
ESG LEADERSHIP AT AUSTRIAN POST



April 2024





1. OVERVIEW & STRATEGY

- 2. Governance
- 3. Environment
- 4. Social
- 5. Appendix



AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers & Magazines

Revenue:
EUR 1,190m



Parcel & Logistics

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

Revenue:
EUR 1,417m



Retail & Bank

- Branch & Financial Services
- Customer Services

Revenue:
EUR 169m



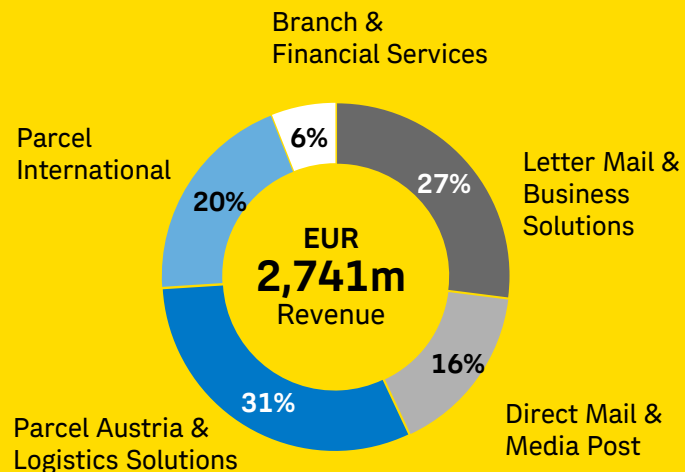
Group

Revenue: EUR 2,741m

EBITDA: EUR 392m

EBIT: EUR 190m

Revenue mix (Parcel share >50%)



WE ALWAYS DELIVER A SOLUTION.

OUR PURPOSE



WE ARE MORE THAN JUST POST.

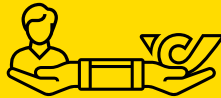
As a trailblazer we successfully connect people and markets with tomorrow.



OUR VISION

NOBODY IS CLOSER.

In this way, we bring about connections and ongoing improvements every single day - whether digital or personal, always practical and sustainable.



OUR MISSION

OUR MARKETS

- Letter mail and business process solutions
- Digital and analogue advertising
- Parcel, e-commerce and logistics solutions
- Digital and analogue commerce / private customer offering
- Financial services
- Real estate



OUR STRATEGY

1



Defending market leadership and profitability in the core business

2



Profitable growth in neighbouring markets



Sustainability, diversity and customer orientation as guideline for all activities

3



Development of retail and digital offerings for private customers and SMEs

WE ARE

- Yellow
- Green
- Colourful

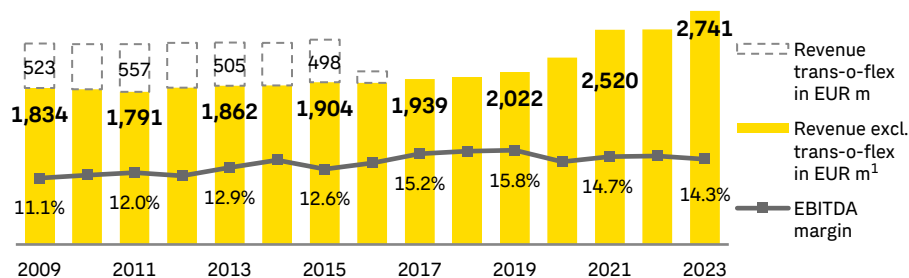


OUR VALUES

SUCCESSFUL DEVELOPMENT AS PART OF A CLEAR CAPITAL MARKET POSITIONING

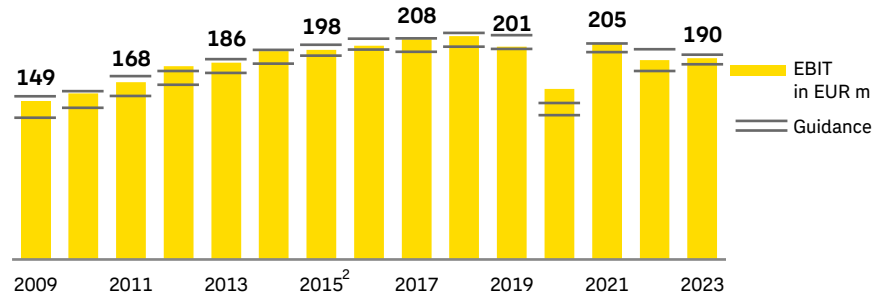


Profitable growth business model



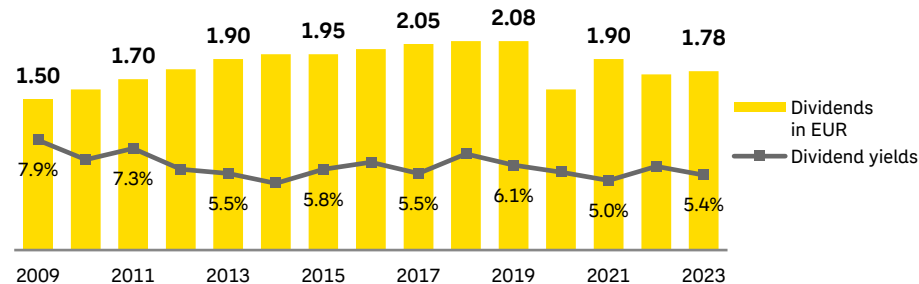
¹ 2014: Adjusted reporting of revenue

Reliability ("Promise & Deliver")

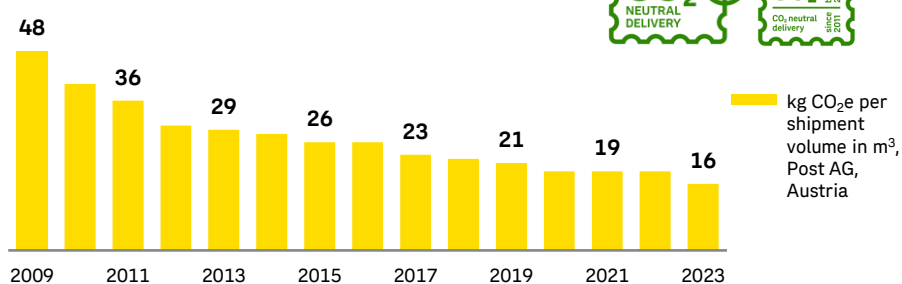


² EBIT adjusted for special effects

Attractive dividend policy



Decarbonisation of logistics



▶ 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

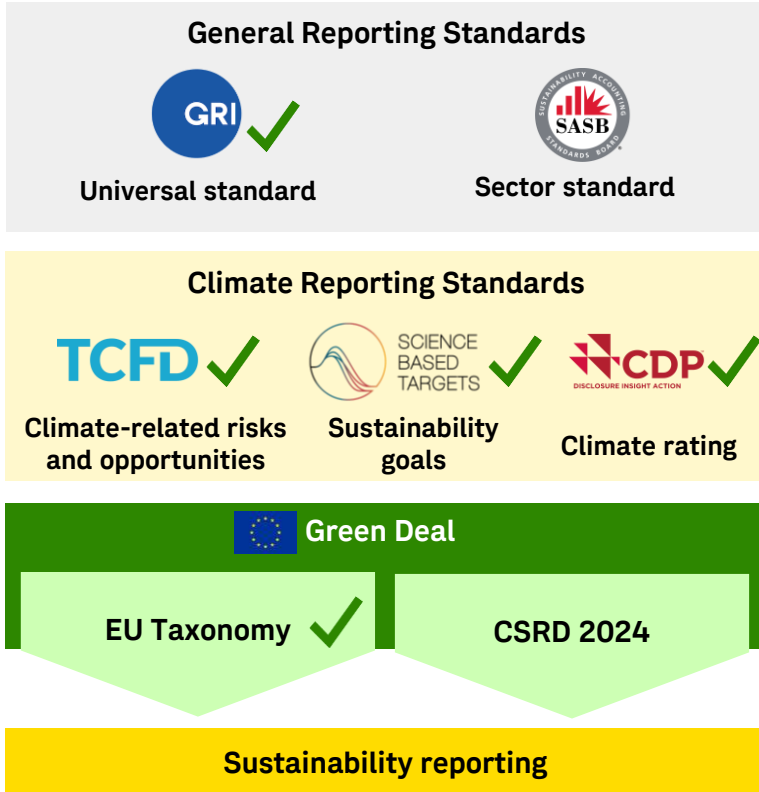


► SUSTAINABILITY MASTERPLAN 2030



	Material Topics	UN SDGs
<p><u>Economy & Customers</u></p> <p>Commercial success driven by sustainable and customer-focused services</p>	<ol style="list-style-type: none"> 1 Sustainable appearance & services for private customers 2 Sustainable mail & parcel products 3 Sustainable procurement 4 Sustainable governance & compliance 5 Stakeholder value 	 
<p><u>Environment & Climate</u></p> <p>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 	 
<p><u>People & Social</u></p> <p>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 	    

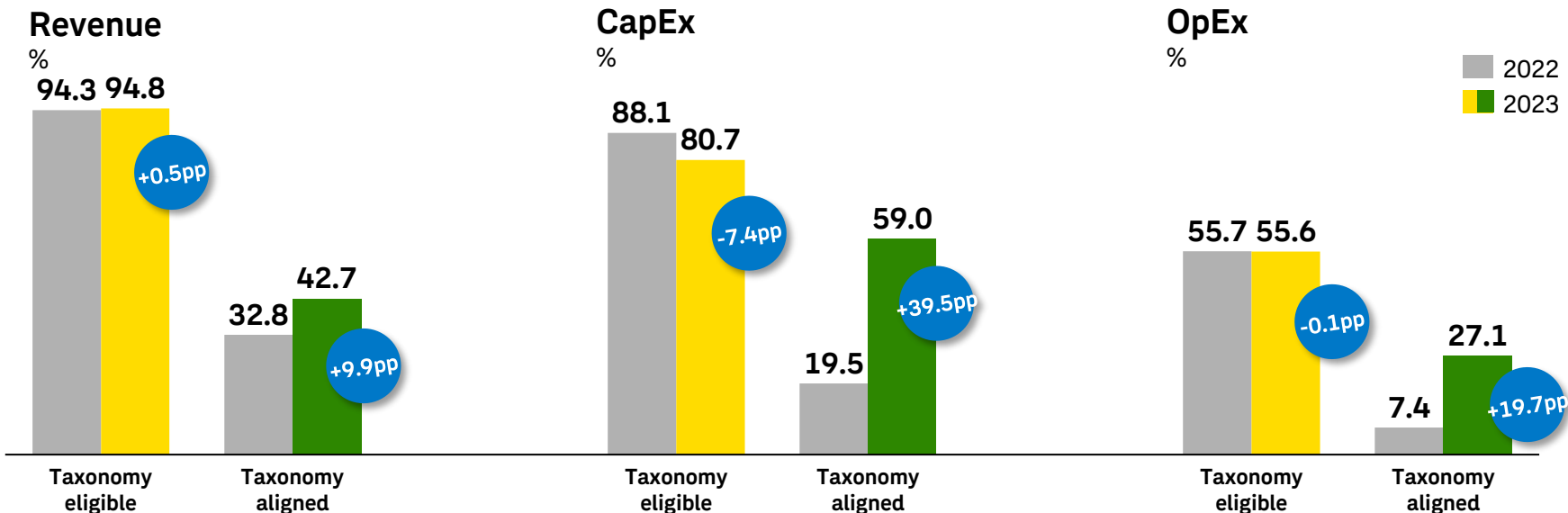
▶ OUR ESG REPORTING IS "EXCELLENT"



