





Poste Italiane's sustainability strategy

Posteitaliane







Poste Italiane's sustainability strategy

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Poste in the country, for the country In an increase context, we

Poste Italiane has always been a cornerstone of the Italian economy and society. Our widespread presence across the country enables us to provide essential services to citizens and communities every single day. Environmental and social sustainability is an integral part of our way of operating, as clearly reflected in our Purpose, which guides both our decisions and our daily commitment.

In an increasingly complex and challenging context, we aim to lead the country's Sustainability journey by supporting the national economy, mitigating climate change, and promoting digital innovation, thereby fostering the development of a more inclusive society.

With this document, we seek to provide maximum transparency for our stakeholders regarding our commitment to environmental, social, and governance principles, as well as our ability to generate and sustain value over time in every context in which we operate, thanks to the increasingly deep integration of sustainability into our business model.

Growing responsibly, thanks to the decisive contribution of our people to sustainable success, innovation, digitalisation, and social cohesion across the country.

Our approach to sustainability

The year 2024 has been a complex one, marked by unprecedented challenges. The profound economic and social changes following the pandemic, the increasingly evident impacts of climate change, and the ongoing global geopolitical and economic instability together represent a series of converging crises.

In this context, our Group has continued its path of sustainable growth, driven by a strategy based on continuous innovation and the constant anticipation of the evolving needs of our customers and citizens. This approach is essential to ensuring long-term economic and social value.

This journey has enabled us to establish a strong presence in the logistics sector, focus on digital innovation, and strengthen our leadership in the payments sector, all while maintaining a strong commitment to the traditional activities that have long been at the heart of our identity, such as mail delivery, postal savings, and financial and insurance services.

In 2024 as well, we reaffirmed our role as a strategic pillar for Italy. Through the achievement of our financial, operational, and sustainability goals, we continue to stand out for our solidity and ability to deliver innovative solutions.

We maintain our position as the country's largest employer and are committed to fostering Italy's responsible growth and digital transformation.



POSTE IN THE COUNTRY: 2024 HIGHLIGHTS

We are Italy's largest "phygital" platform, connecting citizens, businesses, and public administrations through a combination of our nationwide network of Post Offices, digital channels, and our partners' numerous retail outlets.

A model that brings together proximity and innovation, providing simple and accessible solutions for everyday needs.

12,755
Post Offices

• • • • • • • • • • •

49,000+

third-party retail outlets, Poste Italiane partnerse

95%

of the Italian population covered¹

121,000

Employees

46 milion

Customers

Over 25 milion

daily interactions²

Over 300 milion

parcels shipped

3.7 billion

in loans disbursed

28,400

low-emission vehicles

17 milion

eco-friendly payment cards



- 1. Percentage of the population located within 5 minutes (or 2.5 km) of a pick-up or drop-off point.
- 2. Through Post Offices, third-party networks, and digital channels.

SUSTAINABILITY INTEGRATED INTO OUR BUSINESS STRATEGIES

Now more than ever, it is essential to generate sustainable, long-term value for all stakeholders. For this reason, our 2024-2028 Strategic Plan is therefore anchored in Environmental, Social & Governance (ESG) principles, with the ambition to actively guide the country's sustainability journey through a broad set of our initiatives.

Our widespread presence throughout the country is a key element in promoting **Italy's economic and social cohesion**, while also bridging the 'digital divide' in small towns and inland areas. Our strategy in addressing social challenges reflects a strong commitment to supporting the most vulnerable and responding to the needs of the community.

As the largest employer in Italy, we have a responsibility towards **our people**. We are committed to developing professional skills, enhancing our resources, promoting **diversity**, **inclusion**, equal opportunities, and addressing the needs of all generations, including younger workers.

We act on **climate change** and promote decarbonisation by focusing on two key main areas: decarbonisation of logistics, including the renewal of our fleet, and energy efficiency in our buildings. We are aware of the need to protect the environment by adopting responsible behaviour in our use of natural resources and waste management, seeking to achieve a **circular economy**.

We strive to maintain the strong relationship of trust that binds us to our people, our customers, our suppliers and the communities we serve.

We will continue to invest in **digital transformation**, striving to better respond to new customer expectations and to embrace

far-reaching changes in the way people live and work. We involve our supply chain in the path to sustainability. We are constantly committed to supporting citizens, businesses and the Public Administration in the country's digital transformation process.

Our corporate culture is based on the principles of "integrity and transparency", values that guide us every day in our business activities and in our relations with our stakeholders. Our commitment to environmental, social and governance issues is also reflected in the Group's financial processes and investment choices, which are based on sustainable finance policies as well.



The Group's ESG Strategy, integrated in our 2024-2028 Strategic Plan "The Connecting Platform", is built on 8 pillars: Integrity and transparency, People development, Diversity and inclusion, Creating value for the country, Green transition, Customer experience, Innovation and Sustainable finance.



Environment



Social







Diversity and inclusion



Creating value for the country



Customer experience



ner Innovation





Integrity and transparency



Sustainable finance



Creating value for the country

Over time, we have built a strong ESG reputation. Our commitment to sustainable growth is recognised by the inclusion of Poste Italiane in the most important sustainability indices and ratings.

