

Sustainability Snapshot 2024

This snapshot offers a concise overview of our performance against the goals we set, showing how sustainability is deeply embedded in our operations and strategy.

Our actions are aligned with the 2024–2028 Strategic Plan and designed to generate long-term value for individuals, businesses, and institutions. **Our efforts** are rooted in proximity, both physical and digital, and in the trust we have built over time with our stakeholders.

In 2024, we continued to make tangible progress, delivering measurable results that reflect our commitment to people, the planet, and transparent governance.

Matteo Del Fante, CEO of Poste Italiane, commented:

"Poste Italiane continues to play a key role in the national economic landscape, aiming to foster responsible growth and promote digital evolution. Through the achievement of financial, operational and sustainability goals, the Group excels in terms of its strength and ability to offer innovative solutions, even in a context marked by significant challenges and transformations, confirming its position as a pillar of the Italian economy and maintaining its leadership as the largest employer in Italy and the main operator in the logistics sector."

Poste for the country

As Italy's largest phygital platform, we are present in every part of the country, from major cities to remote mountain villages.

In 2024, we contributed a total of €14 billion in GDP, supported **199,000 jobs**, and contributed approximately **€2.6 billion to tax revenues**, confirming our role as a strategic pillar for Italy.

With **121,000 employees**, more than **12,000 post offices**, and over **25 million daily interactions**, we continue to act as a bridge between the physical and digital worlds. Through major initiatives like the **Polis Project**, we are transforming around **7,000 rural post offices** into one-stop shops for digital citizenship, helping simplify access to public services and expanding social cohesion.

In the sections below, we highlight our main areas of intervention, detailing the goals we set and the progress made in 2024 through concrete actions.

Planet

In 2024, we took important steps towards the energy transition. We surpassed our targets for **low-emission vehicles**, expanded our **proximity delivery network**, and reached full alignment with our energy retail sustainability commitments.

Our **Green Delivery Project** alone avoided over **239 tonnes of CO₂ emissions** and **2 million kilometres** of travel - the equivalent of planting more than **9,500 trees**. Meanwhile, smart building solutions helped us to reduce our energy usage by **8.7 GWh**, and our renewable energy production reached over **27 GWh**, with a 2026 target of 40 GWh.

We also continued to explore circular economy solutions, through initiatives aimed at reducing waste and promoting reuse. In 2024, **99.7% of our waste was recovered**, and through projects like Valori Ritrovati, we repurposed over **111,000 abandoned parcels**, turning what would once have been waste into value for communities.

The following section outlines commitments and progress, across two key areas: **Climate Change** and **Circular Economy**.

Climate change - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Replace the company fleet with vehicles with reduced environmental impact	27,800 environmentally friendly company vehicles introduced by 2024	Logistics	2019	28,402 vehicles
Green Index215	Green index release and certification by 2024	Logistics	2023	Certification obtained
Development of the proximity network alternative to home delivery efficient, extensive and close to the citizen	>96% citizens with a distance of 2.5 km from a proximity point by 2028	Logistics	2023	94.9%
Installation of charging stations for electric vehicles used by external providers	200 charging stations by 2026	Logistics and Real Estate	2024	New
Introduce smart building solutions for the Group's entire physical plant	-8GWh of energy consumed by 2024	Real Estate	2020	-8.7 GWh
Increase the production of GWh of renewable energy that can be used for self-consumption	+40GWh of renewable energy produced by 2026	Real Estate	2020	+27 GWh
Certify additional medium/large carbon neutral sites (PAS 2060)	10 sites certified by 2028	Real Estate	2023	2 sites (Bologna and Naples) related and in the process of certification
Selling electricity produced entirely from renewable sources and offsetting CO2 emissions from the consumption of natural gas sold by the Group, through the use of instruments to offset these emissions (e.g. through voluntary CO2 off-setting credits)	100% of energy sold produced 100% from renewable sources by 2025 100% offsetting of CO2 emissions related to gas sold to retail customers by 2025	Energy	2024	100% of energy sold produced 100% from renewable sources in 2024 100% offsetting of CO2 emissions related to gas sold to retail customers in 2024