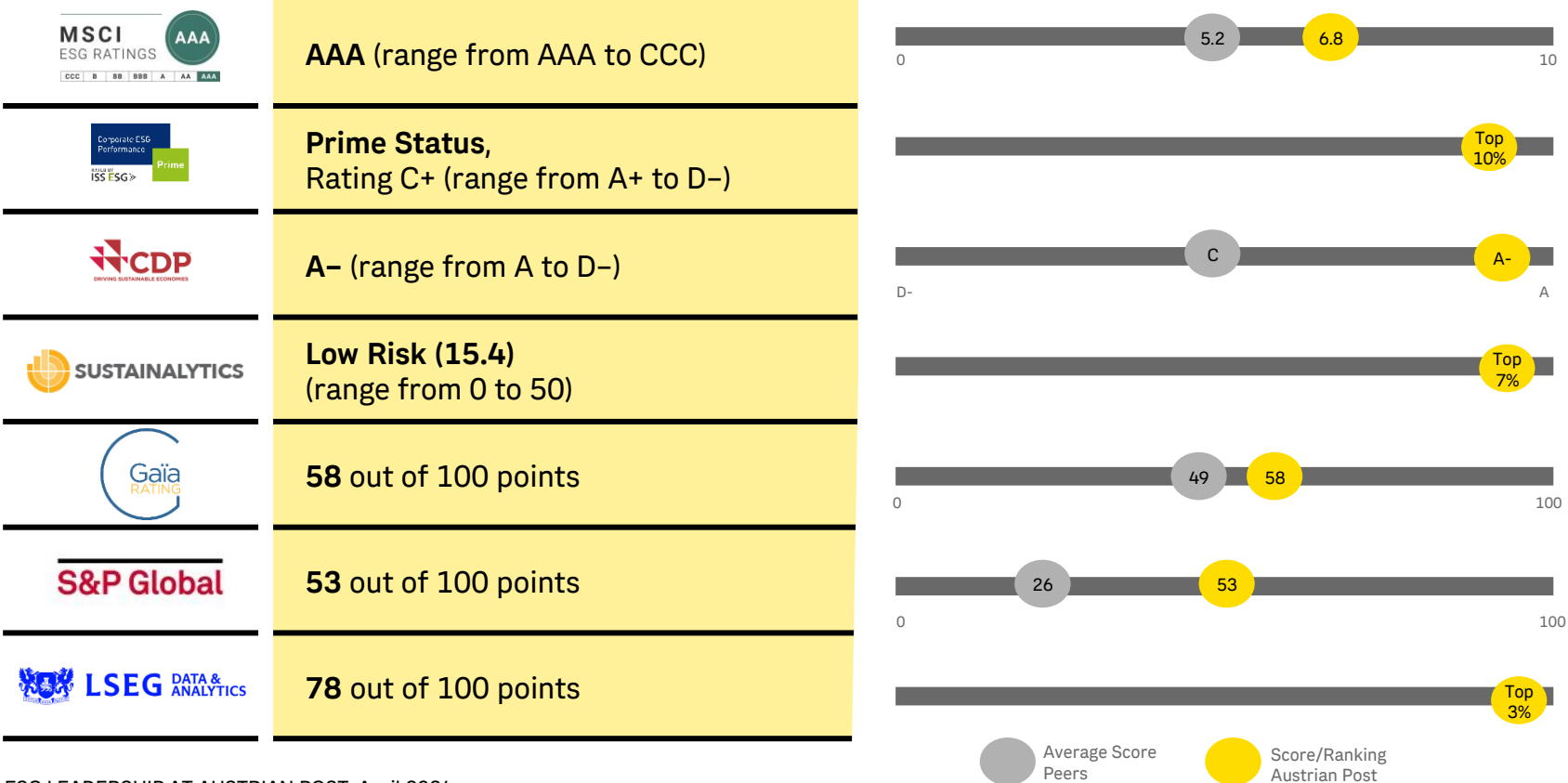
▶ KEY FIGURES IN ACCORDANCE WITH THE EU TAXONOMY REGULATION

Increase in taxonomy alignment 2023:

Improvement in e-vehicles and improved verification for logistics buildings



AUSTRIAN POST'S ESG RATINGS CONSISTENTLY AT A HIGH LEVEL



Average Score Peers
 Score/Ranking Austrian Post



1. Overview & Strategy

2. GOVERNANCE

3. Environment

4. Social

5. Appendix

GOVERNANCE – OVERVIEW



53% Core Shareholder ÖBAG
(Österreichische Beteiligungs AG)

Supervisory Board very
experienced and well balanced

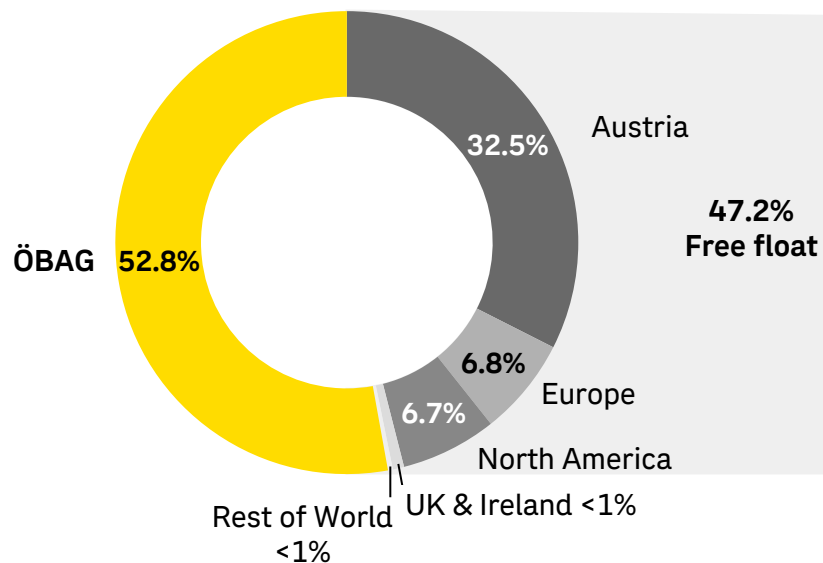
Performance and sustainability
based remuneration



Experienced team to trigger ESG-
activities and ESG-reporting
(EU Taxonomy, NaDiVeG/NFRD,
TCFD, GRI Standards, CSRD and
ISSB)

Group wide sustainability structure

AUSTRIAN POST SHAREHOLDER STRUCTURE



Top Shareholders of Austrian Post

As of December 2023	No. of shares	% of total
ÖBAG	35,700,000	52.8%
Erste Asset Management GmbH	1,676,800	2.5%
BlackRock Fund Advisors	1,070,500	1.6%
The Vanguard Group, Inc.	873,600	1.3%
Norges Bank Investment Management (Norway)	846,200	1.3%
Robeco Institutional Asset Management BV	532,300	0.8%

Source: IHS markit Shareholder ID 02/2024

THE REPUBLIC OF AUSTRIA AS A CORE SHAREHOLDER



Austrian Government / Ministry of Finance

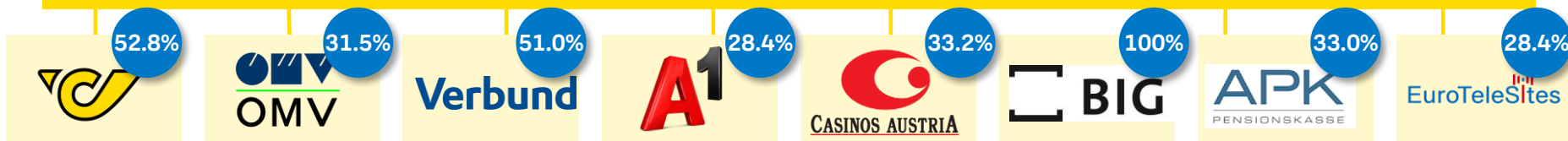
ÖBAG Extended Management Board

Edith HLAWATI	CEO
Stefan FÜRNSINN	Executive Director
Robert STAJIC	Executive Director

ÖBAG Supervisory Board

Günther OFNER	Chairman of the Supervisory Board
Susanne HÖLLINGER	Deputy Chairman of the Supervisory Board
Karl OCHSNER	Deputy Chairman of the Supervisory Board
Michael HÖLLERER	Board Member
Iris ORTNER	Board Member
Caroline TOIFL	Board Member
Gerhard BAYER	Employee Representative
Richard KÖHLER	Employee Representative
Nicole SCHACHENHOFER	Employee Representative

Österreichische Beteiligungs AG (ÖBAG)



ÖBAG EXTENDED MANAGEMENT BOARD



Edith Hlawati
CEO



- Experienced business lawyer with a key focus on stock corporation law, capital markets, M&A, as well as corporate governance
- Advisor for the state-owned investment holding for more than 30 years

Stefan Fürnsinn
Executive Director



- Digitization expert with many years of international management experience
- Strategic and operational management experience as a business unit manager and CEO at industrial enterprises (Yara International, Herbeus Greens), and as a partner at the consulting firm McKinsey & Company

Robert Stajic
Executive Director



- Leadership positions at OMV and Semperit in the area of strategy development and transformation
- Management consultant with a focus on operational transformation in the process industry

Combination of technical expertise and representation of the owner's interest in the Supervisory Board
Six-eyes principle when it comes to cross portfolio decisions

ÖBAG – MISSION



- Independent holding company

ÖBAG manages eleven companies partially or fully owned by the Republic of Austria, with a total portfolio value of 32.06 billion EUR¹

- Safeguarding Austrian critical infrastructure

ÖBAG is a reliable long-term investor. We promote stable management and sustainable investments, which are of vital importance to the competitiveness of Austria and its businesses.

- Value Creation

ÖBAG has a clear focus on profitable and sustainable growth of the portfolio companies.

- Active portfolio management

ÖBAG deploys an active asset management approach. By appointing experienced experts to the supervisory boards of the portfolio companies, ÖBAG helps set strategic priorities. In addition, ÖBAG acts as integrative platform for knowledge exchange and cooperation among the portfolio companies.

- Good Governance

ÖBAG promotes responsible governance and control by establishing transparent reporting, and effective risk and control systems. The aim is to carefully balance various stakeholder interests and implement best-in-class ESG standards in all portfolio companies (Corporate Governance Circle).

- Sustainability

ÖBAG intends to promote leading environmental, social and governance (ESG) targets across all ÖBAG portfolio companies. ÖBAG helps develop, establish and implement specific sustainability strategies and define relevant, ambitious implementation plans.