Sustainability
Yearbook Member
S&P Global Sustainable1















POSTE FOR THE COUNTRY: OUR IMPACTS

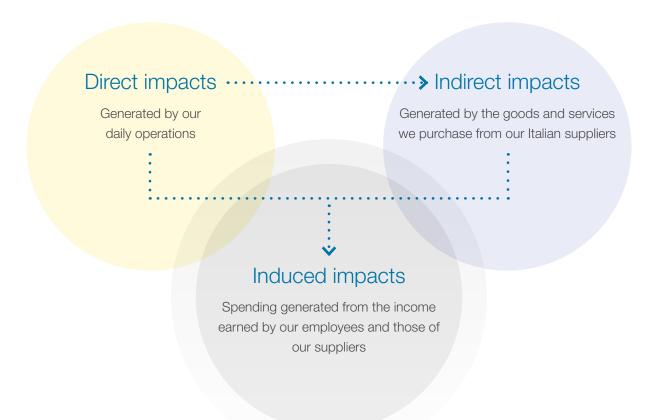
The results achieved in 2024 confirmed the positive trend of recent years, resulting in value generated for all our stakeholders and significant impacts on the national economic system.

Our business generates significant impacts on several levels: Gross Domestic Product (GDP), labour income, employment and tax revenues, not only because of what we do directly but also for the value we generate around us.

In 2024

- We contributed a total of € 14 billion to the Gross Domestic Product (GDP)
- We supported a total of about 199,000 jobs
- We contributed approximately € 2.6 billion to tax revenues

How we contribute to the national economy





one euro spent by Poste Italiane for the purchase of goods and services generates an economic value for the country system of € 3 in terms of production value



Each Poste Italiane employee, through their daily work and commitment, has contributed to the creation of:

- € 116 thousand of GDP during 2024
- € 60 thousand of income for families during 2024
- the employment of 1.6 people during 2024



For further details, consult the 2024 Annual Financial Report to learn more about Poste Italiane's ESG strategies.



Environmental







Mitigating climate change



Conscious of our impact on Italy's land and economy, we have worked and continue to work to protect the environment and address climate change.

The energy transition, the search for innovative solutions to reduce our activities' environmental impacts as much as possible and the responsible use of resources are a core part of our daily work.

Our **Environmental Sustainability Policy** has outlined two major focus areas:

- the decarbonisation of logistics activities, in particular through the renewal of our vehicle fleet, which is the largest in Italy
- the energy efficiency of our buildings



We also believe in the principles of the **circular economy** and strive every day to minimise the amount of disposed waste and encourage recycling.

Our Environmental Management
System and the one of our main
subsidiaries is certified according to ISO
14001. Our goals and results are regularly
reviewed.

Environmental commitment in our products and services

Our environmental awareness applies both to the way we run our business and to the products and services we offer.

With our **Electricity and Gas** offer, we provide our customers with electricity produced entirely from renewable sources.

Our newly issued payment cards are all made of eco- friendly material, such as the new **Postepay Green**, which is composed of 82% organically sourced polylactic acid.

RENEWING OUR FLEET

Every day we deliver letters and parcels to every corner of the country. This is why it is important to reduce emissions from our logistics activities.

Since 2019, we have started to replace our 'road' fleet (cars, tricycles, quadricycles, and mopeds), the largest in Italy, by replacing the most polluting vehicles in order to integrate an increasing number of Euro VI classified, hybrid and electric vehicles, used for 'last mile' delivery (from the warehouse or distribution centre to the end customer).

Our commitment to sustainability also extends to our aircraft fleet: in 2024, we replaced two of our five aircraft with more modern and efficient models, and in March 2025 we acquired an additional new aircraft.

Our on-road fleet in 2024

30,700 vehicles of which 28,400 are low-emission, hybrid and electric (600 more than originally planned in our roadmap).

6,100 electric vehicles

One of the largest fleets of 100% electric commercial vehicles in Italy.

5,600 charging points for electric vehicles installed

Sustainable mobility also depends on biofuels

In July 2024 we signed an important agreement with Enilive, the Eni Group company dedicated to mobility services and products. This collaboration allows us to use biofuels (mainly produced from waste, such as waste cooking oil, food fats or residues from the agro-food industry, which Eni processes in its own biorefineries) for our road vehicles and aircraft, with the aim of rapidly reducing the use of fossil fuels even more.



The Green Delivery project



Listen to the podcast dedicated to the Green Delivery Project

The goal of the Green Delivery project is to develop a **sustainable delivery model** that will reduce both our environmental impacts and meet our customers' needs. As an alternative to home delivery, our customers can choose to conveniently pick up a parcel not only at post offices but also in the PuntoPoste network.



An optimal solution both for the environment and for citizens:

- We limit CO₂ emissions because we can deliver several shipments at one pick-up point rather than delivering a parcel to each individual recipient. We therefore reduce transport and avoid the need for our postal carrier to make a second visit in the event of the recipient's absence.
- Citizens also benefit from **greater flexibility** in line with changing lifestyles: instead of waiting for parcels at home, people have access to more than 18,200 local pick-up points (tobacconists, bars, stationers, newsagents, KiPoint shops, Carrefour, API petrol stations, lockers), in addition to our post offices.

Benefits

About 14 m

over 2 m km

239 t CO₂ avoided equal to planting over

9.5 k trees

air pollutants avoided

852 kg

equivalent emissions avoided per parcel delivered

11,8 g CO₂

Methodological Note: The data on avoided emissions has been converted into an equivalent number of trees planted, based on a conservative estimate of 25 kg of CO absorbed per tree per year.

IMPROVING THE ENERGY EFFICIENCY OF OUR BUILDINGS

Poste Italiane's real estate assets are almost unrivalled in Italy, which is why the attention we pay to our buildings' energy efficiency has significant impacts for the whole country.

Our initiatives cover three areas in particular:

Decarbonising buildings

We are removing gas boilers to install heat pumps at sites all over the country, prioritising the oldest systems.

Heat pumps make it possible to reduce the building's CO₂ emissions to zero by using certified 100% green electricity.