Circular Economy - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Paper reduction in logistics centres	39 m sheets by 2024	Logistics	2022	39,112,500 sheets
Paper reduction in logistics centres	0.59 sheets per object (f/o) per signature (relative metric) in 2025	Logistics	2022	0.62 sheets per object (f/o) per signature (relative metric)
Document dematerialization: an initiative aimed at reducing paper usage both within Post Offices and in communications with customers, by sending customers electronic versions of forms such as Change of personal information, Subscription of the advanced electronic signature (FEA), Privacy contents, Registration on poste.it (identification kit), as well as electronic copies of signed loan agreements	30% of operations since the release of the solution by 2026	Post offices	2023	Technical release of dematerialised customer copy for loans
Increasing the number of cards made of environmentally sustainable material	20 million eco-friendly cards by 2026	Products	2020	16 m
Increase contactless transactions	1.2 billion annual transactions by 2024 1.9 billion annual transactions by 2026	Professional	2022	1,57 billion
Digitalisation of practices	Preparation on digital channels for data for in-branch transactions by 2024 (Project RDS) Digitalisation of paper receipts by 2024 (Digitalisation of Customer Receipts - Phase 1)	Professional	2020	Completed (1.7% digital demand 34.6% Dematerialised Receipts)
Project “Scarpa vecchia fa buon gioco”	4,000 kg of safety shoes to be collected and material to be sent for recovery and reuse	Logistics	2024	New
Valori Ritrovati	Management process review and renewal of memorandum of understanding	Logistics	2024	New

Social

In 2024, we renewed our National Collective Labour Agreement and launched initiatives to support and promote equality, diversity, inclusion, well-being and skills development.

We believe that the ability to **connect ideas, people and skills** is key to building a shared culture aligned with our Purpose. This is why we are committed to fostering internal collaboration and continuous dialogue across all levels of the company. An approach supported by our Connecting Ideas initiative, which invites all our people to submit ideas aligned to the pillars of the sustainability strategy. Moreover, through training programmes like **LabAI**, we exceeded **6 million hours of training**, preparing our workforce to navigate the challenges and opportunities of artificial intelligence and digital innovation.

We also continued to invest in financial education, youth empowerment, and community well-being. Projects like **Next Generation** and **School4Life** tackled early school leaving and helped students plan their future, while **EDUFinTOUR** brought financial literacy to citizens across the country.

Our attention to **equity and cohesion** was expressed through initiatives targeting women victims of violence, a robust **corporate volunteering programme**, and a commitment to allocate at least 20% of the supported **social initiatives with a particular focus on individuals in vulnerable conditions and on young people**. At the same time, we strengthened **leadership development programmes for women**, set up ERG (**Employee Resource Groups - internal communities formed not only by those who personally experience a specific diversity, but also by "allies"**), and supported **parenthood** through concrete programmes such as "Mums at Work" or Lifeed Parents".

Committed to **accessibility and inclusion**, continuing to update digital channels to enhance accessibility, we offer useful products and services to an increasing number of people through our 12,755 post offices and digital channels. Our initiatives aim to address the needs of those living in inland or rural areas, as well as vulnerable individuals. This includes targeted solutions such as the Youth Loan, the Basic BancoPosta Account, dedicated services for women victims of gender-based violence, and the Supersmart Pension Fund.

One of our most transformative initiatives remains the **Polis Project**, launched under the National Recovery and Resilience Plan (PNRR). Through Polis, we are upgrading nearly **7,000 post offices** into fully accessible spaces that serve as digital entry points to public services (identity documents, pensions, certificates) and community hubs for coworking and training. As of June 2025, over **3,900 sites** have already been renovated and **91 coworking spaces** are active. With added features like **EV charging stations** and outdoor areas for social use, Polis helps bridge territorial gaps, strengthens our presence across the country, and reinforces our long-standing role as a platform for local cohesion.

