Posteitaliane

# INSIGHTS INTO THE ORGANIZATION OF PEOPLE [1]

[1] Content prepared in order to meet the disclosure requirements of the rating agency S&P Global.

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# 1. INSIGHTS INTO HUMAN RESOURCE MANAGEMENT

For Poste Italiane, constant dialogue with employee representatives is a central aspect of the Group's organization and management, in order to ensure the well-being and protection of employees' rights, both during day-to-day management and during phases of change in the corporate organization. The Group's commitment, in accordance with current regulations, ensures the protection of rights, freedom of association and collective bargaining, guaranteeing impartiality and independence in the promotion of relations with trade union organizations.

The National Collective Bargaining Agreement (CCNL) covers **100 percent of** the Group's non-managerial staff.

Below are some of the major provisions contained in the document:

### Chapter II – «Diritti Sindacali» (Trade Union Rights)

- **Premises of Unit Trade Union Representatives** (*art.10*)

  The Company in production units with at least 200 employees shall permanently place at the disposal of the Company/Unitary Trade Union Representatives and the stipulating Trade Union Organizations, for the exercise of their functions, a suitable adequately equipped common room within the production unit or, failing that, in the immediate vicinity of it. In production units with fewer employees, the Company/Union Trade Union Representatives are entitled to use, if they so request, a suitable room for their meetings.

### Chapter III - «Disciplina del rapporto di lavoro» (Discipline of Labor Relations)

- **Contractual Arrangements and Collective Transfers** (*arts. 2, 39*)

  Collective transfers related to processes of reorganization, restructuring or business transformation, including those resulting from technological innovations or implementations, are subject to discussion with the signatory Trade Unions in the manner of *Article 2*. In particular, issues related to:

  - management of the consequences at the social level of the implementation of reorganization and/or restructuring and/or company transformation processes that have repercussions on working conditions, therein including collective mobility processes, which are of national significance or involve two or more regions;
  - new regimes and/or timetable articulations related to the functionality of the services also with regard to the needs induced by the reference market.

  The Company will provide the signatory national Trade Union Organizations stipulating the CCNL with prior information, with a simultaneous indication of the date of the start of the confrontation, which will be aimed at seeking possible solutions to govern the social repercussions of the aforementioned processes, in compliance with the rules contained in this CCNL and in the national collective agreements. Said negotiation confrontation will be exhausted no later than 12 working days, including Saturdays, following the date set by the Company for the first meeting.

  In the event that said confrontation is not successfully concluded, the entire matter may be the subject of a further examination at the company level, at the request of even only one of the stipulating national Trade Union Organizations or the Company, to be presented within 3 days of the conclusion of the aforementioned territorial procedure. The examination at the

company level shall in any case be exhausted within a maximum period of 10 days from the date set by the Company for the first meeting. During each of the stages of the aforementioned procedure, the Company will not give rise to the implementation of the planned projects and the signatory national Trade Union Organizations will refrain from any direct action. At the end of the aforementioned procedure, if the same has not been successfully concluded, the Parties will make their own autonomous determinations.

- **Fixed-term and part-time employment relationship** (*arts. 22 - 23*)

  The articles in question encapsulate all provisions regarding fixed-term, indefinite-term and part-time employment relationships, including provisions on the transformation of the employment relationship from full-time to part-time, which takes place in accordance with the requirements of Article 8 of Legislative Decree 81/2015.

- **Agile Work and Teleworking** (*arts. 27 - 28*)

  In the offer of organizational flexibility solutions, the value of Agile Work and Teleworking is confirmed as innovative ways of combining the reconciliation of personal and family needs with professional ones, enabling work in different times and spaces, through the use of technologies, while respecting company productivity. These institutes represent useful tools for the Company also in terms of an overall increase in productive efficiency, which allows the consolidation of modes of organizational functioning and employment of people that respect environmental sustainability and collective well-being, through the limitation of home-work travel – with a reduction in the use of public and personal transportation, and traffic – also favoring the reduction of $CO_2$ emissions. In addition, through Agile Work and Teleworking, it is made possible to protect employees who are in fragile conditions, such as disabled workers and those who resume service after periods of absence due to maternity, illness, injury or leave.

- **Working hours** (*arts. 29, 37*)

  Contractual working hours are 36 hours per week spread over 5 or 6 days. Daily rest may not be less than 11 consecutive hours every 24 hours, and personnel are entitled to a weekly rest day of at least 24 consecutive hours, which normally coincides with Sunday. Tables with working hours are posted at workplaces and any changes are communicated to those affected with 48 hours' notice. *Article 30* regulates time regimes and flexibility systems, while *Article 36,* on vacation, among other things, stipulates that hired workers are entitled to an annual vacation period of 28 or 30 working days depending on the date of their employment with the Company.

- **Maternity and paternity protection** (*art. 43*)

  For the period of maternity/paternity leave, there is a daily allowance equal to 100 percent of the normally due fixed and variable remuneration related to the professionalism and productivity of the production unit to which the employee belongs, compared to the 80 percent provided by law. Also, the provisions in terms of parental leave included in the CCNL, go beyond the legislative obligations under Article 32 of Legislative Decree 151/2001, as both parents have the right to optionally abstain from work during the first 12 years of the child's life, instead of the first eight. For the period of parental leave taken within the sixth year of the child's life, the employee is paid an allowance equal to 80 percent of salary for the first two months, well above the 30 percent provided by law. This allowance is also payable to adoptive parents or recipients of pre-adoptive foster care, regardless of the age of the child at the time of adoption or foster care.

- **Occupational hygiene and safety** (*art. 47*)

  The Group recognizes the priority of protecting the health of workers within production processes as a goal shared by the Company and workers. With this in mind, in accordance with articles 18 and 19 of Legislative Decree 81/2008, Poste Italiane undertakes to eliminate risk factors, maintain industrial hygiene in the workplace, ensure compliance with ergonomic principles in the design of workstations and provide adequate and up-to-date information to workers on the health and safety risks associated with the activities carried out, on the protection and prevention measures and activities adopted for specific risks, on safety and environmental protection regulations and on the related corporate provisions adopted. The Company is also committed to preventing and removing any behavior that discriminates against the *status* and dignity and integrity of the worker, with particular attention to situations of discomfort caused by the work environment that may affect their moral personality and psychological balance. In this regard, the Group is committed to the training of its employees on health and safety during working hours and at no charge to employees (*Article 62*).

- **Disciplinary Measures and Disciplinary Code** (*arts. 53-54*)

  The Group adopts a series of disciplinary measures, if the employee incurs actions that do not comply with the provisions set forth in the Code of Ethics, Group Policies (e.g., Company Policy on Human Rights Protection and Safeguarding, Diversity and Inclusion Policy, etc.) and, in general, the entire Group Regulatory Corpus, thus following the occurrence of violations of any kind (e.g. regarding privacy, cybersecurity, anti-corruption, compliance, human rights, discrimination and harassment (sexual and non-sexual), labor regulations, health and safety, environmental, etc.), incorporating, moreover, the criterion of compliance with the principles of the Code of Ethics also in the performance evaluation systems and employee compensation plans. In this regard, in order to manage the different reports, Poste Italiane provides specific responsibilities, competencies and reporting lines within all functions and companies of the Group. With this in mind, the disciplinary actions implemented by the Poste Italiane Group in case of violations (including the types mentioned above) are as follows:

  a. verbal reprimand;
  b. written reprimand;
  c. fine not exceeding four hours' pay;
  d. suspension from work and pay up to a maximum of ten days;
  e. dismissal with notice;
  f. dismissal without notice.

  In the application of these measures, the Company takes into account the principle of gradualness and proportionality of sanctions with regard to the seriousness of the misconduct, considering the intentionality of the behavior, the degree of negligence, carelessness or inexperience, the concurrence, in the misconduct, of more than one worker in agreement with each other, and the overall behavior of the worker, with respect to previous disciplinary records within the two-year period.

  The following are specific cases of application of the above sanctions (including the individual violations previously mentioned).

  *The disciplinary sanctions of verbal reprimand or written warning shall be applied to an employee who*:

  a) fails to observe the service regulations;

b) fails to comply with working hours or the prescribed formalities for recording and checking attendance; stays beyond working hours without authorization and without due cause on the work premises;
c) fails to report the reason for absence within the same day on which the absence occurs, except in cases of proven force majeure;
d) performs work performance with poor diligence;
e) does not take care of the premises and/or movable property or tools entrusted to him/her; negligently uses those he/she is permitted to use or misuses them;
f) behaves improperly during working hours, on work premises or in work-related situations;
g) comes to work or is found during working hours in a state of mental alteration attributable to him;
h) fails to observe the accident prevention regulations brought to his knowledge in the absence of objective situations of danger.

*The disciplinary sanction of a fine not exceeding four hours' pay shall be applied:*

a) for recidivism within one year after the application of the written reprimand in the same offenses provided for in the previous group;
b) for arbitrary absence not exceeding two consecutive working days;
c) for misbehavior toward superiors, colleagues, employees or the ii public;
d) for tolerance of service irregularities, acts of indiscipline, or improper demeanor on the part of the personal employee;
e) for non-observance of duties or obligations of service from which no harm has resulted to the service or interests of the Company;
f) for misappropriation of material or instrumental goods of little value;
g) for behavior that, in case of absence due to illness, does not allow ii medical checkup ordered by the Company.

*The disciplinary sanction of suspension from duty with deprivation of pay for up to four days shall apply:*

a) for particular seriousness or recidivism, within one year after the application of the sanction, in the same misconduct provided for in the previous group;
b) For simulation of illness or other impediment to fulfilling service obligations;
c) For arbitrary absence from three to six consecutive working days;
d) for unjustified delay in transfer ordered for service requirements when the delay does not exceed ten days;
e) for non-observance of duties provided for by laws, regulations or provisions on prevention, accidents and safety at work, in the presence of objective dangerous situations;
f) for non-observance of duties and obligations of service from which harm is caused to the regularity of the service itself or to the interests of the Company or an advantage for oneself or third parties, if not otherwise punishable;
g) for failure to comply with the duty of secrecy, from which no harm has resulted.

