

POSTE ITALIANE

ESG INVESTOR PRESENTATION 2025

Posteitaliane



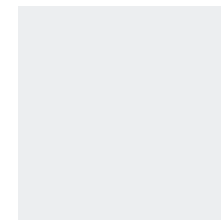
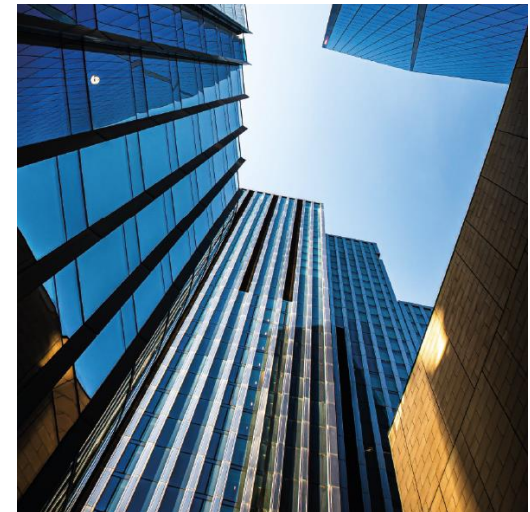
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POSTE ITALIANE GROUP OVERVIEW & ESG STRATEGY

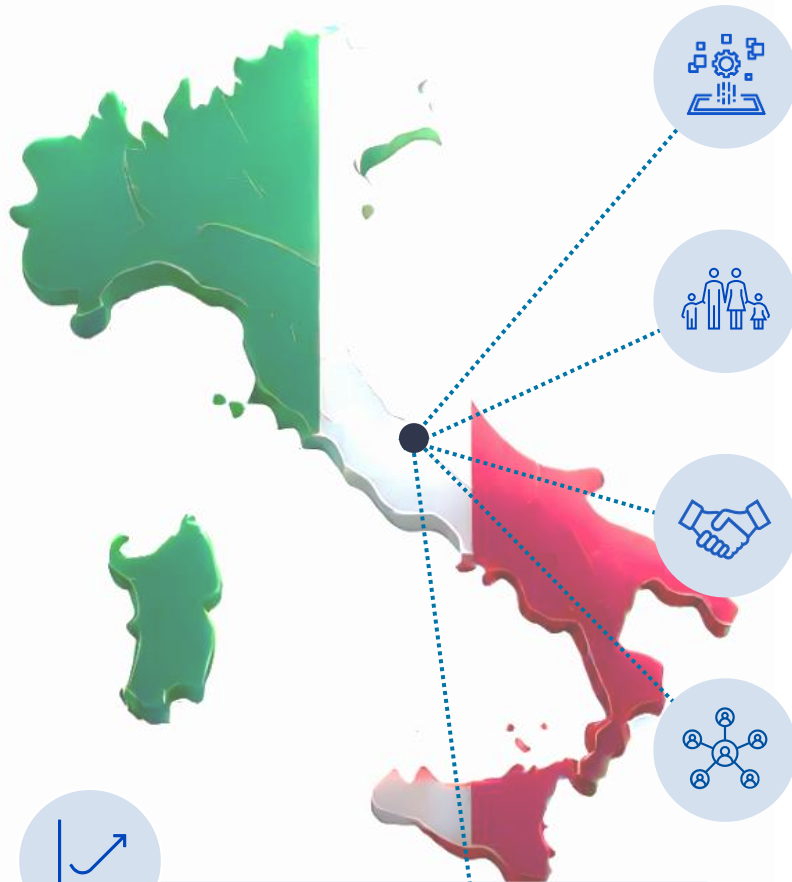
ENVIRONMENTAL

SOCIAL

GOVERNANCE



POSTE ITALIANE: THE CONNECTING PLATFORM



Italy's largest phygital platform connecting citizens, businesses and public administration

Serving everyday and long-term needs of Italy's largest client base with a seamless customer experience