- Patient "Capital"-Investor

BOARD STRUCTURE 2023, ESG GOVERNANCE INTEGRATED



MANAGEMENT BOARD OF AUSTRIAN POST



Georg Pölzl

CEO
Chairman of the Management Board

- Group Management/Central Functions
- Responsibility for Branch Network and Private Customers
- First appointed: 1 Oct. 2009
- Current term of office expires: 30 Sept. 2024



Walter Oblin¹

Deputy CEO
Head of Mail & Finance Division

- Finance Function/Corporate
- Responsibility for Mail and Direct Mail
- First appointed: 1 July 2012
- Current term of office expires: 30 June 2025



Peter Umundum

Member of the Management Board
Head of Parcel & Logistics Division

- Logistics Infrastructure
- Responsibility for Parcel & Logistics
- First appointed: 1 April 2011
- Current term of office expires: 31 March 2026

8 SHAREHOLDER REPRESENTATIVES



Member	Main Job	Nationality	Competence	End of term	Other Mandates	Independence
Elisabeth STADLER Chair	Ex CEO Vienna Insurance Group	Austrian	Strategy, Corporate Governance, Finance	2027	OMV AG, Voestalpine AG	☑
Stefan FÜRNSINN Deputy Chair	Executive Director ÖBAG	Austrian	Digitalisation, Strategy, Business Development	2026	Telekom Austria AG	☑ ¹
Huberta GHENEFF	Lawyer/Partner Gheneff-Rami Attorneys at Law	Austrian	Legal, Regulation	2025		☑
Felicia KÖLLIKER	CRO PostFinance AG, Bern	Swiss	Financial Services	2026		☑
Peter E. KRUSE	Management Consultant (formerly at Management Board of Deutsche Post World Net)	Swiss	Logistics, International Markets	2025		☑
Bernhard SPALT	Member of the Board of Managing Directors of Commerzbank AG	Austrian	Risk Management & Financial Services (Financial expert)	2026		☑
Christiane WENCKHEIM	CEO Ottakringer Holding AG	Austrian	Logistics, Human Resources, Organisational Development	2025		☑
Maria ZESCH	CEO TAKKT AG, Germany	Austrian	Marketing, Customer Management, E-Commerce	2026		☑

¹ Independent in accordance with C-Rule 53 of the Austrian Corporate Governance Codex, not independent according to C-Rule 54 (no representation of a shareholder with a stake of more than 10%)

SUPERVISORY BOARD COMMITTEES

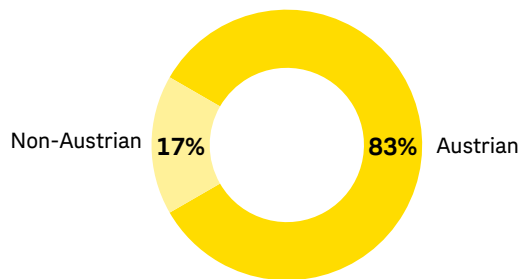


Nomination Committee	Remuneration Committee	Audit Committee	Financial Services Committee
<p>Responsible for:</p> <ul style="list-style-type: none">– Recommending candidates to the Supervisory Board for vacant Management Board positions– Proposal of candidates for election to the Supervisory Board	<p>Responsible for:</p> <ul style="list-style-type: none">– The structure of the remuneration system and employment contracts of the Management Board– Defining key remuneration KPIs	<p>Responsible for:</p> <ul style="list-style-type: none">– Monitoring the accounting process– Examining the effectiveness of the internal control and risk management system	<p>Responsible for:</p> <ul style="list-style-type: none">– Dealing with issues relating to the Financial Service Business– Monitoring the business development of bank99
<ul style="list-style-type: none">– Elisabeth Stadler, Chair– Stefan Fürnsinn– Richard Köhler	<ul style="list-style-type: none">– Elisabeth Stadler, Chair– Stefan Fürnsinn– Peter E. Kruse	<ul style="list-style-type: none">– Bernhard Spalt, Chair– Stefan Fürnsinn, Dep. Chair– Huberta Gheneff– Richard Köhler– Andreas Schieder	<ul style="list-style-type: none">– Bernhard Spalt, Chair– Felicia Kölliker– Richard Köhler

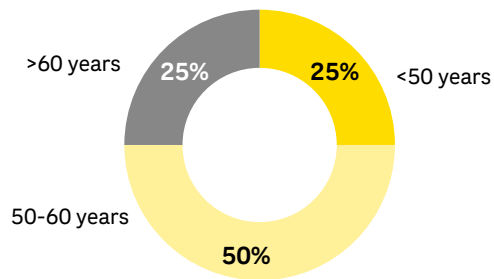
DIVERSITY OF THE SUPERVISORY BOARD



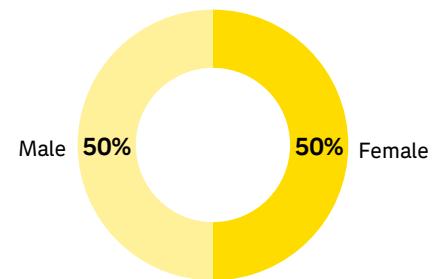
Nationality



Age

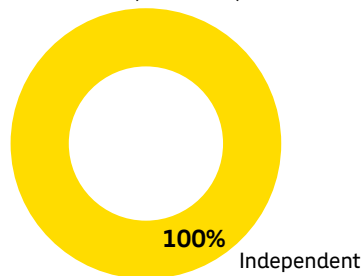


Gender

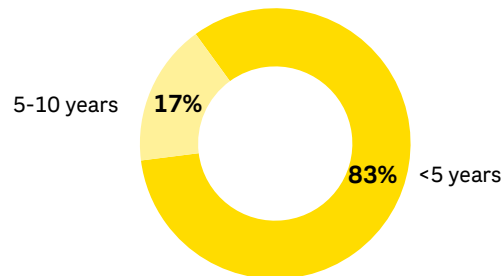


Independence

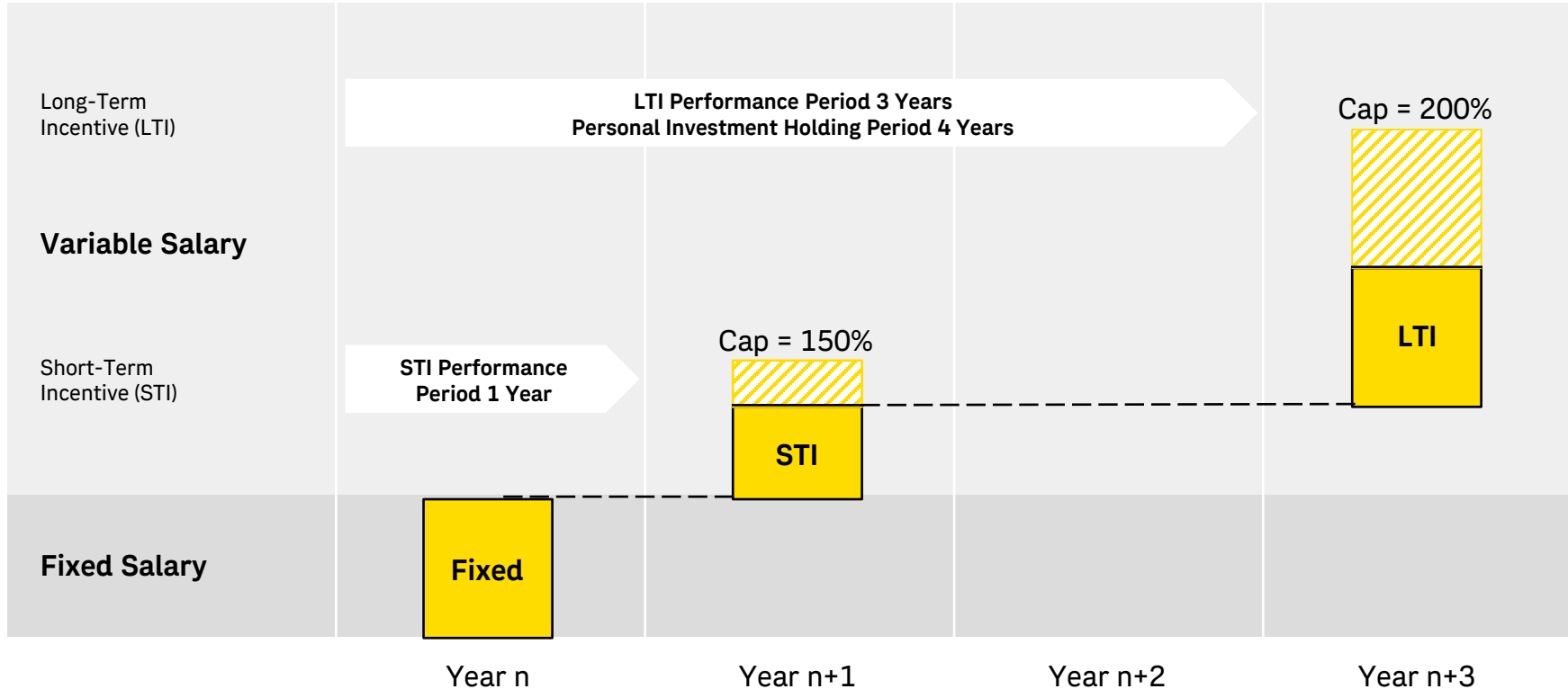
in accordance with the Austrian Corporate Governance Code (C-Rule 53)



