POSTE ITALIANE
ESG STRATEGY
Find our full list of integrated reports on our website.

Our detailed ESG plan is available on our website.

CONTENT

- CEO endorsement
- ESG strategy
- Memberships, awards & recognitions
- Building an inclusive society
- Investing in a thriving workforce
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CEO ENDORSEMENT

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

‘2024 Sustain & Innovate’ focuses on:

- Tackling climate change
- Enhancing the customer experience
- Creating a culture where our people can thrive
- 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

1. INTEGRITY AND TRANSPARENCY
2. PEOPLE DEVELOPMENT
3. DIVERSITY AND INCLUSION
4. SUPPORT FOR LOCAL COMMUNITIES AND THE COUNTRY AS A WHOLE
5. CUSTOMER EXPERIENCE
6. INNOVATION
7. DECARBONISATION OF REAL ESTATE FACILITIES AND LOGISTICS
8. SUSTAINABLE FINANCE

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

- Building an inclusive society
  Pillar 4
- Enhancing the customer experience
  Pillars 1 and 6
- Responsible investment
  Pillar 8
- Investing in a thriving workforce
  Pillars 2 and 3
- Delivering a greener future
  Pillar 7
- Good corporate governance
  Pillar 1

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

Our sustain & innovate plan is available on our website.
ESG STRATEGY – OUR SUCCESS TO DATE

Reporting
Policies and Guidelines
Strategic Plan
ESG Indices and Principles
Stakeholder Engagement

ESG Strategy Plan
Sustainability Yearbook 2021 – Silver Class
Policy for Board and Shareholder Engagement

Rating "A" from MSCI for performance related to ESG sustainability

Top 1 in gender equality rankings by Equadap

Policy on Diversity and Inclusion

European Women on Boards
Bloomberg Gender-Equality Index

Sustainability Yearbook 2020
Women’s Empowerment Principles

FTSE4GOOD
Europe

Policy on Environmental Protection and Consumer Compliance

UN Global Compact

Diversity Policy for administrative and auditing bodies of Poste Italiane
Guideline for investment in sensitive sectors of BancoPosta Fondi SGR
Guideline for the exercise of voting rights and engagement activities of BancoPosta Fondi SGR
Guideline for investment in sensitive sectors of the Poste Vita Group
Guideline on the exercise of voting rights and engagement activities of the Poste Vita Group

Responsible Investment
Policy of Poste Vita
Responsible Insurance
Policy of Poste Vita
Policy on Community Initiatives

Group Policy on Environmental Sustainability

National Institute for Environmental Protection and Research (ISPRA)

BancoPosta Fondi SGR

World-Index of Responsible Investment

FTSE4GOOD
World Index

PCG

Policy on Anti-Bribery and Corruption Frauds Protection

Policy on Good Governance

Guideline on Environmental Protection and Consumer Compliance

UN Global Compact

Policy on Environmental Protection and Consumer Compliance

UN Global Compact

Policy on Environmental Protection and Consumer Compliance

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UN Global Compact
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.

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.
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.

Aim
Transition to a carbon neutral business.
Integrate ESG factors into investment and insurance decision-making and products.

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 11 million daily interactions with individuals.
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.

<table>
<thead>
<tr>
<th>ESG Index Scores</th>
<th>Awards &amp; Recognition in 2021</th>
<th>Memberships</th>
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<tbody>
<tr>
<td><strong>RATING AGENCY</strong></td>
<td><strong>PERFORMANCE</strong></td>
<td><strong>Top Manager Reputation</strong></td>
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<tr>
<td>CDP</td>
<td>A- rating (leader)</td>
<td>1st in the world’s Top 100 insurance companies</td>
</tr>
<tr>
<td>MSCI</td>
<td>A rating (average)</td>
<td>Top Employer Italia 2021</td>
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<tr>
<td>ISS E&amp;S DISCLOSURE QUALITY SCORE</td>
<td>1 - Environmental &amp; social</td>
<td>Sustainability Award Silver Class 2021 S&amp;P Global</td>
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<tr>
<td>INTEGRATED GOVERNANCE INDEX</td>
<td>#1 in Italy</td>
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<td>EQUILEAP GENDER PARITY INDEX</td>
<td>#3 in Italy</td>
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<tr>
<td>VIGEO EIRIS EUROZONE 120</td>
<td>#3 (Transport &amp; logistics)</td>
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<tr>
<td>EUROPEAN WOMEN ON BOARDS</td>
<td>Among top 10 in Italy</td>
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</table>

Find out more about our awards and recognition in our annual report.
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

*Data as at Dec 20*
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**

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*Highlights*:

- 16,500 employees qualified for smart working
- Delivered 224,000 hours of safety training in 2020

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

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*Data as at Dec 20*
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 plan is available on our website.
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**

Highlights*:

- 14.2% of our fleet are green vehicles
- 95% of our electricity is from renewable sources
- €10 million invested in environmental projects

Our decarbonisation plan is available on our website.

*Data as at Dec 20
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.

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

**Driven by good corporate governance**
- % of products with anti-fraud protection
- % of ISO 27001 certification
- % of suppliers that adhere to sustainable procurement criteria
- % ISO 37001 certification
- % of employees who have received Anti-bribery and Fraud training
- Board Renumeration: % allocated

**Responsible investment**
- % of investments rejected based on lack of ESG criteria
- % & total € of total funds benchmarked against ESG
- Total € of investments and underwriting in ESG
- Total € of investments and underwriting in ESG

**Enhancing the customer experience**
- Customer satisfaction and experience of clients across Poste Italiane’s group
- Number of data breaches
- Total number of customers utilising the SMART Post Boxes
- Total offices with paperless appointment booking systems
- Total number of clients utilising PI’s QR-code payment system

S.M.A.R.T.: Specific, Measurable, Achievable, Relevant, Time-Bound
## KPIs

### Delivering a greener future

- 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 (tCO₂e)
- % of Tier 1 suppliers assessed for environmental impacts
- Transportation emissions down to the last kilometre
- % of parcels delivered
- tCO₂e per £ revenue
- % change in water-use efficiency over time (m³)
- % 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
For further information, including annual reports and investor webinars, visit:
www.posteitaliane.it/en/financial-statements-and-reports.html