Creating economic value for stakeholders and the country as a whole

Rooted in our country, supporting social cohesion and reducing digital divide

Solid track record in delivering financial returns

€12.6bn **+3%**
2024 REVENUES³ CAGR 2017-24

€3.0bn **+15%**
2024 ADJ. EBIT^{3,4} CAGR 2017-24

€2.0bn **+17%**
2024 NET INCOME CAGR 2017-24

c.€7bn
CUMULATED DIVIDENDS 2016-24

Poste Italiane:
+384%

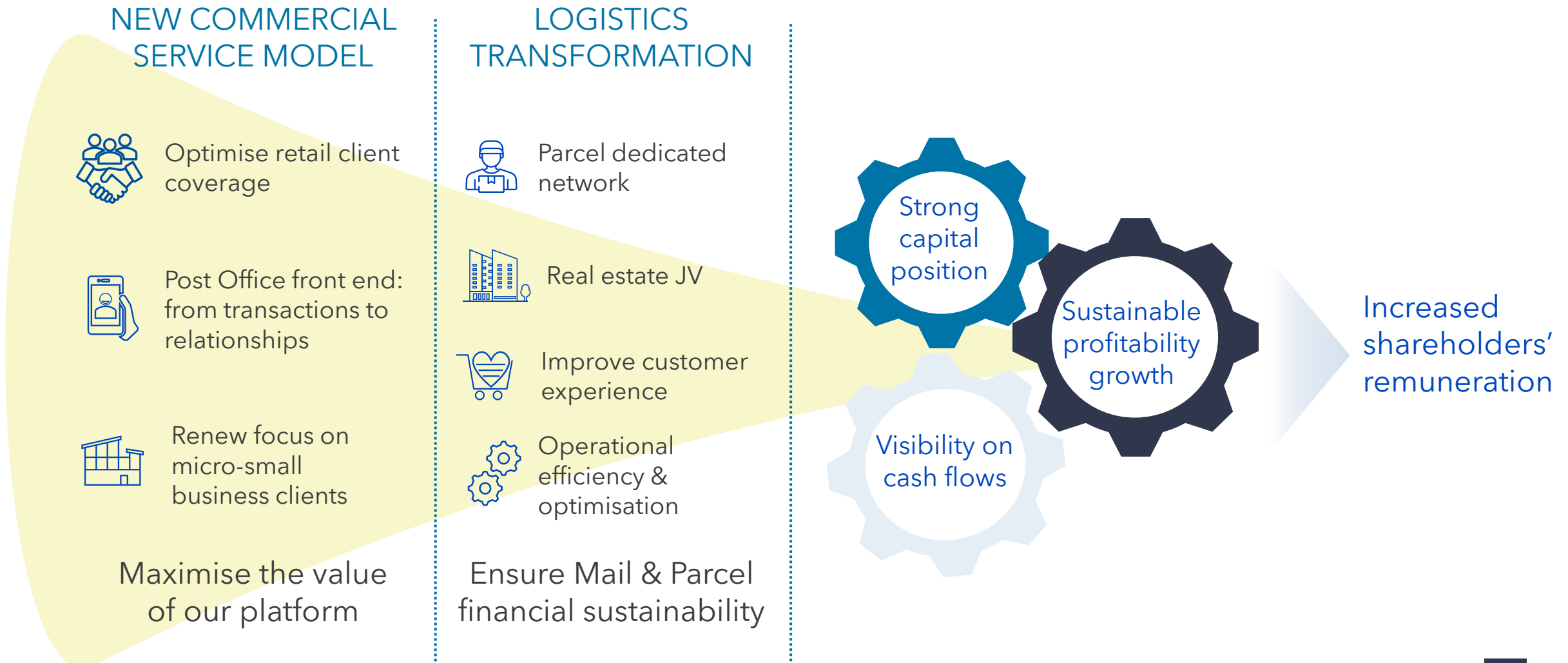
FTSE MIB:
+159%
TSR SINCE IPO⁵

POST OFFICES	THIRD-PARTY NETWORKS	DAILY PHYGITAL INTERACTIONS
13k	49k	c.25m
FINANCIAL CLIENTS	TOTAL CLIENTS	DIGITAL CLIENTS
36m	46m	18m
CONTRIBUTION TO GDP (2018-24)	EMPLOYMENT (2024) ¹	TAX REVENUES (2018-24)
90bn	199k	€15bn
POLIS POST OFFICES	DIGITAL IDENTITIES (SPID)	POPULATION COVERAGE
7k	c.29m	95%²

1. Includes direct and indirect employment generated; **2.** % of the population within 5 min. (or 2.5km) of a Pick-Up & Drop-off point (incl. Post Offices); **3.** 2017 numbers reported according to IFRS4; **4.** Adjusted excluding systemic charges related to insurance guarantee fund (€74m for 2024) and costs and proceeds of extraordinary nature (€341m for 2024 of extraordinary costs related to tax credit Voluntary Risk Assessment 'VRA'); **5.** Data from 27 October 2015 to 30 June 2025

BUILDING ON OUR PLATFORM

2024 - 2028 STRATEGIC PLAN KEY PILLARS¹



1. 2024-2028 Strategic Plan 'The Connecting Platform' presented in March 2024

KEY FINANCIAL TARGETS

2025 PROFITABILITY GROWTH CONFIRMED – ANTICIPATING BY 2 YEARS BUSINESS PLAN¹ TARGETS

€bn unless otherwise stated

	2023	2024	2025 ³
REVENUES	11.99	12.59	12.8
ADJUSTED EBIT ²	2.62	2.96	3.1 <small>Upgraded⁴ to 3.2</small>
NET PROFIT	1.93	2.01	2.1 <small>Upgraded⁴ to 2.2</small>
DPS (€)	0.80	1.08 <small>Approved</small>	
DIVIDEND PAYOUT	54%	70%	70%

1. 2024-2028 Strategic Plan 'The Connecting Platform' presented in March 2024; **2.** Adjusted excluding systemic charges related to insurance guarantee fund (€74m p.a. for 2024 and 2025) and costs and proceeds of extraordinary nature (€341m for 2024 of extraordinary costs related to tax credit VRA); **3.** 2025 targets as per '2025 Strategy Update' presented in March 2025; **4.** FY2025 guidance increase announced with H1-25 results on 22-July-25

NEW DIVIDEND POLICY – PAYOUT STRUCTURALLY INCREASED FROM $\geq 65\%$ TO 70%

BACKED BY STRONG VISIBILITY ON CASH FLOW GENERATION AND GROUP CAPITAL OPTIMIZATION

MAIN DRIVERS

Strong visibility on future cash flow and capital generation

Group capital optimization

UPGRADED DIVIDEND POLICY

2024 PLAN¹
DIVIDEND POLICY

$\geq 65\%$

Dividend payout

$\geq \text{€}1.0$
2026 DPS

Overachieved
2 years ahead
of Plan¹

$\geq \text{€}6.5$
bn

2024-28 cumulated
dividend

$> 1.5x$

Average 2024-28
dividend coverage²

NEW DIVIDEND POLICY

70%

Dividend payout

c. **€7.5**
bn

2024-28 cumulated
dividend

$> 1.6x$

2024-28 dividend
coverage²

2024 DIVIDEND

€1.08
p/s

2024 DPS

€1.4
bn

2024 dividend

2024 dividend
yield³

c.9%

POSTE ITALIANE GROUP STRATEGIC BUSINESS UNITS

A PLATFORM COMPANY OFFERING A WIDE RANGE OF PRODUCTS AND SERVICES TO ITALY'S LARGEST CLIENT BASE

€bn unless otherwise stated



- **Incumbent postal operator** with 93% market share
- **#1 parcel operator in Italy** with market share gains on all segments
- **Strong growth of international parcels** - DHL partnership
- Growing Contract & Healthcare Logistics, with strong **Healthcare pipeline**
- **Italy's largest and most trusted phygital network**

