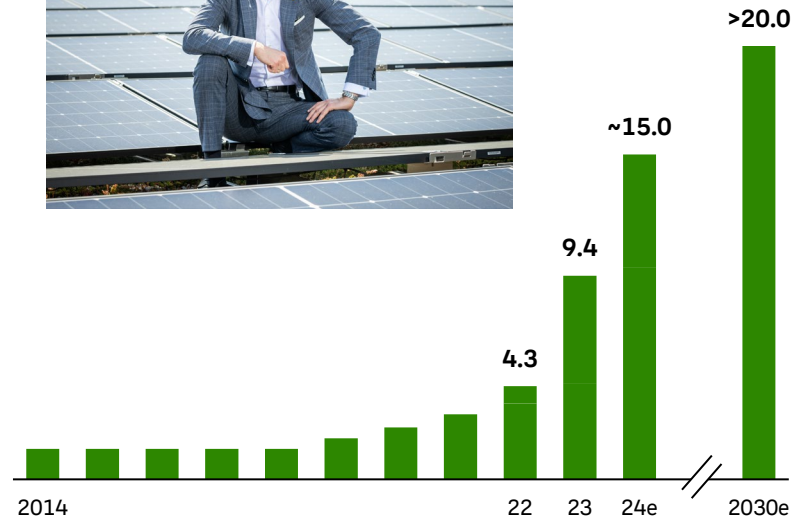
▶ EXPANSION OF E-VEHICLE FLEET AND PV FACILITIES IN PROGRESS



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



Photovoltaic facilities¹ (Output in cumulative MWp)



¹ Post AG

▶ ENTIRE TRUCK FLEET CONVERTED TO FOSSIL-FREE FUEL



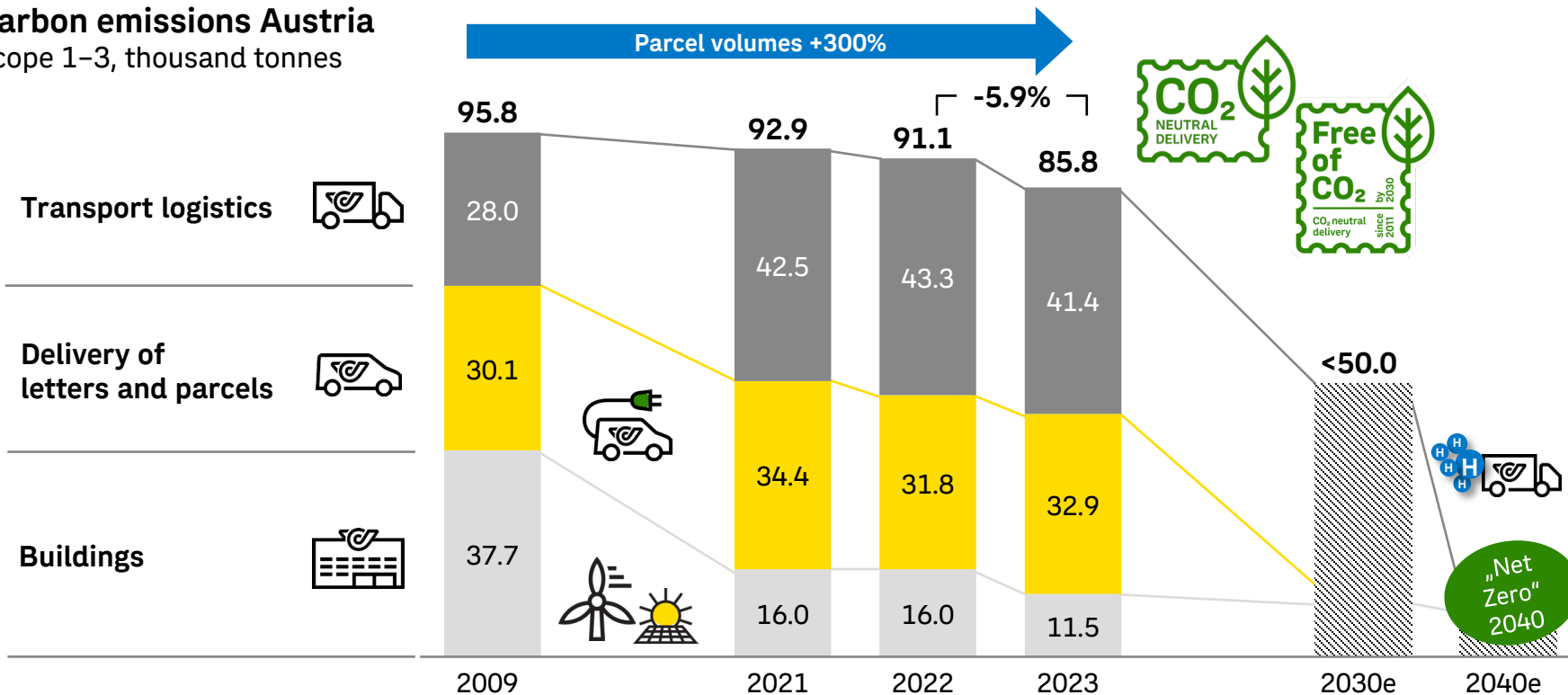
- **180 Austrian Post trucks operate with HVO100**
 - Conversion from diesel to hydrotreated vegetable oils (HVO)
 - Savings of up to 80% in CO₂
- **2 electric-powered lorries in use**
Shuttle service between Vienna Airport and the Vienna Logistics Centre



