# Social (Target)

## People of Poste

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Promoting the development and updating of strategic and distinctive skills, ensuring the continuous training of all Group employees | 25 million hours of training by 2028 | Poste Italiane | 2023 | 11.9 million hours of which about 5.9 million in 2025 |
| Campus Italia: dedicated training centres for Group employees | 5 training centres by 2028 | Poste Italiane | 2023 | Final phase for layout definition and technical project feasibility started |
| Development of an ethics-driven framework to support Artificial Intelligence | - Implementation of the Policy and identification of tools for overseeing the ethics-driven approach in AI processes by 2026<br>- 8 training initiatives by 2026 | Poste Italiane | 2023 | Delivered AI TALK Manifesto Policy Ethics Driven and online training course LabAI Ethics |
| Fostering the alliance between the corporate and educational worlds with new orientation opportunities for the younger generations (children of employees and students) also through the active involvement of corporate professionals | 40 editions by 2025 | Children of employees and students | 2023 | 73 editions |
| Gathering quanti-qualitative and experimental elements to redefine people management and development policies, taking into account intergenerational issues | Activation by 2026 of: 1 pilot initiative on an over-55 cluster, to test solutions aimed at improving the well-being and awareness of participants<br>1 awareness-raising webinar on intergenerational issues | Poste Italiane | 2025 | New |
| Strengthen nationwide caring and listening measures for employees in vulnerable and fragile situations to support their mental and motivational well-being | Nationwide activation of caring and listening services by 2025 | Poste Italiane | 2023 | Activation of the plan for mental well-being and psychological support for employees at national level |
| Promotion of Employee Resource Group (E.R.G.) activities also regarding LGBTQ+ inclusion initiatives | 2 measures/interventions carried out by 2025 | Poste Italiane | 2023 | Realisation of 5 different company measures |
| Training for Digital Accessibility and Inclusion | 1 Survey<br>12 Focus Groups<br>10 training initiatives with accessible formats/tools by 2026 | Poste Italiane | 2024 | Activity completed |
| Reduce the occupational injury frequency rate | Achieve and maintain a -2% reduction in the frequency index in the Mail, Communication and Logistics area by 2028 compared to 2024 | Poste Italiane | 2024 | The occupational injury frequency index in 2025 is at -2.74% compared to 2024 |
| Refresher training 81/08 for PCL supervisors with in-house teaching | 8 editions (max. 30 participants/ edition) by 2026 | Specific targets | 2025 | New |
| PCL safe driving instructor training | 2 editions (max. 12 participants/ edition) by 2026 | Specific targets | 2025 | New |
| Training campaign targeting DUPs of Post Offices that have suffered robbery and assault events in the last 3 years | 68 editions (max. 15 participants/ edition) by 2027 | Specific targets | 2025 | New |
| Expanding the way user feedback on NoidiPoste app functionalities is collected | Experimental release on three functionalities of the NoidiPoste funnel app for the continuous rating survey by 2027 | Poste Italiane | 2025 | New |

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Activation of an orientation and first contact service for the prevention and management of incidents of harassment, violence and gender discrimination in the workplace | - Implementation of the service in cooperation with qualified external parties by 2027<br>- Issuing of company policy on the prevention and management of harassment by 2027 | Poste Italiane | 2025 | New |
| Development of a company policy for the work inclusion of people with disabilities | Formalising Inclusive Work Policy for Persons with Disabilities by 2026 | Poste Italiane | 2025 | New |
| Promote the adoption of a structured pathway to stimulate E.R.G. groups in the identification of innovative proposals | 5 innovative proposals by E.R.G. by 2026 | Poste Italiane | 2025 | New |
| Structuring a change plan for the progressive adoption of the new Inclusive Language Guidelines | At least 5 cultural awareness and change actions by 2027 | Poste Italiane | 2025 | New |
| Employee engagement plan for participation in people care and welfare programmes | Engagement of at least 200 Ambassadors dedicated to people care and welfare by 2027 | Poste Italiane | 2025 | New |
| Promoting the growth of the younger generation and raising awareness in parental relations | At least 15 initiatives for children and families by 2027 | Poste Italiane | 2025 | New |