In 2024, the replacement of gas boilers **reduced emissions** by 9,650 tCO $_{\rm 2e}$, and we expect to achieve a reduction of 12,000 tCO $_{\rm 2e}$ in 2025.

In addition, we acquire electricity from 100% certified renewable sources with Guarantees of Origin.

Installing solar panels

We are installing photovoltaic systems on our own sites throughout the country, self-generating renewable energy. Today, we have about 580 solar power plants, and in 2024 we self-produced 10,096 MWh of electricity.

By 2026, we are aiming to install more than 1,300 plants, with an expected production of more than 40 GWh per year.

Smart buildings

Thanks to the installation of sensors, **smart building management** allows us to save energy and reduce emissions.

In 2024, the "Smart Building" project involved 150 buildings, bringing the total of our smart buildings to 2,150. In 2024, we achieved energy savings of 8.7 GWh thanks to the Smart Building project, exceeding our target of 8 GWh.



WE ARE COMMITTED TO THE CIRCULAR ECONOMY

We are aware that natural resources are precious. This is why we are working to progressively reduce the waste produced during all our activities, including by limiting packaging and the use of 'virgin' resources and prioritizing recycled materials.

We reduce paper consumption by

dematerialising and digitising documents: this will lead us, for example, to phase out the use of paper in transactions at post office counters. We work to maximise the share of paper waste that can be recycled and reused.

Moreover, for our bulk mail facilities (services for companies and administrations that have to send large quantities of documents), we favour Forest Stewardship Council (FSC) certified paper: this certification promotes eco-friendly, socially useful and economically sustainable forest management.

For all major supplies that use plastics (postal seals, courier bags, packaging films, etc.), we strive to reduce the **use of raw material**, **trying to use recycled plastic as much as possible.**

Almost all our waste is recovered.

In 2024, we generated a total of 47,227 tonnes of waste, 99.7% of which was recovered.



The "Valori ritrovati" project: lost or abandoned goods are gifts, not waste

Some parcels cannot be delivered to the recipient, nor returned to the sender,

due to missing data or because they are considered "abandoned".

Traditionally, once the 12-month storage period had passed, these parcels were disposed of and sent to the scrap heap: a considerable waste of goods and resources.

With the "Valori Ritrovati" (Recovered Values) project, we give these parcels a new life, donating them to charitable organisations for redistribution to people and families in need. More valuable goods, or those unsuitable for social needs, are resold at reduced prices for charitable purposes as well.

Initially launched with the Caritas Roma Onlus Foundation, the project will be extended to other charitable organisations.

"Valori ritrovati" also involves our employees through corporate volunteering.

From 2019 to 2024, over the fiveyear duration of the project, we reused about 374,000 objects.

In 2024 alone, 111,000 parcels were allocated to the "Recovered Values" initiative.



"Scarpa vecchia fa buon gioco"project

Thanks to a project conceived by some of our people, we recover our old safety shoes and turn them into playground mats for children. Every year, we generally collect and dispose around 25,000 damaged or worn out shoes from our postal carriers. This inspired us to launch a new circular economy project: by shredding these shoes, we can turn them into soft flooring for toddlers, which is currently used in our company nurseries in Rome and Bologna.



With 5,500 kg of old shoes, 50 square metres of shock-absorbing flooring for children will be created.





People development







Our people are the driving force behind our transformation and success, a distinctive factor that has powered our growth. This is why we care about the well-being of those who work with us and for us, upholding the values of diversity and inclusion, not allowing any form of discrimination in relation to gender, age, health, social status and sexual orientation, and guaranteeing equal opportunities for work and professional development.



We invest in role innovation, new professional expertise and skills development by promoting a dynamic and inclusive organisational model that leverages everyone's motivation and engagement.

Workers in our value chain

We consider it crucial to protect and value not only our own people, but also those who work for us and all the workers of our suppliers, such as couriers, transport, sorting, real estate and cleaning workers. We do this through our Code of Ethics – which every supplier, subcontractor and partner of the Group is obliged to accept – and the "Policy concerning the protection and safeguarding human rights", committing ourselves to the prevention,

condemnation and non-tolerance of any form of harassment, discrimination or violence against workers in the value chain, promoting fair working conditions and ensuring fair pay, in compliance with collective agreements and regulations.

We also involve suppliers in our sustainable growth path through our Sustainable Procurement model (see page 35 →).

POSTE'S PEOPLE 2024 HIGHLIGHTS

121,000

employees approximately

53%

women

48

hours of training per person

41,000+

enrolments in the corporate welfare platform (+47.5% compared to 2023)

13

thematic surveys to gather employees' needs and expectations



Employment agreement and renewal of the collective agreement

Active Employment Policies are one of the most important levers to better manage employment dynamics at Poste Italiane and to update our professional skills.

The new agreement signed in May 2024 with the trade unions for the three-year period 2024-2026 specifically provides for:

- Combating 'poor work' and providing incentives for 'good employment' by giving a very significant number of people the opportunity to transform their contract from part-time to full-time, and stabilising people with fixed-term contracts
- Raising the percentage of turnover coverage by compensating (through recruitment or stabilisation) 75% of staff exits, instead of the 40% previously adopted

 More attention should be paid to workers suffering from serious illnesses or incapacity due to accidents.

Moreover, in July 2024 we renewed the National Collective Labour Agreement (CCNL), which covers all our non-managerial staff. Valid until 31 December 2027, the new CCNL provides for an increase in pay and new measures for welfare, parental support, support for female workers who are victims of violence, hour flexibility and work-life balance.