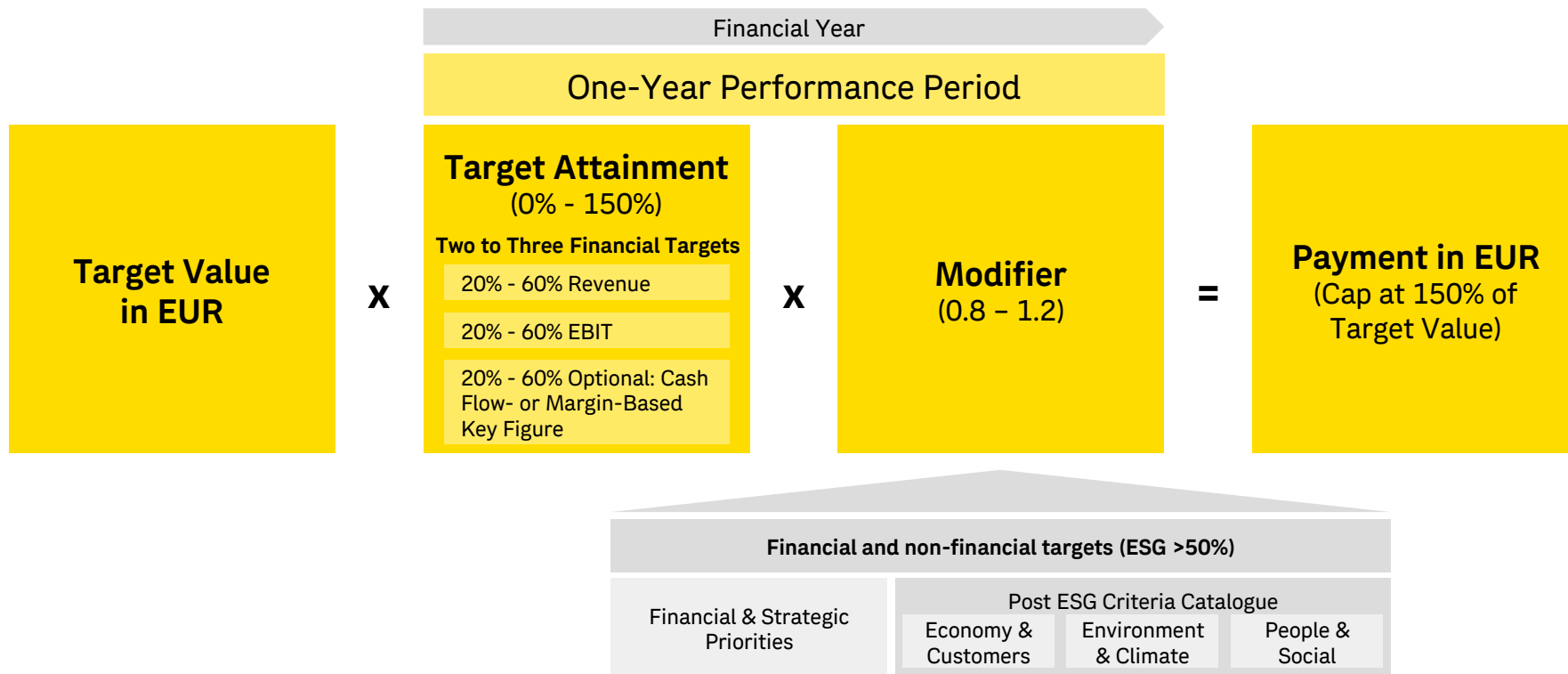
Tenure



REMUNERATION SYSTEM OF THE MANAGEMENT BOARD



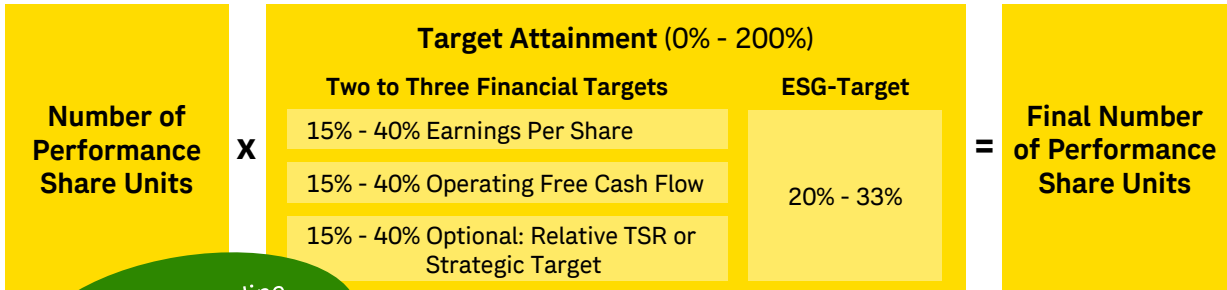
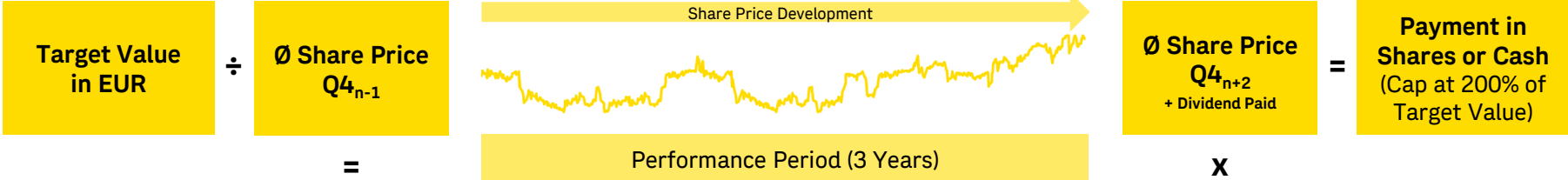
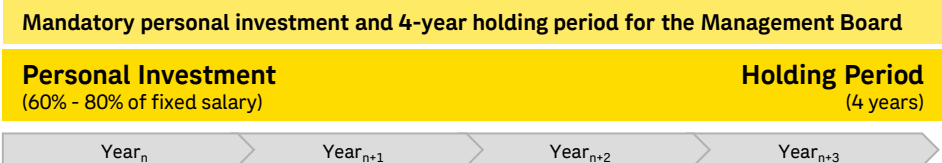
REMUNERATION – SHORT-TERM INCENTIVES



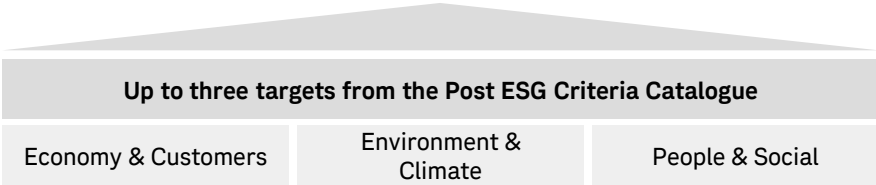
REMUNERATION – LONG-TERM INCENTIVES



Same model for second-tier management (>100 employees)



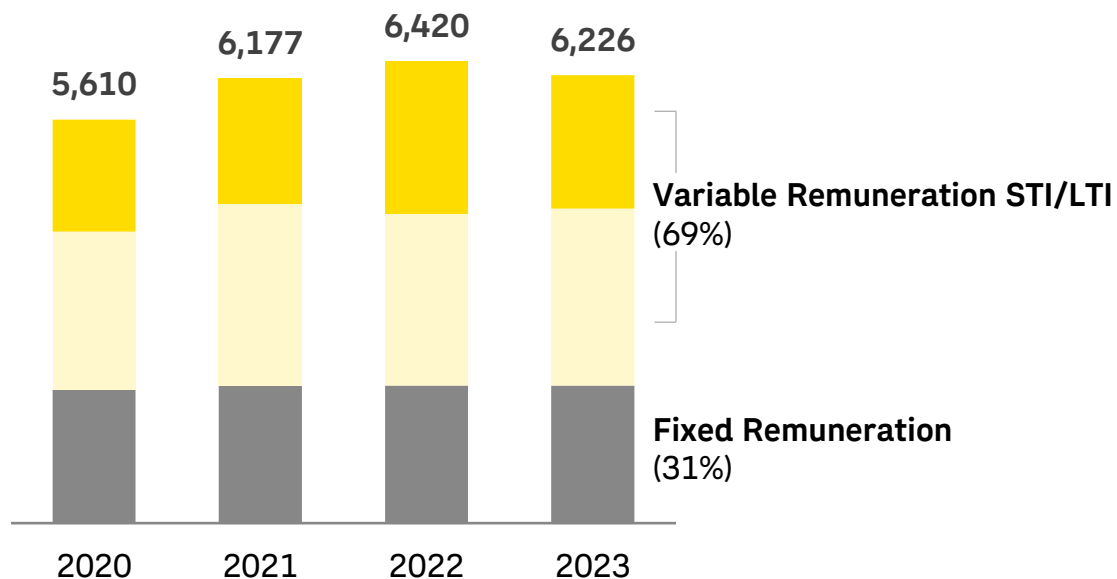
Indicators in line with capital market positioning



REMUNERATION OF THE MANAGEMENT BOARD



Total remuneration of the Management Board EUR k



Change 2022/2023

Economic performance indicators

Revenue	+8.7%
EBITDA	+5.0%
EBIT	+1.0%

Remuneration other employees

Civil servants	+6.1%
Salaried employees	
General Service Regulation/Special contract	+7.3%
New collective labour agreement	+7.4%



1. Overview & Strategy

2. Governance

3. ENVIRONMENT

4. Social

5. Appendix

ENVIRONMENT – OVERVIEW



Sustainability activities since 2010
(e.g., CO₂ Neutral Delivery in Austria)

Ambitious Group targets:

- 45% reduction of Scope 1 & 2 CO₂-emissions (2021-2030)
- 25% reduction of Scope 3 CO₂-emissions (2021-2030)



Leading development in Austria

- Specific CO₂-reduction from 48 kg/shipment volume in 2009 to 16 kg/shipment volume in 2023
- On the way to net zero by 2040

>4,000 e-vehicles (40% of the entire fleet) in use – 100% per 2030 latest

Bridging technologies: Trucks powered by fossil-free HVO fuel in operation

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

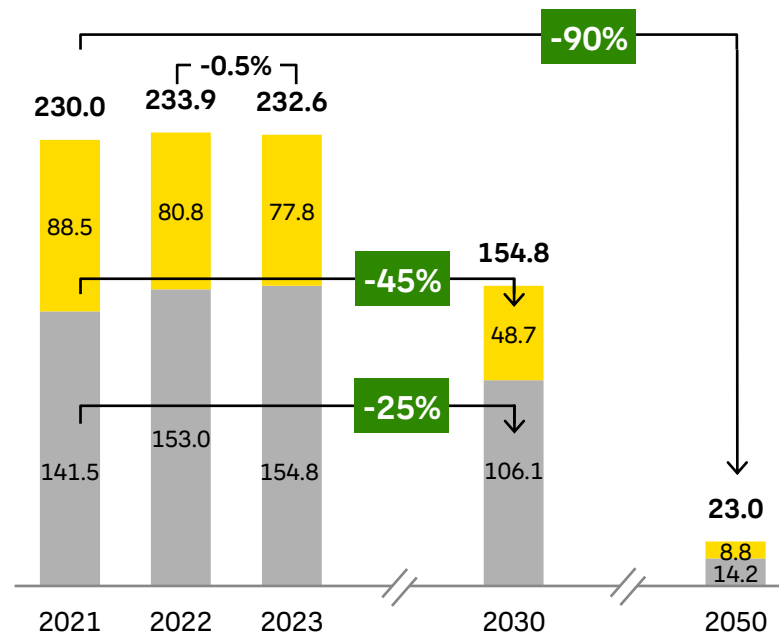
Purchase of Green Electricity and investments in own PV



Group carbon emissions

Direct emissions (Scope 1 und 2, thousand tonnes)

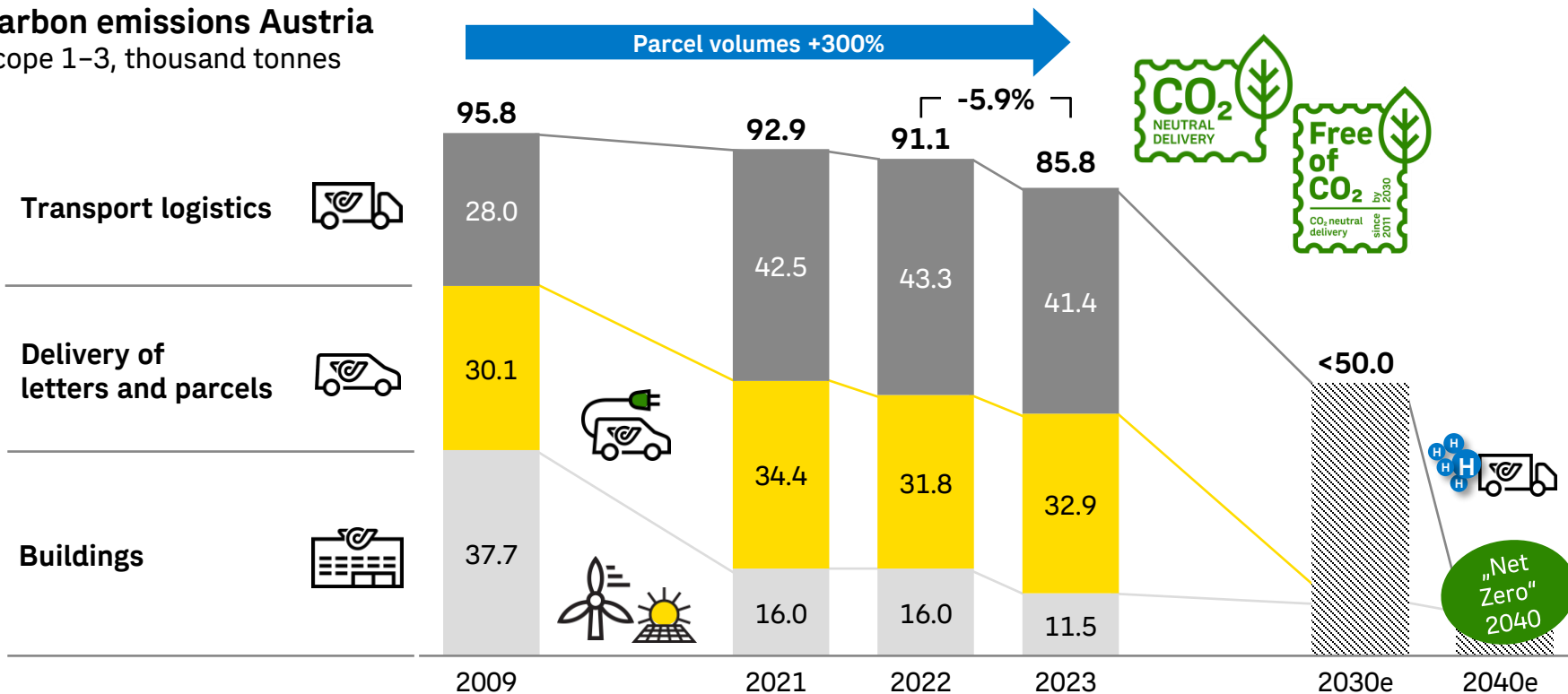
Indirect emissions (Scope 3, thousand tonnes)