## Suppliers

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Carrying out sustainability audits (ESG) aimed at defining, establishing and consolidating a supply relationship compliant with the Minimum Safeguards and capable of supporting the process of alignment to the Taxonomy of economic activities acquired from third parties by the Poste Italiane Group | 100% of the Group's qualified suppliers subject to sustainability audits by 2026 | Procurement | 2022 | Carried out nationwide audits regarding the performance and management of framework agreements entered into by Poste Italiane as a result of competitive procedures subject to public contract regulations including those relating to construction and plant works.<br>Defined action plan for 2026 |
| Evolution of the Group's sustainable procurement model with a view to mitigating ESG risks along the supply chain, through the assessment and monitoring of the degree of sustainability of the supply chain and the definition of a roadmap in line with the evolutions of the regulatory framework and in particular the CSDD (Corporate Sustainability Due Diligence Directive) | Definition of the sustainable procurement model with a CSDD perspective by 2026 | Procurement | 2024 | Defined roadmap for initiating engagement activities of selected suppliers, including induction, listening and targeted audits |

# Social (Target)

## Community

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Polis Project | Creation of “one-stop shops” for 6,933 Post Offices located in small municipalities by 2026<br>Creation of a national network of 250 co-working spaces by 2026 | Italy | 2022 | Polis: completed interventions 4,849<br><br>Co-working: completed interventions 160 |
| Increase the number of social initiatives supported by Poste Italiane in favour of disadvantaged groups, with a special focus on people in fragile conditions and young people | Support at least 20% of initiatives in the social sphere, with a focus on disadvantaged groups, people in fragile conditions and young people by 2025 | Italy | 2025 | 44% |
| Consolidate local presence in through initiatives and actions involving an increasing number of territories, generating social inclusion and economic value for local communities | A 10% increase – compared to 2025 – in the number of national municipalities involved in initiatives supported by the Group | Italy | 2025 | New |
| Education: initiatives aimed at fostering the adoption of conscious and sustainable financial choices and familiarity with the opportunities offered by the digital evolution, as well as launching new dissemination strands on sustainability and business issues | Initiatives/content for citizens/customers: 150 in 2025 and 150 in 2026 | Italy | 2024 | 215 initiatives/content in 2025 |
| Definition of Corporate Accelerator with “Hub&Spoke” model to support national entrepreneurship also from a D&I perspective (start-ups, female entrepreneurs, etc.) | 4 initiatives by 2028 | Italy | 2023 | Analysis of actions to support entrepreneurship development, identification of territorial partnerships and definition of digital impact initiatives |

# Social (Target)

## Clients

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Implementation of the framework to foster digital inclusion, promoting equal opportunities and ensuring fair and inclusive access for all | Implementation of the digital accessibility framework by 2025 | Vulnerable customers | 2023 | • Launch of the Accessibility Programme and Structured Governance Model<br>• Finalisation and dissemination of the "Poste Italiane Group's Accessibility" Guideline<br>• Launch of the Accessibility Training Programme (general and specialised) at Group level |
| Increase customer experience | +10pp Net Promoter Score (value of Group customer experience) by 2028 | Customers | 2023 | 35.5 Net Promoter Score |
| Opening of online current accounts to facilitate accessibility to the product for all customers, especially those living in areas less served by the banking system or who have mobility problems[285] | 6% in 2026 | Customers | 2024 | 5% |
| Subscription of financial products (in addition to Accounts and savings books) online, also through dedicated promotions, to facilitate accessibility to the product by all customers, especially those living in areas less served by the banking system or who have mobility problems | 15% in 2026 | Customers | 2024 | 16% |
| Launch of new SCM (Mobile Consultant Specialist) zones with the introduction of a dual specialist figure (dynamic SCM/personal) to improve coverage of the most difficult-to-reach geographical areas | Implementation of more than 650 new SCM Zones by 2025 | Customers | 2024 | 696 SCM Zones realised |
| Maintaining products and services dedicated to the most vulnerable customer groups of the Rinnovo customers and evolution of products/services dedicated to the most vulnerable segments of the population: Young people's mortgage, Basic Account, mortgage repayment suspension, victims of gender-based violence, voucher for minors, super smart pension deposit, free insurance on pension withdrawals | Maintaining dedicated offers for vulnerable customers by 2025<br>Maintaining 100% of dedicated offers for vulnerable customers by 2025 | Vulnerable customers | 2024 | Dedicated offers for vulnera-ble customers maintained |
| Increase the number of contracts in Ultrabroadband technology (PosteCasa Ultrafast) with paperless activation | 122,000 activa-tions by 2026 | Customers | 2024 | 88,063 activations |
| Launch of the Virtual SIM (e-SIM) service | Commercialisation by end 2025 | Customers | 2024 | Marketed service |
| Development and deployment of digital and paperless services in energy supply | >95% paperless contracts by 2025<br>>40% of digital bills and/or digital payments by 2025 | Customers | 2021 | >95% paperless contracts acquired in 2025<br>>40% digital bills issued in 2025 |
| Development and deployment of digital and paperless services in energy supply | >95% paperless contracts by 2026<br>>40% of digital bills and/or digital payments by 2026 | Customers | 2025 | New |