▶ DECARBONISATION – ROADMAP AUSTRIA



Carbon emissions Austria
Scope 1-3, thousand tonnes



Numbers of Austrian Post AG

INVESTOR PRESENTATION Investor Relations, November 2024


▶ DECARBONIZATION TARGETS IN THE POST GROUP



BUSINESS AMBITION FOR 1.5°C  

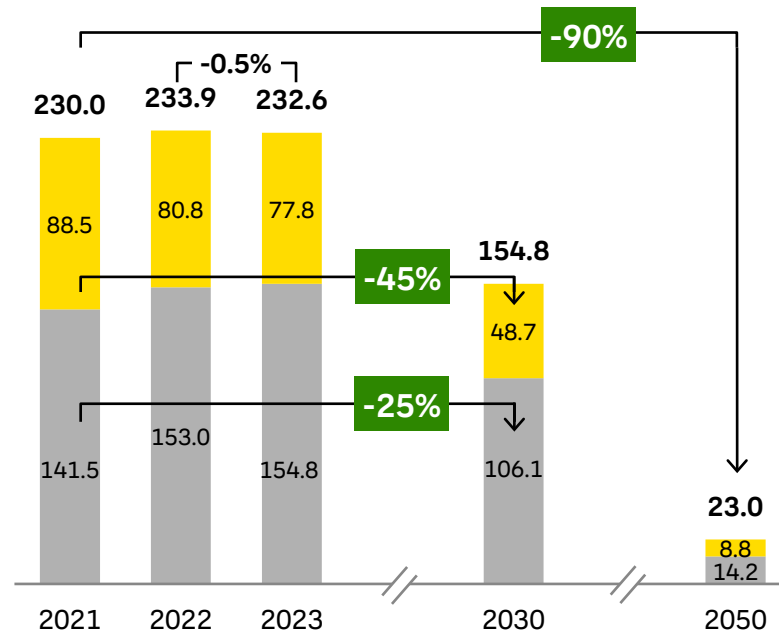
Decarbonisation Road to Paris

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

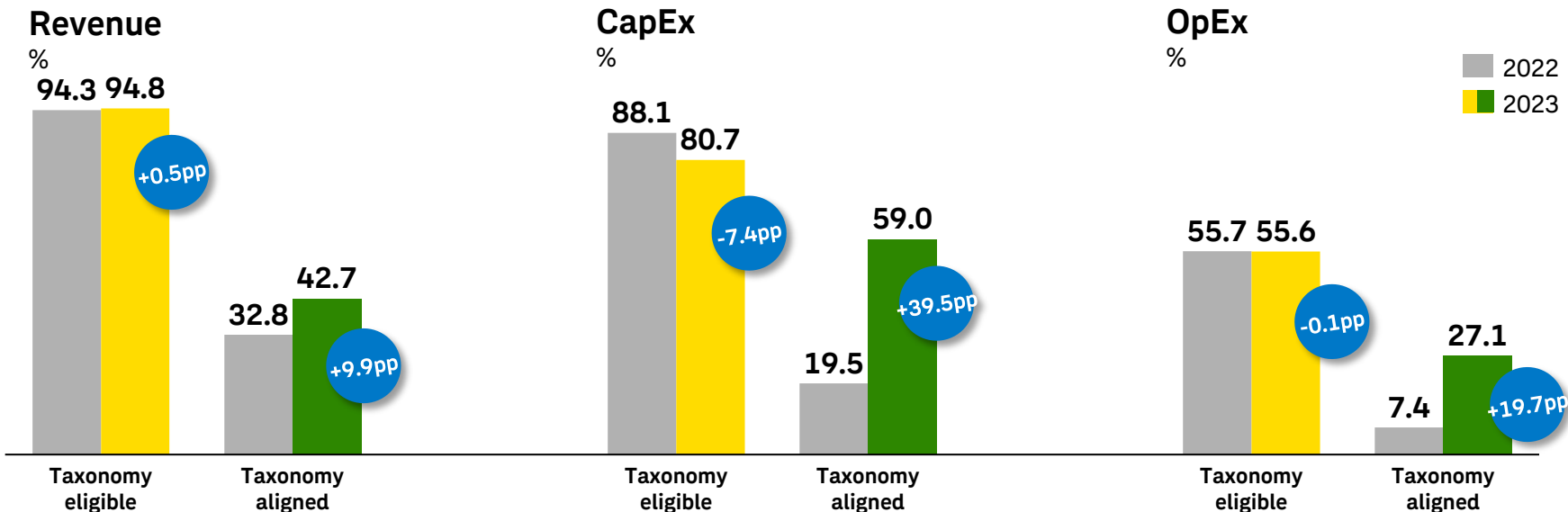
■ Direct emissions (Scope 1 und 2, thousand tonnes)
■ Indirect emissions (Scope 3, thousand tonnes)