*The disciplinary sanction of suspension from service with deprivation of pay for up to ten days shall apply:*

a) for particular seriousness or recidivism, within one year after the application of the sanction, in the same misconduct as in the previous group;

b) for refusal to testify or for false or reticent testimony in disciplinary proceedings;
c) For refusal to carry out orders concerning service obligations;
d) for ii performance, while on duty, of acts from which an advantage for oneself and/or damage to the Company has resulted, unless otherwise punishable in cases of particular gravity;
e) For arbitrary absence from seven to ten consecutive working days;
f) for misconduct that has caused harm to the safety of the service, with damage to the property of both the Company and third parties, or with non-serious harm to persons;
g) for refusal to submit, in accordance with current legal regulations, to personal visits ordered for the protection of property and those entrusted to the Company and entrusted to it;
h) for altercations with rough conduct in the Company's buildings;
i) for acts, conduct or harassment that are detrimental to a person's dignity, including by reason of sexual status;
j) for habitual negligence or habitual failure to comply with laws or regulations or service obligations in the performance of work;
k) for use of the employment for the purpose of gaining profit for oneself or others;
l) for serious threats or insults against other employees of the Company, or for serious slanderous or defamatory manifestations, including against delta Company;
m) for failure to comply with the duty of secrecy, from which damage to the Company has resulted;
n) in general, for any negligence or failure to comply with laws or regulations or service obligations deliberately committed, including for the purpose of procuring undue advantages for oneself or third parties, even if the intended effect has not occurred and provided that the failure is not of a particularly serious nature, otherwise punishable;
o) for acts or conduct that produce interruption or disruption in the regularity or continuity of the service or for voluntary abandonment of the service;
p) for unjustified delay, beyond 10 days, in the transfer ordered for service needs.

*The disciplinary sanction of dismissal with notice shall be applied for any of the following offenses:*

a) For repeated offenses, within the year, in the failures provided for in the previous group;
b) for being under the constant repeated effect of alcohol or drugs during ii performance of duties pertaining to security in general and that of the service, without prejudice to the situations protected in Article 45;
c) for irregularity, neglect or negligence, or for failure to comply with laws or regulations or service obligations from which prejudice to the safety and regularity of the service has resulted with serious damage to the Company or third parties, or even with serious personal injury;
d) for concealing facts and circumstances relating to the unlawful use, tampering, misappropriation or misappropriation of sums or property due to or pertaining to the Company or entrusted to it;
e) for refusal in the transfer ordered for service needs;
f) for arbitrary absence from duty exceeding ten consecutive working days;
g) for proven incapacity or persistent inadequate performance, or for any fact that demonstrates complete inability to adequately fulfill the obligations of service.

*The disciplinary sanction of dismissal without notice shall be applied for any of the following offenses:*

a) for unlawful use, tampering with, misappropriation or misappropriation of sums, or property belonging to or entrusted to the Company, or finally for conniving tolerance of abuses committed by employees or third parties;
b) for maliciously receiving undue sums to the detriment of users or for accepting compensation, whether or not in money, or for any participation in benefits obtained or desired, in connection with business transacted for reasons of office;
c) for willful violations of laws or regulations or of official duties that may cause or have caused great harm to the Company or third parties;
d) for having maliciously altered, falsified or misappropriated documents, records or deeds of the Company or entrusted to it, in order to profit from them;
e) for having repeatedly been guilty, in the work environment, of mischief against other employees or third parties, including for reasons unrelated to the service;
f) for intentionally provoking or participating in disturbances, riots, violence on duty or otherwise within the office;
g) for carrying out, even outside working hours, duties and activities for free or for consideration that are in competition with and in conflict with the interests of delta Company;
h) for conviction that has become final for conduct committed not in connection with the performance of the employment relationship, when the facts constituting a crime may in any case be relevant for the purpose of the injury of the fiduciary relationship;
i) For any conviction that results in perpetual disqualification from public office;
j) when it is ascertained that the employment was obtained through the production of false documents or documents vitiated by invalidity that cannot be remedied and, in any case, by fraudulent means;
k) in general for willful acts or deeds, including against third parties, committed in connection with the employment relationship, of such seriousness as not to permit the continuation of the employment relationship;
l) for arbitrary absence from duty exceeding sixty consecutive working days, except in cases of proven force majeure.

Failures not specifically provided for in this list will be sanctioned with the measures set forth in Article 53 of the same CCNL, and thus the sanctions will be determined in relation to:

- to the intentionality of the behavior or the degree of negligence, carelessness or inexperience with regard also to the foreseeability of the event;
- to the concurrence, in the failure, of several workers in agreement with each other;
- to the overall behavior of the worker, with particular regard to disciplinary history within the two-year period.

## Chapter IV - «Politiche Sociali, Formazione Valorizzazione e Sviluppo dei lavoratori» (Social Policies, Training Enhancement and Worker Development)

- **Training, empowerment, and professional development** (*arts. 59 - 60*)

  The Group is committed to fostering wide access to training opportunities for all employees in order to enhance human resources and strengthen the Company's skills and competitiveness. Training, provided through seminars, classroom training and distance learning, contributes to the professional growth and personal and professional enrichment

of human resources also in relation to technological and organizational innovations, quality, safety and market objectives. The Group supports the gradual spread of an internal culture based on respect for corporate values, the importance of professional competence and individual potential, and the achievement of results, aiming at the increasing involvement of workers in the achievement of corporate objectives. With this in mind, the Company is committed to readily upgrading the skills of personnel in order to ensure the employability of employees. The guiding principles of the enhancement policies are: clarity of purpose, impartiality, fairness, equal opportunity and non-discrimination.

**FOCUS | Personnel evaluation systems**

As highlighted above, the Poste Italiane Group places particular importance and centrality on the development of its employees' skills and their performance. To demonstrate this, the Group has introduced a Performance Development Plan (PSP), which is based on promoting a culture of results, collaboration and feedback. In this framework, for the purpose of employee evaluation, Poste Italiane adopts different performance appraisal methodologies, including systems specifically designed to assess individuals not solely on a personal basis, but also within the context of team dynamics. Indeed, the Group envisages performance management models grounded in an ongoing relational exchange, which entails a continuous feedback loop between the employee and the designated evaluator throughout the execution of the employee's activities (so-called "agile conversation" model). This mechanism supports the assessment – and, where necessary, the adjustment – of the employee's entire professional growth trajectory. Accordingly, the evaluation of performance and professional development is conducted more frequently than on a quarterly basis, given that, from an operational standpoint, it is effectively structured as a continuous process. The "agile conversation" system is also complemented by the following additional personnel evaluation systems:

- **Management by Objectives**: within the Human Resources and Organisation function, Management by Objectives (MBO) constitutes a method of personnel evaluation based on the achievement of measurable results against pre-assigned goals, rather than on expressed competence. This performance evaluation method is directly related to the Poste Italiane Group's compensation policies, which provide both short-term and long-term economic incentive mechanisms. Specifically, with the support of the Administration, Finance and Control function and the Group Sustainable Development department (SSG), the 2025 Remuneration Policy has provided for the definition and accountability of economic-financial and ESG-related indicators, respectively, consistent with the Group's strategic vision and stakeholder expectations.
- **Multidimensional performance appraisal**: a system for evaluating the total managerial population assessed in the 180° appraisal process against the total appraisable population, aimed at capturing, in an integrated manner, multiple perspectives on the professional contribution of the individual being assessed. In addition to the 180° evaluation process, which takes into account the feedback provided by the direct supervisor and peer colleagues, the model includes, for some managerial roles, a 360° evaluation. This broader approach integrates feedback from at least three distinct sources: the direct manager, peer colleagues and co-workers. Such a methodology enables a more comprehensive and balanced interpretation of individual performance, supporting the alignment between demonstrated behaviours and the Group's strategic priorities.
- **Comparison of employees belonging to the same category:** the practice of systematically comparing employees against their peers within the same professional level and organisational unit (e.g., team or function) does not apply to the Poste Italiane performance evaluation model.

## Chapter V - «Trattamento Economico» (Economic Treatment)

- **Fixed and variable remuneration** (*arts. 65 - 79*)

  The following sections dedicated to remuneration provide a detailed description of the Company's fixed and variable compensation structure. With regard to pay, the agreement reached in 2024 introduced significant improvements, including an average gross salary increase of €230, to be distributed over the entire term of the contract, and an increase in the minimum base salaries amounting to an average gross of €192.
  In addition, employees of Poste Italiane are entitled to a one-off payment of €1,000 gross on average, by way of contractual back pay for 2024 and as an advance on future economic improvements.

### Focus | Examples of long-term incentives for employees

As detailed within the Report on the 2025 Remuneration Policy and on the Amounts Paid in 2024, approved by the Shareholders' Meeting, Poste Italiane envisages for the long-term variable component the "2025-2027 Performance Share LTIP" with the allocation, at the end of a three-year performance period, of rights to receive ordinary shares of Poste Italiane. Potential beneficiaries of the Plan may include "key resources," i.e., executives and managers, who perform functions relevant to the achievement of the Poste Italiane Group's strategic results. The mentioned Plan provides for a three-year performance period, to which must be added the retention period that varies, depending on the type of beneficiary, from 2 to 6 years. Overall, the timelines related to the disbursement of long-term incentives are more than 5 years.

With reference to the "2025-2027 Performance Share LTIP Plan", this applies to about 20% of employees below the senior management level (i.e., first and second levels of reporting to the CEO).

The "2025-2027 Performance Share LTIP" includes two performance targets with a total weight of 40%, linked to the objectives "Innovation and Customer Experience" and "Innovation and Creating Value for the Country", respectively.

The first target, relating to "Innovation and Customer Experience," is measured through three sub-targets:

1. The extension of digital assistance in the area of customer care for the self management of customer needs (at least 46% of interactions managed partially or fully by AI platform);
2. The use of AI-based tools to support the activities of Customer Operations and Post Offices (at least 30% of Customer Operations and PO users with access to the tool);
3. access to digital functions on the Super App based on Artificial Intelligence (at least 30% of Super App users accessing AI-based features).

The second target, relating to "Innovation and Creating Value for the Country", involves the evaluation of three sub-targets:

1. the activation of a centralized Digital Signage platform for customized content management;
2. the definition of the governance model and setup of the content management topic;
3. the activation of at least 1,600 showcases on which the Digital Signage service is available.

