

DIVERSITY AND INCLUSION POLICY

Approved by the Board of Directors on 20 February 2020

The commitment of the Poste Italiane Group on Diversity and Inclusion policies

The Poste Italiane Group is committed to supporting the values of diversity and inclusion through the adoption of corporate, organisational and management processes based on respect for people's rights and freedom.

To this end, the path taken aims to develop the ways in which diversity issues are addressed, moving from an approach designed to safeguard and integrate diversity, to a proactive strategy to overcome cultural stereotypes and to identify and address those factors that prevent inclusion in the workplace.

The company operates impartially and does not tolerate any form of direct or indirect, multiple and interrelated discrimination based on gender, age, sexual orientation and identity, disability, medical condition, ethnic origin, nationality, political opinions, social category or religious faith. It also promotes conditions that enable the elimination of cultural, organisational and material barriers that limit people's full participation and full potential within the organisation.

The Poste Italiane Group safeguards the value of its staff and promotes the protection of their psychophysical, moral and cultural integrity through working conditions that respect individual dignity and rules of conduct.

Within this framework, this document aims to set out a clear approach in terms of mission, strategies and active practices in order to foster a collaborative, inclusive working environment receptive to contributions from all employees and contractors in order to increase the confidence of staff, customers and civil society in general. The aim is to promote diversity in all its forms to make the most of its opportunities and to create value within the workplace, while also gaining a competitive business advantage.

This document is drawn up in line with what has already been stated in the Group's Code of Ethics, which recognises the value of a working environment free from any form of discrimination or harassment and consistent with the guiding values outlined in the "Group policy for the protection of human rights". This policy reaffirms the company's commitment to respect and actively promote the principles set out by current legislation, by contractual provisions and by the standards issued by relevant international organizations (e.g. the 2030 Agenda for Sustainable Development and its Sustainable Development Goals - SDGs; the UN Global Compact and the Women's Empowerment Principles, the Universal Declaration of Human Rights, the United Nations Conventions on women's rights, on the elimination of all forms of racial discrimination, on children's rights and on the rights of people with disabilities; the Declaration on Fundamental Principles and Rights at Work and the eight fundamental Conventions of

the International Labour Organization - ILO; the ILO's Violence and Harassment Convention of June 2019).

To affirm the Group's commitment to these issues, starting with the top management, over time the company has adopted memoranda of understanding and active participation mechanisms:

- *Equal opportunities charter*: by signing this charter, the company contributes to the fight against all forms of discrimination in the workplace – whether based on gender, age, disability, ethnicity, religious beliefs or sexual orientation – and promotes diversity within the corporate structure.
- *Manifesto for women's employment*: this document, endorsed by Poste, is a guide to identifying objectives and valuing diversity, in line with the Global Reporting Initiative (GRI) indicators used in Poste Italiane's Integrated Report to support reporting of non-financial performance.
- *Membership of leading associations and participation in dedicated campaigns*: through this channel it is possible to make use of industry professionals specialized in diversity and to guarantee mutual comparison and exchange of best practices with other companies (e.g. Valore D, ASPHI in the field of disabled integration, HeForShe, Global Inclusion, European Commission Erasmus+ INNOV'AGE in the Postal Sector Project, etc.).
- *Joint bodies*: the current National Labour Collective Agreement regulates the operation, at both national and regional level, of the Committee for the Implementation of the Principles of Equal Treatment and Equal Opportunities (CPT), which aims to implement and reinforce a culture that is respectful of diversity, including gender diversity, through positive actions designed to set examples of good practice in the Group, with the aim of promoting the elimination of barriers that prevent the achievement of equal opportunities.

General principles: the scope of diversity

Diversity represents a value that must be protected and encouraged with concrete actions that permeate all organizational and management processes through understanding, inclusion and appreciation of differences among staff. Diversity enriches a company, leading to new ideas by multiplying the possibilities to create innovative solutions: people from different cultures, social and generational backgrounds, skills, expertise and experiences, offer a unique asset that enables the company to compare different perspectives and to reflect and anticipate the needs of its customers and of key stakeholders.

The Poste Italiane Group's commitment to fostering people's value, so that everyone feels included and can give their best, is substantiated by a strategy for the development and management of human resources, designed to promote an inclusive culture to make the most of employees' individuality and to offer the same opportunities for professional growth to all, regardless of their role in the organisation.