On the customer side, our efforts are geared towards **improving accessibility, trust and satisfaction**. We've enhanced the user experience, expanded **online services**, and developed innovative tools like **AIKnow**, our artificial intelligence system that supports frontline personnel and offers timely, personalised responses to customers. The **Poste Italiane app**, which now reaches more than 30 million users, continues to simplify access to services for all our customers.

We also extend our sustainability commitments across the **value chain**, integrating **ESG criteria into procurement** and advancing **audits and evaluations** to ensure suppliers meet our social and environmental standards.

The following section outlines **commitments and progress**, across four key areas: **People of Poste, Suppliers, Community and Clients**.

People of Poste - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Promoting the development and updating of strategic and distinctive skills, ensuring the continuous training of all Group employees	25 million hours of training by 2024	Poste Italiane	2020	30.5 million hours
	25 million hours of training by 2028	Poste Italiane	2023	About 6 million in 2024
Campus Italia: dedicated training centres for Group employees	5 training centres by 2028	Poste Italiane	2023	Project start
Development of an ethics-driven framework to support Artificial Intelligence	<ul style="list-style-type: none"> - Implementation of the Policy and identification of tools for overseeing the ethics-driven approach in AI processes by 2026 - release of the AI Verticals and AI Literacy pathways by 2024 - 8 training initiatives by 2026 	Poste Italiane	2023	<p>"Ethics manifesto - Ethics-driven policy" in support of Artificial Intelligence' document published</p> <p>AI Verticals and AI Literacy Pathway released</p>
Increasing the participation of women in coaching and mentoring and in leadership development programmes	+10% participation of women in coaching and mentoring and leadership development programmes by 2024	Poste Italiane	2023	+17% participation of women in coaching and mentoring and leadership development programmes
Fostering the alliance between the corporate and educational worlds with new orientation opportunities for the younger generations (children of employees and students) also through the active involvement of corporate professionals	40 editions by 2025	Children of employees and students	2023	37 edizioni
Encouraging employee listening through continuous surveys	10 surveys by 2024	Poste Italiane	2023	13 surveys
Strengthen nationwide caring and listening measures for employees in vulnerable and fragile situations to support their mental and motivational well-being	Nationwide activation of caring and listening services by 2025	Poste Italiane	2021	Activation of the following caring and listening services related to the target group: psychological support service services for inclusion
Promotion of Employee Resource Group (E.R.G.) activities also regarding LGBTQ+ inclusion initiatives	2 measures/interventions carried out by 2025	Poste Italiane	2023	Initiated promotion of E.R.G. group activities. (webinars, round of posts, hackathons and working groups)

Fostering a culture of inclusion at all levels of the corporate structure through specific training courses	Release of the Diversity&Inclusion "Learning Path" by 2024	Poste Italiane	2023	Release of the 2024 Diversity&Inclusion "Learning Path"
Raising awareness among employees on secure access procedures to corporate applications from external networks	1 communication campaign dedicated to MFA (Multifactor Authentication) Mail, communication on intranets, apps, coupon space and dedicated channels TG Poste service by 2024	Poste Italiane	2023	1 campaign realised
Training for Digital Accessibility and Inclusion	1 Survey 12 Focus Groups 10 training initiatives with accessible formats/tools by 2026	Poste Italiane	2024	New
Reduce the frequency rate of workplace accidents	-2% frequency index in the Mail, Communication and Logistics area by 2028	Poste Italiane	2024	New

