

# POSTE ITALIANE ESG STRATEGY

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Find our full list of integrated reports and detailed ESG plan on [our website](#).

## CEO ENDORSEMENT

Our sustainability strategy will help us to emerge with resilience from the COVID-19 pandemic.

**'2024 Sustain & Innovate Plus' focuses on:**



Tackling climate change



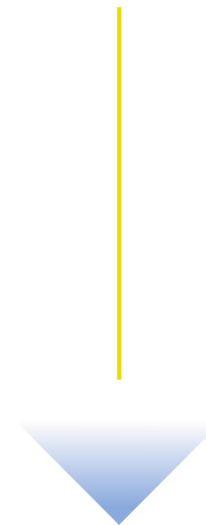
Creating a culture where our people can thrive



Enhancing the customer experience



Contributing to the socioeconomic development of the communities where we operate

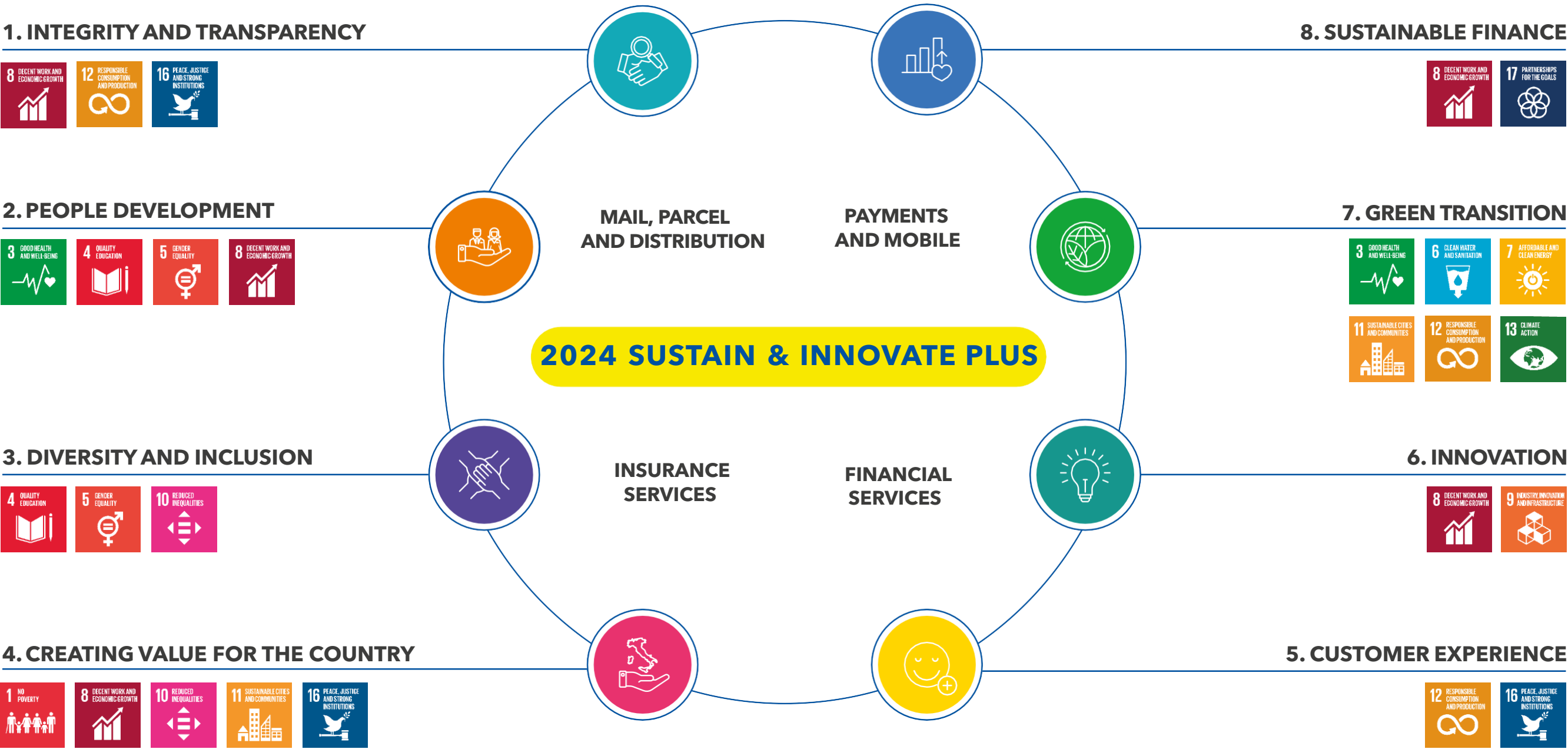


### We aim to achieve this through:

- Creating a model of value creation, offering renewed support for society

- Focus on digitising our services and innovating to enhance overall experience and establish sustainable programmes to strengthen economic and social recovery

# ESG STRATEGY: PILLARS




Our 2024 Sustain & Innovate Plus plan is available on [our website](#).