WE PROMOTE EQUALITY, DIVERSITY AND INCLUSION

Our approach to diversity has evolved over time: from protecting and integrating diversity, we have moved to a proactive strategy to overcome cultural stereotypes to identify and address the factors that prevent people's labour inclusion. We act in four main areas: Gender, Generations, Disability/Vulnerability and Interculturality.

Women's leadership: a concrete commitment also in 2024

We renewed the UNI/PdR 125:2022 certification on gender equality.

After achieving Equal Salary certification in 2022, in 2024 we also passed the second monitoring audit of the gender pay equity assessment process developed by the Equal Salary Foundation, an independent Swiss non-profit organisation.

Women's participation in coaching, mentoring and leadership development programmes has increased by 17% since 2023, exceeding our target (+10%).

Finally, women accounted for over 50% of nominations in management succession plans (against a 2024 target of 45%). This is a key factor in increasing the presence of women in the Group's most responsible positions.

Involve people and create alliances

To encourage the active participation of our people in company life and to promote an increasingly inclusive culture, in 2024 we set up **5 Employee Resource Groups** (E.R.G.), internal communities formed not only by those who personally experience a specific diversity, but also by "allies":

- Generation P, for dialogue and generational exchange
- Paripass, for women's leadership and empowerment
- Poste+, to foster an environment where
 LGBTQ+ people can freely express their identity
- PostAbili, to promote a harmonious working environment for people with vulnerabilities
- OpenPoste, to spread knowledge from an intercultural perspective.



Spreading an inclusive culture

Anche nel 2024 abbiamo sviluppato numerose iniziative, fra le quali:

- The "Noi Siamo qui" programme, dedicated to employees with serious illnesses, chronic diseases or vulnerable situations, which provides a coaching service and a targeted psychological support plan.
- Two webinars on the topic of neurodiversity: the first, aimed at all our people, addressed the topic in a broad sense, with a focus on autism and attention deficit disorder, while the second, aimed at the people in the Human Resources and Organisation department, focused on Recruiting & Onboarding processes.
- A webinar to share stories of coming out within the family, in collaboration with A.G.E.D.O (an association that brings together parents, relatives, friends and friends of LGBTQ+ people), with the aim of making people reflect on the value of inclusion in every context and the sense of connection this generates.

We support parents

We support mothers and fathers at Poste Italiane with a series of dedicated programmes:

"Mums at Work", dedicated to our employees returning from maternity leave, offers coaching programmes delivered by external professionals and certified internal coaches. In 2024, this initiative involved approximately 150 women.

"Lifeed Parents", a self-coaching programme aimed at parents of children up to 18 years old, designed to turn the parenting experience into a true "master's degree" by fostering awareness of the transversal skills developed through parenthood—skills that are also essential for professional growth.

In collaboration with industry experts, we also organise webinars dedicated to young children parents or teenagers, addressing a range of relational, emotional, and social topics.

We fully support summer stays for **our employees' children with disabilities**, hosted in accessible tourist facilities. In 2024, 40 young people were able to benefit from this experience of entertainment and socialisation.

WE PROMOTE SKILLS DEVELOPMENT

We offer our people a meritocratic environment in which everyone can develop their full potential and contribute to the Group's growth.

- To accompany our transformation process, we are implementing several change management programmes. For example, through creative workshops and immersive experiences we foster the evolution of front-end operators (counter operators) in post offices
- We have implemented a scouting programme aimed at young talents to support them in their growth towards more complex roles
- We foster the evolution of managerial skills, guiding our managers towards an increasingly people-oriented approach through the development of relational, communicative and collaborative skills

 Since 2021, the Open Learning Area project has been added to the traditional training methods. This project is geared around individual curiosity and responsibility: people can freely access online courses and eBooks on this digital platform.

Training: highlights

In 2024, we provided
6 million training hours
(out of the 25 million in our business plan between 2024 and 2028).

From 2017 to 2024, we invested 42.8 million hours in training.

In 2024, we confirmed the ISO 29993:2019 "Training Services" certification.

LabAl: with artificial intelligence, tomorrow starts today

The future of skills will be profoundly influenced by the adoption of artificial intelligence (AI) and emerging technologies, which is why it is crucial to familiarise our workforce with AI.

In 2024, we therefore launched LabAl Literacy, a series of 10 webinars open to anyone who wanted to understand how Al is transforming the labour market and society as a whole.

The programme, held from June to November with the participation of experts and speakers from various disciplines (neuroscientists,

innovation specialists, digital entrepreneurs, academics, consultants...), aimed to provide basic knowledge about AI, addressing its ethical and social implications, while developing the cross-cutting skills required to exploit its opportunities, with a focus on integrating AI into our strategy.

The programme is continuing in 2025 with LabAl Ethics and LabAl Verticals to apply the acquired skills in specific work contexts.

INSIEME Connecting Ideas

An entrepreneurship programme open to all our people, aimed at generating ideas and contributing to the fulfilment of our purpose and strategy.

With the INSIEME - Connecting Ideas platform, launched in 2021, all our people can propose an idea related to one of the pillars of the sustainability strategy, or provide their expertise for the implementation of a submitted idea. All the ideas collected, further developed by the participants, are evaluated by managers from various business functions as well as by internal and external experts. Each edition also includes a "Bootcamp" – a true "innovation marathon" during which teams can develop their ideas and present them to the jury. The best solutions then go through an incubation process, leading to the creation of a prototype and a business case. Some of these prototypes have been successfully implemented within the company.