Suppliers - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Carrying out sustainability audits (ESG) aimed at defining, establishing and consolidating a supply relationship compliant with the Minimum Safeguards and capable of supporting the process of alignment to the Taxonomy of economic activities acquired from third parties by the Poste Italiane Group	100% of the Group's qualified suppliers subject to sustainability audits by 2026	Procurement	2022	Carried out nationwide audits regarding the performance and management of framework agreements entered into by Poste Italiane as a result of competitive procedures subject to public contract regulations including those relating to construction and plant works
Evolution of the Group's sustainable procurement model with a view to mitigating ESG risks along the supply chain, through the assessment and monitoring of the degree of sustainability of the supply chain and the definition of a roadmap in line with the evolutions of the regulatory framework and in particular the CSDD (Corporate Sustainability Due Diligence Directive).	Definition of the sustainable procurement model with a CSDD perspective by 2026	Procurement	2024	New

Community - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Strengthen the Employee Corporate Volunteering project through the development of a new engagement platform and the definition of social programmes integrated with the corporate sustainability strategy	1 engagement and training plan by 2024 3 programmes with social value by 2024	Italy	2021	1 engagement and training plan 3 programmes with social value
Polis Project	Creation of "one-stop shops" for 6,933 Post Offices located in small municipalities by 2026 Creation of a national network of 250 co-working spaces by 2026	Italy	2022	Polis: completed interventions 2,918 Coworking: completed interventions 81
Increase the number of sports and social initiatives supported by Poste Italiane in the southern regions and islands	Support at least 20% of initiatives in the sport and social sphere in southern regions and islands (number initiatives)	Italy	2024	New
Increase the number of social initiatives supported by Poste Italiane in favour of disadvantaged groups, with a special focus on people in fragile conditions and young people	Of the total initiatives supported by Poste Italiane, allocate at least 20% in the social field, with a special focus on people in fragile conditions and young people by 2025	Italy	2024	New
Education: initiatives aimed at fostering the adoption of conscious and sustainable financial choices and familiarity with the opportunities offered by the digital evolution, as well as launching new dissemination strands on sustainability and business issues	Initiatives/content for citizens/customers: 150 in 2025 and 150 in 2026	Italy	2023	New
Definition of Corporate Accelerator with "Hub&Spoke" model to support national entrepreneurship also from a D&I perspective (start-ups, female entrepreneurs, etc.)	4 initiatives by 2028	Italy	2023	2 initiatives: Regional analysis to identify areas of interest; Programme concept definition

Clients - Our commitments and progress

Objective	Target	Target scope	Base year	2024 result
Implementation of the framework to foster digital inclusion, promoting equal opportunities and ensuring fair and inclusive access for all	Implementation of the digital accessibility framework by 2025	Vulnerable customers	2023	Preparatory activities for the implementation of the framework: proposed Guidelines referring to the management processes of accessibility declarations and alerts, Finalisation of the Guidelines Accessibility by design, Implementation of Digital Accessibility Compliance Status Monitoring Dashboard and Report Management, Evolutionary intervention in the customer service channel
Increase customer experience	+10pp Net Promoter Score (value of Group customer experience) by 2028	Customers	2023	35pp Net Promoter Score
Development of pre-sale and sale channels of products and services in multi-channel	75% of new funnels realised in multichannel by 2024	Customers	2020	75%
Increase digital transactions for the various products of the Poste Italiane Group	+115% of digital transactions in financial, insurance and payment services compared to 2023 by 2024	Customers	2023	138%
Opening of online current accounts to facilitate accessibility to the product for all customers, especially those living in areas less served by the banking system or who have mobility problems	Maintaining digital accounts on total open current accounts in a range of 8% - 10% by 2025	Customers	2024	8%
Subscription of financial products (in addition to Accounts and savings books) online, also through dedicated promotions, to facilitate accessibility to the product by all customers, especially those living in areas less served by the banking system or who have mobility problems	16% of the volumes of Gross inflows BFP (Interest-bearing Postal Certificates) and Total Investments by 2025	Customers	2024	15%
Launch of new SCM (Mobile Consultant Specialist) zones with the introduction of a dual specialist figure (dynamic SCM/personal) to improve coverage of the most difficult-to-reach geographical areas	Realisation of new SCM zones by 2025	Customers	2024	New