285. In the 2024 Sustainability Statement, 2025 was specified as the target, which was extended to 2026.

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Performing Disaster Recovery tests to ensure the proper functioning of the ICT platform | 2 in 2025 | Customers | 2024 | During 2025, a total of 4 DR tests were carried out com-pared to the 2 set as a target. Each test cycle was car-ried out on the 4 func-tions/SdG BancoPosta, PostePay, BPF SGR, Poste-Vita |
| Performing Disaster Recovery tests to ensure the proper functioning of the ICT platform | 4 in 2026<br>4 in 2027 | Customers | 2025 | New |
| Group incident drills | 3 exercises in 2026 | Employees | 2023 | 2 exercises were carried out in 2025 |
| Cyber Security Programme | Involvement of at least 36,000 employees per campaign for at least 2 waves in 2026 | Employees | 2024 | In 2025, the 2 waves were carried out involving over 37,000 employees for each of them |
| Extension of the Integrated Anti-Fraud Platform (PIAF) to physical counter operations, with the aim of combating fraud and improving customer satisfaction | Release of the solution by the end of 2028 | Customers | 2024 | Completed the integration in PIAF of funds transfer flows from Post Office and consequently started the process of prevention and anti-fraud monitoring of instant and ordinary credit transfers and post giro. |
| Expansion of the perimeter of the Integrated Anti-Fraud Platform (PIAF) with the aim of fraud prevention to protect customers of postal savings deposits and parcel logistics shipping services | Release of the solution by the end of 2028 | Customers | 2024 | Defined and agreed with BancoPosta the macro-requirements for the project to integrate postal savings operations into PIAF, outlin-ing the scope of services to be monitored and identifying the consequent expected value of improving the performance of services provid-ed on behalf of CDP. |
| Full adoption of the GDPR provisions leading to the coverage of all data protection policy objectives | Annual review of all 14 compliance areas in the Privacy Review | Internal customers | 2024 | In the course of 2025, all 14 safeguards of the framework were strengthened and further improvement actions were addressed at Group level |
| AI-managed customer care | Maintaining at least 48% of managed self-care requests even with AI per single year until 2031<br>Maintaining at least 15-20% of AI-supported service activities per single year until 2031 | Customers | 2024 | 53.8% of managed self-care support requests even with AI<br><br>10% - AI-supported service activities |
| Automation of back office processes | 85% of back office operators supported by automated digital processes by 2026<br>60-65% of processes digitalised by 2027<br>>10% of automatic volumes by 2031 | Customers | 2024 | 85% of back office operators supported by automated digital processes<br><br>60% of processes digitised<br><br>1% automatic volumes |
| Financial inclusion of specific target customers[286] | Launch of a new account offer for digital customers by 2027<br><br>Launch of a new service offer dedicated to the senior target group by 2027 | Customers | 2024 | In 2025, in-depth tables were set up to prepare offers on *ad hoc* targets. |
| Launch of a new current account offer | Release of new current account offer by 2027 | Customers | 2025 | In-depth discussions are underway to restart activities. |
| Know Your Costumer project, aimed at identifying customers operating on digital and physical channels and thus containing the risk of identity theft | Release of the solution by 2028 | Customers | 2025 | New |
| Antispoofing project, aimed at as-sessing the authenticity of customer caller numbers, to contain the risk of manipulation and deception fraud | Release of the solution by 2027 | Customers | 2025 | New |
| Acquisition in PIAF of incoming flows in order to detect and counter potential mule accounts/ fraudulent clients | Release of the solution by 2028 | Customers | 2025 | New |
| Robbery risk analysis update | 1 annual review of robbery risk by 2026 | Post Offices | 2025 | New |
| Consolidating digital inclusion by ensuring fair and inclusive access to services for all | Improving the accessibility of key services by 2026 | Vulnerable customers | 2025 | New |