Building an E2E logistics operator, Italy's largest distribution platform

REVENUES¹
(FY25)

ADJ. EBIT²
(FY25)

4.0

0.1



- Placement and distribution of **simple, safe and cost-efficient financial products to retail clients by BancoPosta**: (i) **Current accounts**, (ii) **Postal savings** issued by Cassa Depositi e Prestiti and guaranteed by the Italian State, (iii) **Insurance policies and mutual funds products** and (iv) **Third party loans and mortgages**, without bearing any credit risk

Italy's most trusted omnichannel financial institution

5.5

0.9

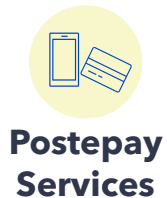


- Poste Vita is **leader in Italy for life-insurance investment products** (€165bn Life provisions)
- **Growing Protection business** thanks to captive growth and newly acquired third-party channels

A fully-fledged and resilient insurance company

1.7

1.5



- Created a **unique ecosystem with payments at its core**, adding **home services (telco and energy)** and leveraging on our phygital platform
- **Italy's largest payments player**, c.30m cards (10.5m Evolution) and 13.5m digital wallets
- Consolidated **leadership in e-commerce payments**

The largest ecosystem for everyday needs with payments at its core

1.7

0.6

- **New Collective Labour Contract enabling network transformation and providing visibility on Business Plan execution and cost base**
 - **Full release of SuperApp and continued focus on digitalization / omnichannel approach**

1. Financial Services revenues excluding distribution revenues; **2.** Adjusted excluding systemic charges related to insurance guarantee fund (€74m for 2025). 2025 Revenues and 2025 Adj. EBIT targets as per '2025 Strategy Update' presented in March 2025

ESG STRATEGIC FOCUS

PROGRESSING ON OUR SUSTAINABILITY GROWTH PATH TO BENEFIT ALL STAKEHOLDERS

Our ESG Strategy is fully integrated within the 2024-2028 Strategic Plan 'The Connecting Platform', which sets out a series of sustainability objectives grouped into eight pillars. **The goal is to grow responsibly thanks to the decisive contribution of our people to the sustainable success, innovation, digitalisation and social cohesion of the Country**



Green
Transition



Diversity &
Inclusion



People
Development



Sustainable
Finance



Creating Value
for the Country



Integrity &
Transparency



Innovation



Customer
Experience

ENVIRONMENTAL

- **Delivery Fleet decarbonisation** and expansion of the **PUDO¹ network**
- **Smart Building** project for energy savings
- Increase in **renewable energy production**
- **100% green energy retail offer** (*Poste Energia*)
- **Paper use reduction** through documents dematerialisation
- **Eco-friendly payment cards**

SOCIAL

- **Strategic pillar for Italy**, supporting social cohesion and bridging the digital divide (*Polis Project*)
- **Customer experience enhancement** through digitalisation and AI at the core of our platform
- **Employees' training and development**
- **Ethics-driven framework for AI**
- **Sustainability audits across the supply chain**

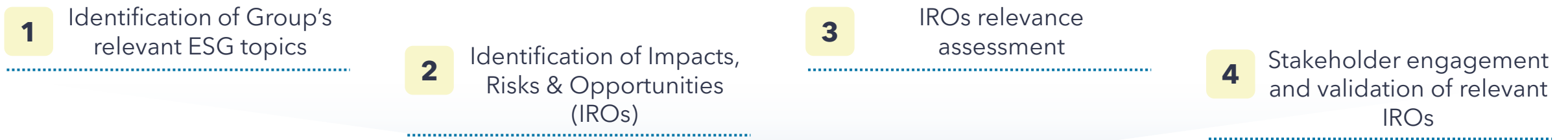
GOVERNANCE

- Implementation of an **Internal Control System for sustainability reporting**
- CSRD aligned **Business Conduct Management Policy**
- Remuneration Policy with **ESG targets in both short and long term incentive plans**
- **Contributing to sustainable finance** through Poste Vita and BancoPosta Fondi SGR

DOUBLE MATERIALITY ASSESSMENT

STRUCTURED PROCESS TO IDENTIFY PRIORITY TOPICS AND GUIDE OUR ESG STRATEGIC PLAN

Poste Italiane implemented a double materiality assessment, in line with CSRD requirements, to identify the most relevant sustainability issues, by mapping both the impacts of its activities on people and the environment and the risks and opportunities that may affect Group's financial performance



- **Over 1,000 stakeholders¹ engaged** through the Multistakeholder Forum Event²
- Identified **45 Impacts**, **22 Risks** and **9 Opportunities** relevant to the Group

Top #3

IMPACTS

- 1. Creation** of shared economic and social **value for the community**
- 2. Presence** of infrastructure and services in **peripheral areas**
- 3. Cyber attacks** and **data breaches**

RISKS

- 1. IT system** malfunctions and **cybersecurity** weaknesses
- 2. Service quality deterioration**
- 3. Failure** to meet **client expectations**

OPPORTUNITIES

- 1. CO₂ emissions reduction** through Fleet Renewal
- 2. Energy consumption reduction** through Fleet Renewal and energy efficiency projects
- 3. Access to public funding** to support underserved rural areas, leveraging on Poste Italiane's nationwide presence