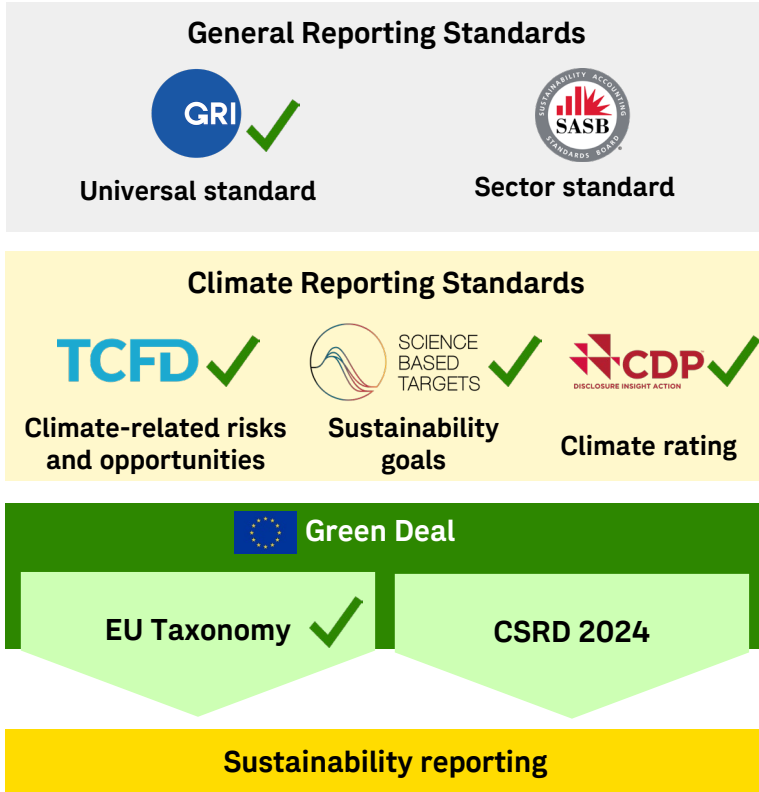
▶ KEY FIGURES IN ACCORDANCE WITH THE EU TAXONOMY REGULATION

Increase in taxonomy alignment 2023:

Improvement in e-vehicles and improved verification for logistics buildings



▶ OUR ESG REPORTING IS "EXCELLENT"



Future: got it.

