

**DUE DILIGENCE PROCESS**

The verification of respect for human rights is carried out through a due diligence process that is repeated periodically and is characterized by a series of aspects. In particular, in carrying out the due diligence process, all cases of interaction between the Group and its stakeholders are taken into consideration, with particular attention paid to vulnerable categories (e.g. disabled people, children, etc.):

**1) Focus on human rights of greater relevance for the activity of Poste Italiane**, such as rights related to work (e.g. health and safety, freedom of trade union association, discrimination, etc.);

**2) Conducting an assessment aimed at:**

- identify the areas of activity of Poste Italiane potentially exposed to the risk of violation of human rights;
- identify existing measures in these areas for risk mitigation (e.g. certified management systems, guidelines, operating instructions, contractual rules, training and awareness-raising activities);
- define action plans where these measures are absent or inadequate;
- monitor the implementation of the action plans;

**3) Extension of the assessment**, with all its phases, to new projects and third parties (e.g. suppliers, business partners, etc.).

The **reference framework** adopted by Poste Italiane is that defined by the **OECD** in the "OECD Due diligence guidance for responsible business conduct", and is structured in the following phases:

- embed responsible business conduct into policies & management systems;
- identify & assess adverse impacts in operations, supply chains & business relationships;
- cease, prevent or mitigate adverse impacts;
- track implementation and results;
- communicate how impacts are addressed;
- provide for or cooperate in remediation when appropriate.