# ESG STRATEGY - 2024 SUSTAIN & INNOVATE PLUS: STRATEGIC AREAS

The purpose of our Sustain & Innovate strategy is to deliver responsible growth, and we are on a journey to deliver this by 2024.

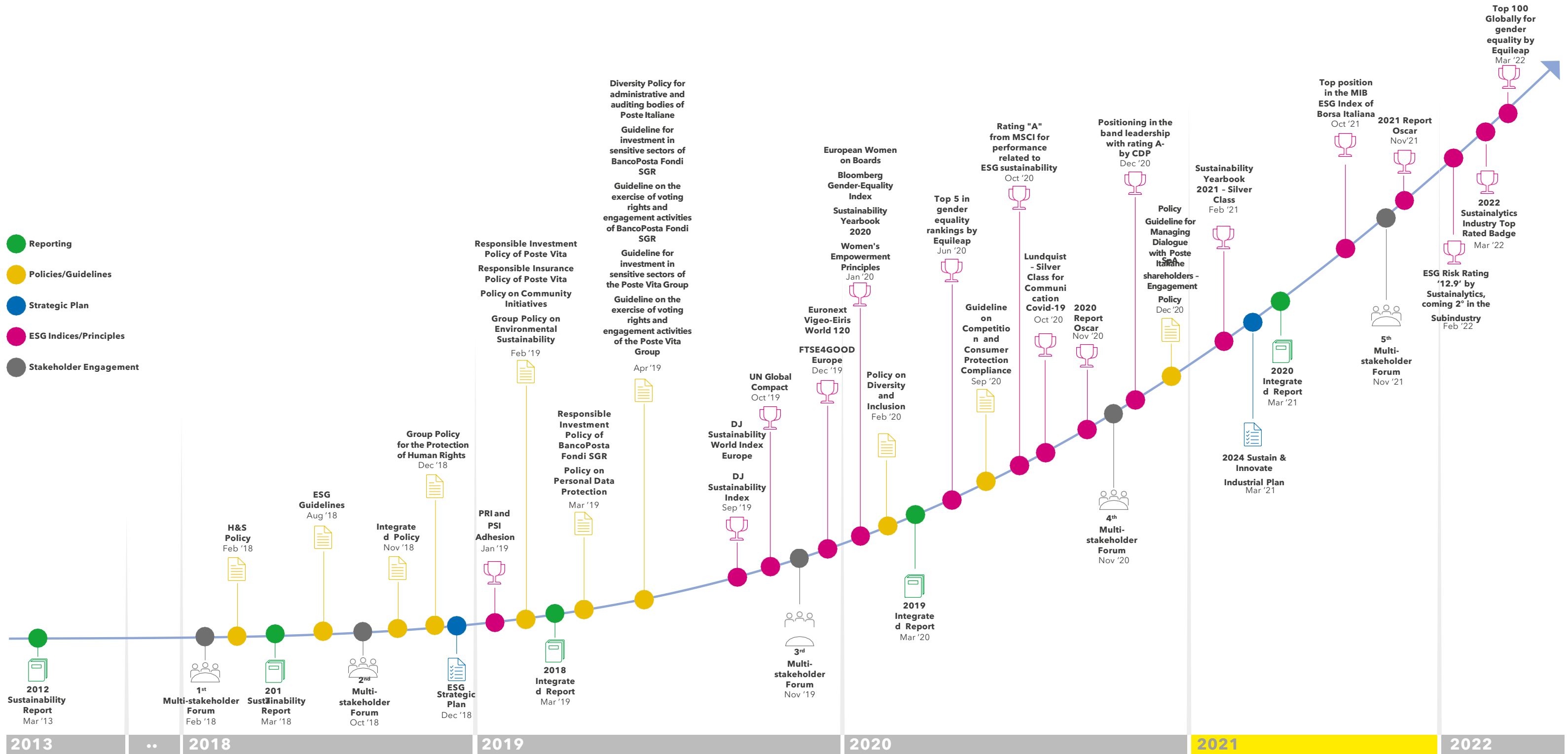


To further highlight our impact, we have mapped our strategic areas and KPIs to the UN Sustainable Development Goals (SDGs).

