



CREATING VALUE FOR ITALY

PODCAST OF THE ANNUAL REPORT **2024**

03 SOCIAL

Welcome to the podcast dedicated to the financial results achieved by the Poste Italiane Group in 2024 aligned with the goals set in the Strategic Plan 2024-2028 “The Connecting Platform”.

Today we will take a journey through the three pillars of sustainability.

E for Environment, S for Social, G for Governance: three different perspectives to share how Poste Italiane transforms concrete commitments into shared value on a daily basis.

In this episode, our story starts with the S of Social: everything about people, work and communities. And of course, the customers who choose the Poste Italiane’s services every day.

With more than 120,000 employees and a network of 12,700 active post offices throughout the country, even in the smallest municipalities, Poste Italiane is Italy’s largest employer, deeply woven into the country’s social fabric.

In 2024 the National Collective Labour Agreement for non-managerial staff was renewed, introducing salary increases, new welfare measures and enhance protections. Agreements with trade unions were also signed to accompany major company transformations, such as the reorganisation of the logistics network.

A concrete recognition for the people who keep Poste Italiane running every day.

But work is only one part of life. Poste Italiane also supports people outside the workplace. In 2024, more than 41,000 individuals joined the Group’s welfare system, an increase of 47% over the previous year.

Poste Italiane supports parents, caregivers and those living in fragile situations. It promotes mental health, sport and culture guided by periodic employee surveys.

With the ‘Noi siamo qui’ programme, for example, the Group provides psychological support and personalised coaching to those going through challenging moments, inside and outside work.

Investing in people also means investing in skills.

In 2024 6 million hours of training were delivered. From 2017 to date, over 42 million in total. Alongside the traditional training paths, Poste Italiane has launched innovative learning tools, such as:

- Open Learning Area, a platform accessible to everyone in the Group;
- and LabAI Literacy, the first cycle of meetings exploring the potential and implications of artificial intelligence.

Valuing people also means recognising what makes each individual unique.

In 2024 Poste Italiane has activated five Employee Resource Groups, thematic communities within the Group supporting diversity, including areas such as vulnerability, LGBTQ+ , identity and interculturality.

Poste Italiane has successfully passed the second audit of the Equal Salary certification and renewed the certification for gender equality.

In managerial selections, more than 50% of the applications were female: a concrete sign of cultural evolution.

Inclusion also means offering real opportunities to those who need them most.

With the 'Housing Autonomy' project, Poste Italiane supports social and work integration paths for women who are victims of violence.

In 2024, 63 women and 39 minors were housed in 10 accommodations of the corporate housing stock where they received training, psychological support and job opportunities.

But Poste Italiane's commitment is always turned towards the future.

With initiatives like Next Generation and School4Life, the Group helps young students, in particular those coming from vulnerable backgrounds, to enter the labour market with scholarships, training and experiences abroad.

The presence of Poste Italiane in the territory offers small municipalities in particular the possibility of accessing services or sharing work spaces.

With the Polis Project thousands of post offices are being transformed into digital service hubs places where citizens can request documents, access public services or find equipped co-working spaces.

By 30 April 2025 about 4,400 interventions have started, and about 3,600 offices have been completed, representing more than 50% of the planned total.

In May alone, over 83,000 services were provided, including the increasingly popular passport issuing service.

Poste Italiane's social responsibility also extends along its entire value chain.

Poste Italiane includes and protects workers outside the company as well, who may be involved in our activities and business relationships.

All suppliers, subcontractors and partners adhere to the Code of Ethics of the Group together with the principles on anti-corruption and human rights.

Finally, the relationship with those who choose Poste Italiane every day.

In 2024 the new Poste Italiane app was launched, a single digital access point to all the services of the Group, integrated with artificial intelligence for an easier and more personalised experience. The company has also continued to protect people from fraud and deception, preventing scam attempts with a total value of approximately EUR 25 million.

Caring for people is not just a duty. It is a way of working that starts by listening, that values differences and builds trust every day: between colleagues, in communities and every person who choose Poste Italiane: citizens, businesses and institutions.