In addition, the "Performance Share LTIP," which has been active since 2019, provides for allocation on an annual basis and is structured on objectives fully aligned with Poste Italiane's

strategic priorities. In this context, against the two ESG targets defined for the 2025-2027 cycle, which can be traced back to the "Innovation and Customer Experience" and " Innovation and Creating Value for the Country" objectives, the focus on additional relevant targets within the Group's ESG strategy remains in the 2024 financial year, as specified below:

- "Green transition" (Real Estate facilities emissions eduction – tCO2e – between a minimum of -17% and a maximum of -23%) and "People development" (Training Hours between a minimum of 14.5 mln and a maximum of 15.5 mln), both included in the "2024-2026 Performance Share LTIP";
- "Gender diversity" objective (Equal gender representation in succession plans between a minimum of 45% and a maximum of 50%) defined as part of the "2022-2024 Performance Share LTIP";
- "Creating value for the Country" objective (Polis Project: construction sites initiated between a minimum of 80% to and a maximum of 100%), introduced in the "2023-2025 Performance Share LTIP".

**Focus | Examples of incentives related to combating climate change**

In order to incentivize the people of the Poste Italiane Group to contribute to the fight against climate change and to ensure that the organization itself succeeds in achieving the strategic goals set with reference to this issue, the Group has introduced monetary incentives recognized to both the CEO, Key Management Personnel (DIRS) and Material Risk Takers. In addition, starting in 2020, the MBO has been extended to all Poste Italiane staff holding organizational positions and a new managerial ILT has been provided, within which environmental KPIs are also incentivized in line with the Group Sustainability Plan. In particular:

- with reference to the CEO, within the short-term incentive system (MBO 2025) there is a target related to the "Green transition" objective (weight 15%), focused – in line with the priorities of the Strategic Plan – on Post Offices and declined according to the following guidelines:
    1. property upgrading interventions completed by 2025 (cumulative figure: 4,340 interventions since project start);
    2. installation of photovoltaic systems (280 systems);
    3. installation of smart building systems (1,000 smart building systems).

  In the 2024 fiscal year, the Group maintains its focus on additional key objectives within its climate strategy, which are defined and monitored under the long-term incentive system (2024-2026 Performance Share LTIP). In particular, the plan includes a target for reducing greenhouse gas emissions ($tCO_2e$) generated by the Company's real estate assets, which accounts for 20% of the total weighting of the plan. The objective sets a minimum reduction target of -17% and a maximum of -23% in $tCO_2e$, aimed at promoting the progressive decarbonization of the Group's operations.
- with regard to Key Management Personnel (DIRS), which refer to the heads of the various functions reporting directly to the CEO and the General Manager of Poste Italiane SpA, as well as the Head of Internal Control and the Manager responsible for financial reporting. These managers include, for example, the Head of the Real Estate Function, whose duties include specific responsibilities related to the management and efficient use of energy sources and the reduction of emissions, with the aim of reducing environmental risks. Under the short-term incentive system (MBO 2025), the incentivized KPIs include those contributing to the achievement of the Group's climate change mitigation targets. These include, for example: the introduction of Smart Building solutions on the Group's entire real estate assets, with a reduction of -8GWh by 2024, the increase in GWh production (+40GWh) of renewable energy

that can be used for self-consumption by 2026, the achievement of certification, by 2028, for 10 medium/large carbon neutral sites (PAS 2060).

The focus on additional relevant objectives within the Group's climate strategy, which are defined and monitored within the long-term incentive system (2024-2026 Performance Share LTIP), remains in the 2024 fiscal year. In particular, the plan includes a target for reducing greenhouse gas emissions ($tCO_2e$) generated by the Company's real estate assets, which accounts for 20% of the total weighting of the plan. The objective sets a minimum reduction target of -17% and a maximum of -23% in $tCO_2e$, aimed at promoting the progressive decarbonization of the Group's operations.

- an additional category is represented by the most relevant staff members of BancoPosta RFC, defined as Material Risk Takers and belonging to senior management. MBO system performance targets for these beneficiaries are assigned individually, with a focus on risk-adjusted performance indicators (e.g., RORAC BancoPosta) and sustainability (e.g., linked to the reduction of Group emissions). Under the short-term incentive system (MBO 2025), the incentivized KPIs include those contributing to the achievement of the Group's climate change mitigation targets. These include, for example: the introduction of Smart Building solutions on the Group's entire real estate assets, with a reduction of -8GWh by 2024, the increase in GWh production (+40GWh) of renewable energy that can be used for self-consumption by 2026, the achievement of certification, by 2028, for 10 medium/large carbon neutral sites (PAS 2060).

  The focus on additional relevant objectives within the Group's climate strategy, which are defined and monitored within the long-term incentive system (2024-2026 Performance Share LTIP), remains in the 2024 fiscal year. In particular, the plan includes a target for reducing greenhouse gas emissions ($tCO_2e$) generated by the Company's real estate assets, which accounts for 20% of the total weighting of the plan. The objective sets a minimum reduction target of -17% and a maximum of -23% in $tCO_2e$, aimed at promoting the progressive decarbonization of the Group's operations.

**Focus | Gender Pay**

In continuity with previous years, the Poste Italiane Group supports the "Charter for Equal Opportunity and Equality at Work", a declaration of intent voluntarily signed by companies of different sizes with the aim of promoting a corporate culture and inclusive human resources policies free of discrimination and prejudice, including with respect to remuneration and pay equity[2].

- **Bonuses for holiday, night and overtime work** (*art. 74*)

  The applicable wage premiums for the following types of work amount to: 15% for weekday daytime overtime, 30% for weekday night-time overtime and holiday daytime overtime, and 50% for holiday night-time overtime.

- **Supplementary Pension and Supplementary Health Care** (*art. 79*)

  Poste Italiane reaffirms the central role of the National Supplementary Pension Fund (Fondoposte), confirming its commitment to ensuring the broadest possible participation across the Company. Furthermore, with the aim of strengthening the corporate welfare system and guaranteeing the fundamental right to health – in line with the need to protect

[2] In this regard, in 2024, the Group recorded: a Mean Gender Pay Gap of 3.91%, a Median Gender Pay Gap of -0.47%, a Mean Bonus Gap of 5.72% and a Median Bonus Gap of 11.11%. The Mean Gender Pay Gap represents the percentage difference between the average gross hourly pay of male and female employees. The indicator is calculated according to the following formula:
(Average gross hourly pay of male employees – Average gross hourly pay of female employees) / Average gross hourly pay of female employees.
Finally, it is specified that the percentage of employee coverage included in the calculation of the reported data is 100% of FTEs.

employees and their families – the Company is committed to providing increasingly effective supplementary healthcare services for all non-managerial staff. To this end, all employees hired on a permanent basis, including apprentices, are enrolled in the Supplementary Healthcare Fund upon completion of the probationary period.

**Summary on Poste Italiane Group's commitment and programs toward workers**

Pursuant to its commitment to its people, Poste Italiane Group has adopted several policies, including the Code of Ethics, the Integrated Policy and the Group Policy for the Protection of Human Rights. These instruments set out the Company's undertaking to uphold workers' rights, with particular focus on fostering a healthy, inclusive and respectful workplace. The Group recognises that such conditions are a prerequisite for sustaining high productivity levels and for building a lasting, positive relationship between the Company and its employees. Accordingly, the commitments undertaken in respect of workers' rights apply to all personnel, including subcontracted workers and business partners. Moreover, the Group views continuous dialogue with employee representatives as a cornerstone of its organization; it therefore regularly engages workers' representatives in consultations. This ongoing engagement enables the Company to guarantee optimal working conditions and to integrate employees' feedback into both day-to-day management and organisational change processes.

Poste Italiane is firmly committed to ensuring equal opportunities and eliminating all forms of discrimination throughout every stage of the employment relationship – from recruitment to hiring, from training to remuneration, from the application of incentive schemes to the termination of employment. The Group actively promotes an inclusive culture and opposes discrimination on the grounds of gender, age, disability, ethnic, social or geographical origin, trade-union membership, language, religion, political opinion, sexual orientation, gender identity, nationality or marital status. In line with these principles, Poste Italiane is committed to ensuring equal remuneration for men and women by implementing policies aimed at preventing and overcoming the gender pay gap. As evidence of the effectiveness of this commitment, in 2022 the Group obtained the Equal-Salary Certification and, in 2024, successfully passed the second surveillance audit – confirming for the third consecutive year the absence of non-conformities and attesting to the robustness of its human resources management policies, remuneration practices and Diversity & Inclusion strategies. To sustain this pathway and achieve equal remuneration for men and women, the Group regularly monitors the gender pay gap and publicly discloses the results in its Sustainability Report and in the Report on the Remuneration Policy and Compensation Paid. This process of transparency and continual review is a key component of Poste Italiane's remuneration strategy and underpins the Company's long-standing commitment to pay equity.

In the remuneration sphere, the Poste Italiane Group also undertakes to guarantee employees are paid a living wage that adequately covers local living costs and ensures a decent standard of living for themselves and their families. This commitment is implemented through regular wage monitoring activities. Based on an internal methodology adopted by the Company to estimate the cost of living, the Group ensures that employee remuneration is adjusted accordingly, establishing adequate wage levels – within the framework of company-level collective bargaining – capable of guaranteeing adequate compensation.

To promote employee well-being and work–life balance, the Group sets a maximum working time of 36 hours per week, distributed over 5 or 6 days, avoiding overtime work as much as possible. To this end, working hours and overtime are monitored through automated attendance tracking systems. Additionally, dedicated digital services are made available to employees for submitting requests for legally or contractually provided leave. In line with statutory limits, corporate digital systems monitor the maximum amount of overtime that each employee may perform annually (i.e. 250 hours per year), enabling a semi-annual monitoring of overtime. Employees are generally notified at least two hours in advance if they are required to work overtime.

In some business areas, as expressly provided for by the applicable collective agreement, the individual time account system is in place, allowing employees to convert the first 20 hours of annual overtime into flexible working time. Overtime hours that are pre-approved and recorded through the Company's systems are remunerated in accordance with the applicable increases set out in the National Collective Bargaining Agreement (CCNL): 15% for weekday daytime overtime, 30% for night-time weekday or daytime holiday overtime, and 50% for night-time holiday overtime.