 Our 2024 Sustain & Innovate Plus plan is available on [our website](#).



# ESG STRATEGY - OUR SUCCESS TO DATE



# ESG STRATEGY - 2024 SUSTAIN & INNOVATE PLUS: STRATEGIC AREAS



## Building an inclusive society

We strive to democratise finance through in-person and digital products and services that support the communities we serve.



## Investing in a thriving workforce

We invest in our people, building an inclusive workplace where everyone can thrive.



## Enhancing customer experience

We provide every customer with a service that is safe, secure and best-in-class at every touchpoint.

### Aim

Enable financial and digital inclusion for all through strategic programmes and initiatives.

Drive improvements in staff training and development, health and safety and diversity, equity and inclusion (DEI)

Improve customer satisfaction through innovation and customer-centric digitisation.

# ESG STRATEGY - 2024 SUSTAIN & INNOVATE PLUS: STRATEGIC AREAS



## Delivering a greener future

We are committed to tackling climate change through innovation and collaboration in order to minimise our impact and create a more sustainable value chain.



## Responsible investment

We provide products and services designed with the needs of society and the planet in mind.



## All underpinned by good corporate governance...

We lead with integrity and transparency, managing our business sustainably and responsibly.

We are in a strong position to support digitisation in Italy with a loyal customer base across the country and c.20 million daily interactions with individuals.

### Aim

Transition to a carbon neutral business.

Integrate ESG factors into investment and insurance decision-making and products.

# AWARDS & RECOGNITIONS, MEMBERSHIPS

We understand that reputation is a fundamental asset that guides the choices of our stakeholders. We are dedicated to delivering sustainability and have been recognised for our work.

## ESG Index Scores

RATING AGENCY	PERFORMANCE
CDP	A rating (leader)
MSCI	A rating (average)
ISS E&S DISCLOSURE QUALITY SCORE	1- Environmental & Social
EQUILEAP GENDER PARITY INDEX	Top 100 globally
VIGEO EIRIS EUROZONE 120	#1 (Transport & logistics)
BORSA ITALIANA	#1 MIB ESG
SUSTAINALYTICS	ESG Industry Top-Rated



## Awards & Recognitions

Certificate of Excellence

European Funds Trophy 2021

Postepay Green product of the year 2022

Top Employer Italia 2022

Financial Innovation-Italian Award

Most attractive employer 2021

Top Rated ESG Performer SUSTAINALYTICS

One of the World's Top 25 strongest brands

2021 Celent Model Insurer Award for Customer Experience Transformation

## Memberships

- UN Global Compact
- Principles for Responsible Investment
- UNEP FI Principles for Sustainable Insurance
- UN Women
- CSR Exhibition
- Sodalitas
- Anima per Il Sociale
- CSR Manager
- Valore D
- Fondazione ASPHI Onlus
- Organismo Italiano di Business Reporting – Sustainability, Non-Financial e Integrated Reporting (O.I.B.R.)
- Parks – Liberi e Uguali

# STRATEGIC AREAS: BUILDING AN INCLUSIVE SOCIETY

We strive to democratise finance through in-person and digital products and services that support the communities we serve.

We will support financial and digital inclusion for all through programmes that support the ongoing socioeconomic development of the communities in which we operate.



Target

- **Implementing countrywide financial inclusion projects by 2022**



Our sustain & innovate plan is available on [our website](#).

## Highlights\*:



Our fleet delivered over 25m vaccine doses



100% of small municipalities covered by our Wi-Fi network



c.12,000 - financial, postal and digital inclusion event participants

\*Data as at Dec 21

# STRATEGIC AREAS: INVESTING IN A THRIVING WORKFORCE

We invest in our people, building an inclusive workplace where everyone can thrive.

We are creating a safe and inclusive culture, with an emphasis on career development to empower our people.



