



CREATING VALUE FOR ITALY

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06 GREEN DELIVERY

This episode is one of three deep dives dedicated to some of the initiatives through which the Group is addressing the major transformations taking place in technology, sustainability and proximity. In this episode we will be talking about Green Delivery, the project in which Poste Italiane has revised its parcel delivery model for private customers from a sustainable perspective.

The goal is simple, but ambitious: to reduce the environmental impact of deliveries and ensure an increasingly tailor-made service for those who receive their parcels.

Poste Italiane concretises these objectives by complementing home delivery with a widespread network of alternative collection points: over 18,200 PuntoPoste, including tobacconists, newsagents, stationers, bars, supermarkets, service stations and lockers, in addition to more than 12,700 post offices.

A model that benefits both the environment and people.

From an environmental point of view, this allows the postal carrier to avoid multiple delivery attempts in case the recipient is absent and reduce repeated vehicle trips, limiting CO2 emissions and making cities more sustainable. For customers, it means being able to choose where and when to pick up a parcel avoiding missing delivery in case of absence.

The results speak for themselves: in 2024, Green Delivery allowed us to avoid 14 million home deliveries attempt, with a saving of 2 million kilometres.

A benefit that translates into a saving of 239 tonnes of CO2 and 852 kg of pollutants not released in the atmosphere

An environmental benefit that continues to grow thanks to the evolution of our vehicle fleet, which is now increasingly sustainable: 28,400 low-emission vehicles, of which 6,100 are electric. A result that rewards the ability of Poste Italiane to intercept the needs of a constantly changing world in transforming specific needs into concrete solutions: We live in more connected cities, have more flexible agendas and, increasingly, we need a customised service that reflects our specific needs.

For Poste Italiane, the ecological transition also passes through this. Green Delivery is much more than a logistical choice: it is a new idea of proximity, not just geographical, but relational. A way to be more and more in tune with people's needs, accessible and aligned with changing times.