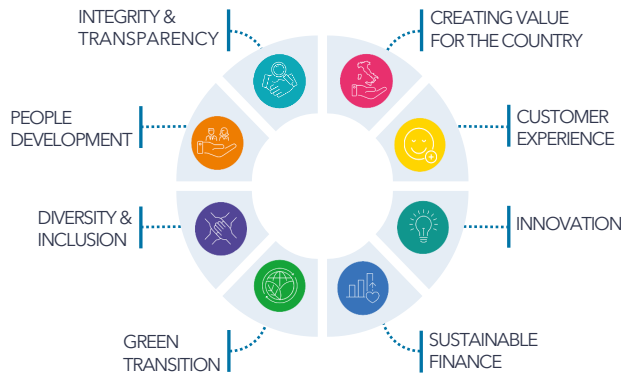
¹. Shareholders and Investors, Clients, Employees, Suppliers and Business Partners, Entities and Institutions, Community and Territory, Third Sector Entities; ². Live streaming event which marked its eight edition in 2024

ESG KEY ACHIEVEMENTS IN 2024

DELIVERING INTEGRATED ESG TARGETS FOR A LONG-TERM SUSTAINABLE GROWTH

ENVIRONMENTAL

- **Decarbonisation:** continued reduction in total Group tCO₂e emissions
- Completed **fleet renewal plan** with c.6k electric vehicles and c.22k other low-emission vehicles
- **Green index** - certified carbon calculator
- c.-22% power consumption through **efficiency projects**¹, resulting in c.€32m annual savings²
- c.700k active contracts for green power & gas offer; c.16m eco-friendly cards



SOCIAL

- **Polis project** on track: 3k Post Offices completed (a further 600 underway) and 81 co-working sites finalized; >50k PA services provided³
- 6m **training hours** & 95% **upskilling index**⁴
- 99k **engaged employees** ('INSIEME-Connecting Ideas')⁵
- 1.9k re-skilled **FTEs** to perform strategic roles⁶
- Confirmed **Top Employers** and **Equal Salary** certifications
- **New Collective Labour Contract** for the period 2024-2027
- +138% **digital transactions** (financial, insurance, payments)⁷

GOVERNANCE

- **CSRD-compliant** internal control system
- Renewed certification on **sustainable procurement**
- **Resilient digital ecosystem** in compliance with Digital Operational Resilience Act
- **Anti-fraud integrated platform** prevented c.€25m in fraud attempts, protecting clients
- Unified **ISO 45001** Occupational Health & Safety and **ISO 37001** anti-bribery management systems

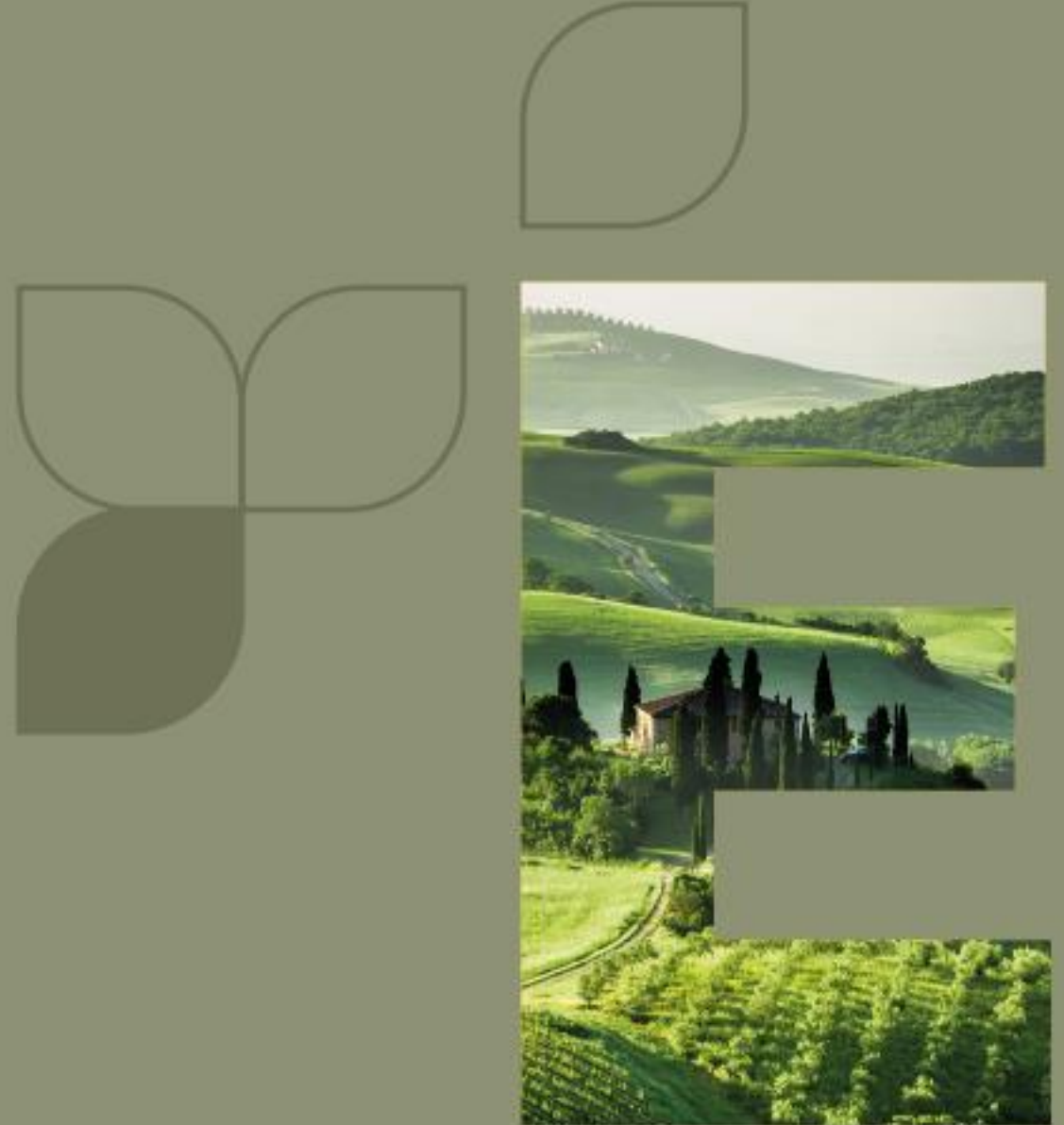


STRONG ESG REPUTATION



1. Since the beginning of projects roll-out in 2017; 2. Calculated at average 2024 power price; 3. Latest available figures as of 20-Feb-2025; 4. % of employees completing their upskilling and reskilling programs; 5. Total over three editions (58k in 2024); 6. Re-skilling for the purpose of redeploying FTEs for different activities. Data for 2020-24; 7. vs 2020

