

POSTE ITALIANE

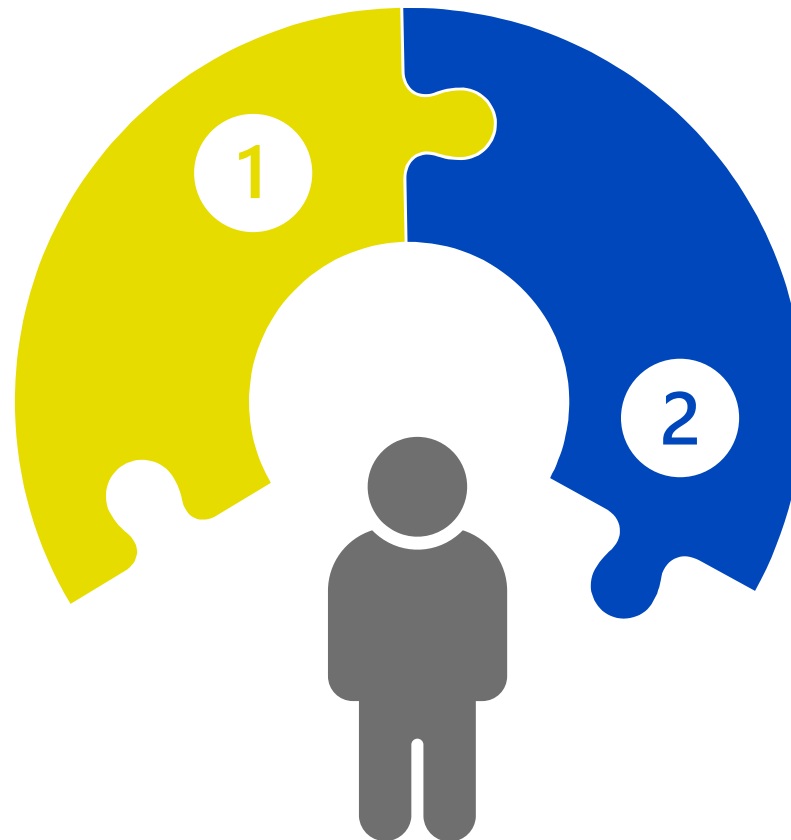
FY 2023

Employee development programs

EMPLOYEE DEVELOPMENT PROGRAMS

The slides following illustrate two examples of **employee development programs implemented** by Poste Italiane, with reference to **FY 2023**. These programs are born with the purpose of **empowering** or **upskilling** the Group's **human capital**.

**Insourcing and
Re-employment**



**Best performers
development program**

EMPLOYEE DEVELOPMENT PROGRAMS

PROGRAM 1

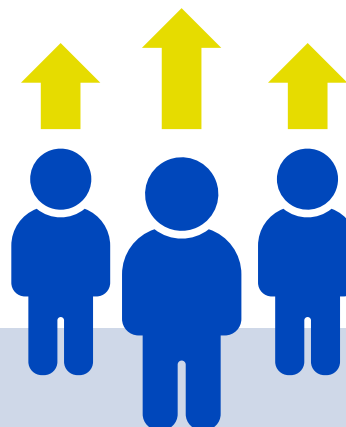
Insourcing and Re-employment

- **Target:** employees in low-value-added business areas
- **Participants:** 1.25% of the corporate population (FTE)



The program aims to redeploy - on outsourced activities that are strategic for the business - people within the Company who, as a result of organizational initiatives and/or productive-digital evolutions, are not allocated to fully productive/value-added areas. Redeployment is achieved through a process of person enhancement and development that includes training and reskilling, and a diversification and expansion of the resources' knowledge for professional growth, instrumental to potential future business evolutions.

**Program
description**



The program allows for the constant diversification and expansion of employee knowledge and skills, while also allowing for the securing of human capital on strategic activities geared toward driving future business developments. The redeployment of in-house staff enables the in-house management of previously outsourced activities, with benefits both in terms of maximizing productivity and saving on the income statement, enabling a reduction in the use of external supplies.

**Description of benefits
on business**



As a result of the program provided, there have been generated 36.82 million € of savings (P&L Impact 2023).

**Quantitative impact of
business benefits**

EMPLOYEE DEVELOPMENT PROGRAMS

PROGRAM 2

Best performers development program

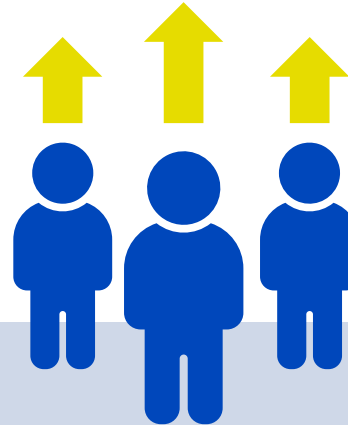
- **Target:** employees best performers
- **Participants:** 7% of the corporate population (FTE)



The program, dedicated to resources identified as "best performers", provides assessment and development of skills and individual leadership, coaching and mentoring paths. The program in question is aimed at strengthening the participants' soft skills profile, increasing personal awareness and sensitizing people to responsibly take charge of their own professional development. It provides diverse individual development paths such as, for example:

- scouting processes (MLAB; POP; Smart assessment, Talent Review, etc.) functional to bring out talented resources;
- competence development initiatives (Coaching; Mentoring; Counselling, etc.) functional to accompany people in their growth and accelerate their development in relation to company and business needs;
- engagement activities (INSIEME 24SI) and putting into play a self-entrepreneurial and innovative approach to contribute to the realisation of the Company's strategic objectives.

Program description



In general, the program conducts the empowerment of participants' skills, leading to a competitive advantage of the company in the market, and is linked to broader benefits on the business in terms of engagement, motivation and sense of belonging of the resource to the company. The path of developing the best performers target in 2023 has led to benefits both in terms of containing the absenteeism rate and negligible impact on the turnover rate on a voluntary basis with exit from the company. Furthermore, enhancing the skills of program participants led to promotions among the target involved and to an increase in revenue generated.

Description of benefits on business



Quantitative data collected with reference to the target "best performers" in 2022:

- absenteeism rate of 1.66% in comparison with the Group absenteeism rate of 3,9% (to be understood as referring only to illness related to 2023, net of Covid);
- turnover with voluntary resignations constituted by about 1% of the best performer target compared to about 2% at Group level (to be understood as referring only to exoduses related to 2023);
- increase in revenues generated in the segment "TLC" by 3.8% (from € 319 mln in 2022 to € 331 mln in 2023). Specifically, of the increase generated about € 2.4 mln is due to improving the skills of the target audience involved in the program;
- the promotions noted in 2023 amounted to 12% of the best performer target compared to 6% at Group level.

Quantitative impact of business benefits