Maintenance of products and services dedicated to the most vulnerable segments of the clientele Renewal and evolution of products/services dedicated to the most vulnerable segments of the population: Young people's mortgage, Basic Account, mortgage repayment suspension, gender-based violence, voucher for minors, super smart pension deposit, free insurance on pension withdrawals	Maintaining dedicated offers for vulnerable customers by 2025	Vulnerable customers	2024	New
Increase the number of Ultrabroadband technology contracts (Poste Casa Ultraveloce) that are activated in a paperless mode	122,000 activations by 2026	Customers	2024	New
Launch of the Virtual SIM (e-SIM) service	Commercialisation by end 2025	Customers	2024	New
Development and deployment of digital and paperless services in energy supply	>95% paperless contracts by 2025 >40% of digital bills and/or digital payments by 2025	Customers	2021	97% paperless contracts acquired in 2024 62% digital bills issued in 2024 49% digital payments (this includes SDD and bank transfer payments)
Performing Disaster Recovery tests to ensure the proper functioning of the ICT platform	2 in 2025 2 in 2026 2 in 2027	Customers	2024	New
Implementation of the new Integrated Anti-Fraud Platform (PIAF) that combines fraud prevention objectives with improved customer satisfaction	100% financial, insurance, digital products by 2024	Customers	2022	100%
Group incident drills	3 drills by 2024	Employees	2023	3
Group front end security rating	Maintaining the front end rating above 700 points by 2024	Front end	2018	770
Cyber Security Programme	Involvement of 35,000 employees by 2024	Employees	2022	35.000
	Involvement of at least 35,000 employees by 2025	Employees	2024	New

Activation of a streaming platform in Polis Post Offices (Digital Signage)	Activation of a centralised Digital Signage platform for customised content management by 2027	Customers	2024	New
Extension of the Integrated Anti-Fraud Platform (PIAF) to physical counter operations, with the aim of combating fraud and improving customer satisfaction	100% in 3 years (year 2028)	Customers	2024	New
Expansion of the perimeter of the Integrated Anti-Fraud Platform (PIAF) with the aim of fraud prevention to protect customers of postal savings deposits and parcel logistics shipping services	100% in 3 years (year 2028)	Customers	2024	New
Full adoption of the GDPR provisions leading to the coverage of all data protection policy objectives	Compliance on the 14 areas foreseen in the Privacy Review. Absolute targets measured by % compliance (2025-2026-2027)	Internal customers	2024	85%
Implementation of managed care with AI	48% of care requests handled in self even with AI in 2031 15-20% of care operator activities supported by AI in 2031	Customers	2024	New
Automation of back office processes	85% of back office resources supported by automated digital processes by 2026 60-65% of processes digitalised by 2027 >10% of automatic volumes by 2031	Customers	2024	New

Customer Satisfaction of the business units is measured twice a year (May and October) through a Net Promoter Score survey, which evaluates how likely a customer would recommend Poste Italiane's products and services. Customers who declared themselves satisfied following the 2024 Customer Satisfaction survey amount to 85%. This value is higher than the expected target for the same year, which was 84%. The methodology used for the survey involves a satisfaction rating scale ranging from 0 to 10. As for data coverage, it amounts to 100% and is aligned with the assigned Group Customer Satisfaction objectives.

Governance

Strong governance is the foundation of our long-term strategy and the enabler of every action we take. Our approach is rooted in **ethics, integrity, and transparency**, and it underpins all aspects of our business.