ENVIRONMENTAL



ENVIRONMENTAL: CLIMATE CHANGE MITIGATION

CONTRIBUTING TO A GREENER ECONOMY IN LINE WITH THE PARIS AGREEMENT



LOGISTICS

FLEET RENEWAL

- Increase the share of low-emissions last mile road delivery vehicles
- Introduction of more efficient aircraft to reduce hourly fuel consumption
- Green Delivery Model¹ development: proximity network for out-of-home parcel delivery, reducing environmental impact
- Creation of PosteGo Benefit Company to manage the fleet and support the ecological transition

USE OF LOW EMISSION FUELS

- Cooperation agreement with Enilive for the supply of biofuels for our fleet (HVO and SAF)



REAL ESTATE

ENERGY EFFICIENCY

- Replacement of gas-based heating with electric heat pumps powered by 100% renewable certified electricity
- Smart Building project: installation of automation and energy management systems (BEMS)³
- Installation of photovoltaic systems to increase self-production of renewable energy
- 100% of the electricity purchased from certified renewable sources with Guarantees of Origin
- Installation of charging stations for electric vehicles



ENERGY

'POSTE ENERGIA': 100% GREEN ENERGY OFFER

- Gas - Full CO₂ offsetting for gas sold to retail clients through carbon credit schemes
- Power - 100% from renewable sources produced in Italy, certified with Guarantees of Origin (GO)

FY2024

c.6k Electric vehicles

c.22k Low-emissions vehicles

>30k PUDO²

2 Carbon neutral sites

>2k Smart buildings

>500 Photovoltaic systems installed

c.900k Active contracts - Green Power & Gas Offer⁴

1. In 2024, avoided 11.8 grams of CO₂e and air contaminants for each parcel delivered; **2.** Pick-Up & Drop-off points for out-of-home parcel delivery; **3.** Building Energy Management Systems for integrated control of energy use and building operations across the logistics network, including post offices; **4.** Data as of June-25

ENVIRONMENTAL: CLIMATE CHANGE ADAPTATION/ RESILIENCE STRATEGY

ENSURING LONG-TERM RESILIENCE THROUGH STRUCTURED CLIMATE RISK ASSESSMENT AND ADAPTATION PLANNING

CLIMATE RISK ANALYSIS BASED ON DATA-DRIVEN APPROACH



IDENTIFYING EXPOSURE ACROSS OUR REAL ESTATE NETWORK

- Geographical mapping of assets (Post Offices, operational centers, headquarters)
- IPCC¹ climate scenarios analysis (RCP 8.5, 4.5, 2.6)



ASSESSING POTENTIAL IMPACTS BY ASSET

- Use of an advanced climate tool integrating scientific datasets (e.g. IPCC-ATLAS, CORDEX-Copernicus)
- Identification and assessment of physical risks: acute (e.g. river floods, storms) and chronic (e.g. sea level rise, soil degradation)
- Estimation of potential material damage and Business Interruption Days (BID) for each asset
- Focus on 2030 as time horizon for credible forecasting
- Key risks identified: river flooding and extreme rainfall



PRESERVING ASSETS VALUE

- Insurance policies covering the reconstruction value of assets (Post Offices, logistics centers and management offices) subject to deductibles and indemnity limits



ENSURING OPERATIONAL CONTINUITY

- Business continuity plan including:
 - Back-up site activation
 - Operational mutual back-up between logistics hubs
 - Remote working

RISK-MITIGATING MEASURES

ENVIRONMENTAL: SELECTED ESG METRICS & TARGETS

OBJECTIVE	ESG TARGET	TARGET YEAR	TARGET SCOPE	BASELINE YEAR	2024 RESULT
ESRS E1: Sell electricity from renewable sources and offset CO ₂ emissions from natural gas using offsetting instruments ¹	<ul style="list-style-type: none"> 100% of power sold, produced 100% from renewable sources 100% offsetting of CO₂ emissions related to gas sold to retail clients 	2025	Energy	2024	100%
ESRS E1: Installation of charging stations for electric vehicles used by external providers	<ul style="list-style-type: none"> 200 charging stations 	2026	Logistics and Real Estate	2024	New
ESRS E1: Increase production of GWh of renewable energy	<ul style="list-style-type: none"> +40GWh of renewable energy produced for self-consumption 	2026	Real Estate	2020	+27GWh
ESRS E1: Development of the proximity network alternative to home delivery	<ul style="list-style-type: none"> >96% citizens with a distance of 2.5 km from a proximity point 	2028	Logistics	2023	94.9%
ESRS E1: Certify additional medium/large carbon neutral sites	<ul style="list-style-type: none"> 10 sites certified (PAS 2060) 	2028	Real Estate	2023	2
ESRS E5: Document dematerialization to reduce paper by eliminating customer copy for loan agreements and master data updates	<ul style="list-style-type: none"> 30% of operations since the release of the solution 	2026	Post Offices	2023	Technical release of dematerialized customer copy for loans
ESRS E5: Increase the number of payment cards made of environmentally sustainable material	<ul style="list-style-type: none"> 20m eco-friendly cards 	2026	Products	2020	16m
ESRS E5: Increase contactless transactions	<ul style="list-style-type: none"> 1.9bn annual transactions 	2026	Professional	2022	1.57bn

