



# CREATING VALUE FOR ITALY

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## 05 POLIS

This episode is one of a three part series exploring key projects through which Poste Italiane is addressing major ongoing transformations: technology, sustainability and proximity. Three different perspectives, one common thread: being closer to people, every day, with concrete tools and a long-term vision.

In this episode we will talk about the Polis Project, one of Poste Italiane's most ambitious initiatives for the country's future.

The idea behind the project is simple: transforming post offices into hubs of digital citizenship services.

Launched in 2022 as part of the National Recovery and Resilience Plan (NRRP), today the Polis project is now taking shape through two main areas of action.

The first area concerns the realisation of the Sportello Unico, designed to simplify the daily life of citizens in municipalities with fewer than 15,000 inhabitants. A counter close to home for about 16 million people, through which they can easily access essential public services, without having to travel long distances. A concrete response for those living in inland areas, villages and mountain communities.

By 2026, when the project will be completed, the Group plans to convert approximately about 7,000 Post Offices into fully operational public administration access points.

The counter, or self-service stations, allow you to:

- apply for or renew identity documents, such as passports;
- access civil registry and judicial certificates;
- obtain INPS services such as pension slips or the Certificazione Unica.

In most of the areas involved in the project, for example, it was necessary to travel dozens of kilometres to access an administrative office or a police station to obtain a passport. Today, thanks to Polis, this service can be carried out directly at their local Post Office, generating a positive impact in terms of time saved and CO2 emissions avoided.

By 30 April 2025 about 4,400 interventions have already started, and about 3,600 offices have already been completed, representing more than 50% of the total planned. In May alone, more than 83,000 services were delivered, including the passport issuing service.

The second area of intervention is represented by the initiative 'Spazi per l'Italia', a project that enhances historical buildings and office buildings to create the largest coworking network in the country. These are equipped, flexible and accessible spaces, designed to accommodate workers, start-ups, companies, universities, research centres and public bodies, even in smaller towns.

An emblematic example of spaces in smaller towns is the Gavirate office in Viale Ticino: 50 square metres, featuring open space workstations, private offices and shared services; and the Via Idone office in Forte dei Marmi: 116 square metres, with open space workstations, private offices and shared services as well.

Poste Italiane's goal is to create 250 coworking spaces by 2026. To date, 139 construction sites are on their way and 91 projects have already been completed.

The Polis Project is much more than a logistical transformation. It is a vision - a new way of imagining the post office as a civic, open, shared, and inclusive space. With a total investment of more than EUR 1.2 billion, of which EUR 800 million financed by the Supplementary Fund to the NRRP, but also, and above all, a vision, a new way of thinking of the post office as a civic, open, shared and inclusive space, capable of offering new possibilities to citizens in the peripheral territories of our country.