In the latest edition, based on the ideas developed, 10 "acceleration teams" were selected and presented their prototypes during the event "The Shape of Ideas" held on 10 April 2025. The top three were:

- **Certific AI:** integrates artificial intelligence into the life insurance sector to analyse performance and certify value.
- Green PackPoste: aims to replace plastic envelopes used for parcel shipping with packaging made from ecological and sustainable materials.to con materiale ecologico e sostenibile
- POP Poste One Proposition: a customisable and adaptable tool, serving as a single customer interface for obtaining quotes and contracts for all Poste products (BancoPosta, PostePav. Poste Energia, Poste Assicura).

The figures from the last edition:

- 1,131 ideas proposed
- 200 ideas explored
- Over 20,000 likes given in social media campaigns



Ensuring cohesion across Italy



We are unique in Italy in terms of our size, recognisability and widespread presence.

Our activities have a significant impact throughout the country and we therefore play a leading role in Italy's sustainable, digital and inclusive development.

We strive every day to support local communities, paying particular attention to **modernisation** and **digitisation** processes. Our aim is to improve the community's quality of life, promote the well-being of all citizens and encourage their active participation in public life, while contributing to the socioeconomic development of local areas.

Our commitment to the community is expressed through:

- Our business activities. Our products and services are highly inclusive, focusing on the needs of the most vulnerable. We are also present throughout the country, including inland and rural areas of Italy where bank branches are not always present.
- Social solidarity initiatives. We listen to the community's needs and in particular to the most vulnerable groups. We support initiatives that are often initiated locally, with the aim of maintaining strong ties within the community and promoting equity and inclusion.

The Polis project - Houses of digital citizenship services is a concrete life easier for citizens by offering them Our support for communities and the growth of the national economic system covers three major areas:

Accessibility and inclusion

We offer useful products and services to an increasing number of people thanks to our network of 12,755 post offices throughout Italy and our digital channels. Our products are designed not only to create economic value for our Group, but also to meet the social needs of people living in inland or rural areas of the country, as well as vulnerable people. This is why we create and renew dedicated products, such as:

- the Youth Loan
- the Basic BancoPosta Account
- a number of services dedicated to women victims of gender-based violence
- or the Supersmart Pension Fund.

Culture and education

We provide structured support for a series of initiatives and projects to **spread cultural values and protect our country's historical identity**. We advocate for the **right to education for all**, with a particular focus on young people.

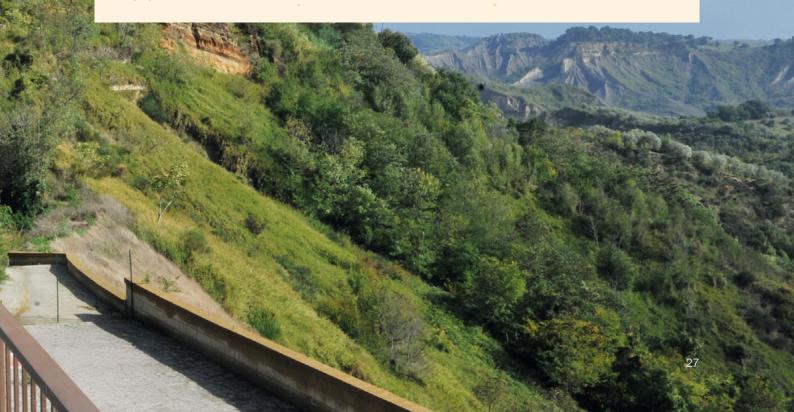
We provide scholarships, organise training courses, and offer open access content, partly with a view to promoting digital inclusion.

We carry out **financial education initiatives**targeting the entire population
to promote informed decisionmaking and support the
development **of the younger generation**.

Economic sustainability and social connectedness

We constantly collaborate with administrations, local authorities, associations and our stakeholders, including **sponsorship** initiatives, to meet the **social needs** of those in disadvantaged or vulnerable situations and to support **sports and cultural initiatives**.

We also offer communities our economic and technological tools, our network and our expertise to respond to situations of special social need, including those resulting from natural disasters.



COLLABORATIONS WITH COMMUNITIES

In keeping with the principle of transparency and integrity, we collaborate with a broad and widespread network of organizations and associations, carrying out diverse projects that are always consistent with our principles and values.

The sponsorship portal

Through our Sponsorship Portal, available at the moment on our website in Italian only, anyone can submit a project and request tangible support through a simple and streamlined process. We support projects involving **social inclusion**, **sport** – which

we see as a driver for integration, team spirit and loyalty – **environmental** protection, the celebration of **Italy's cultural and social heritage, entertainment, culture and art.**

We have set ourselves the goal of supporting at **least 20%** of sports and social initiatives **in Southern regions and the islands**. By 2025, we aim to allocate at **least 20%** of the supported social initiatives with a particular focus on **individuals in vulnerable conditions and on young people.**

Corporate volunteering

Our people contribute to the community well-being through corporate volunteering initiatives. To facilitate this process and to better involve our 121,000 people, we created a dedicated internal platform, defining social projects integrated with our sustainability strategy.

In collaboration with various associations and third-sector organisations, we carry out initiatives aimed at supporting vulnerable individuals, fundraising for medical research on serious illnesses (such as multiple sclerosis), and promoting education and learning.

Support for women victims of violenc

In 2022, we launched the "Housing Autonomy for Women Victims of Violence" project, providing 10 flats from our housing stock throughout the country to accommodate women who are victims

of violence, alone or with children, and who are in difficult economic situations. The initiative involved the Anti-Violence Centres of 9 towns, associations engaged in the fight against gender-based violence and the Municipality of Bari, making it possible to give safe accommodation to 63 women accompanied by 39 minors.

EDUCATIONAL ACTIVITIES

Through our educational activities, we aim to raise awareness among all citizens on issues related to financial inclusion, technological evolution, sustainability and logistics.

