

# PRESENCE, PEOPLE, PROXIMITY, ONLY IN ONE P

2025 ANNUAL REPORT PODCAST

## EPISODE 4 GOVERNANCE

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 will focus on the **G for Governance**: the set of rules, tools and values that guide the way of operating of the Poste Italiane Group.

Governance may sound like a technical term, but actually, it encompasses key concepts such as trust, transparency and fairness towards all our stakeholders: employees, customers, business partners and the country as a whole.

The Group’s Governance strategy is based on solid principles: legality, impartiality, respect for people, professionalism and community support. These values, are set out in Poste Italiane’s **Code of Ethics**, and serve as a daily reference point for everyone who works within or with the Poste Italiane Group.

Poste Italiane is and has always been attentive to the security of its customers, especially in the context of financial transactions, has also strengthened a number of security initiatives by:

- Approving the 2026–2029 Digital **Operational Resilience Strategy**, in other words, an organisation’s ability to anticipate, withstand, respond to and adapt to disruptions, cyberattacks and technological failures, thereby ensuring the continuity of services;
- Updating the Group’s **Cybersecurity framework** to ensure reliability, business continuity and digital resilience;
- And finally, by extending the Integrated **Anti-Fraud Platform (PIAF)** to monitor and block at-

tempted fraud through online transactions.

In 2025 the Group once again obtained and retained all the major certifications in order to maintain high standards in the area of governance.

These include **ISO 37001** for anti-corruption management systems and **ISO 37301** for compliance management systems, along with certifications in **occupational health and safety, environmental management, quality, diversity and inclusion, gender equality, and sustainable procurement**.

Also in 2025, the Group obtained the '**UNI/PdR 159:2024 Inclusive Employment of People with Disabilities**' certification, confirming the Company's commitment to strengthening its inclusive practices.

These acknowledgements measure and reinforce the daily commitment to sound, transparent and verifiable management.

The Group's governance also looks to the future, recognising innovation and digitalisation, and in particular Artificial Intelligence, as key tools for the country's sustainable development.

In line with its Purpose, Poste Italiane promotes an ethical and responsible use of Artificial Intelligence, aiming to protect the welfare of people, partners and the communities in which it operates.

With this in mind, in 2025 the Group published its **Manifesto for the Ethical and Responsible Application of AI** and defined its Governance framework, emphasising a '**human-centric**' approach. The principles and strategic choices that guide the Group's governance also form the basis of its financial sustainability strategy.

A strategy based on the awareness that integrating ESG criteria into investment processes is a strategic lever for generating value in the long term.

In line with this vision, once again in 2025, the Group's companies, BancoPosta Fondi SGR and Poste Vita, signed up to the United Nations **Principles for Responsible Investment (PRI)**, which promote the integration of sustainability considerations into the investment decisions of portfolio companies.

Furthermore, as in prior years, **100% of Poste Vita investment products included ESG elements this year as well.**

In 2025, the Poste Vita Group and BancoPosta Fondi SGR reaffirmed their commitment to engagement activities and dialogue with the issuers in which the Group's companies choose to invest in, with the belief that this strategy is a key tool for promoting sustainable development models and contributing to the achievement of the sustainability objectives prioritised by the Group. One example is the engagement activities with the Companies emitting most CO<sub>2</sub> in the Climate Action 100+ network, in which the Group Companies participate as "investor participants", i.e. as signatories of the initiative aiming to support direct engagements with the target companies.

For Poste Italiane, therefore, governance is much more than a set of rules: it is a coherent set of tools

and strategic choices that enable the Company to build a relationship with its stakeholders, based on trust, transparency and accountability, on a daily basis.

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