The Poste Italiane Group ensures that all employees are paid during their annual leave, with the aim of supporting the physical and mental recovery of its workforce. In fact, each employee are entitled to annual leaves that exceed the minimum requirements established by law,. In line with the provisions of the applicable National Collective Bargaining Agreement (CCNL), each full-time employee is entitled to 28 working days of annual paid leave when working six days per week. Where the working schedule is concentrated over five days, the number of leave days is adjusted by dividing by 1.2. For employees already in service as of 11 July 2003, who work six days per week, the annual paid leave entitlement is 30 working days. Where the working schedule is concentrated over five days, this entitlement is recalculated by dividing by 1.2. Leave may be taken either as full days or in hourly increments, and holiday periods are scheduled taking into account employees' needs, while also ensuring consistency with the Company's operational requirements. In any case, the Company guarantees two consecutive weeks of leave between 15 June and 15 September, and one additional week between 15 January and 15 April. Neither explicit nor implicit waiver of leave is permitted, nor can untaken leave be replaced by monetary compensation, in this way the Group ensure that its employees are taking their paid annual leave entitlements. However, in accordance with the provisions of the current CCNL, individual or collective transfer of a limited number of leave days is allowed in favor of colleagues in situations of need, in line with a dedicated internal policy and subject to compliance with the statutory minimum individual leave entitlements.

With reference to the social protection programs made available to employees, the Poste Italiane Group has long expanded and reinforced the provisions already established by law and/or by the compulsory social public programs. By way of example and without limitation, the following key protections are provided in addition to those established by law:

- Supplementary pension and health care schemes: Poste Italiane reaffirms the strategic importance of the National Supplementary Pension Fund (Fondoposte), confirming its commitment to ensuring the widest possible participation within the Company. In addition, with the aim of reinforcing the Group's welfare system and safeguarding the fundamental right to health, and in line with the protection needs of employees and their families, the Company guarantees increasingly effective forms of supplementary health care for all non-executive personnel. To this end, all permanent employees – apprentices included – are enrolled in the Supplementary Health Care Fund upon completion of their probationary period;
- Maternity and paternity protection: for periods of maternity leave and alternative paternity leave, the Group grants a daily allowance equal to 100% of the employee's full salary (including both fixed and variable components linked to the employee's role and the productivity of the relevant unit). This represents a more favorable treatment compared to the 80% allowance established by law. Furthermore, parental leave provisions under the CCNL offer more favorable conditions than those guaranteed by legislation: each parent, including adoptive or foster parents, is entitled to receive an enhanced allowance equal to 80% of salary for two months of parental leave taken before the child turns six (or, in the

case of adoption, from the child's entry into the family or into Italy). This enhanced allowance is granted in addition to any parental leave payments provided by the national social security system (INPS), thereby ensuring a higher level of financial support during early childhood care.

With regard to collective redundancy procedures, the Poste Italiane Group complies with the applicable legal provisions set forth in Law No. 223 of 1991. In accordance with this legislation, the Group sets, in the event of such dismissals, a minimum consultation period with trade union representatives.

For the Poste Italiane Group , the development of skills and the overall training of personnel are essential elements that contribute to both personal growth and professional advancement. In this regard, the Group not only fosters the development of role-specific skills—crucial for supporting new business and service models—but also promotes training initiatives aimed at enhancing transversal competencies, enabling employees to respond to continuously evolving contexts and to pursue ongoing self-improvement. In addition, training is used by the Group as a mitigation tool to address the potential adverse effects associated with specific risk factors—such as the climate transition, technological change, or regulatory developments. In this regard, based on the relevant Strategic Business Unit (SBU) and the negative impacts that may arise, the Group ensures access to awareness and training programs for all employees. By way of example and without limitation, in order to mitigate the negative effects related to changes due to the climate transition, the Poste Italiane Group guarantees its employees training courses aimed at raising their awareness on issues related to environmental protection. Similarly, in order to mitigate the negative effects related to industrial changes, the Group provides its employees access to learning initiatives tailored to industrial changes – such as the integration of Artificial Intelligence (AI) into business processes. In this regard, In 2024, the Group launched the "LabAI Literacy" program, a series of ten webinars that enabled participating employees to acquire basic knowledge of AI, explore its ethical and social implications, and develop the transversal skills necessary to harness its potential – focusing particularly on the integration of AI into the Group's strategic framework.

The Group's constant focus on people, the enhancement of human capital, and the promotion of a fair, inclusive, and wellbeing-oriented work environment are, therefore, fundamental pillars for Poste Italiane in building a sustainable and resilient organization that is forward-looking and future-ready.

## 1.1. DEVELOPMENT PROGRAMS FOR EMPLOYEES

Poste Italiane, as part of its commitment to the professional and personal growth of its people, promotes an articulated offer of learning paths based on two main methodologies:

- coaching & mentorship: coaching is a learning methodology that helps Group employees independently identify solutions to work-related challenges and goals. It is used to support employees in taking on new responsibilities or addressing specific performance-related opportunities or critical issues. Mentoring, on the other hand, allows participants to enhance the experience and skills of their mentor while reflecting on their own experiences and decisions. This process encourages the sharing of knowledge and skills to address diverse learning needs, regardless of age or organizational level, and is often used to support less experienced individuals in their career development, benefiting from the mentor's advice and guidance.
- teamwork & networking: these approaches enable an experiential and collaborative learning model, fostering knowledge sharing, peer discussion, and soft skills enhancement. Learning, through teamwork and networking, can occur when people are encouraged to learn with and from others outside their day-to-day roles, such as through participation in professional networks, interactions with customers and suppliers, as well as through participation in events and opportunities for discussion organized by the Company.

These methodologies are also used as part of the learning programs described below:

- leadership development programs, i.e., training initiatives aimed at enhancing individual leadership skills and capabilities. These programs focus on the development of personal leadership skills of Group personnel, honing specific skills to strengthen and enhance the leadership potential of individuals, both in current and future roles;
- cultural education programs, i.e., training programs and initiatives aimed at increasing awareness, understanding and respect for different cultural origins. This type of training is essential for the Poste Group since the Organization operates in heterogeneous contexts within the same country, as well as in international realities active beyond national borders;
- digital transition programs, aimed at supporting Group employees in adapting to new digital tools, processes and technologies within the work environment. The goal is to ensure that the Company's people are adequately prepared to effectively take advantage of digital innovations, contributing to greater efficiency and productivity, in line with the Organization's broader goal of digital transformation.

All programs are designed with accessibility and inclusiveness in mind and are also available to the Group's part-time staff, with the aim of ensuring equal professional development opportunities for the entire corporate population.

The following is a description of two programs, falling under those that contribute to leadership development, that make up the Poste Italiane Group's offerings and ensure its employees' continuous growth and development of their skills, including leadership skills.

***Insourcing and Reemployment***

During 2024, Poste Italiane continued with the "Insourcing and Reemployment" program, which aims to relocate, on outsourced activities that are strategic to the business, people not currently employed in fully productive or value-added areas, as a result of organizational and production evolutions, including those related to digital transformation. The program affected 1,904 FTEs, or 1.57 percent of the corporate population, and is based on a model that combines business

development needs with the protection and enhancement of human capital. This program, by virtue of the development of hard and soft skills useful for people to develop their abilities to manage responsibilities and resources, is included among the leadership development programs offered by the Poste Italiane Group to its employees. In fact, this ensures an articulated process of training, reskilling and skills expansion, which enables professional growth consistent with future business developments. The reintegration on these activities has also allowed the in-house management of critical processes, with positive spin-offs in terms of increased productivity, cost containment and reduced reliance on external supplies. The Group has paid special attention to the individual specificities of the people involved, taking into account any health conditions or work limitations, and favoring placements in areas that guarantee full operations without logistical or organizational constraints. Resources were also involved in dedicated training courses, such as on-the-job training, to encourage effective reintegration and full professional enhancement within the organization.

The result resulting from the delivery of this program, in terms of the quantitative impact of the benefits on the Group's business from a monetary point of view, was the generation of approximately 39 million euros in savings by 2024.

***People involvement and development***

Also in 2024, Poste Italiane implemented the "People Engagement and Development" program, which covered 12.3 percent of the company's population and can be included in the broader set of leadership development programs offered by the Group to its employees. This initiative aims to put people at the center of the Company's enhancement processes, fostering a sense of belonging, a sustainability-oriented culture and an innovative mindset. Through paths of engagement and change management, the program supports the development of individual entrepreneurship, leadership skills and focus on strategic objectives, in line with the company's Strategic Plan.

The program takes the form of multiple structured and differentiated activities aimed at enhancing potential and strengthening professional skills, such as:

- scouting processes to bring out talent (MLAB, POP, Smart Assessment, Talent Review);
- skills development initiatives (coaching, mentoring, tutoring, job shadowing) to accompany individual growth in response to business needs;
- engagement activities (INSIEME Connecting Ideas) to promote a self-entrepreneurial and innovative approach;
- engagement activities (Play Day #1 program, onboarding for new hires, Project Talks, Networking Breakfast, Convention, Town Hall with Leadership Team) aimed at increasing participation, creating a new mindset and introducing innovation in the way of working.

The results produced concrete benefits for the Company and the business, including:

- increased sense of belonging and motivation, resulting in enhanced employee leadership skills, increased achievement energy and positive contribution to goal achievement;
- improved well-being and business climate, resulting in reduced absenteeism and turnover and lower costs associated with replacing and training new staff;
- development and consolidation of skills, including leadership skills, reflected in more effective and efficient individual and corporate performance.
- Stimulating widespread innovation by fostering a mindset aligned with Poste Italiane's strategies and its ESG objectives.

In particular, the annual performance evaluation survey found an increase in motivation and job satisfaction among participants, as well as in relative leadership skills, with positive effects on productivity and engagement.

Again, the program generated results in terms of quantitative impacts of benefits on the Group's business from a monetary and nonmonetary perspective, which are summarized below:

- percentage of best performers (highly rated people) increasing in 2024 compared to best perfomers in 2023 (+3%). The variance of ranking of best performers of the same target compared to best performers on the total Company is +24%;
- absenteeism rate of the program target is 2.07% compared to the Poste Italiane Group figure 3.9%;
- turn over with voluntary exit of the program target is 0% compared to the Poste Italiane Group figure 1.6% (to be understood with reference to the case of resignation in 2024);
- increase in revenues generated in the "Parcels and Logistics" segment by 13,2% (from €1,401 mln in 2023 to €1,586 mln in 2024). Specifically, of the increase generated about €18,5 mln is due to the improvement of skills of the target involved in the program;
- the detected promotions represent, limited to the Parent Company's perimeter, 11.7% of the program target and 21% of the total promotions.

These initiatives confirm Poste Italiane's commitment to promoting an organizational culture oriented toward growth, inclusion and innovation, valuing people as a strategic lever for corporate competitiveness. The effectiveness of the programs is reflected in the concrete results achieved, both in terms of economic impact and in the well-being and development of human capital.