Financial education is one of our priorities because it enables people to better manage their money, save more, protect themselves against unforeseen events and live well into their retirement years. In 2024, we therefore created the EDUFinTOUR, a series of free meetings to help citizens improve their knowledge and make more responsible financial decisions. We have taken this conference to Rome, Naples, Trieste, Palermo, Turin, Florence, Bari and Milan, and are continuing the tour in 2025.

We have also produced a series of 7 financial education podcasts (in Italian) aimed at young people: in just a few minutes, we address 'important' topics such as budgeting, buying in instalments or saving in a simple and entertaining way.

We have long been committed to supporting the **growth of the younger generation** through initiatives in schools.

In 2024:

- we implemented the Next Generation programme for school orientation and soft skills development for young people from vulnerable social backgrounds. Goal: to introduce them to the world of work and prepare them for their future jobs
- we participated in the School4Life 2.0 project, developed with other large companies to prevent early school leaving. Some of our colleagues acted as mentors and 'profession masters' in secondary schools, involving 600 students.

Our goal:

150 education initiatives per year in 2025 and 2026



The Polis Project: The post office that simplifies, connects, welcomes



offices to citizens, responding to emerging

Launched in 2022 as part of Italy's National Recovery and Resilience Plan (PNRR), the project is transforming a large number of post offices through two main initiatives:

- The first, "Sportello Unico", is designed
- The second, "Spaces for Italy", will allow



OUR GOALS FOR 2026

6,933 post offices transformed residents (about 3,551 completed as of

250 coworking spaces (91 completed as of 30 April 2025)

1.2 billion

5,000 electric vehicle charging (781 installed as of 30 April 2025)

1,000 outdoor areas equipped

SPORTELLO UNICO: SERVING CITIZENS IN SMALL MUNICIPALITIES

We want to stay even closer to all citizens, including those living in small villages, rural towns, and mountain communities, who often must travel long distances to access public services.

That's why we're upgrading nearly 7,000 post offices in municipalities with fewer than 15,000 residents

Thanks to new technologies, we can now offer access to a wide range of administrative services, such as:

- ID documents (e.g. passport applications and renewals)
- civil status and criminal record certificates
- social security services for pensioners (such as pension statements and income certificates)

To meet everyone's needs, we have introduced various access points:

- at the counter, where our staff is highly trained to assist customers
- at self-service stations (such as digital kiosks and smart ATMs), available 24/7 for added convenience







self-service kiosk

THE BENEFITS OF PASSPORT SERVICE



advanced ATM

DAYS OF RAVEL SAVED

Passport service: a tangible impact on local communities

Many small towns are located far from police headquarters: to obtain a passport, residents must travel an average of 66 km in Basilicata and 52 km in Abruzzo, Calabria or Sardinia. Being able to apply for or renew a passport close to home is therefore a major convenience for citizens in small municipalities, while also cutting travel time and reducing CO₂ emissions.

As of May 2025, over 83,000 Public Administration services have been provided in around 2,300 authorised post offices, including more than 44,000 passport applications.

19.769

TREES

PLANTED

Methodological Note: The data on avoided emissions has been converted into an equivalent number of trees planted, based on a conservative estimate of 25 kg of CO_2 absorbed per tree per year.

(Data at 12 May 2025) 44,824 PASSPORT APPLICATIONS 73.9 TIMES AROUND THE EARTH 2.96 MILLION KM SAVED 49,000 HOURS OF TRAVEL AVOIDED

SPACES FOR ITALY: FROM COWORKING TO EVENTS

Our post offices are often located in historic city centres and prestigious buildings.

With "Spaces for Italy", we aim to create the country's most widespread and accessible coworking network. We are transforming major office buildings and large post offices to offer workstations, meeting rooms, areas for events and training, as well as a range of shared services.

Open to individuals, businesses, universities, research centres and public administrations, Spaces for Italy supports and facilitates new ways of working.





Coworking in Forte dei Marmi and Gavirate

In **Forte dei Marmi**, one of the most exclusive seaside resorts in Versilia, we have opened our coworking space in a central location. Open 24/7, the space has been very well received: all six private offices are currently occupied and, thanks to an agreement with the local municipality, the open-plan workstations are used

by young entrepreneurs from across Tuscany. In **Gavirate**, in the province of Varese (Lombardy), our space is in a well-maintained residential area near the lakeside, including four fully furnished offices, an open-plan area, and a break zone.







Fostering innovation for the benefit of citizens and businesses





The current context is shaped by technological and social evolutions that profoundly change the ways we live and work, such as the increasing spread of mobile devices, the importance of **social media**, the expansion of **e-commerce**, and the development of **artificial intelligence**. This is why our strategy is based on continuous innovation, so that we can anticipate and drive change along the entire value chain, supporting the Country's growth.

For us, innovating means:

responding to the evolving needs
 of citizens and businesses with new
 technologies and solutions, offering our
 customers a unique and distinctive experience

Cybersecurity: a priority for us

We consider data and operational security a top priority. We work continuously to ensure a resilient digital ecosystem that can guarantee service continuity, enhance incident response capabilities, and protect the information assets of our customers and other stakeholders, as well as the security of all transactions.

We continually provide training to develop our people's awareness of potential risks: from 2022 to 2024, we involved 35,000 employees in our cybersecurity programme.

- promote sustainable growth of our suppliers
- positioning ourselves as a driver of innovation and digitalisation for the Country, ensuring that our services are accessible through a strategy that reaches customers both through increasingly advanced physical locations and by enhancing digital channels.



In 2024, our Fraud Prevention Centre, operating 24 hours a day and comprising 100 specialists, monitored and protected transactions carried out both in post offices and through digital channels, foiling fraud attempts with a total value of 25 million euros.