Gender

The company values gender equality and the elimination of every stereotype, discrimination or prejudice to create the best conditions in which every individual can fully express themselves.

At a cultural level, the Poste Group is committed to increasingly improving awareness initiatives at all levels with targeted actions to overcome “unconscious bias”. The Group also advocates policies and actions to promote equal opportunities, work-life balance, sharing of family responsibilities and the removal of potential barriers, including those related to sexual orientation.

The high proportion of female staff – which has always been part of the company’s identity – is already valued in programmes for the development and appreciation of employees and has led to the definition of a strategic approach characterised by initiatives focused on talent, remuneration policies and growth policies based on fairness and performance, which aim to guarantee gender equality through specific projects and positive measures. In particular, one of the company’s objectives is to increase the proportion of women in these programmes aimed at developing managerial and leadership skills in order to improve career opportunities by increasingly ensuring gender balance in relation to positions of responsibility in complex structures.

The company is also committed to combating gender-based violence, and has chosen to adopt a specific protocol on harassment and violence in the workplace, designed to ensure a high level of attention to such issues and to promote oversight, with a view to promoting inclusion and autonomy aimed at reintegrating of victims of violence in the workplace.

Generations

The company recognises and values integrated strategies for the development and management of the needs of the different generations that work together within the organisation.

Accordingly, in view of the demographic scenario and its impact on company turnover, the policies aim at fostering dialogue and intergenerational discussion. The company’s attention is not only focused on workers’ age and professional background, but also on the search for effective ways to facilitate their development by encouraging the exchange of different social, cultural and work experiences, as well as of the different soft and hard skills, knowledge and expertise (such as digital skills) belonging to each generation.

Disability

The company believes in equal opportunities for all its employees regardless of sensory, cognitive and motor disabilities. It is therefore committed to implementing concrete measures to promote the integration and inclusion of people with disabilities, making full use of their talent and skills in the company and thus contributing to the elimination of cultural, sensory and physical barriers.

These actions are designed to support the self-development of people with disabilities through training and enhancement of knowledge and skills, as well as to create accessible work environments through appropriate initiatives, tools and aids (so-called reasonable accommodation).

Interculturalism

In line with the principles set out in the Code of Ethics on the value of integrating different cultures and experiences, the company is committed to fostering and systematising the mix of different cultures within the workforce by promoting an intercultural vision that is open to multi-level dialogue and based on

organisational and social cooperation.

This working style facilitates, at the same time, competitive development of organizational, technical and procedural solutions to improve and identify the company's market positioning.

The goal is to bring people from different cultures together to support innovation, accelerate growth and lead to more informed decisions, transparently communicating diversity and multiple perspectives connected to this relationship model.

Application of Diversity and Inclusion policies

The model described above aims to promote a corporate culture focused on the inclusion and appreciation of diversity in the workplace through the design, development and promotion of people care and diversity management initiatives.

Based on the principles set out above, the Poste Group intends to take specific steps to promote inclusion by developing a business plan that prioritises relationship models and processes with a direct impact on the development and management of employees:

- ✓ promoting, at all levels of the organization, managerial and leadership styles that embrace the relevant cultural paradigm, including through responsible team management, ensuring increased sensitivity and awareness about the value of differences;
- ✓ defining a system of rules designed to promote and guarantee a working environment inspired by transparent, inclusive behaviour towards staff, with a focus on equal opportunities;
- ✓ integrating the contributions of the company's various departments in order to adopt models and measures that support the outlined policies;
- ✓ identifying cultural, organisational and interpersonal barriers that prevent full inclusion in the workplace, as well as encouraging opportunities both within and outside the company, including in terms of employment policies;
- ✓ creating working relationships based, at all levels of the organisation, on mutual respect and trust;
- ✓ promoting awareness campaigns on Diversity and Inclusion issues.

Defining the content of an integrated system of rules and actions requires the involvement of everyone who is responsible for diversity.

In this context, managers play a key role in ensuring fairness, inclusion and non-discrimination by acting whenever they become aware of behaviour that may be disrespectful to others. Managerial behaviour must be geared towards creating conditions in which each team member can fully express their contribution and potential, while also respecting any personal needs. Managers must also strive to create a climate that allows everyone to express themselves in order to encourage innovation and the development of new ideas and projects.