**FOCUS | Mandatory Compliance Training**

- ***"GDPR - General Data Protection Regulation"***

Since 2019, the Group has been delivering the online course "The GDPR - General Data Protection Regulation", which provides an overview of the new requirements and obligations introduced by the General Data Protection Regulation EU 2016/679. The course focuses on the principle of accountability and the security measures that data controllers and data processors must implement to ensure the protection of personal data. At the end of the course supervisory authorities, remedies, and sanctions in case of Regulation violations are illustrated.

This training is mandatory for all employees of the Poste Italiane Group. In addition, for personnel acting as Data Processing Delegates, Compiler supporting the Delegates and their collaborators involved in maintaining the processing register, the Company has organised webinar-based training workshops on "Data Processing". These sessions provide an overview of the organisational and regulatory aspects of the GDPR, with a particular focus on the management of data processing and aim to strengthen accountability and specific knowledge related to personal data processing. Since June 2022, the online course "Privacy Protection in the Post Office" has been offered to all Post Office staff. The course covers the most frequent reports received by the Data Protection Authority; explains how to protect the rights of data subjects through documentation regarding Privacy notices, consent forms, and video surveillance documentation; and outlines security measures to be adopted during service to protect confidentiality. It also illustrates the Privacy organization within the Private Market network area. Moreover, since November 2022, the course has also been included in role induction programs for certain figures within the Operational Management area (Process Referents and Territorial OM Specialists). In October 2024, a dedicated training program was implemented for the Digital, Technology & Operations privacy leads, focusing on the most relevant and applicable topics for the function, including management of marketing and profiling consents, data subjects' rights, data protection management and data breaches. Finally, during the year, for the Corporate Protection/Privacy function, the "DPO Round Table 2024" project was implemented, addressing advanced Privacy and Cybersecurity topics.

- ***Information Security***

In line with previous years, the Group confirmed the annual delivery of the online course "Information Security," designed to raise awareness of cybersecurity issues and highlight their impact on various aspects of professional activities. This mandatory training initiatives intended for all Poste Italiane Group employees and, for 2024, was delivered in two waves: the first in July and the second in September. To further enrich the training plan, additional initiatives were implemented to address evolving European regulations. In April 2024, a workshop on the DORA Regulation (Digital Operational Resilience Act) was held to raise awareness among the involved structures regarding the importance of the new vision in ICT and Cyber risk management. Subsequently, in November 2024, the workshop "NIS2 Directive: Updates and Main Impacts" was delivered providing guidance on applying the into the regulatory update aimed at strengthening network security and the resilience of critical infrastructures, defining obligations for organizations, and offering a specific focus on the application of the directive within the context of Poste Italiane. Finally, regarding specialist training dedicated to Information Security resources, in 2024 targeted programs were launched along two main tracks: on one hand, the "IT Methodologies and Best Practices" plan aimed at strengthening managerial skills ranging from Project Management to Agile, Scrum, and ITIL methodologies; on the other, the "ICT Catalog" offer, focused on advanced technological updating in areas such as Artificial Intelligence, Machine

Learning, Cloud, and Data Analysis, including specific professional certifications in the cyber and business continuity fields.

- ***Anti-Money Laundering and Counter-Terrorism Financing***

In 2024, the new online course "The 2024 Anti-Money Laundering Regulation" was introduced, launched in May for the Private Market target with the aim of providing the necessary knowledge to operate in compliance with legal provisions; this training is also valid for achieving the mandatory ESMA/IVASS hours. The training campaign was progressively extended to other Group structures (BancoPosta, Supervised Companies, Corporate Functions, DTO, and MIPA), complementing the basic course with a series of awareness activities featuring function-specific technical content.
For the Poste Vita Group, the main regulatory innovations in the field were explored, while for corporate functions, DTO, and Group Companies, training concerned the use of "World Check" and "SGR Compliance Daily Control" application tools. Additional specialist focuses were dedicated to the correct completion of the Adequate Verification Questionnaire (QAV) for MIPA personnel, as well as to the evolution of the AML regulatory framework and the resulting adjustments of the Group's organizational system for the Audit function and Supervised Companies. Finally, in line with the Supervisory Authority provisions, a technical skills assessment and annual update were carried out for the entire professional family, focusing on organizational, procedural, and methodological developments in preventing and combating money laundering.

## 1.2. EMPLOYEE SUPPORT PROGRAMS

The Company provides various initiatives to support its employees, in line with the provisions of the National Collective Bargaining Agreement (CCNL), aimed at boosting employee morale, increasing productivity, reducing absenteeism, and helping to attract and retain top talent, reducing turnover as a result.

The policies provided by the Poste Italiane Group in this area are detailed below.

- **Stress management in the workplace**

  The caring initiative called "Noi Siamo Qui" (We Are Here) continues, with which Poste Italiane supports employees with fragility due to serious diseases or chronic illnesses or in vulnerable situations with dedicated listening actions, work flexibility interventions and activation of business coaching paths with an inclusive approach to accompany an effective reintegration at work and the possibility of requesting a *second opinion* for oncological and cardiovascular diseases in collaboration with the company's Medical Center.

  Moreover, in addition to the population of the perimeter Supervised Companies, during 2024, the "We Are Here" project for the entire target corporate population was extended to the "At Your Side" initiative, the listening, guidance and support desk that, among the various services provided, also contemplates access to a dedicated platform to support people's mental well-being and promote individual skills in stress management. This platform provides access to a network of selected psychologists and psychotherapists to undertake a course of treatment for one's mental well-being and makes available a range of accessible content, such as various scientific tests for self-assessment of mental well-being status. In overall terms, the service connected to the platform for motivational and psychological well-being has seen the registration of more than 500 colleagues, about 1,110 total sessions and about 220 psychological consultations with 95% satisfaction of the target audience (source: Platform Manager).

  In addition, a new opportunity to request a *caring* interview with the relevant RU Manager has been introduced in the corporate intranet under the "Services for The Person" section in order to foster increasing attention, including disintermediated modes to enhance fiduciary disclosure.

  In the year 2025 based on the commitments in the new collective bargaining agreement with the labor unions, a national psychological care plan will be activated for all employees and not only for those in the target group highlighted above.

  In 2024, the first Employee Resource Groups (ERGs), internal communities within the company made up of employees with shared backgrounds or interests, were launched. These groups are a pillar of inclusion policies and help consolidate a corporate culture based on respect, listening and valuing diversity. By fostering a more empathetic and inclusive work environment, ERGs actively support people's well-being, improving motivation, sense of belonging and engagement, and helping to reduce stress levels in the workplace. During the year, five ERG groups were opened to foster dialogue and listening on the topics of Generations (c.d. GenerAtion P, with the aim of fostering intergenerational dialogue and exchange), Gender (c.d. ParipassO , with the aim of fostering women's leadership and empowerment), LGBTQ+ (c.d. Post+, with the aim of fostering an environment where everyone can freely express their identity), Vulnerability (c.c.d. PostAbili, with the aim of fostering a work environment in which all diversities can cooperate and coexist harmoniously) and Interculturality (c.d. OpenPoste, with the aim of spreading knowledge of different cultures and the richness that arises from cultural contamination) through webinar launch events aimed at the entire corporate population.

***Net insurance group***

The Company promoted a training course on Stress Management and one on Sleep Disorders during 2024. The courses illustrated practical techniques for recognizing and coping with daily stress, such as relaxation, yoga, and Mindfulness meditation, in order to improve sleep quality and emotion management.

In November 2024, Net Insurance initiated and developed a structured pathway aimed at investigating Work-Related Stress, consisting of several project phases, which will end in 2025. The activities began on November 12, 2024 with the establishment of the Working Group, composed of representatives of the consulting firm, HR, the Chief Security Officer and the Workers' Safety Representatives of the two companies to which the methodology adopted was shared and the discussion started. On December 19, 2024, the HR function officially notified the staff of the launch of the survey and defined the six Focus Groups to be involved. These groups, selected to represent the different business areas, ensure a balanced representation in terms of gender, age and role. On December 23, 2024, the survey kick-off meetings with the six Focus Groups were convened. Starting in December 2024, the Inail *check list* of sentinel events was administered, with the full involvement of the Focus Group. It will conclude in 2025, with the overall analysis of the results, the definition of an action plan and the dissemination of the main outcomes of the survey, together with the development of the risk assessment document (DVR).

- **Sport and health initiatives**

As part of the Poste Mondo *Welfare* program for the conversion of the result bonus into *welfare* goods and services, the Company has made available a new platform developed entirely in-house in which numerous opportunities for the direct use of services for the sports and wellness area are also available and, in particular, it has introduced a strengthening of services for the health area, prevention and care for employees and their family members with a wide range of services related to diagnostic tests/laboratory tests, specialist views, diagnostic imaging, outpatient surgery and eye surgery, checkup protocols, televisits with the family doctor, dental care, rehabilitation and physiotherapy centers, home care, relief/accompaniment and nursing services, provided through the extensive network of affiliated facilities. This is an initiative with respect to which the Company also attaches particular relevance through the recognition of additional *welfare* credits, in addition to the tax and social security exemptions applicable to the portion of the bonus converted into welfare benefits, as provided for by current legislation. These measures further enhance the attractiveness of converting the bonus into welfare solutions. The initiative registered significant participation (+47.5% compared to the previous edition), confirming the social value and concrete usefulness of the services made available.

As part of the activities conducted by the ERG dedicated to Disability and Vulnerability, participation in inclusive sports events in which both disabled and able-bodied people can play together was proposed by ERG member colleagues. To this end, the discipline of Inclusive Baskin Basketball was evaluated in collaboration with the Italian Inclusive Sports Organization. A first virtual open day was conducted during 2024 to introduce the sport and encourage the formation of a first Poste Italiane Baskin team.

***Net Insurance Group***

The company is a promoter of the corporate initiative "Healthy and Sustainable Life," a program designed to promote personal well-being and corporate sustainability. The project, which involves grounding a series of initiatives, focuses on three main themes: "Physical Health," "Healthy Eating," and "Sustainable Mobility." Specifically:

1. Physical Health: through registration on the dedicated "FitPrime" platform, colleagues were able to participate in live and *on-demand* workouts, as well as access sports centers, *wellness*, swimming pools and spas throughout Italy. The "FitPrime" platform was activated on January 15, 2024.
2. Healthy Eating: there is a nutrition education program that includes training courses on mindful eating. In addition, a section of the "FitPrime - Nutrition" platform, aimed at providing personalized diets and monthly nutritional counseling, has been activated for everyone's use.
3. Sustainable Mobility: thanks to the promotion of the use of corporate electric bicycles. A sustainable and fun way to get around the city and promote physical activity and improve mental activity. The service was activated on April 5, 2024 through the provision of 5 city e-bikes - Green Ride.