WE ENGAGE OUR SUPPLIERS IN OUR JOURNEY TOWARDS SUSTAINABLE GROWTH

Our network of Italian suppliers includes both large companies and SMEs. The selection process is designed to ensure equal opportunities for all, uphold fairness, and prevent preferential treatment.

2024 Highlight

3.82 billion euros

our purchases of goods and services from Italian suppliers

47.9 days

the average time taken to pay an invoice to our suppliers³





We promote the dissemination of ethical principles and social responsibility throughout our entire value chain.

We have adopted a "Sustainable Procurement" system that includes specific environmental, social, and governance (ESG) criteria at every stage of the supplier selection process, from tender eligibility requirements to the parameters used for evaluating bids.

Our contracts include sustainability-related clauses, particularly concerning environmental management, human rights protection (see page 20), occupational health and safety, and business ethics.

100%

of our purchases are covered by our new Sustainable Procurement framework.

3. From the date on which the contractual or statutory payment period begins

WE FACILITATE THE DIGITALISATION OF DAILY LIFE AND LISTEN TO OUR CUSTOMERS' NEEDS

An increasing number of everyday tasks are carried out using digital tools. This is why we have initiated a profound **transformation of our offer and service model**, through the adoption of cloud solutions, artificial intelligence and a next-generation data platform.

To constantly improve the quality of our products and services, we have adopted a structured system of interaction with our customers:

- we have implemented various methods to collect consumer feedback
- we involve our customers in the creation of products and services, also leveraging our online community "Dillo a Poste Italiane," which has around 20,000 members.
- we have adopted a complaints
 management system that can be accessed
 by anyone, including the most vulnerable.
 We constantly monitor the complaint rate for
 each business area to quickly identify and
 correct malfunctions and failures
- we provide our customers with specific digital and paper-based channels to communicate their needs or reports
- in line with our values of proximity
 and security, we are transforming our
 commercial website Poste.it, with the aim
 of using an increasingly simple and accessible
 language and making certain functions, such
 as tracking shipments or finding physical
 points of contact, more user-friendly.

4. Customers who logged in at least once via app and/or web in 2024.

2024 Highlight

49% Approximately

of interactions took place via digital channels, out of total interactions

18 milion

active digital customers⁴

28.7 milion

digital identities issued (SPID) – Leading SPID provider in Italy

25.2 milion

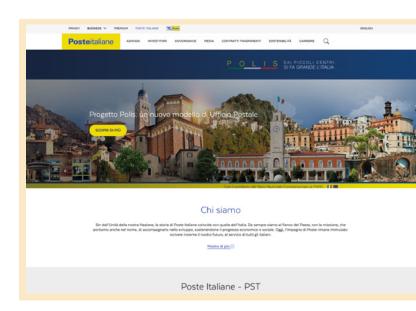
daily omnichannel interactions

+138%

increase in digital transactions for financial, insurance, and payment services compared to 2023, exceeding our target (+115%)

8%

share of digital current accounts among all current account openings in the year



Poste Italiane app: a single point of contact for all our services

Since 2023, we have been developing a single app that covers all our services. Designed as a bridge between our physical channel and the digital world, the new app allows customers to purchase and manage cards, current accounts, postal vouchers, saving accounts, insurance policies, electricity and gas supply, and telephone services, all in one place. The app also allows our customers to book an appointment at a post office, send mail and parcels, track shipments and pay bills.

The Poste Italiane app is simple, intuitive and highly customised. It incorporates generative artificial intelligence for the first time. It will be constantly improved and expanded to go beyond Post Office services, incorporating features related to Public Administration, facilitating the access of all the services available in the Post Office today.

In 2024, our app ranked first in terms of store downloads among apps in the Finance category and received a user rating of 4.8 out of 5.



AlKnow: artificial intelligence to support customer service

Our customer service agents handle more than 40 million contacts per year, providing support for all our business sectors. They must therefore constantly have up-to-date information on our products and services, made available by the individual business units or Group companies.

To broaden the base of customers who can access support, optimise response times and make the work of our operators easier and more effective, we have started to use generative artificial intelligence.

We have done so in line with our core values: proximity, inclusion, and respect for people. This has resulted in "Al Know – di generazione in generazione", our new knowledge management system based on artificial intelligence, designed to make it easier for staff to assist customers and



Listen to the podcast dedicated to the AlKnow project

to meet customer demands in all business areas. Through a chat, operators have access to the most up-to-date information on products and procedures in real time, while continuing to play a central role in ensuring the quality and accuracy of generated content: the continuous provision of feedback allows for constant improvement in responsiveness.

Launched in spring 2024 for financial services, AlKnow is gradually being rolled out to all our business segments. Development will be completed in the first half of 2025.

Since its launch, AlKnow has generated more than 1 million interactions, with an accuracy level of 94%.





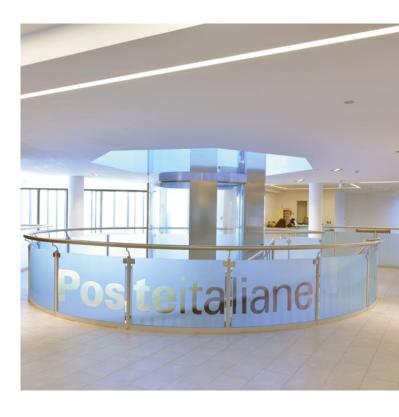
Acting with ethics and transparency







We are fully aware of the environmental and social impacts of our activities, as well as of the importance of maintaining collaborative relationships with all our stakeholders. For this reason, ethics, integrity and transparency are fundamental to our identity and serve as guiding principles in our daily operations. Our Code of Ethics sets out the principles and rules of conduct relating to legality, impartiality and fairness, community support, respect for individuals, quality



and professionalism.