The role of the Human Resources department is also crucial to ensure long-term appreciation of diversity at all levels and in the implementation of corporate policies. Specifically, both at a central and local level, HR oversees employees' corporate life cycle as soon as they enter the company and it is responsible for monitoring their growth, appraisal and development, ensuring the utmost fairness and inclusion.

In view of the strong impact of Human Resources policies on diversity enhancement processes, synergic action is required to define objectives, actions and indicators that are consistent with people management processes, within the framework of the non-financial information (prepared in accordance with, among others, the GRI - Global Reporting Initiative's Sustainability Reporting Standards) included in the company's Integrated Report.

In this context, the Human Resources department – through constant, synergic and systematic liaison with the Group's Risk Management department in the Corporate Affairs area, in accordance with the Group's ESG (Environmental, Social and Governance) Strategic Plan – is required to implement and promote cultural and organisational change, in close collaboration with the staff and business departments, which in turn are responsible for adopting and internalising the values of diversity and inclusion in working relationships. In particular, it is responsible for:

- defining a selection strategy that respects the Diversity and Inclusion principles and guarantees identification of the best talent available for all areas of the organization, while respecting the principle of equal opportunities and impartiality to facilitate the creation of a context in which multi-level perspectives facilitate the achievement of corporate goals, in response to the challenges of a constantly evolving market;
- expanding the range of people potentially interested in working for the company through dedicated activities in collaboration with schools and employer branding initiatives, creating partnerships with universities, partly in order to help spread an image of the Poste Group as a company that is sensitive to diversity and inclusion;
- ensuring equal opportunities for development and professional growth according to meritocratic principles;
- defining an action plan to prevent the gender pay gap and encouraging generational exchange and disclosure of company performance on the gender pay gap;
- spreading, through dedicated training plans, a non-standardising culture geared towards the inclusion of diversity in all its forms, overcoming stereotypes in order to highlight the benefits of diversity and to encourage a prevailing mindset that facilitates the acceptance, integration and full participation of the most disadvantaged categories (e.g. parental needs, care givers, staff with disabilities, etc.);
- enhancing organizational well-being, dialogue and staff motivation by improving the range of corporate welfare services and tools to support work-life balance needs and cases of individual frailty.

In the implementation of Diversity and Inclusion policies, internal communication plays a key role in identifying an organisational culture that is open to inclusion and appreciation of diversity, as well as in promoting the Diversity Management and People Care initiatives and services developed within the Poste Group, in line with ESG principles.

Monitoring and reporting

Poste Italiane primarily verifies the effectiveness of the adopted approach through dedicated tools, which consist of procedures for periodic identification and risk assessment activities conducted both inside and outside the Group, a reporting violation system, a sanctioning system and dialogue activities with stakeholders.

The company, in accordance with the sustainability guidelines, integrates Diversity and Inclusion policies into the Group's risk management model, which it uses to periodically (at least annually) assess them with specific parameters and to define action plans that are fully integrated into the company's broader sustainability strategy, capable of improving the tools provided by the internal control system and ensuring the highest level of implementation of Diversity and Inclusion policies.

Diversity and Inclusion programs will be monitored using parameters that are annually developed in association with the Group's Risk Management department in the Corporate Affairs area, in keeping with the corporate sustainability plan's development guidelines. To this end, a cross-functional task force made up of representatives of all the company departments involved will be set up to assess scenarios, objectives and evaluation metrics that will be made visible and transparent in public company documents, both within the organisational context and among key stakeholders, through the main internal and external communication channels.

The company is also committed to assessing the effectiveness of the adopted approach through annual Stakeholder Forums and the introduction of specific listening initiatives for the workforce that will also allow active and permanent involvement of voluntary employees to promote greater understanding and closer ties with local bodies and to formulate shared innovation initiatives that support an inclusive culture.

Distribution and Updating

This policy is communicated to all employees, including through dedicated training sessions tailored to their specific areas of operation, roles and responsibilities. It is also available on Poste Italiane's corporate website for all stakeholders, including employees, suppliers and partners, ensuring full awareness and a further impetus to promote human rights as an integral part of the Poste Italiane Group's value system.

This policy will be assessed for review at least once a year on the basis of emerging evidence deriving from assessment activities and from the monitoring of national and international trends.