In addition, also for 2024, the company promotes and supports prevention through the opportunity for employees to take advantage of an annual company *check-up*. The *check-up* is differentiated by gender and age into four bands:

- Woman under 40 years old
- Women over 40 years old
- Men under 50 years old
- Men over 50 years old

Each visit includes medical history collection, objective examination, medical record compilation, data summary and final report. The cost is borne by the company, and there is a specific 4-hour leave of absence to allow the worker to be absent to perform the *check-up*.

The company also sponsored a training course on the topic of Sleep Disorders. The training covered the analysis of sleep-related issues and strategies to improve sleep hygiene, correct circadian rhythms, and promote optimal rest.

- **Flexible work schedules**

The Group is committed to interventions aimed at improving the condition of employees and their families with increasing attention to aspects related to work-life balance, motivation and issues of strong social relevance. To this end, the Company, through Articles 30 and 32 of the current CCNL, guarantees flexibility in working hours to all employees without distinction. In this regard, in fact, the Group recognizes multi-period flexibility for its employees, such that working hours can be recomposed on a multi-weekly average over a period of 4 months, not exceeding 9 hours per day and 42 hours per week during peak work periods. In addition, it is foreseen, the possibility of activating an individual hour account that allows overtime to be compensated, within predetermined limits, by reducing work performance in the following 4 months, and forms of incoming hourly flexibility are recognized, to be compensated over the working week.

Following the last contractual renewal, in addition to the above, the possibility was introduced to:

- envisage, in relation to technical-operational, productive and organizational needs referring to specific company areas, the adoption through union agreements of hourly articulations different from those already existing contractually, identifying, in compliance with the 36-hour week, a concentration of work performance on a different number of days with consequent redetermination of the daily work schedule as well as of the related legal and contractual institutes

- to introduce, on an experimental basis and compatibly with the technical, productive and organizational needs of the company, initiatives aimed at preserving the employment balance as well as favoring the *work life balance*, also by means of interventions to reduce working hours with equal pay, for specific organizational areas.

- **Paid leave**

  Numerous facilities are granted to employees in the area of leave management.

  The Company recognizes, with respect to the generality of employees, the possibility of using 30 hours per year of paid recuperative leave that can be used to meet needs pertaining to the personal and private sphere. Such leave must be made up within the month following its use.

  In relation to the more specific needs related to the need to perform health services related to oncological and cardiovascular prevention or health checks on an outpatient basis or ultrasound and blood tests related to medically assisted procreation (PMA) practices, an additional 24 hours per year of recuperative paid leave is also recognized, which can also be used on a full-day basis and can be recuperated within the 4 months following its use.

  In addition, in cases where it is not possible to render work performance due to natural disasters or meteorological events for which a state of emergency has been declared, the Company allows the use of an additional annual amount of recuperative leave hours, also usable on a full-day basis, which at the time of the last contractual renewal – considering the increase in disasters due to the current climate change – was raised from 36 to 72 hours per year, also increasing the time frame provided for recuperation from 4 to 12 months following the absence. For this type of leave, the possibility of activation of the Solidarity Fund to cover any absences taken was also provided.

  Also during 2024, with the renewal of the CCNL, a day of monthly paid leave was also introduced on an experimental basis for the year 2025 in favor of female workers engaged in operational activities that are not compatible with remote work suffering from dysmenorrhea caused by stage 4 endometriosis certified by an NHS gynecologist.

  ***Protection of women victims of violence***

  In such cases, the Company considers favorably requests for temporary changes in the articulation of work performance, including introducing any different ways of performing the service or identifying flexible schedules and/or changes to shifts.

  ***Net Insurance Group***

  With reference to the issue of paid leave, the Net Insurance Group, by virtue of what is established within the Supplementary Company Agreement, provides for the following paid leave: 1) leave for indisposition to be taken during the working day, when performance has already begun (in addition, therefore, to daily sick leave); 2) leave for medical examinations: 35 or 30 hours per year, depending on whether or not the employee is a parent (in addition to the hours of leave for prenatal examinations of pregnant workers, as per art. 39 of the C.C.N.L. in force) and extended to medical examinations of children up to the age of majority; 3) leave for employees who are undergraduate and postgraduate students (including undergraduate master's degrees, postgraduate degrees, and doctoral degrees) up to 100 hours per year (in addition to daily paid leave to take examinations, provided for in Art. 10 of Law No. 300 of May 20, 1970).

- **Possibility of working from home**

  In order to promote the reconciliation of work and life spheres, for many years the Company has regulated and made use of the legal framework for teleworking at home and even before the pandemic emergency had introduced, albeit on an experimental basis, that of Agile Work. The latter in particular, which was widely used during the health emergency situation, was regulated on a structural basis by a specific Trade Union Agreement entered into on March 1, 2022 and subsequently extended, which allows all staff (employees and managers) belonging to facilities that provide tasks that can be performed remotely to be able to sign, upon request, an individual agreement to carry out *smart working* for a number of days per month diversified according to organizational functions. In addition, the Agreement provides for a reasonable accommodation mechanism that allows for an increase in the number of weekly and monthly days on which work can be performed in Agile mode if special personal and family situations arise that entail a greater commitment of employees in terms of work-life balance.

  In addition, even in the absence of tasks that are structurally compatible with agile work, staff may still perform activities in *smart working* mode to meet specific training needs identified by the Company (smart learning).

  ***Protection of women victims of violence***

  If the female employee who is a victim of violence included in the protection pathways is assigned to remotely executable activities, the same may be granted, upon her request, the possibility of full *Smart Working* performance for the duration of the protection pathway. Where, on the other hand, the employee does not perform activities compatible with remote work, the Company at the specific request of the interested party, will normally proceed to the temporary application of the employee on a task executable remotely, in order to allow the worker in question to make the performance in Agile Work, even in full, for the entire duration of the protection path.

  ***Net Insurance Group***

  Also in order to encourage greater flexibility in working hours, the Company – after a long period of experimental tests, successfully concluded, even prior to the Covid 19 pandemic emergency period – has decided to introduce in a structured way a *Smart Working* plan, starting on May 1, 2021 and subsequently updated on July 7, 2023, allowing the reconciliation of work and life times to all personnel. In fact, the Company with this Plan intends to express its constant corporate commitment to the promotion and development of organizational and innovative solutions, incentivizing and embracing the "*work-life balance*" philosophy while promoting a work culture based on results and empowerment of its employees, in a flexible and dynamic work environment. We would like to point out, with particular reference to time flexibility, how the current *Smart Working* Plan expressly provides that the employee can autonomously determine the times at which he or she can carry out his or her work activities, during *Smart Working* days, in the timeframe between 8 a.m. and 6:45 p.m. – guaranteeing his or her availability only within two time slots (10 a.m.-12 p.m. and 2:30-4:30 p.m.) and subject to compliance with the maximum daily and weekly hourly limits and rest times. This Plan allows, in the case of an express request by the employee, to reduce and/or eliminate the days of presence at the Company's headquarters exclusively in cases where employees are in fragile and disabled conditions and in cases to protect parenthood.

- **Part-time work options**

  For years, the Company has identified part-time work as a valuable tool for work flexibility that enables it to meet the individual work-life balance interests of employees with the

organizational needs of the company. In the event of hiring part-time employees, the Company will give information to existing full-time employees employed in the same production unit and will consider requests to convert the relationships of full-time employees to part-time. Transformation of the relationship shall take place in accordance with the requirements and procedures set forth in Article 8 of Legislative Decree No. 81/2015, as amended and supplemented. Without prejudice to the legal provisions establishing the right to the transformation of the employment relationship to *part-time*, the Company shall accept requests for transformation to part-time relationship made by employees who are in the following conditions, expanded upon the renewal of the collective agreement:

- oncological diseases or serious chronic degenerative diseases affecting the worker's or employee's spouse, children or parents;
- employees with disabilities entitled to supports under Article 3, Paragraph 3 of Law No. 104 of February 5, 1992;
- cohabiting person with total and permanent incapacity for work in the conditions under Article 3, Paragraph 3, of Law No. 104 of February 5, 1992, who is in need of continuous assistance because he or she is unable to perform the daily acts of life;
- female workers who are victims of violence, including domestic violence, duly documented and not yet included in protection paths;
- working mothers and working fathers of children between the ages of one and three years;
- worker or female worker with a cohabiting child not older than thirteen years or with a cohabiting child with disabilities entitled to supports under Article 3 of Law No. 104 of 1992;
- worker-students;
- remaining workers.

The Company, moreover, accepts requests for transformation from *full-time* to *part-time* of employees accessing therapeutic and rehabilitation programs under Article 45 of the current CCNL as well as, pursuant to Article 24 of Legislative Decree No. 81/2015, of women victims of gender-based violence included in protection paths.

In addition, in order to also allow workers, in the face of specific organizational needs, to increase their *part-time* percentage, the possibility is also provided for workers to sign a special elastic clause with the company that allows them to make their work performance even during periods of work suspension, against a specific economic increase.

***Net Insurance Group***

In addition to and in accordance with current regulations on *part-time* employment, employees may apply for transformation from *full-time* to *part-time* employment. The request for transformation may be submitted by employees with at least two years of seniority served within the companies, graded up to 6th level, for whom there are personal and/or family reasons. However, the company will also consider accepting requests from employees with Officer status. All requests for conversion from *full-time* to *part-time*, which will be formalized by special agreement between the parties, must be for a period of one year, without tacit renewal, unless terminated and concurrently requested by the employee to return to full-time employment, to be exercised with at least two months' notice.

***LIS Group***

With reference to the cases provided for in the contract, with regard to part-time requests, the Company in a view of better conditions, has increased the maximum overall percentage of acceptance from 3% to 5%, of the full-time staff in force.