DECARBONISATION – ROADMAP AUSTRIA



Carbon emissions Austria Scope 1-3, thousand tonnes

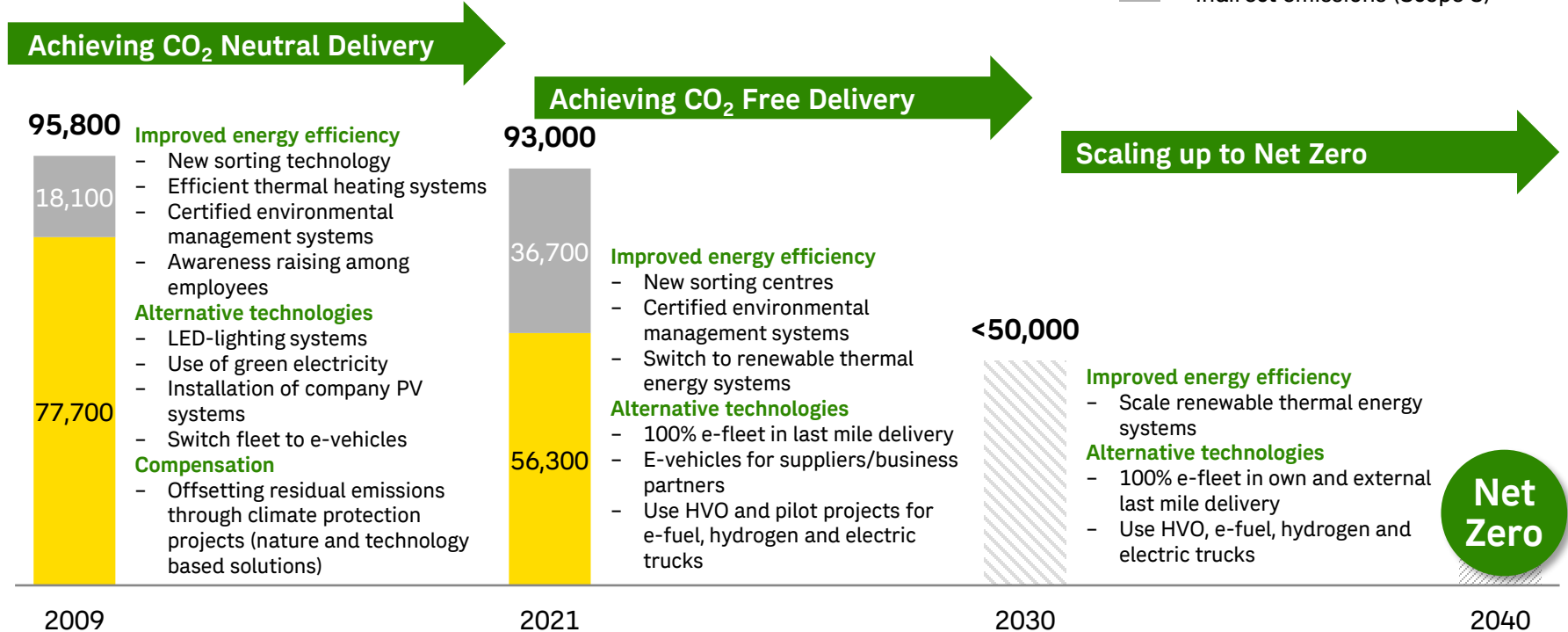


DETAILED ROADMAP TO NET ZERO



Carbon emissions Austria (Scope 1-3) tonnes

- Direct emissions (Scope 1 and 2)
- Indirect emissions (Scope 3)



ROLLOUT CARBON-FREE LAST MILE



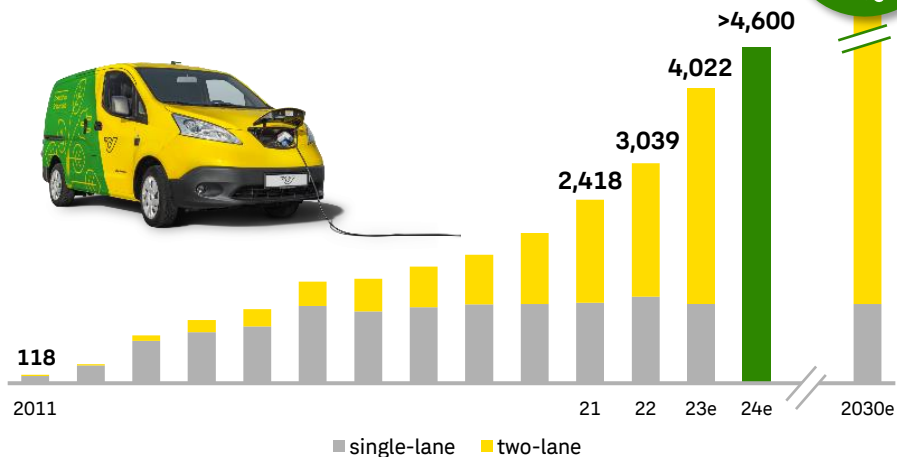
E-vehicle fleet ramp up curve
(vehicles in Austria)

>4,000 e-vehicles in operation

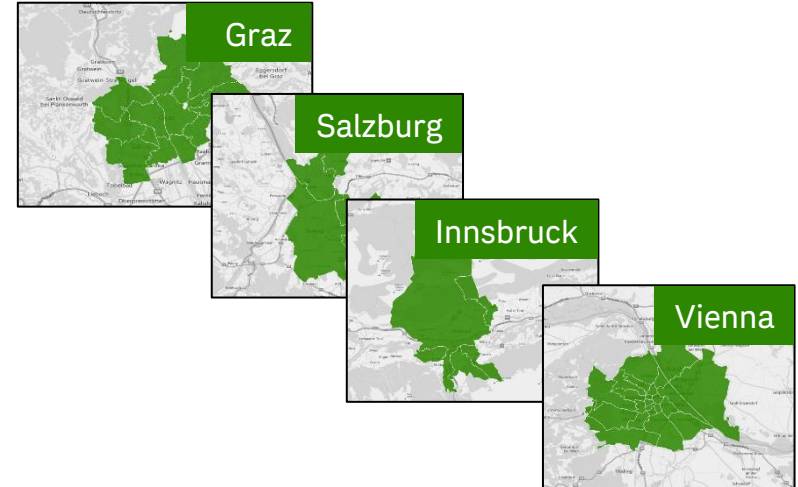


+600 e-vehicles in 2024

100%
carbon-free
delivery
2030



100% EMISSION-FREE IN LARGE CITIES



- Graz 100% emission-free deliveries since October 2021
- **Focus on large cities:** Salzburg and Innsbruck emission-free delivery since Q1 2024
- **Ramp up Vienna in several steps**
100% carbon-free by 2025

EFFICIENT NEW TECHNOLOGIES FOR TRUCKS



HVO 100 in operation

- **HVO (Hydrated Vegetable Oil)** is a fossil-free fuel
- 6 trucks in Vienna and Graz as successful test in 2023
- The entire fleet of 180 trucks should be fully converted to HVO in H1 2024
- Planned km performance of a truck per year: 100,000km, corresponds to approx. 28,000l HVO, CO₂ savings up to 90%



ESG LEADERSHIP AT AUSTRIAN POST, April 2024

Hydrogen and e-trucks funding submission

- Two projects submitted to ENIN for funding
- Two electric trucks in H1 2024
- The aim is to test hydrogen trucks in real operation as soon as possible
- Based on this, the technological conversion of transport logistics can be evaluated and planned



LNG-Truck in use

- Transition technology to CO₂-free heavy-duty transport with one truck tested
- Further purchase of LNG trucks was evaluated and will not be pursued further

GREEN & EFFICIENT BUILDINGS

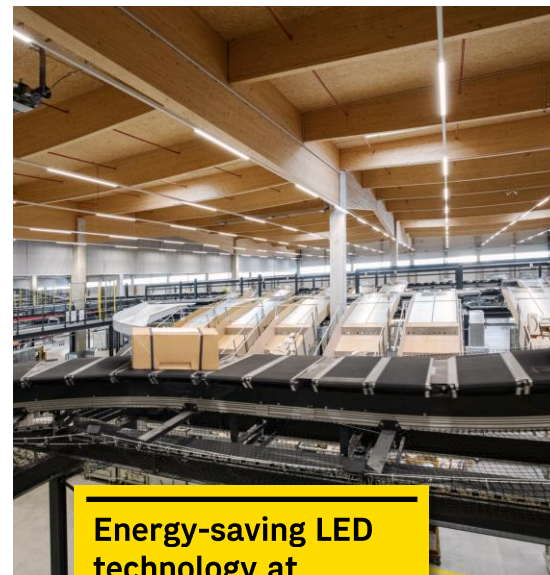
Develop and operate our facilities with a focus on eco-efficiency



Green space plans at our logistics centres



Promoting Biodiversity – cooperations with the University of Innsbruck and beekeepers

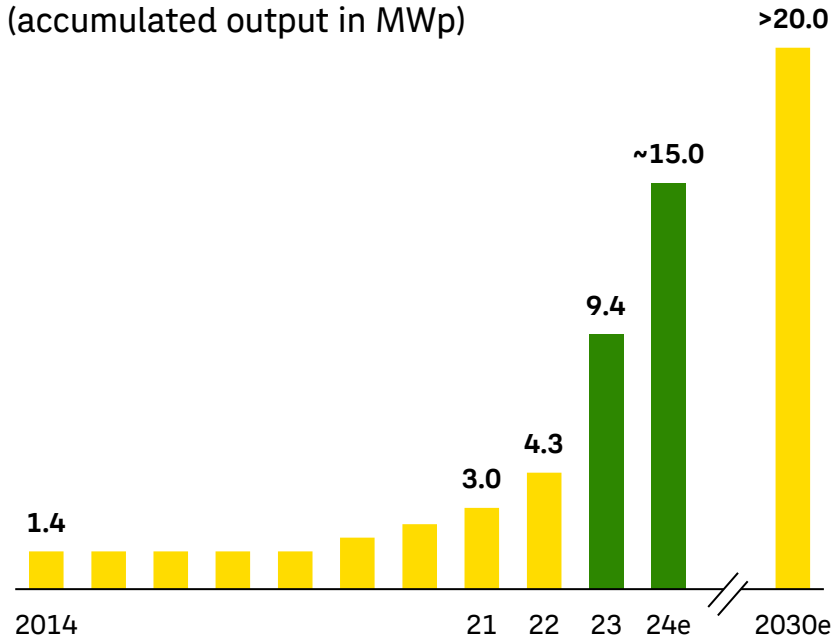


Energy-saving LED technology at our logistics centres

ENERGY: EXPANSION & CONVERSION AS A MAJOR PROJECT



Installed photovoltaic plants
(accumulated output in MWp)