We have adopted specific policies to **ensure fairness and prevent corruption**. 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**. Our Whistleblowing System has obtained a certificate of conformity with the ISO 37002:2021 Guideline, which is reviewed annually

To promote a corporate **culture based on ethics**, legality and compliance with regulations, we continuously carry out training initiatives addressed to all our people. From July 2023 to the end of 2024, for instance, 95,000 employees attended the online course "The Integrated Management System: The Rules of the Game".

Furthermore, we consider the **integration of ESG factors into investment processes** 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. As of 2024, 100% of Poste Vita's investment products incorporate ESG elements.

The following section outlines **commitments and progress**, across two key areas: **Business Conduct** and **Sustainable Finance**.

Business conductour - Commitments and progress

Objective	Target	Target scope	Base year	2024 result
Increase staff training on ethical principles	2 initiatives undertaken by 2024	Poste Italiane	2023	2 initiatives
Group-wide implementation of the sustainable procurement framework	100% coverage on Group purchases by 2024	Poste Italiane	2021	Completed the implementation of the framework to cover 100 % of Group purchasing
Definition of ESG parameters in the participation requirements and in the evaluation criteria of the technical tender offers	100% ESG coverage for OEPV tenders by 2024	Procurement	2022	100% ESG coverage for OEPV tenders
Maintaining ESG parameters in the participation requirements and in the evaluation criteria of the technical tender offers	100% ESG coverage for OEPV tenders by 2024	Procurement	2023	100% ESG coverage for OEPV tenders
Development of the Policy for Business Conduct Management (CSRD - ESRS G1 - 2)	By 2025	Poste Italiane	2024	New
Strengthening the Internal Control System on Sustainability Reporting through the acquisition of a data collection platform and the formalisation of regulatory procedures for internal use in a risk-based perspective	By 2027	Poste Italiane	2024	New

Sustainable finance - Commitments and progress

Objective	Target	Target scope	Base year	2024 result
Gradual insertion of a component ESG in Poste Vita investment products	100% Poste Vita products with ESG elements by 2024	Poste Vita	2020	100%
Integrate into at least one fund open to retail a strategy – also in competition with others – aimed at controlling and containing carbon emissions	1 fund by 2024	BancoPosta Fondi SGR	2022	100%
Increase ESG indicators against which BancoPosta Fondi SGR's investment portfolios can be monitored	Definition of the proprietary synthetic sustainability indicator by 2024	BancoPosta Fondi SGR	2022	100%
Development of a strategy concept integrating sustainability objectives (pursuant to Art. 9)	1 strategy with sustainability target by 2024	BancoPosta Fondi SGR	2022	100%
Carrying out a feasibility study on the possibility of extending the target group of insurable persons for health coverage to persons normally excluded, through greater sophistication of the health declaration required at the time of underwriting	Carrying out the feasibility study to expand the target group of people insurable for health coverage by 2024	Società Poste Vita	2023	Carried out some in-depth studies aimed at the possible expansion of the target group of people potentially insurable for specific diseases
Integration of additional ESG strategies in retail funds still open for placement with a main bond component (change from Art. 6 to Art. 8 SFDR)	2 funds by 2026	BancoPosta Fondi SGR	2024	New
Aumentare il numero di fondi retail sempre aperti al collocamento che integrano una strategia – anche in concorrenza con altre - che miri al controllo e contenimento delle emissioni di carbonio	2 additional funds by 2025	BancoPosta Fondi SGR	2024	New
Maintaining 100% of investment product offerings consisting of products that promote environmental and/or social characteristics	100% of investment products offered by 2025	Poste Vita	2024	New
100% of investment options that promote environmental and/or social characteristics and invest in single names with a portfolio-weighted average ESG rating equal to or higher than the methodology threshold for defining the sustainability	100% investment options by 2025	Poste Vita	2024	New
Evolution of the offer dedicated to Small Economic Operators (POE) launched at the end of 2024 (including the compulsory guarantees provided by the Budget Law 2024 - catastrophic risks) with risk pricing based on geographical coordinates	Development of offerings by 2025	Poste Vita	2024	New