- **Childcare facilities or contributions**

  To support parental conditions, the company's PosteBimbi crèche service is active at the Rome and Bologna offices for the children and grandchildren of employees and a portion of users from municipal and third-party entities. The service is extended to more than 100 families and is characterized by organizational flexibility, with ample hours from 7:30 a.m. to 6:30 p.m., and the setting of an educational path marked by the values of eco-sustainability and interculturality, through a bilingual educational activity. The company daycare service provides for the payment by the parent employee of an attendance fee (monthly tuition) determined on the basis of the child's daily stay at the daycare center (part time/full time) according to a criterion of division of 55% (borne by the company) and 45% (borne by the parent) of the value of the monthly tuition. In addition, opportunities are offered to employees to access, at subsidized conditions, to agreed networks for care, education and entertainment services for their children, such as daytime and/or residential summer centers with intensive packages during periods when school classes are suspended. These services are also present within the welfare platform for the conversion of Bonus Results into welfare. Poste Italiane offers, free of charge and on a systematic basis, parenting support seminars aimed at all staff on pediatric prevention issues and support for parents in their developmental and relational journey with their children.

  As part of the initiatives to support birth and active parenting, the "*Lifeed* Parents" program is active. This is a *self-coaching* course that has achieved more than 1,400 enrollments aimed at employees with children up to 18 years of age, to make the parenting experience a true "master's degree," a training ground for soft skills, which are also essential for professional growth. In addition, parenting support seminars, *webinars* are organized in collaboration with experts in the field for all employees with children of pediatric and/or adolescent age aimed at embarking on an interdisciplinary path on diversified topics to accompany families towards aspects related to the relational, emotional and social sphere in line with the evolutionary dynamics of the cultural context of reference. The "Yellow Ribbon" project also continues, which, with the aim of offering concrete support to new parents and celebrating the arrival of a child, offers employees who become parents through birth, adoption or pre-adoptive fostering a box of quality products for newborn care and hygiene.

  Within the framework of the actions outlined by the Active Parenting Support Policy, there is also the "*Mums At Work*" project, which involves employees returning from maternity leave, accompanying them in effectively achieving their reintegration into the company, supporting them with dedicated coaching paths. The program, supported by external professionals and a large team of certified internal *coaches*, was launched on a pilot basis in 2022, reaching about 150 employees in 2024.

***Agile Lab Group***

*Agile Lab* offers a financial contribution to support families with young children. Each employee with children is entitled to a *one-time* reimbursement, up to a maximum amount of 400 euros, for expenses incurred in qualified childcare services, such as daycare and *babysitting*. The benefit can be activated until the child is three years old and can also be claimed in several tranches, regardless of the type of contract (*full-time* or *part-time*).

***Lis Group***

The Company, in implementation of the provisions of the integrative agreement, recognizes an economic contribution of 450.00 euros for each child, to be paid together with the monthly salary for the month of October, upon presentation of the due receipts.

- **Facilities and subsidies for breastfeeding**

  During the first year of a newborn child's life, Poste Italiane, consistent with the provisions of the law in force, recognizes to all working mothers the possibility of caring for their child through the daily use of "breastfeeding rests" paid in an amount equal to 100% of the due salary. Specifically, the daily enjoyment of two hours of rest, which can also be cumulated during the day, of one hour each is guaranteed if the daily working time is equal to or more than six hours, while only 1 hour of rest is recognized when the daily working time is less than six hours. The extent of the resposes is halved in the event that the worker takes advantage of the company nurseries that Poste Italiane currently has in place in Rome and Bologna. The current CCNL recognizes with respect to female workers or workers who benefit from daily rests for breastfeeding the possibility of being assigned during the first year of the child's age to another location located in the municipality or province of residence or in a neighboring municipality (Annex 7 to the CCNL).

  ***Agile Lab Group***

  Agile Lab applies the provisions of the National Collective Bargaining Agreement regarding paid leave for breastfeeding, recognizing the rights of new mothers during the postnatal period.

  In addition, the organizational model based on *full-remote* and hourly flexibility allows employees to independently manage the time dedicated to breastfeeding or the use of the breast pump, without constraints related to physical presence or rigid schedules. This organizational freedom represents further concrete support for parenting, allowing new mothers to serenely reconcile family and professional needs.

- **Paid parental leave for primary and non-primary caregiver beyond the minimum legal requirements**

  Pursuant to Legislative Decree No. 151 of 26 March 2001 (Consolidated Law on Maternity and Paternity) and subsequent amendments, Italian legislation provides for paid leave entitlements for both the primary caregiver (conventionally the mother) and the secondary caregiver (conventionally the father), offering, on average, a more favourable duration and financial treatment than those provided under the regulations of many other European countries.

  For the primary caregiver, the minimum statutory protection includes: (i) mandatory maternity leave of 5 consecutive months (≈ 21.7 weeks), compensated at 80% of the salary; (ii) an individual parental leave entitlement of 3 months (≈ 13 weeks), compensated at 30% of the salary, which may be increased to 80% for all or part of the period, up to a maximum of 3 months in total to be shared between the two caregivers; (iii) a 1½-month share (≈ 6.6 weeks) of the 3-month period of shared parental leave, which is generally freely allocated, but assumed in this scenario to be equally divided between the two caregivers, and compensated at 30% of the salary. This results in a total of 9½ months of paid leave, equivalent to approximately 41.1 weeks.

  For the secondary caregiver, the statutory entitlements consist of: (i) mandatory paternity leave of 10 working days (≈ 2 weeks), compensated at 100% of the salary; (ii) an individual parental leave entitlement of 3 months (≈ 13 weeks), compensated at 30% of the salary, with the possibility of increasing the rate to 80% for all or part of the period, within the same overall limit of 3 months per couple; (iii) the 1½-month share (≈ 6.6 weeks) of the 3-month period of shared parental leave, compensated at 30% of the salary and, as previously stated, assumed to be equally divided between the two caregivers. Accordingly, the total statutory entitlement for the secondary caregiver therefore amounts to approximately 5 months, or approximately 21.6 weeks of paid leave.

With a view to promoting family caregiving, the company's willingness to continue to guarantee improved economic treatment of maternity/paternity-related institutions compared to the law was also confirmed in the recent contract renewal.

First of all, for the period of alternative maternity/paternity leave, the recognition of a daily allowance equal to 100% of the normally due fixed and variable remuneration related to the professionalism and productivity of the production unit to which the employee belongs, remains confirmed. This represents a more favorable treatment compared to the 80% allowance established by law. With reference to the weeks of paid leave, in addition to what is already provided for by law, each employee of the Companies of the Poste Italiane Group to which the current CCNL applies benefits, by the age of 6 years of the child, from an additional 16 weeks of paid leave, as follows:

- additional 8 weeks of parental leave paid at 80%;
- additional 8 weeks of parental leave paid at 30%, in the event that the statutory maximum compensated leave limit has been reached and the employee still has parental leave periods available.

These best-favor measures apply equally to both primary and secondary caregivers. The above entitlements also extend to adoptive and foster parents, provided they are exercised within six years from the child's entry into the family or into Italy.

To facilitate access to such entitlements, the most recent renewal of the National Collective Bargaining Agreement (CCNL) reduced the required notice period for employees to inform the Company of parental leave absences to four days (compared to the five-day notice period established by law). In any case, where organizational needs allow, the Company may grant such leave with shorter notice.

- **Paid leave for family or caregiving reasons in addition to parental leave (care for a child, spouse, partner, employee, parent, sibling or other designated relative with a physical or mental health condition)**

Extraordinary leave to care for a severely disabled family member is fully paid by the Company in an amount equivalent to the employee's most recent salary, regardless of the financial allowance provided by INPS. As a result, the leave is entirely covered for its full duration, even if it exceeds the annual financial cap set by law. The Company thus guarantees the employee's full salary for the entire period of leave, up to a total of 24 months over the employee's working lifetime.

"Management" leave, in addition to legally mandated entitlements, may be granted as an unpaid suspension of employment for personal reasons not falling under any of the categories of absence provided for by current legislation. Particular consideration is given to employees who have exhausted the two-year period of leave for serious family or personal reasons, including periods of extraordinary leave granted for disability-related care.

***Leave for women victims of gender-based violence.***

As part of the Company's broader commitment to combating gender-based violence and supporting women involved in official protection programmes, employees may request – beyond the three months of leave provided by law – an additional two months of leave compensated at 50%. This additional leave may be taken either continuously or in a flexible manner, including in hourly or half-day increments, within three years from the start of the protection pathway.

## 2. HEALTH AND SAFETY INSIGHTS

The Poste Italiane Group considers the protection of health and safety at work a fundamental value, to which all people must be inspired in the performance of their daily activities. The Company, in addition to identifying organizational responsibilities and having specific policies, in line with legislation, collective bargaining and national and international reference standards (e.g., ILO), to ensure adequate coverage of all aspects related to occupational health and safety, is constantly committed to taking all necessary measures to reduce accidents, occupational injuries and diseases. These policies are implemented with reference to all Group operations, including activities related to partners and suppliers, and are addressed to every individual working on behalf of or under the supervision of Poste Italiane . It also promotes people's mental and physical well-being through prevention policies and programs and information and awareness campaigns. As the Employer, the Group CEO assumes the highest role of responsibility and supervision for matters related to health and safety in the Company. The BoD approves the Policy and, through its internal council committees, oversees its proper management of related risks and compliance with related principles. In addition, the Poste Italiane Group provides for the periodic review of the health and safety management system by senior management to assess its correctness and effectiveness, reaffirming its commitment to continuous improvement.

The integrated policy and the Group health and safety policy define the cornerstone elements of the adopted ISO 45001-certified occupational health and safety management systems, including:

- continuous risk assessment, through the identification of any form of danger or threat to the safety of its employees in the workplace, defining and updating rules and procedures accordingly, in order to ensure a higher level of safety in all operations;
- ensuring that innovations and transformations in work processes are always accompanied by worker health and safety objectives;
- the timely adaptation to all regulatory changes and updates;
- the identification of roles and responsibilities within the organization and the allocation of resources necessary for the planning and implementation of programs aimed at achieving objectives;
- the effective and transparent communication that ensures the dissemination of all useful information for prevention purposes, including measures of cooperation and coordination with contractors;
- the planning of internal inspections to verify the proper adoption of preventive measures on occupational health and safety, and the adoption of procedures for investigating work-related injuries, illnesses and accidents;

The Group gives significant priority to occupational health and safety issues. In this regard, by virtue of what is defined within the health and safety policy, Poste Italiane is committed to setting quantitative targets for Business Unit managers, which are evaluated on an accident reduction target. The company has also established dedicated teams with the specific task of daily monitoring of data relevant to the quantitative targets defined. Poste Italiane, therefore, constantly evaluates the progress made with reference to the prevention and reduction of all issues related to occupational health and safety with respect to the targets set. In addition, there are also training sessions on occupational health and safety dedicated to all employees according to the areas of operations, roles and responsibilities, in order to raise awareness of these issues among the corporate population and consequently, prevent and reduce accidents at work.