WE EXPECT TRANSPARENCY AND REDUCTION OF CO₂-EMISSIONS FROM OUR SUPPLIERS AND BUSINESS PARTNERS



We will engage with our partners in long and short haul transportation as well as delivery to further improve certified environmental data and CO₂-tracking



Therefore we will share our knowledge in direct collaborations and through relevant associations and movements



Offer solutions to suppliers to switch to green electricity and alternative vehicles based on electricity, e-fuels and hydrogen





1. Overview & Strategy

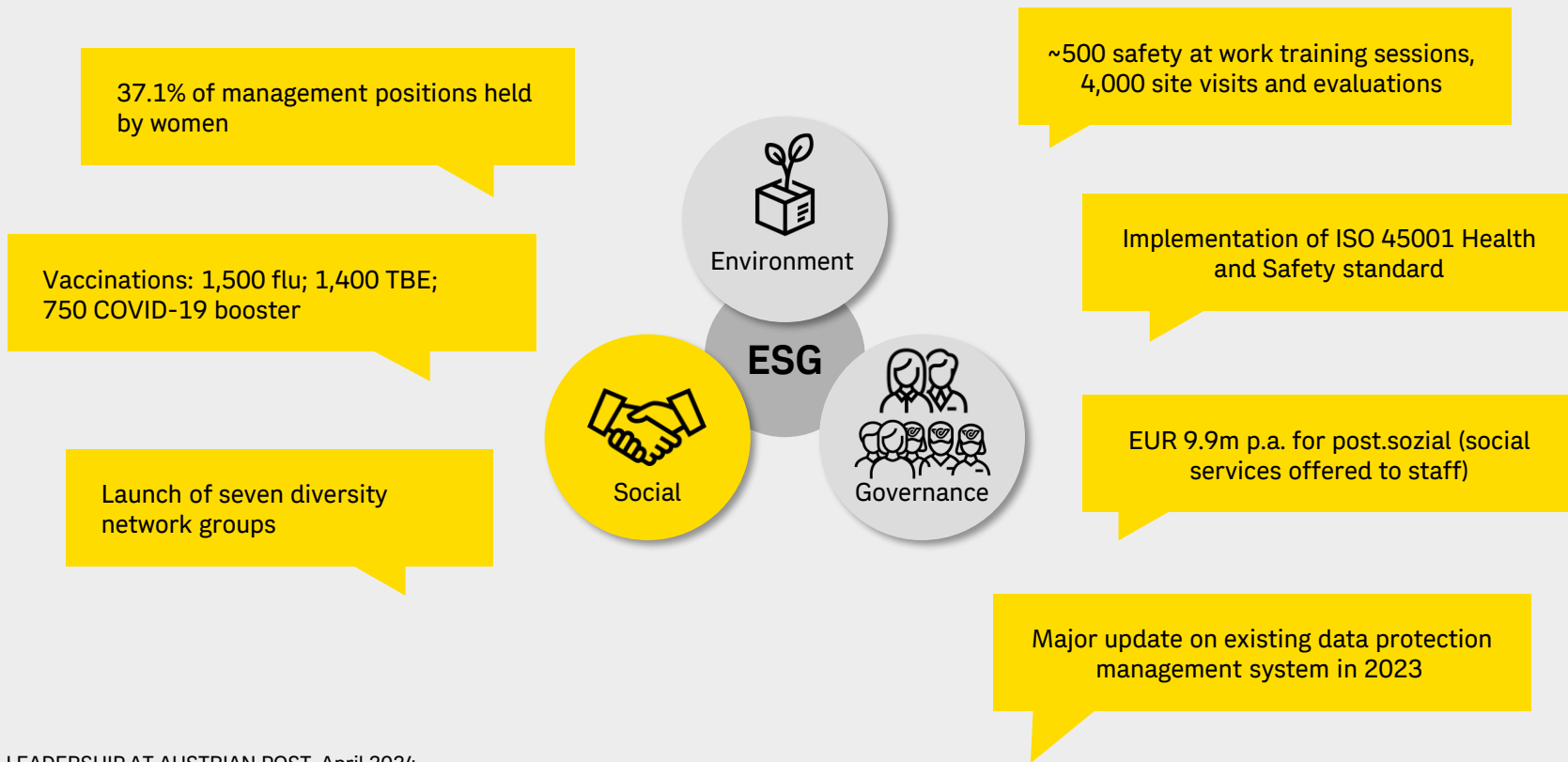
2. Governance

3. Environment

4. SOCIAL

5. Appendix

SOCIAL – OVERVIEW



AMBITIOUS TARGETS BY 2030



Turnover reduction rate for new employees joining the company by 2030 from 36% to 28%

40% of all management positions to be held by women

Employee satisfaction - Increase employee engagement from 76% to 82%

No fatal accidents during the delivery of letters or parcels

15% reduction in the frequency of occupational accidents



OUR AMBITION: TOP EMPLOYER WITH DIVERSE STAFF AND A STRONG COMMITMENT TO SOCIAL RESPONSIBILITY



Our purpose managed in five topics

Corporate & work culture



We aim to be a top employer and unfold the potential of our society with the diversity of our workforce.

Integrated diversity management



We aim to promote diversity and equal opportunity.

Occupational health & safety



We aim to promote occupational safety and further develop health management.

Digital responsibility – data protection & security



Assume responsibility for data protection, IT security and cybersecurity.

Social dialogue & partnerships



We want to generate valuable and meaningful impacts for the benefit of society.

DIVERSITY MANAGEMENT HELPS TO IMPROVE PERFORMANCE



Employees from different countries 2023

- 5,766 Austrian Post's employees come from 105 different countries (not including Austria)

Charter of Diversity

- Creating and fostering a working environment which is free from prejudice and discrimination

Gender Balance Project Elly

- Increasing female representation and achieving gender balance through targeted measures and cultural change

Women's Career Index

- Austrian Post received 82/100 points and thus above the average of the indexed companies





Comprehensive measures to ensure confidentiality of customer and corporate data as well as the integrity and availability of IT systems in use

- Commitment to International data protection standards (GDPR)
- Group-wide awareness-building of employees
- Data protection centre establish for implementation of data protection requirements

Data protection compliance

Data protection process management

Data protection operations



DATA SECURITY AT AUSTRIAN POST



WE DEFEND

IT security standards that have already been set by

- adhering strictly to defined IT security processes and
- regularly reviewing the standards in place



WE GROW

by developing existing IT security standards, systems and processes on an ongoing basis



WE EXPAND

by actively monitoring new threat scenarios and technologies and adapting to the opportunities offered and the risks posed

SOCIAL COMPLIANCE AT AUSTRIAN POST AND BEYOND



Commitment to act in accordance with the highest standards regarding ethical behaviour and integrity

Obligation to uphold and respect human rights with particular regard to

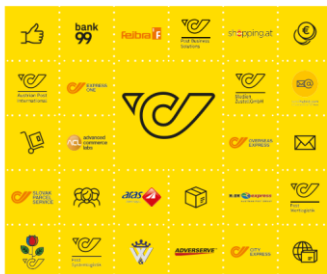
Our **CODE OF CONDUCT** and **ETHICS**

#bringtogether



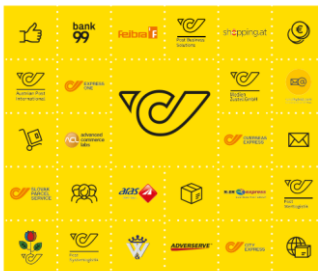
The Austrian Post's Declaration of Principles on Human Rights

#bringtogether



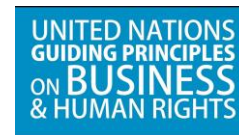
Code of Conduct for Contractors

#bringtogether



- Basis for business activities
- Values and guiding principles
- Valid throughout the Group
- Supplement to the Code
- Focus on labour-related human rights
- Valid throughout the Group
- Values and Guiding Principles for Supply Chain
- Mandatory component of all contracts

The business compliance guideline and the social compliance guideline as well as procurement guidelines are derived from these and concretise the framework requirements





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3. Environment

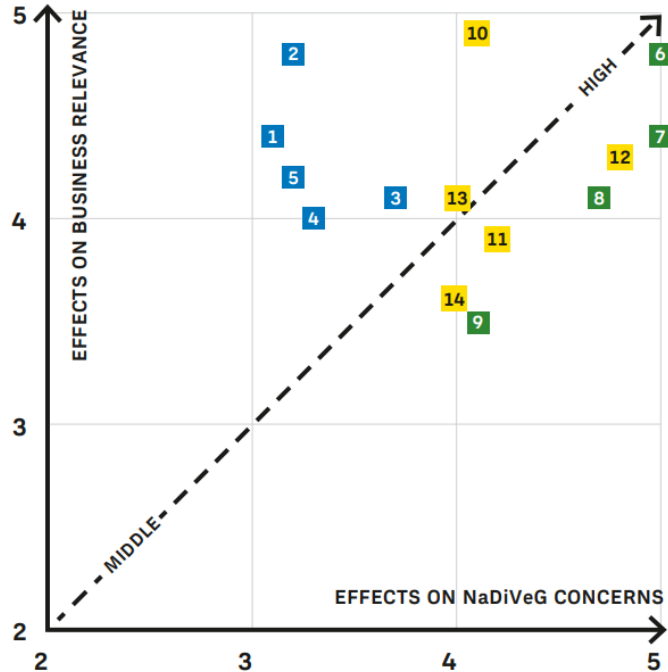
4. Social

5. APPENDIX

STAKEHOLDER DIALOGUE AS THE BASIS OF OUR ACTIVITIES



Identification of material topics as fundamental prerequisite for systematic and targeted sustainable management



Austrian Post reviewed its materiality Survey in 2020 as part of a Group-wide strategic process relating to its integrated corporate and sustainability strategy.

This review involved identifying material topics, holding discussions with key stakeholders and deciding on measures to be taken.



