

POSTE ITALIANE: MAIL, PARCEL & DISTRIBUTION TRANSFORMATION ON TRACK

*CONTINUED PROGRESS IN TURNAROUND ACROSS TRANSPORT, SORTING,
DELIVERY & CUSTOMER EXPERIENCE*

BOLOGNA LOGISTICS HUB SITE VISIT FOR FINANCIAL COMMUNITY

Rome, 19 September 2019 - Poste Italiane today updated the international financial community on the ongoing transformation of its mail and parcel activities as part of the Deliver 2022 strategic plan during a tour of its new state-of-the-art parcel sorting hub in Bologna.

The hub was inaugurated in July following a 50-million-euro investment. With its three integrated sorting systems for different parcel sizes and a total automated sorting capacity of up to 250,000 units per day, the facility is a key asset in Poste Italiane's strategy to leverage opportunities in the e-commerce B2C parcel market, worth an estimated €27.5 billion and growing on a double-digit basis every year in Italy.¹

Automation is a key feature of the new centre, which accounts for around 40% of Poste Italiane's full daily automated capacity of 600,000 parcels, a milestone in the company's target to reach 900,000 units by 2022.

Since the launch of Deliver 2022, significant progress has been made in the transformation of Poste Italiane's unmatched physical distribution network, thanks to transport optimisation, sorting automation and the introduction of an innovative Joint Delivery Model for mail and small parcels. A first mover among its global peers, Poste Italiane introduced a flexible delivery model based on customer needs, including afternoon and weekend deliveries, providing work-shift flexibility and improved productivity.

Poste Italiane is now a key partner to leading Italian and international e-commerce players, thanks to the widest reaching distribution network and more than 3,500 alternative delivery points in Italy and has a clear roadmap to continue the industrial transformation and enhance its customer offer with new services.

Speaking at the event, Matteo Del Fante, CEO of Poste Italiane, said: *"The transformation of our distribution network from traditional delivery to a flexible and dynamic model based on customer needs has been a major undertaking, with changes for our people and infrastructure. The financial impact has been significant, as growing parcel revenues continue to offset mail decline.*

¹ Polimi (Osservatorio e-commerce)

We now have a strong platform to offer the most competitive delivery offer for domestic and international e-commerce players in Italy. The key “battleground” in the e-commerce market is customer experience, and we will leverage our trusted status and significant customer base to develop innovative and convenient services.”

No new material financial information was disclosed during the site visit.

Presentation slides are available on the Group’s website at the following [link](#)

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