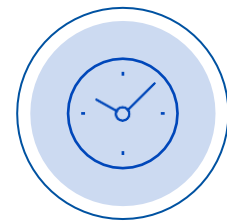
## Target

- **Reduce work-related accident frequency rate by 8% by 2024**
- **Deliver 25 million hours of training for our people by 2024**
- **Achieve Equal Salary Certification by 2022**



Our people development and diversity and inclusion plan is available on [our website](#).

## Highlights\*:



Delivered 11.9m training hours since 2020



Opening of Poste Medical Centre for employees



-7% work related accident frequency rate

\*Data as at Dec 21

## STRATEGIC AREAS: ENHANCING THE CUSTOMER EXPERIENCE

We provide every customer with a service that is safe, secure and best-in-class at every touchpoint.

We will drive customer satisfaction through high-quality customer-centric innovations while providing financial protection and inclusion.

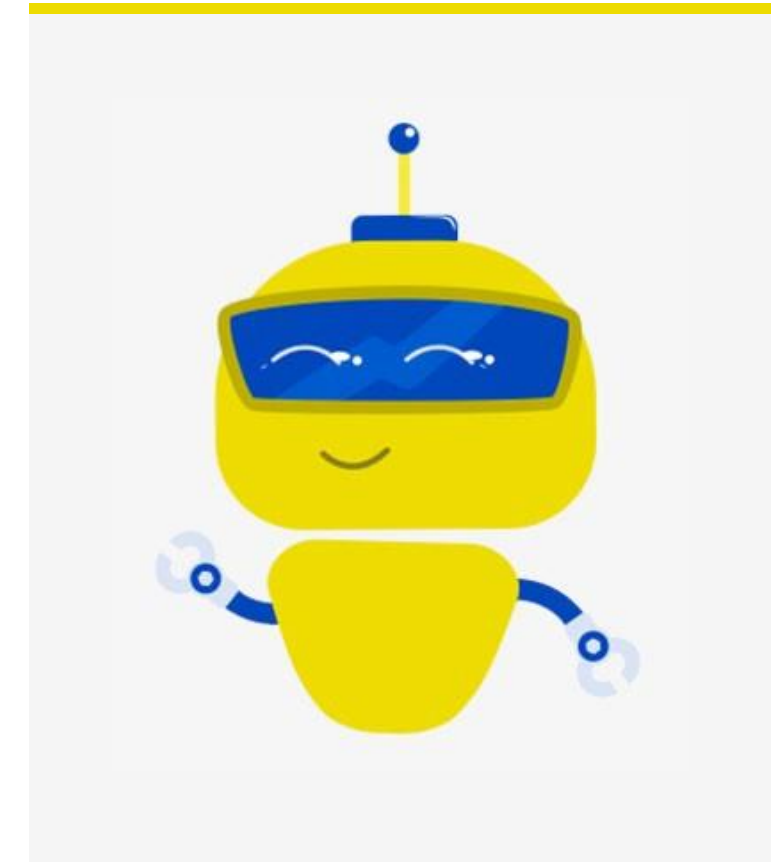


### Target

- **By 2024 we aim to have 50% of our customer base using our digital services**
- **Increase customer satisfaction by +4% by 2022**



Our customer experience and innovation plan is available on [our website](#).



Poste - the digital assistant of Poste Italiane - was developed to simplify customer interactions through artificial intelligence technologies

# STRATEGIC AREAS: DELIVERING A GREENER FUTURE

We are committed to tackling climate change through innovation and collaboration in order to minimise our impact and create a more sustainable value chain.

We will achieve carbon neutrality by analysing our environmental impacts within our operations, including our offices and supply chain.



Target

- **Achieve carbon neutrality by 2030**



Our green transition plan is available on [our website](#).

## Highlights\*:



10k low-emissions *postini* vehicles



c.98% of our electricity is from renewable sources



€17m invested in projects to reduce environmental impacts

\*Data as at Dec 21

# STRATEGIC AREAS: RESPONSIBLE INVESTMENT

We provide products and services designed with the needs of society and the planet in mind.

We will provide responsible and sustainable products and services through integrating ESG factors into our investment and insurance decision-making processes.



## Target

- **By 2024 we want 100% of our Poste Vita investment products to include ESG factors**



Our sustainable finance plan is available on [our website](#).