BASED ON OUR STRATEGY WE DEVELOPED OUR SUSTAINABILITY MASTERPLAN 2030



Materiality Analysis

- To define material topics
- Together with internal and external stakeholder
- Resulted in Materiality Matrix



Clustering

- Three fields of action defined
- Economy and Customers
 - Environment and Climate
 - People and Social



Objectives and Targets

- Overall objectives for each field of action
- SMART-targets for each material topic
- Mutually supporting



Road Map

- Definition of road map per material topic
- Collaboration with Business units and CSR
- Ensure achievement of targets



Sign Off by

- Supervisory board
- Management board
- Report level 1 Management



Communication

- Within Post AG
- National and international subsidiaries
- External communication

THE WAY WE MANAGE CORPORATE SUSTAINABILITY



HOLISTIC INTEGRATION OF SUSTAINABILITY IS ACHIEVABLE



> 350 years

(Post AG)



>12

countries active



~ 27,000

employees (FTE)



since 2007

(Post AG)



106

nationalities
(Post AG)



9.4 MWp

Solar energy installed
(Post AG)



>20 MWp solar projects
by 2030 (Post AG)



37.1% women
in management
(Post AG)



>4,000

e-vehicles
(Post AG)



43%

EU taxonomy
aligned revenue



100%

last mile
e-mobility by 2030
(Post AG)



Paris aligned

climate goals



-67%

Specific CO₂
reduction per
shipment volume
since 2009
(Post AG)



-45%

Scope 1 and 2
CO₂ reduction
(2021-2030)

Net Zero

by 2040
(Post AG)

2-TIER SYSTEM OF AUSTRIAN POST



Supervisory Board – 12 members



8 Shareholder
Representatives

4 Employee
Representatives

- Tenure: usually for 5 years
- Meets on average 5 times per year
- one additional strategy meeting and individual committee meetings
- Responsible for:
 - Appointment and supervision of the Management Board
 - Approval of strategy, budget, M&A projects etc. according to Supervisory Board and Management Board guidelines

Management Board – 3 members



Management Board

- Tenure: for 3+2 years
- Meets on average 30 times per year
- Responsible for:
 - Strategic development and positioning
 - Operational management of the company

AUSTRIAN POST'S SUPERVISORY BOARD AND ITS COMMITTEES 2023



Attendance at	Supervisory Board Meetings	Nomination Committee	Remuneration Committee	Audit Committee	Parcel & Logistics Committee ¹	Financial Services Committee
ELISABETH STADLER (since 20 Apr. 2023)	5/5	5/5	2/2			
STEFAN FÜRNSINN (since 20 Apr. 2023)	5/5	5/5	2/2	3/3		
HUBERTA GHENEFF	7/7			4/4		
FELICIA KÖLLIKER	7/7					4/4
PETER E. KRUSE	7/7		2/2	1/1	1/1	
BERNHARD SPALT (since 20 Apr. 2023)	4/5			3/3		3/3
SIGRID STAGL	7/7			2/3		
CHRISTIAN WENCKHEIM (since 20 Apr. 2023)	5/5					
URIKE ERNSTBRUNNER (since 8 Nov. 2023)	1/2					
RICHARD KÖHLER	7/7	6/6		4/4		4/4
ANDREAS RINDLER	7/7				1/1	
ANDREAS SCHIEDER	7/7			4/4		

REMUNERATION SYSTEM OF SUPERVISORY BOARD MEMBERS IN 2023



In EUR	Basic remuneration ¹	Committee membership ¹	Attendance fees 2023	Total
ELISABETH STADLER (since 20 Apr. 2023)	25,249	11,923	9,600	46,773
STEFAN FÜRNSINN² (since 20 Apr. 2023)	21,041	9,819	12,000	42,860
HUBERTA GHENEFF	24,000	12,000	8,800	44,800
FELICIA KÖLLIKER	24,000	12,000	16,800	52,800
PETER E. KRUSE	24,000	13,507	18,800	56,307
BERNHARD SPALT (since 20 Apr. 2023)	16,833	11,923	8,000	36,756
SIGRID STAGL	24,000	8,416 ³	7,200	39,616
CHRISTIAN WENCKHEIM (since 20 Apr. 2023)	16,833		4,000	20,833
URIKE ERNSTBRUNNER (since 8 Nov. 2023)			800	800
RICHARD KÖHLER			16,800	16,800
ANDREAS RINDLER			6,400	6,400
ANDREAS SCHIEDER			8,800	8,800
Total	175,956	79,588	118,000	373,545

¹ Payment in 2024, subject to the approval of the Annual General Meeting 2024

² Remuneration will be transferred to Österreichische Beteiligungs AG (ÖBAG)

³ Since 20 April 2023 -therefore pro-rata share of remuneration

SUSTAINABILITY MASTERPLAN 2030: Economy & Customers

Commercial success driven by sustainable and customer-focused services



01 Sustainable appearance & services for private customers



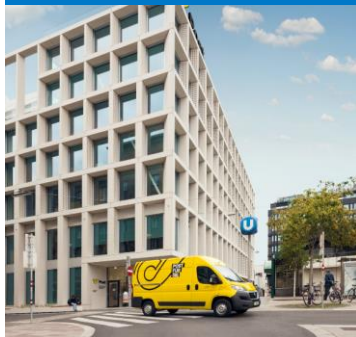
We aim to offer sustainable, forward-looking and customer-oriented products and services.

02 Sustainable mail & parcel products



We aim to make a positive contribution to society with our products and services.

03 Sustainable procurement



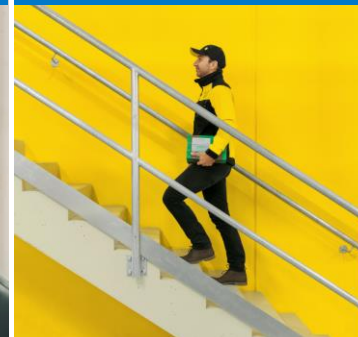
Ensure adherence to environmental and compliance criteria in procurement processes.

04 Sustainable governance & compliance



We want best practices within the context of responsible, transparent and sustainable corporate management.

05 Stakeholder value



Our goal is to generate value(s) for our stakeholders.

SUSTAINABILITY MASTERPLAN 2030: Environment & Climate



Decarbonisation of logistics thanks to environmental efficiency along the value chain

06 Green & efficient mobility



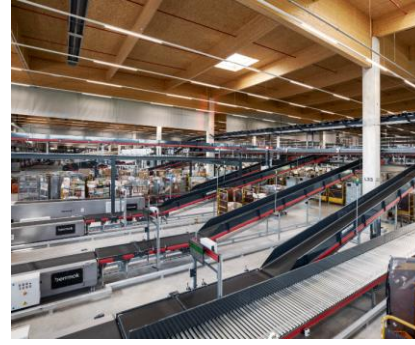
100% e-mobility on the last mile by 2030.

07 Green & efficient buildings



We aim to promote renewable energies, energy efficiency and a sustainable infrastructure.

08 Resource-efficient processes



Promote resource-efficient processes based on certified environmental management systems and joint delivery.

09 Circular Economy



We aim to contribute to establishing the circular economy in Austria.

SUSTAINABILITY MASTERPLAN 2030: People & Social



Our Ambition: Top employer with diverse staff and a strong commitment to social responsibility

10 Corporate & work culture



We aim to be a top employer and unfold the potential of our society with the diversity of our workforce.

11 Integrated diversity management



We aim to promote diversity and equal opportunity.

12 Occupational health & safety



We aim to promote occupational safety and further develop health management.

13 Digital responsibility – data protection & security



Assume responsibility for data protection, IT security and cybersecurity.

14 Social dialogue & partnerships



We want to generate valuable and meaningful impacts for the benefit of society.

CO₂ NEUTRAL DELIVERY SINCE 2011

In three stages to CO₂ neutral postal items



01 Avoid emissions and enhance efficiency

- Specific CO₂ emissions decreased by 66.7% between 2009 and 2023



02 Alternative technologies

- 27 photovoltaic plants installed with 9.4 MWp
- Expansion of e-vehicle fleet: >4,000 e-vehicles in operation



03 Protection and recultivation

- Compensation since 2011
- Supported more than 150 national and international climate protection projects



CARBON KEY FIGURES AT A GLANCE

Österreichische Post AG



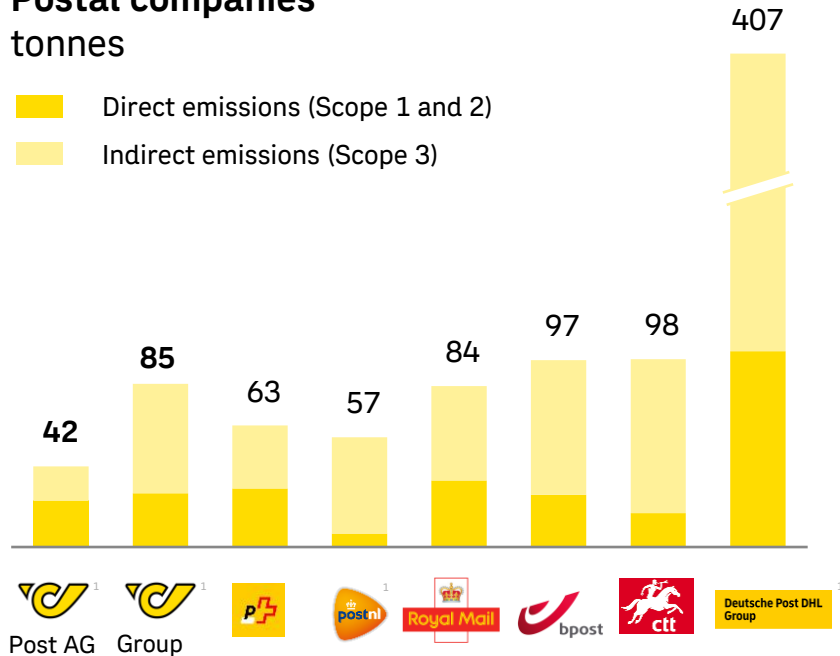
	2021	2022	2023
Carbon emissions (tonnes)	92,964	91,135	85,772
Direct carbon emissions per EUR m revenue (Scope 1 and 2; tonnes)	28	28	24
Total carbon emissions per EUR m revenue (Scope 1 to 3; tonnes)	47	46	42
Carbon per shipment volume (kg CO ₂ /shipment volume)	19	19	16

COMPARISON OF CARBON EMISSIONS

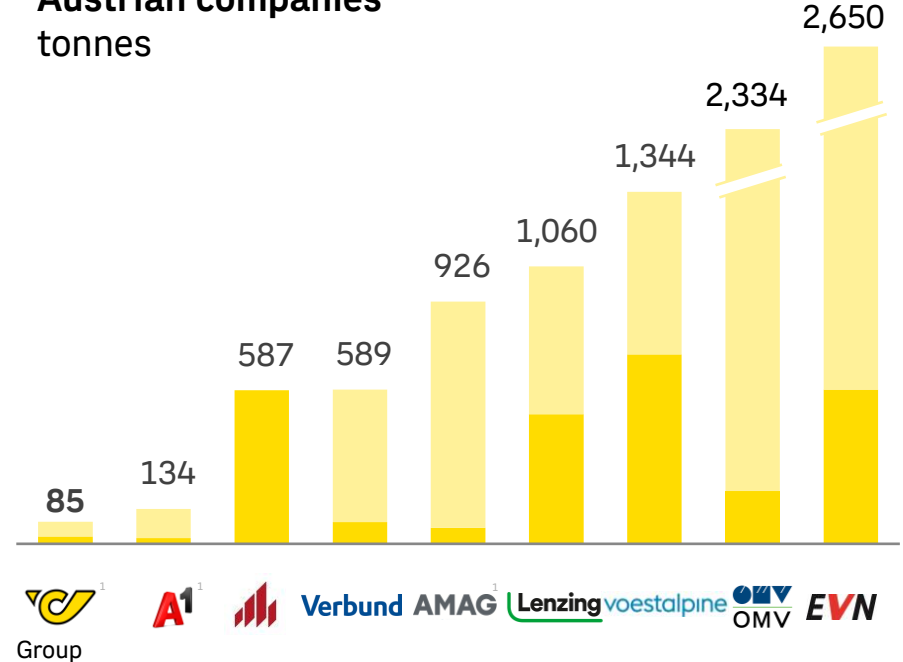


Carbon per EURm revenue Postal companies tonnes

- Direct emissions (Scope 1 and 2)
- Indirect emissions (Scope 3)



Carbon per EURm revenue Austrian companies tonnes



Source: Corporate Sustainability and Financial Reports 2022

¹ 2023

CIRCULAR ECONOMY:



Post Loop service turns the linear ordering process into a sustainable cycle

ORDER

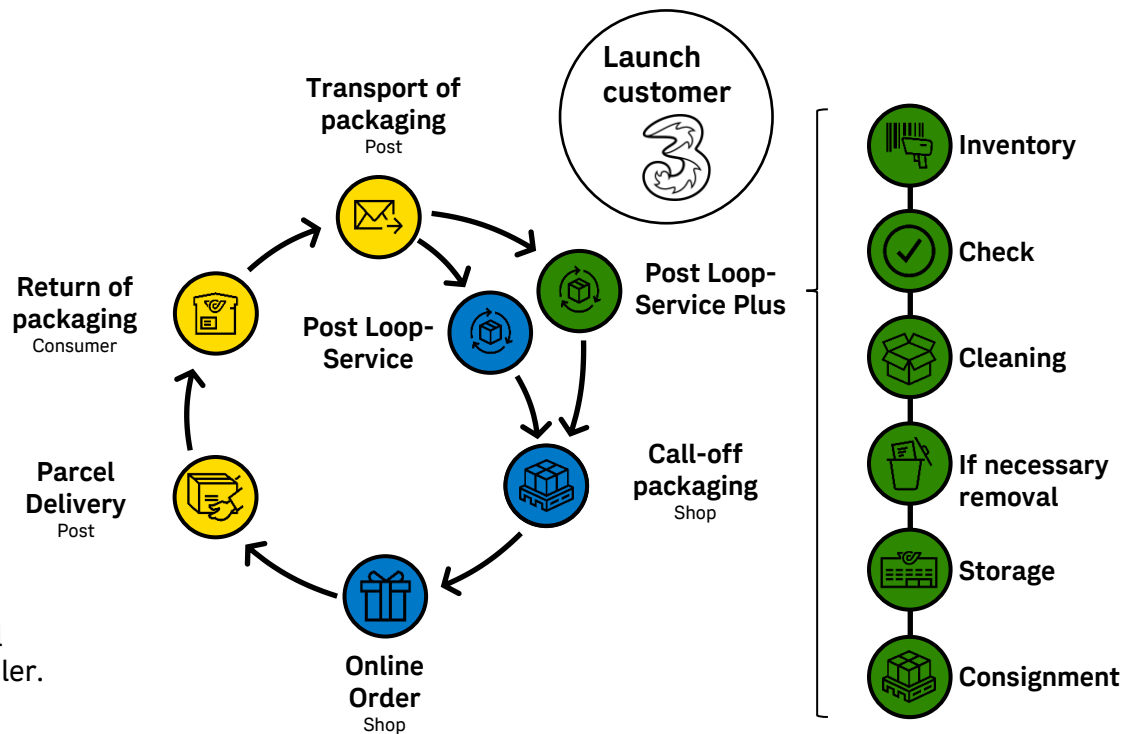
Consumers select the sustainable option "reusable packaging" and pay a deposit.

RETURN

After receiving the goods, consumers can fold the packaging to letter size and return it to letterboxes, post offices or self-service zones. They will receive their deposit back as a voucher for the next order.

PREPARATION

Austrian Post prepares the packaging and stores it until the next call-off by the retailer. The retailer can also carry out the preparation himself.



EMPLOYEE PERFORMANCE - HIGHLIGHTS

Österreichische Post AG



	2022	2023	
Number of employees (FTE)	17,303	17,020	-1.6%
Thereof women (%)	31.8	31.5	-
Thereof men (%)	68.2	68.5	-
Employee turnover (%)	17.6	15.7	-1.9pp
Sick leave (%)	9.9	9.0	-0.9pp
Fatal accidents	1	0	-1
Accident frequency per 1m productive hours	27	27	-
Female employees in leadership positions (%)	36.1	37.1	+1.0pp
Temporary staff (%)	3.7	3.7	-

EXTENSIVE PORTFOLIO OF OFFERINGS TO SUPPORT THE WELL-BEING OF OUR EMPLOYEES



Flexible working patterns



- Flexible Working
- Attractive leave policies

Certainty in Old Age



- Occupational health department
- Direct insurance policy

Directly Profiting from the Company's Success



- Company Performance Bonus

Happy & healthy



- On site medical services
- Occupational health management
- Various counselling services
- Company-wide sports activities

Well Taken Care Off



- Free meal vouchers
- Various discounts
- Postal loan apartments
- Postal holiday homes

Kids & Caring



- Parental Leave
- Parent-Child Room
- Holiday Programme for Children



JOY

Joy is reflected in **enthusiasm for one's work and having fun with colleagues**, even when things get stressful. Our working environment is characterised by **diversity, openness, appreciation and humour**. Managers support joy through proactive **feedback and recognition**.



WE

PURPOSE

Purpose is what we experience through our **important contribution to the country, the people and the environment**. We are united by our focus on **diversity and sustainability**. We recognise the **purpose of our own activity** because managers explain the WHY and HOW well. We are all **open to continuous learning**.

PERFORMANCE

Together we deliver **top performance and sustainable results**. For us, this means approaching our tasks with motivation. Managers shape the **work environment through commitment and empathy in a way that positively promotes the achievement of goals**. We all strive to make our contribution to **joint success** and **develop ourselves**.

HEALTH & SAFETY KEEP US STRONG



Occupational Health 2023

- 1,500 Flu vaccinations
- 1,400 TBE vaccinations
- 750 Corona booster vaccinations

Occupational Safety 2023

- 500 employee training sessions
- 4,000 site visits and evaluations

Occupational Health and Safety Certification

- Implementation of a management system that meets ISO 45001 standards at the Lower Austria LC
- Certification planned for the other logistic centres and all other areas of Post AG

Extending Our Commitment to Health and Safety

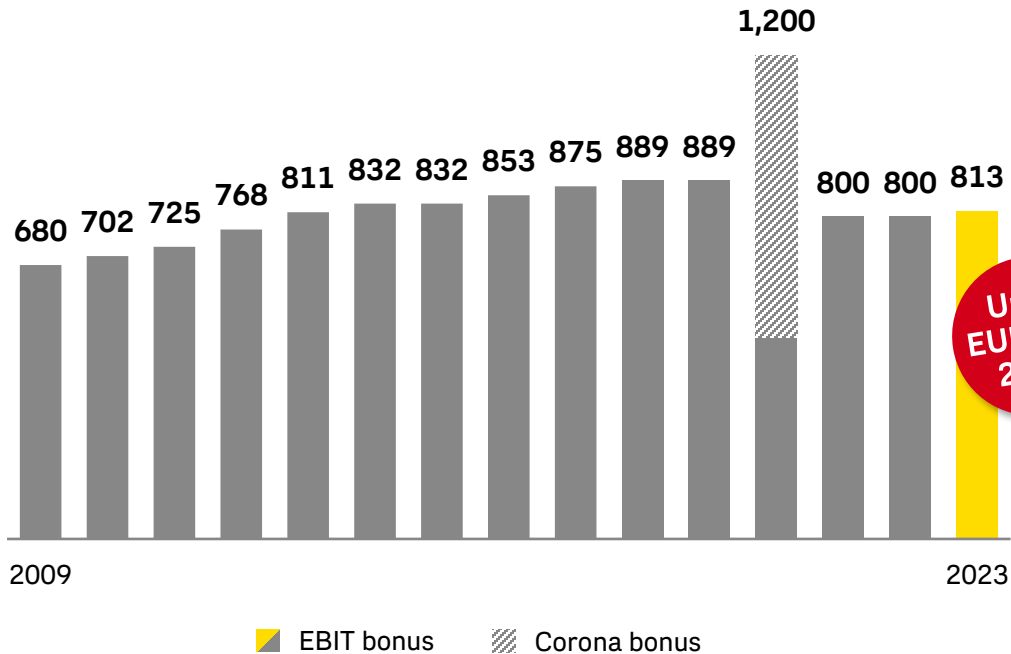
- The majority of the Austrian Group companies take part in Austrian Post's healthcare programmes
- Contractors and temporary staff are subject to the same standards as our employees



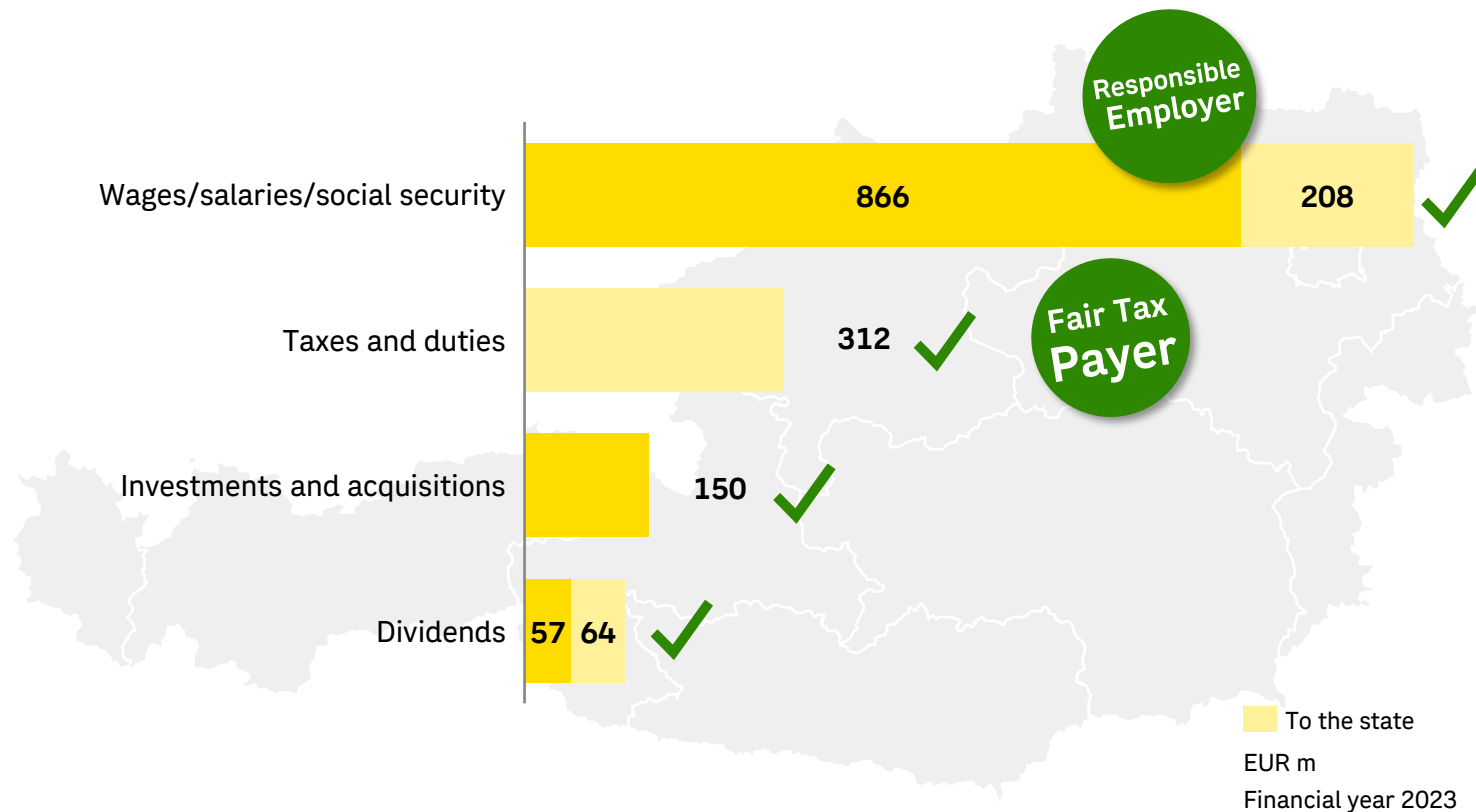
EBIT BONUS FOR EMPLOYEES



Bonus (EUR)



BENEFITS FOR STAKEHOLDERS IN AUSTRIA



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