286. In the 2024 Sustainability Statement, 2026 was specified as the target, which was extended to 2027.

| Objectives | Target | Target scope | Base year | 2025 result |
|---|---|---|---|---|
| Risk management system: inte-grate the tableau de Board with some KPIs in the ESG area, with a focus on "Social" factors, identified in line with what is represented in the Poste Italiane Group's financial statements | 4 KPIs by 2026 | BancoPosta | 2025 | New |
| Deployment of AI systems to support customer service | 100% on AI-supported service front-end by 2031 | Customers | 2025 | New |
| Measuring Social Sustainability of Customer Service (SROI) | First SROI calculation for initiatives in scope, measure consolidation and model structuring (with operating procedure and dashboard) by December 2026 | Customers | 2025 | New |
| Recognition and selection of active cycle processes to be included in a reengineering plan | 10-15% active cycle processes by 2027 | Customers | 2025 | New |
| Automation of active cycle processes | 15-20% of users by 2028 | Customers | 2025 | New |
| Creation of a central CMS (Content Management System) platform capable of enabling the governance of digital content on the different types of devices enabled on the network (e.g. Digital Showcases, Totems, Waiting Manager) | Solution realisation by 2026 | Customers | 2025 | New |
| Purchase and installation of devices to support the Digital Signage project (Showcases, Totems, Led Wall, Digital Notice Boards) in all post offices (POLIS and NO POLIS)[287] | 3,000 digital signage devices installed by 2026 | Post Offices | 2025 | New |
| Continuous updating on regulatory developments (e.g. DORA, NIS2, Quantum Computing, PSNC, el-DAS2, etc.) | 80% of the compliance perimeter (DORA, NIS2, PSNC, eIDAS2 etc.) by 2027 | Poste Italiane | 2025 | New |
| Extension of the provision of security services to new Business Units and group companies in the DORA, NIS2, PSNC perimeter | Extension of the provision of security services to 80% of the group's Business Units and companies in the DORA, NIS2, PSNC perimeter by 2027 | Poste Italiane | 2025 | New |
| Security Lab: performing accredited verification activities | Production of at least 5 accredited reports for the purpose of maintaining regulatory compliance of the services being audited (trust services, SPID, etc.) by 2027 | Poste Italiane | 2025 | New |
| Extending the scope of risk analysis to new Business Units and Group companies | Extension of cor-porate cyber risk management and mitigation to 80% of Business Units and group compa-nies by 2027 | Poste Italiane | 2025 | New |
| Accompanying a methodology for calculating the economic quantification of cyber risk to the current methodology in place | Application of the new methodology on at least one area/process (number of areas and processes on which to apply the new methodology) by 2027 | Poste Italiane | 2025 | New |
| Extending the Group's business continuity plan management scope | Execution of at least 8 technological, organisational and institutional tests in the current year by 2027 | Poste Italiane | 2025 | New |
| ATM Cash In | Installation of 30 new ATMs for cash deposits on book and current account and for cheque deposits on the postal savings book by 2026 | Customers | 2025 | 24 ATMs installed in 2025 |
| Safety equipment and ATMs: mechatronics and TCR | Publication of management procedure by 2026 | Post Offices | 2025 | New |
| Digital request for services | 2.9% of customers using the new mode compared to potential customers by 2026 | Customers | 2025 | New |
| Digital receipts | 63% of receipts posted on the notice board compared to potential receipts (dematerialisable) by 2026 | Customers | 2025 | New |
| Digitising customers (enabling/using apps) | 1 million new customers accessing P app by 2026 | Customers | 2025 | New |

287. In the 2024 Sustainability Statement, the objective was presented as “Activation of a streaming platform in Polis Post Offices (Digital Signage)”.