

PRESENCE, PEOPLE, PROXIMITY, ONLY IN ONE P

2025 ANNUAL REPORT PODCAST

EPISODE 3 SOCIAL

Welcome back to the space dedicated to the financial and sustainability results achieved by the Poste Italiane Group in 2025 based on the objectives defined in the 2024-2028 “*The Connecting Platform*” Strategic Plan.

Today, we will explore the three fundamental dimensions of sustainability. Three letters, three key perspectives to share how Poste Italiane transforms concrete commitments into shared values every day.

E stands for Environmental, **S** stands for Social, **G** stands for Governance.

In this episode, we’ll be talking about the **S for Social**: everything related to our people, our work, our communities, and, of course, those who work with Poste Italiane every day, our business partners, and our customers, who choose the Group’s products and services on a daily basis.

With more than 120,000 employees and a network of around 12,700 active post offices throughout the country, even in the smallest municipalities, the Poste Italiane Group is the largest employer in Italy, seamlessly integrated into the social fabric and serving the national economy through its omnichannel platform.

We start with **our people, because nurturing skills means growing the Group**.

In 2025, approximately 6 million hours of training were delivered, bringing the total from 2017 to date to over 48.5 million hours.

Alongside role-specific skills, an increasing focus has been placed on the development of soft skills, which are essential for coping with a changing environment.

With this in mind, this year we introduced the new “*Learning Path LabAI: Artificial Intelligence*”: a programme that supports the entire company’s workforce in developing basic knowledge and core skills.

Particular attention was also paid to the issue of ethics, with a training session on the Ethics Manifesto in support of artificial intelligence aimed at Group managers. At the same time, a standard was also defined for the design and development of online courses, with new navigation and interface features to

ensure that the courses are also accessible to people with visual and hearing impairments and reduced mobility.

Care for people also involves recognising their work and ensuring their day-to-day well-being.

In 2025, the Group renewed its agreement on the 2025–2026 performance bonus, with an expected increase of 22% over the two-year period. Smart working has been extended until the end of 2026 and, for the seventh consecutive year, Poste Italiane has been recognized as a “Top Employer”, *confirming its role as the country’s leading employer thanks to its ongoing commitment to promoting an organizational culture focused on participation, innovation and the creation of shared value in the long term*. In addition, a pilot scheme for the so-called ‘social parents’ was also launched, aimed at recognising and supporting the role of those who actively participate in the care and upbringing of a child.

2025 was also a record year for the Corporate Welfare programme, with around 50 thousand sign-ups, 22% more than the previous year. To support parents, caregivers and those living in vulnerable situations, the Group has also launched initiatives focused on mental health, sport and culture, by listening to real needs. For example, particular attention is also paid to caregivers, to help them manage their work–life balance.

With regard to psychological well-being, a pilot support project was also launched for employees, who can access one-to-one sessions with qualified professionals and in-depth content on mental well-being topics.

Recognizing people’s worth also involves implementing tangible diversity and inclusion policies.

In 2025, the Poste Italiane Group received the ‘*Dyslexia Friendly Company*’ award from the Italian Dyslexia Association, in recognition of its commitment to promoting an inclusive working environment to the greatest possible extent.

Webinars on neurodiversity were also held: one aimed at the entire company population on the topic of autism and ADHD, and a separate webinar for the Human Resources function, focusing on recruitment and onboarding processes.

Also in 2025, the Group obtained UNI/PdR 159:2024 certification, which attests to the adoption of inclusive practices for people with disabilities and confirms a structured approach throughout employees’ professional careers.

However, the Group’s social dimension is also reflected in its relationship with local communities. One concrete example is the **Polis Project**, which is transforming thousands of post offices into genuine digital service houses for the country’s smallest and most peripheral communities: places where citizens and businesses can access public administration services, request documents or find co-working spaces. In 2025, more than 4,849 projects were completed in municipalities with fewer than 15,000 inhabitants, and 160 new ‘*Spaces for Italy*’, Poste Italiane’s co-working spaces, were opened. Using the True Value methodology, the impacts generated on both the community and the environment and were also measured: 18,600 jobs created, 348 million euros linked to road safety and the reduction of

traffic and waiting times and 32 million euros for reduction of pollutant emissions.

Alongside this commitment, employee participation in volunteer activities also continues. In 2025, Poste Italiane's community of volunteers was involved in implementing various projects with Third Sector Bodies, including the Italian Multiple Sclerosis Association (AISM) to fund research and services, Save the Children to support projects for children in need, and Let's Do It Italy – Clean-up Day, to clean up public spaces and green areas.

The Group also focuses on the younger generation, with programmes such as Next Generation and School4Life, which are designed to help students, in particular those coming from vulnerable backgrounds, to enter the labour market through scholarships and training.

In 2025, as part of Next Generation, young people addressed the issue of bullying through the use of various expressive techniques. At the end of the two-year School4Life period, the Poste Italiane Group collaborated with 11 schools, directly meeting over 1,100 students through 55 meetings led by role models and mentors, for a total of 110 hours of orientation.

The social dimension also encompasses the Group's relationships with its business partners.

All suppliers, subcontractors and partners are required to adhere to the principles of the Code of Ethics and the Sustainability Policies. Furthermore, also in 2025, the Poste Italiane Group achieved three stars, the highest level of accreditation, in the FIA Road Safety Index, the international programme promoted by the Fédération Internationale de l'Automobile (FIA) for road safety management. With this recognition, Poste Italiane becomes the world's first certified postal service.

Finally, social sustainability also encompasses the relationship with customers.

In 2025, the Group launched its Accessibility Programme, introducing a structured Governance Model with the aim of ensuring that the Group's products and services meet accessibility requirements. A Group guideline was therefore drawn up, and training courses were launched to promote an "Accessibility by Design" approach. In the area of customer support, various initiatives have been developed to make services accessible to all, including older generations and people with disabilities, by ensuring compatibility with the main assistive technologies.

A "Social Return on Investment" project was also launched to measure the social, economic and environmental benefits that digital initiatives deliver in relation to the costs incurred. The initiative consolidates Poste Italiane's commitment to responsible innovation, which was also recognised at the Stati Generali della Sostenibilità Digitale 2025, where the Group's Customer Service received an Award from the Foundation for Digital Sustainability.

Furthermore, with the aim of strengthening protection against attempts of manipulation and fraud, Poste Italiane has launched an initiative to supplement and enhance the monitoring of transactions carried out at post offices and of postal savings transactions. The IT services that support financial, insurance and payment products are fully compliant with industry regulations, such as Bank of Italy Circular 285, and the EU DORA (Digital Operational Resilience Act) Regulation, which regulates payment systems and financial services respectively, thus ensuring that operations are conducted in full compliance with

regulations.

Lastly, also in 2025, the Boxless service was introduced, which allows customers to send a parcel directly from a post office or an authorised Punto Poste without packaging. This initiative helps to simplify shipping by using sustainable, recyclable and reusable packaging.

Caring for people is a way of being that starts by listening, that values individual uniqueness and builds trust: between colleagues, in communities and with those who choose Poste Italiane every day.

For more detailed information on the Group's sustainability initiatives, you can continue listening to the other themed episodes.