Presented in compliance with the requirements of the Corporate Sustainability Reporting Directive ('CSRD') and related European Sustainability Reporting Standards ('ESRS'). ¹ e.g. voluntary CO2 off-setting carbon credits

SOCIAL



SOCIAL: COMMUNITY

POSTE ITALIANE'S KEY ROLE AS A STRATEGIC PILLAR FOR ITALY

POLIS PROJECT: HOME TO DIGITAL PUBLIC ADMINISTRATION SERVICES

- Promote social cohesion and bridge digital divide
- Strengthen Poste Italiane's network in remote areas
- New Public Administration services, increasing Post Offices footfall
- Contribute to Italy's green transition

c.€1.2bn

Investment
o.w. c.65% funded¹

INITIATIVES (2023-'26)



A new Post Office model in c.7k municipalities²



c.30 new services (e.g. passport, civil and judicial certificates)



Digital upgrading for 24/7 access to Public Administration services



Smart-building solutions, c.1k solar panels, c.5k charging stations, c.500 lockers

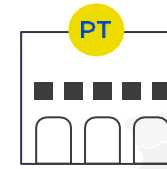


Italy's largest co-working network

88%

of total Italian municipalities

PROGRESS UPDATE



Post Offices

Jun-25

3,905

2026

c.7,000



Delivered services

> 120K PA services⁴

> 81K passports⁵



Co-working sites³

Jun-25

91

2026

250

¹. Polis Project was approved with Law Decree 59/2021 and is c.65% funded by the Italian government's Complementary Fund of the National Recovery and Resilience Plan; ². Municipalities with less than 15k inhabitants; ³. Co-working sites completed; ⁴. Total PA services provided by Polis post offices and post offices located in large municipalities; ⁵. Passport services delivered by c.2,300 Polis post offices and 415 urban post offices. The passport service, originally launched in small towns and remote areas, was later extended to major cities following an expanded agreement with the Ministry of the Interior

SOCIAL: CLIENTS & END USERS

IMPROVE CUSTOMER SATISFACTION WITH SEAMLESS, SAFE AND INCLUSIVE SERVICE AT EVERY TOUCHPOINT



Our client centric platform company

OMNICHANNEL EXPERIENCE

- AI to enhance **customer care** and operational efficiency:
 - digital assistant available real time for employees (Internal Knowledge Management)
 - back-office automation with reduced processing time (**-26%** data entry effort in 2024)
- **Poste Italiane APP** (rank #1)¹: single access point to Poste Italiane's platform enabling hybrid and personalised client experience

INCLUSIVITY & EQUAL ACCESS

- Dedicated **offers for vulnerable users** (e.g. gas vulnerability protection offer, subsidised mobile tariffs, basic current accounts, youth mortgages and pension-linked savings for seniors)
- Continuous update of digital channels to **enhance accessibility** in line with AgID standards

IT SECURITY & RESILIENCE

- **Cyber Security Programme**: incident drills, phishing simulations (**>35k** employees involved)
- **Computer Emergency Response Team** ('CERT') active 24/7, to prevent, mitigate and respond to cyber threats
- **Integrated Anti-Fraud Platform (PIAF)** for automated detection and prevention across digital financial products; Fraud Prevention Centre active 24/7
- **Group Crisis Management Plan** to ensure IT resilience and fast response

LISTENING & EXPERIENCE IMPROVEMENT

- **Real-time insights collection** (surveys, feedback and 'Dillo a Poste Italiane' panel) and **advanced data analysis** (AI, semantic engines, dashboards)
- **Quarterly Customer Experience Improvement Plan** to ensure ongoing and measurable progresses
- **Net Promoter Score +35p.p.** in 2024



Rigorous 'PLAN-DO-CHECK-ACT' cycle ensures continuous progress and alignment with strategic goals

¹. Reached 1st place in the Financial Services category on both Apple and Android in 2024

SOCIAL: HUMAN CAPITAL

WE INVEST IN OUR PEOPLE, BUILDING AN INCLUSIVE WORKPLACE WHERE EVERYONE CAN THRIVE



Human capital is key driver of Poste Italiane's sustainable success

**POSTE PEOPLE
(2024)**

TRAINING & TALENT DEVELOPMENT

Lifelong, digital and accessible learning

- **6m** hours in 2024 with focus on strategic skills, AI, D&I and green culture; **48 hours of training per person**

Coaching, mentoring, talent review and development

- **+17%** women in leadership track vs 2023
- **Professional Orientation Program** for young talents

Committed to future generations

- **Company role models and workshops** in middle and high school ('School4Life 2.0', 'Next Generation')

EMPLOYEE ENGAGEMENT & PARTICIPATION

Encouraging dialogue, collaboration and participation

- **Engagement Platform 'INSIEME'**: collected **c.100k** employees' contributions over three editions
- **13 company-wide surveys** conducted in 2024
- **Digital communities**: NoidiPoste, Poste News, TG Poste, company website

WELFARE AND D&I

Fostering an inclusive work environment that promotes personal well-being and work-life balance

- **Corporate welfare 2024**: record year with **>41k** sign-ups, **+47.5%** vs 2023
- **Active parenting programs** ('Mums at Work', 'Lifed Genitori', 2 company nurseries)
- **'Dyslexia Friendly Company'** project roll-out on track: in 2024, launched a company-wide awareness campaign, self-assessment tools and reviewed key HR process to remove barriers

HEALTH & SAFETY

Ensuring people health and safety through certified management systems, training and continuous improvement

- **Occupational H&S training to all employees**
- **Constant collaboration with worker's Safety Representatives**
- **Accountability of managers**: evaluation including accident reduction target

FTEs

121K

HIRINGS
(2017-'24)

31K

45%

< 30
(AGE)