These values, shape our culture and inform our behavior. They are essential to ensuring our long-term **credibility** and **reputation**, and to strengthening the **trust** of all our stakeholders.

Our Commitment to Sustainable Finance

The integration of environmental, social and governance factors into investment processes is, for us, a key driver in generating long-term sustainable value.

Our financial companies, BancoPosta Fondi SGR and Poste Vita, have set objectives aligned with our commitment to sustainable growth.

They are driven by the belief that the asset management sector, through the integration of ESG factors, can play a key role in creating value, by protecting society, fostering innovation, and supporting economic progress.

BancoPosta Fondi SGR and Poste Vita have adopted specific policies and guidelines aimed at supporting key sustainability goals, including addressing climate change and safeguarding human rights, through their investment decisions and day-to-day operations.

Both companies are signatories of the Principles for Responsible Investment (PRI), which promote the integration of ESG criteria into investment strategies and throughout portfolio companies.

As of 2024, 100% of Poste Vita's investment products incorporate ESG elements.



WE PREVENT AND COMBAT CORRUPTION

We have adopted specific policies to ensure fairness and prevent corruption in our relationships with public authorities, associations, political and trade union organisations, suppliers and partners.

We do not provide any benefits or contributions, either directly or indirectly, to political parties, movements, or political and trade union organizations. We have also established clear principles and prohibitions regarding gifts and

hospitality, facilitation payments, charitable donations and sponsorships (see page 28 →), recruitment and hiring, as well as mergers, acquisitions and significant investments.

Poste Italiane and the Group's main companies have adopted ISO 37001:2016-certified management systems for anti-bribery.

WE HAVE ADOPTED A STRUCTURED SYSTEM FOR COLLECTING AND MANAGING WHISTLEBLOWING

In line with our values, we have established a Whistleblowing System and a Whistleblowing Committee responsible for handling reports of any unlawful or suspicious conduct, irregularities in the company's management, or any action that may constitute a breach of external or internal regulations, including our Code of Ethics.

We have drawn up specific Guidelines, updated in 2024, which set out the procedures for submitting whistleblowing reports.

Training in Support of Corporate Culture

To promote a **corporate culture based on ethics**, legality and compliance with regulations, and ensure appropriate awareness of how to use the Whistleblowing System and the related guidelines, we continuously carry out training initiatives addressed to all our people.

- As part of our anti-corruption efforts, from July 2023 to the end of 2024, we launched the online course "The Integrated Management System: The Rules of the Game", which was attended by 95,000 employees.
- Since February 2024, we have launched the online course "The New Code

The Whistleblowing System includes:

- A Portal, accessible to all our stakeholders, both internal (our people) and external
- The Whistleblowing Committee, responsible for receiving, reviewing, and assessing all submissions, ensuring that reports are handled confidentially and with due care. In doing so, we protect the identity of the whistleblower and prevent and counter any form of retaliation against employees who submit reports.

Our Whistleblowing System has obtained a certificate of conformity with the ISO 37002:2021 Guideline, which is reviewed annually.

- of Ethics of Poste Italiane", which provides a comprehensive overview of the Code's principles, objectives and practical implementation.
- In July 2024, we launched the course
 "Galaxy 231: A Challenge Among the
 Pillars of the Organisation, Management
 and Control Model", with the aim of
 addressing recent developments in the
 relevant regulatory framework and aligning
 the 231 governance system with the best
 practices of listed companies.

Supporting the Milano Cortina 2026 Winter Games with our expertise

We have always embraced the values of sport such as inclusion, team spirit, and fairness. That is why we are proud to contribute to the organisation of the Winter Games taking place in February–March 2026. Through the agreement signed in October 2024 with the Milano Cortina 2026 Foundation, we became the event's Premium Logistics Partner.

We will make our know-how available to the Foundation, athletes, Federations, and other partners by managing the transport and logistics of all goods, equipment, and materials essential to the success of the Olympics. It is a true challenge, given that the Games will take place across 8 locations, spanning a vast area of 22,000 km², and will host over 3,600 athletes competing in front of 1.5 million spectators from all over the world. It is also a valuable opportunity to reaffirm our mission of proximity and sustainability throughout the country.

Highlights: Olympic Logistics Support in Numbers

900 people

will be involved in ensuring the success of the Games

2 warehouses

including one dedicated to high-value broadcasting equipment, will be made available

270 vehicles

will be used to transport materials and equipment across **32** sites (including competition venues, ceremony venues, Olympic villages, and media centres).

We will also provide essential special services, such as the transport of





Matteo Del Fante Chief Executive Officer of Poste Italiane

"Ours is a socially driven company that fully embraces and upholds the principles of inclusion and fair competition. That is why we are especially proud to work alongside the Milano Cortina Foundation in support of the Milano Cortina Olympic and Paralympic Games with the Milano Cortina Foundation, contributing our expertise to the success of a competitive sporting and entertainment event that will bring prestige to Italy."



Giuseppe Lasco General Manager of Poste Italiane

"Thanks to the Milan Cortina 2026 Olympic and Paralympic Games, Poste Italiane will once again have the opportunity to demonstrate its long-standing role as a strategic national player. The partnership with the Milano Cortina Foundation marks another prestigious chapter at the highest international level in Poste Italiane's experience in the social and sports spheres, where the company will bring its full organisational and innovative capabilities to support the event, the athletes, and all winter sports enthusiasts."









Poste Italiane S.p.A.

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Registered office: Viale Europa, 190 00144 Rome - Italy www.posteitaliane.it