AUSTRIAN POST Sustainability Report 2023

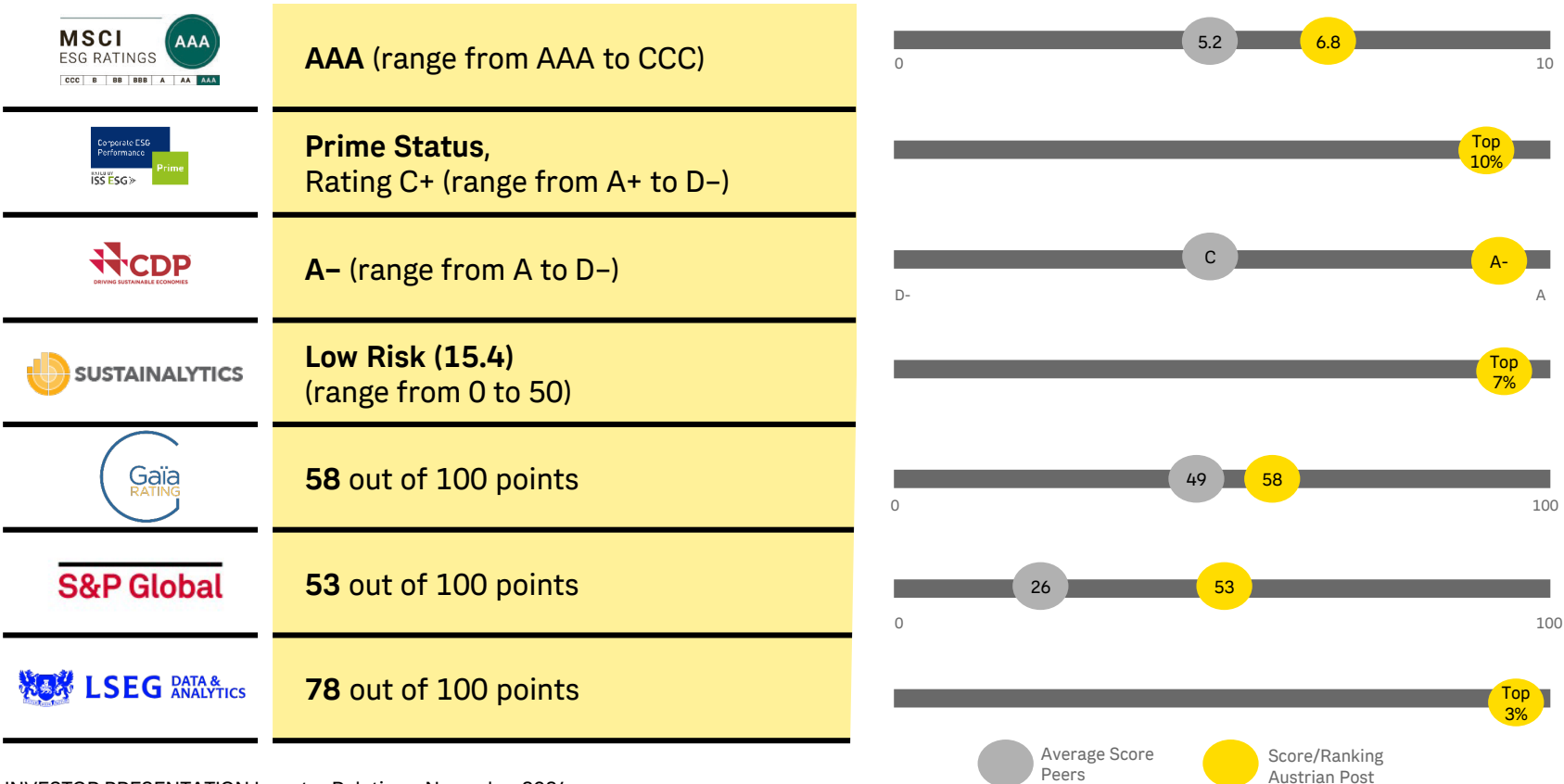
Simply reliable.

Knowing what matters.


2nd place at the Austrian Sustainability Reporting Award 2023

2nd place Effective Sustainability Communicator 2023 Austria

AUSTRIAN POST'S ESG RATINGS CONSISTENTLY AT A HIGH LEVEL





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- 
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OUTLOOK 2024



Market environment

- Weak economic growth and related restrained investment climate impact the purchasing behaviour of companies and consumers
- Decline of letter mail and direct mail items, growing parcel volumes



Revenue in 2024

- Revenue forecast of EUR 3bn (depending on the development of the Turkish Lira)
 - Mail: stable revenue or slight increase
 - Parcel & Logistics: revenue growth of about 15% (depending on exchange rate of the Turkish Lira / hyperinflation accounting)
 - Retail & Bank: double-digit revenue increase



Investments in 2024

- Investment requirements for 2024: EUR 140-160m:
 - Maintenance CAPEX of EUR 70-80m
 - EUR 40-50m for the green transformation
 - Growth CAPEX of EUR 30m



Earnings in 2024

- Cost discipline and efficiency to ensure stability
- EBIT improvement of at least 5%, corresponding to an EBIT of slightly over EUR 200m



Forecast for 2025

- No positive special effects compared to 2024 (e.g. elections)
- Revenue anticipation of over 3bn in 2025
- Aim to generate again EUR 200m of earnings (EBIT)
- Confirmation of attractive dividend policy: distribution of at least 75% of Group net profits

CONTACT



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Phone: +43 57767-30400

Financial calendar 2025

07 March 2025
09 April 2025
16/23 April 2025
08 May 2025
08 August 2025
12 November 2025

Annual Report 2024
Annual General Meeting
Ex-day/Dividend payment day
Interim Report Q1 2025
Half-Year Report 2025
Interim Report Q1-3 2025

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