FEMALE FTEs

53%

SOCIAL: SELECTED ESG METRICS & TARGETS

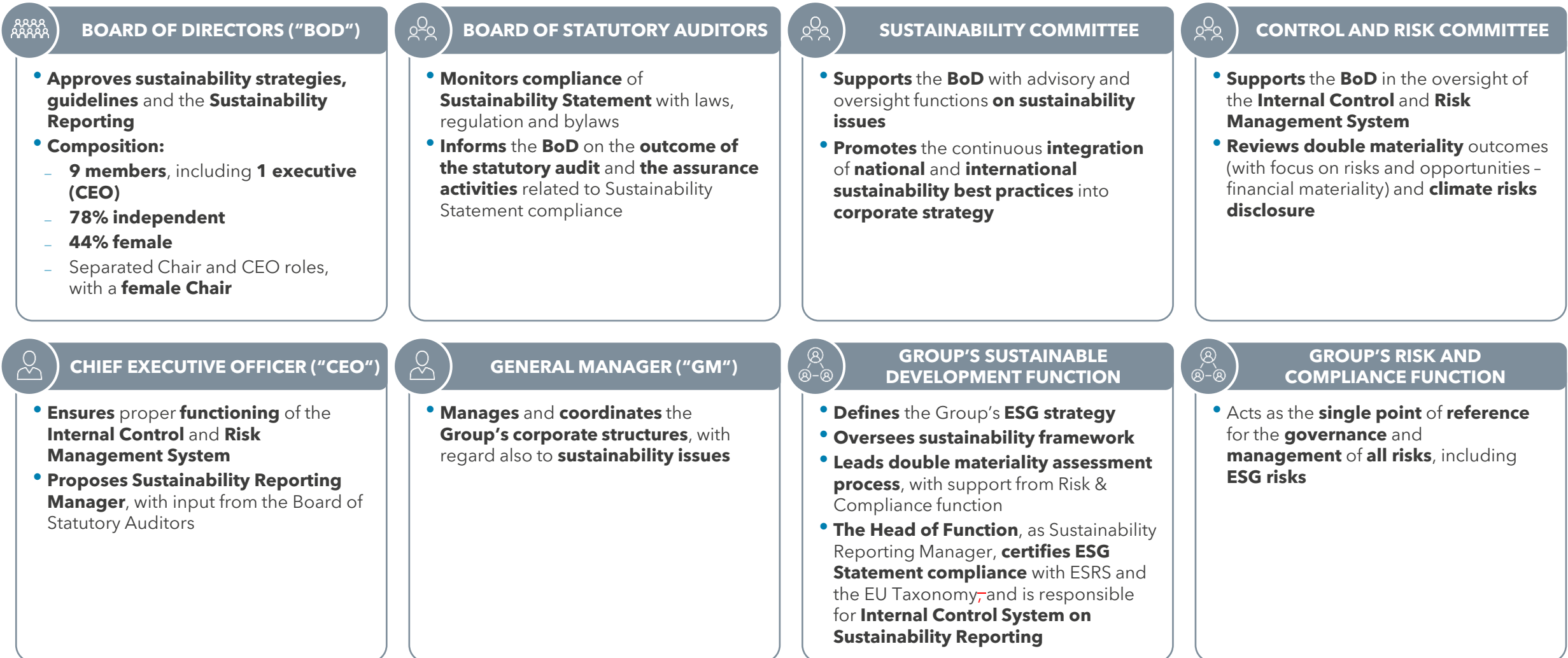
OBJECTIVE	ESG TARGET	TARGET YEAR	TARGET SCOPE	BASELINE YEAR	2024 RESULT
ESRS S1: Development of an ethics-driven framework to support Artificial Intelligence (AI)	<ul style="list-style-type: none"> Implementation of a Policy and identification of tools for overseeing the ethics-driven approach in AI processes 8 training initiatives 	2026	Poste Italiane	2023	Published 'Ethics manifesto - Ethics driven policy'. Released AI Verticals and Literacy Pathway
ESRS S1: Promoting the development and updating of strategic and distinctive skills	<ul style="list-style-type: none"> 25m hours of training 	2028	Poste Italiane	2023	c.6m
ESRS S1: Reduce the frequency rate of workplace accidents	<ul style="list-style-type: none"> -2% frequency index in the Mail, Communication and Logistics area 	2028	Poste Italiane	2024	New
ESRS S2: Sustainability audits aimed at supporting suppliers' relationship compliant with Minimum Safeguards and capable of supporting the process of alignment to the Taxonomy	<ul style="list-style-type: none"> 100% of the Group's qualified suppliers subject to sustainability audits 	2026	Procurement	2022	Nationwide audits of Poste Italiane's framework agreement performance and management
ESRS S3: Polis Project	<ul style="list-style-type: none"> Creation of 'one-stop shops' for 6,933 Post Offices in small towns Creation of a national network of 250 co-working spaces 	2026	Italy	2022	2,918 Polis Post Offices 81 co-working sites
ESRS S4: Automation of back-office processes	<ul style="list-style-type: none"> 85% of back-office resources supported by automated digital processes 60-65% of processes digitalised >10% of automatic volumes 	2026 2027 2031	Clients	2024	New
ESRS S4: Implementation of managed care with AI	<ul style="list-style-type: none"> 48% of care requests handled in self even with AI 15-20% of care operator activities supported by AI 	2031	Clients	2024	New

GOVERNANCE



GOVERNANCE: FOCUS ON SUSTAINABILITY ROLES AND RESPONSIBILITIES

INTEGRATED OVERSIGHT TO ENSURE ESG RISK MANAGEMENT, COMPLIANCE AND STRATEGIC ALIGNMENT



GOVERNANCE: COMPREHENSIVE SET OF POLICIES ALIGNED WITH LEADING STANDARDS

GUIDING RESPONSIBLE BUSINESS CONDUCT ACROSS THE ORGANIZATION

POLICY & PROCEDURES

CERTIFICATIONS /ASSESSMENT DECLARATIONS

ENVIRONMENTAL

- Environmental Sustainability Policy

- ISO 14001 - Environmental
- PAS 2060:2014 Specification for the demonstration of carbon neutrality
- BREEAM Building Research Establishment Environmental Assessment Method
- ISO 20400 Sustainable Procurement