## We deliver this by:



Developing products that contribute to ESG objectives



Monitoring the ESG ratings of the issuers in our portfolios



Mandating that third parties adopt our Responsible Investment policy



Calculating our climate change risk within our investments

# STRATEGIC AREAS: DRIVEN BY GOOD CORPORATE GOVERNANCE

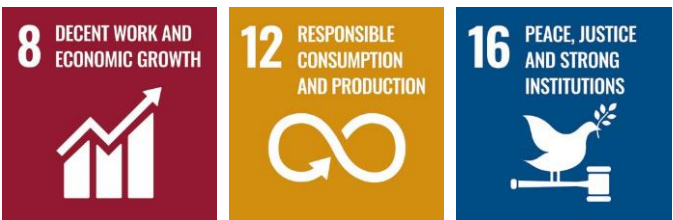
We lead with integrity and transparency, managing our business sustainably and responsibly.

We will lead with integrity and transparency by driving risk management, business ethics and responsible investment practices.



## Target

- **Introducing an Anti-Fraud Platform for 100% of our products by 2024**
- **Achieve ISO 37001 by 2022**




Our integrity and transparency plan is available on [our website](#).




We strengthened our partnership with the Guardia di Finanza (Finance Police) to counteract economic and financial crime.

# KPIs

We are focused on measuring our performance through S.M.A.R.T. KPIs.

 <b>Driven by good corporate governance</b>	 <b>Responsible investment</b>	 <b>Enhancing the customer experience</b>
<ul style="list-style-type: none"> <li>• % of products with anti-fraud protection</li> </ul>	<ul style="list-style-type: none"> <li>• % of investments rejected based on lack of ESG criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction and experience of clients across Poste Italiane's group</li> </ul>
<ul style="list-style-type: none"> <li>• % of ISO 27001 certification</li> </ul>	<ul style="list-style-type: none"> <li>• % &amp; total € of total funds benchmarked against ESG</li> </ul>	<ul style="list-style-type: none"> <li>• Number of data breaches</li> </ul>
<ul style="list-style-type: none"> <li>• % of suppliers that adhere to sustainable procurement criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Total € of investments and underwriting in ESG</li> </ul>	<ul style="list-style-type: none"> <li>• Total number of customers utilising the SMART Post Boxes</li> </ul>
<ul style="list-style-type: none"> <li>• % ISO 37001 certification</li> </ul>	<ul style="list-style-type: none"> <li>• Total € of investments and underwriting in ESG</li> </ul>	<ul style="list-style-type: none"> <li>• Total offices with paperless appointment booking systems</li> </ul>
<ul style="list-style-type: none"> <li>• % of employees who have received Anti-bribery and Fraud training</li> </ul>		<ul style="list-style-type: none"> <li>• Total number of clients utilising PI's QR-code payment system</li> </ul>
<ul style="list-style-type: none"> <li>• Board Remuneration: % allocated</li> </ul>		

KPIs

<div>  <div> Delivering a greener future </div> </div>	
• Total green products and services available	• % change of total energy consumption (TJ/GJ)
• % facilities ISO 14001 certified	• % energy sourced from renewable sources (GWh)
• Total green products and services available	• Total absolute GHG emissions (tCO <sub>2</sub> e)
• % of Tier 1 suppliers assessed for environmental impacts	• Transportation emissions down to the last kilometre
• % of parcels delivered	• tCO <sub>2</sub> e per £ revenue
• % change in water-use efficiency over time (m <sup>3</sup> )	• % of climate change risk in investments and underwriting
• Total waste generated (tonnes), including % recycled	• % of fleet by vehicle category
• Total number of biodegradable payment cards allocated	

# KPIs



## Investing in a thriving workforce

- Total and average expenditure on employee training and development programmes
- Number of participants in development programmes
- Hours by type of training (on key topics, e.g. human rights)
- Employee engagement score
- Employee turnover rate
- Lost time incident rate per 200K hours worked
- Total accidents at work (excluding COVID-19 cases)
- Absenteeism rate net of COVID-19 cases
- % ethnicity and gender of employees in management positions
- Deliver Gender pay gap report



## Building an inclusive society

- Total community investment (€ in-kind and time)
- Total number of programs and beneficiaries of educational and financial inclusion projects
- Accessibility to ATM & Postal services per square km
- Number of no-retail checking accounts provided to previously unbanked or underbanked customers
- Number and amount of loans outstanding qualified to programs designed to promote small business and community

# Posteitaliane

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For further information, including annual reports  
and investor webinars, visit:

[www.posteitaliane.it/en/financial-statements-and-reports.html](http://www.posteitaliane.it/en/financial-statements-and-reports.html)