SOCIAL

- Community Initiatives Policy
- Protection of Human Rights Policy
- D&I Policy
- Active Parenting Support Policy
- LGBTQ+ Inclusion Policy
- Occupational Health and Safety Policy

- ISO 45001 - Occupational Health and Safety
- UNI/PdR 125 - Gender equality
- ISO 30415 - D&I
- ISO 20400 - Sustainable Procurement
- ISO 29993 - Training Services
- UNI 11402 - Financial Education

GOVERNANCE

- Personal Data Protection Policy
- Integrated Policy
- Responsible Investment Policy (Poste Vita Group, BancoPosta Fondi SGR)
- Diversity Policy for administrative and auditing bodies
- Responsible Insurance Policy (Poste Vita Group)

- ISO 9001 - Quality
- ISO 37001 - Anti-bribery
- ISO 27001 - Information Security and 27701 - Personal Data Protection
- ISO 27017 and 27018 Information security controls of cloud services
- ISO 20000-1 - IT Service Management
- ISO 37301 - Compliance management
- ISO 37002 - Whistleblowing management

Sustainable Finance¹

REMUNERATION POLICY FOR SUSTAINABLE STAKEHOLDER VALUE CREATION

ALIGNING STRATEGIC OBJECTIVES AND MANAGEMENT INCENTIVES

RISK MITIGATION FACTORS



MBO¹ - 2025

CHIEF EXECUTIVE OFFICER/GENERAL MANAGER

15% Green Transition: energy efficiency and building upgrades on the Post Office network

15% ESG strategic projects: cyber security programme; UNI PdR 159:24 certification; financial, digital and sustainability education campaign for the country

10% MPD quality: quality of service offered and the operational efficiency of Mail, Logistics and Communication

GROUP'S KEY MANAGEMENT PERSONNEL (KMP)

40% ESG KPIs: typically quantitative, differentiated by function to be identified within the KPIs' of the Group's ESG strategy

LTIP²

ALL BENEFICIARIES (INCLUDING CHIEF EXECUTIVE OFFICER/GENERAL MANAGER/KMP)

2023 - 2025

- 20% Green Transition
- 20% Creating value for the country

2024 - 2026

- 20% Green Transition
- 20% People Development

2025 - 2027



- 20% Innovation & Customer Experience: AI as an accelerator of internal and customer performance
- 20% Innovation & Creating value for the country

1. Short-term variable incentive plan; 2. Long-term variable incentive plan

COMMITTED TO SUSTAINABLE FINANCE

ESG INTEGRATION ACROSS ASSET MANAGEMENT AND INSURANCE SECTORS



The Poste Italiane Group applies sustainability principles also across the asset management¹ and insurance² sectors, integrating ESG factors into investment decision-making processes

RESPONSIBLE INVESTMENT POLICY

Define **principles** for including **ESG factors** in the **investment management process**

GUIDELINE FOR INVESTMENT IN SENSITIVE SECTORS

Define criteria to **identify, assess** and **monitor** exposure to **activities with ESG risk**

PRINCIPAL ADVERSE IMPACTS ('PAI')

Taken into account in **investment decisions** and **monitored** over time

ENTITY SPECIFIC

BancoPosta Fondi SGR		Poste Vita Group		
KEY COMMITMENTS				
<ul style="list-style-type: none">Expansion of indicators for measuring/monitoring the sustainability level of managed portfoliosExpansion of the ESG fund offering (art. 8 and art. 9 SFDR) for retail clientsExpansion of ESG funds that also apply a carbon emissions control/containment strategySignatory of the PRI⁴ since 2019		<ul style="list-style-type: none">Monitoring and managing portfolios by applying thresholds set by internal methodology⁵ for investment options with environmental and/or social characteristicsOffering products³ that promote environmental and/or social characteristicsDevelopment of the offering dedicated to Small Economic Operators⁶Signatory of both the PRI and PSI⁷ since 2019		
TARGETS				
<ul style="list-style-type: none">Integration of carbon emissions control/containment strategy in 2 additional retail funds		2025	<ul style="list-style-type: none">100% of investment options that promote environmental and/or social characteristics comply with internal methodology⁵	2025
<ul style="list-style-type: none">Integration of ESG strategies in 2 additional funds³ (conversion from art. 6 to art. 8 SFDR)		2026	<ul style="list-style-type: none">Maintaining 100% of investment products³ promoting ESG characteristicsEvolution of the offering dedicated to Small Economic Operators	2025

1. BancoPosta Fondi SGR; 2. Poste Vita Group; 3. Funds open for placement; 4. Principles for Responsible Investment; 5. Methodology for defining the sustainability characteristics of products; 6. In Dec-24, launch of a new product 'Poste Lavorare Protetti', including the compulsory guarantees provided for by the Budget Law 2024 - catastrophic risk; 7. Principles for Sustainable Insurance

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DISCLAIMER

This presentation is based primarily on Poste Italiane Group's 2024 Annual Report. To the extent any forward-looking statements are contained herein, they relate to statements in the 2024-2028 Strategic Plan "The Connecting Platform" presented in March 2024 and "2025 Strategy Update" presented in March 2025. Because these forward-looking statements are based on plans, estimates and projections, they are subject to risks and uncertainties that could cause actual results to differ materially from the future developments, performance or achievements expressed or implied by the forward-looking statements. Except as may be required by applicable law, Poste Italiane denies any intention or obligation to update or revise any forward-looking statements contained herein to reflect events or circumstances after the date of this presentation.