Fostering and encouraging the establishment of a corporate culture marked by safety in all organizational layers of Poste Italiane is configured as a fundamental element for the

reduction of accidents and to promote constant progress in the management systems adopted.

Among the main objectives pursued by Poste Italiane, the constant awareness, involvement and consultation regarding the issue of Health and Safety at Work, of all those who work within the Group, assumes crucial and priority importance. In this regard, the Workers' Safety Representatives (RLS) are adequately consulted, in a timely and preventive manner in order to obtain opinions that are essential to accurately fulfill legislative obligations and to promote the continuous improvement of workers' health and safety. In addition, special emphasis is placed on disseminating and strengthening the safety culture within territorial operation centers (distribution centers and post offices) and their coordinating structures. In this regard, letter carriers are equipped with devices that allow them to send a voluntary distress call in case of the need for medical intervention, and in addition, all operational centers have been equipped with emergency kits. In addition, the Company is committed to the continuous improvement of Management Systems, through the planning and execution of initiatives aimed at giving concrete implementation to the principles set with the Occupational Safety Policy, and in the periodic review for the definition of new ambitious goals.

With the aim of extending the validity of its principles also outside the Group, the Company provides for the inclusion of specific contractual clauses on occupational health and safety within the framework of relations with its suppliers and within the process of their selection, requiring adherence to the Group's policies on the subject, to the principles and standards of conduct expressed within the Code of Ethics, and also investigates the application of these policies and principles through sustainability audits.

For several years now, Poste Italiane has been actively engaged in the objective of countering the accident phenomenon on the workplace, providing for the integration of preventive actions and prompt response actions to deal with emergency situations, and focusing especially on the sectors most vulnerable to risks from road traffic, such as logistics and delivery, including postal mechanization centers and distribution centers. Constant monitoring and control of this phenomenon has contributed, even in 2024, to the implementation of various initiatives in the field of prevention and safety of workers and protection of the environment in which professional activity takes place. With this in mind, the Occupational Safety Management Systems, which have been adopted for some time now in harmony with current regulations, confirm the belief that an effective management system enables both the organic and systematic management of worker safety and the implementation and development of the company's safety policy, monitoring the risks of all operational processes. Poste Italiane, aware that the continuous improvement of SGSSL requires the involvement and participation of all workers, each according to their assigned roles and responsibilities, is committed to promoting and strengthening the culture of safety in a systemic and participatory approach.

Activities undertaken in pursuit of the objectives include continuous training, awareness and involvement of personnel on OSH issues, interventions aimed at plant-structural improvement of sites, constant commitment to continuous improvement and maintenance of Management Systems certification, as well as regular assessment of risks inherent in processes and workplaces, monitoring of the implementation of Improvement Plans referred to in the risk assessment, and constant checks on compliance with the requirements of current regulations.

The Group's health and safety policy also establishes the need to identify and define OSH priorities, based on which to adopt specific action plans. In this regard, the Company allocates budgets each year dedicated to the implementation of improvement plans for occupational health and safety aspects. In particular, the Company supports substantial investments for the maintenance of its real estate assets and for the continuous improvement of its plant and structural aspects. Equally important are the resources used for the

management and maintenance of the company's fleet, the implementation of education, information, and training campaigns, as well as those for OSH verification/control activities, health surveillance, and the development and maintenance of systems/applications supporting the management of the issue.

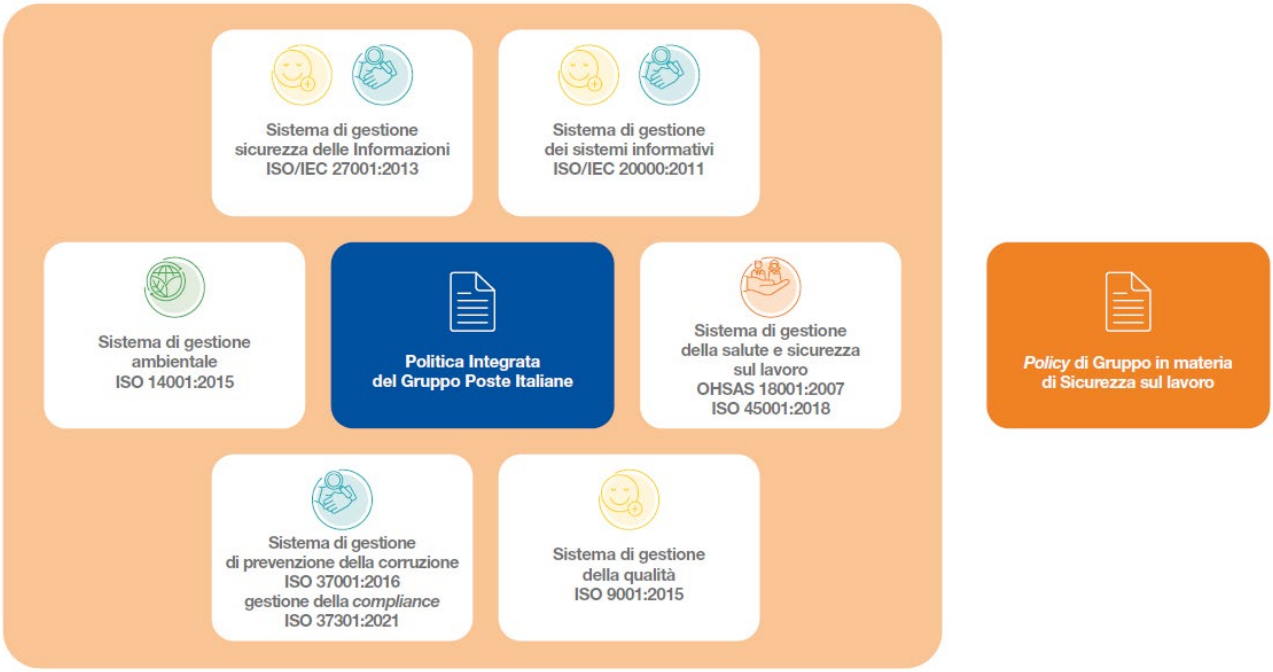
As part of the risk assessment process, the Group examines all situations that may pose potential health and safety hazards in relation to work processes and workplaces and, upon identifying their potential to cause harm, proceeds to assess the associated level of risk. This assessment takes into account the actual way in which work activities are carried out and the exposure of personnel, as well as any protective measures already implemented in compliance with the criteria defined by current technical regulations, technical standards, norms of good practice and company guidelines. In particular, the Company considers all foreseeable and objectively present hazards related to the work activity, those arising from the correct and normal use of equipment/machines/facilities, those foreseeable due to exception conditions, and those due to possible malfunctions or failures. Systematic control of all potential hazards applicable to and correlated with workplaces and processes is ensured through the preliminary compilation of a check list included in the company procedure "Risk Assessment Document Management." The Employer makes use of the expertise of the Prevention and Protection Service to supervise and carry out the risk assessment resulting in the drafting of the Risk Assessment Document (DVR) as well as all relevant specialized technical reports. Downstream of this process, the Group prioritizes the interventions to be put in place in order to manage the occupational health and safety-related risks identified and, consequently, to integrate action plans with quantitative targets to address these risks.

Specifically, with regard to occupational health and safety risk management, a process based on dialogue and continuous exchange of information between human resources, managers and the various Business Units is implemented. On a quarterly basis, the function responsible for control coordinates with the risk specialists and, through them, also with the risk owners, regarding monitoring activities on the performance of risk indicators and treatment actions related to Top Risks related to occupational health and safety. The result of the activities is represented in quarterly integrated risk monitoring reports and presented to top management and the Audit and Risk Committee (RAC). Then, an annual reporting phase of the activities is carried out, consolidating the input from the various control functions within the "Risk and Compliance Report." This is presented to the Corporate Bodies and Top Management, offering a concise and integrated overview of the initiatives promoted and/or introduced during the year in the various corporate spheres of operation, under the coordination of the Co-General Manager, as well as the main activities and interventions carried out by the structures of the function to ensure the implementation of appropriate safeguards, tools and organizational structures for the continuous strengthening of the Internal Control and Risk Management System and for the management of relevant compliance and sustainability issues.

The Group, in addition to the mandatory training provided to the entire corporate population, disseminates in a controlled form the Safety Operating Instructions (IOS) in which the hazards associated with the work processes of interest are detailed, as well as the organizational, preventive and protective measures for the mitigation of the corresponding risk level. Within them, the IOS include the obligation (arising from Legislative Decree 81/08) for workers to report the presence of potential hazards or risk situations in the workplace to the person in charge and/or the competent Workers' Safety Representative, as well as containing a detailed description of the roles and tasks of the main actors in safety management. Similarly, the Supervisors and Managers are required to collect such reports and to act in accordance with the company procedures identified for the management of any critical issues, respecting the timing and methods corresponding to the level of risk associated with them. Given the relevance of this issue, Poste Italiane has implemented

mechanisms of information, education and training for all employees, in order to adequately manage, in accordance with what is dictated by both the protection measures set out in the Risk Assessment Document and the reference company procedures, any work situations from which occupational injuries or illnesses could result.

The Company, in accordance with the specific processes defined within the adopted health and safety management systems, conducts the analysis of near-misses and accidents at work. With a view to continuous improvement, each production unit of the Parent Company and the Group Companies, on the basis of specific procedures, carry out constant accident investigation and monitoring activities, with particular attention to the accident phenomenon – thus including the analysis of work-related injuries, illnesses, pathologies and accidents – for the purpose of identifying, or managing, the factors triggered.




Over the years, Poste Italiane has developed a multi-year plan for the adoption of health and safety certifications throughout the company. In 2021, this plan led to the completion of the certification process for all of the Parent Company's production units. In line with the established strategic plans and objectives, Occupational Health and Safety Management Systems (OHSMS) compliant with UNI ISO 45001 were kept active with the relevant certifications in all the main production units of the Poste Italiane Group during 2024, with 100% coverage. Group Companies also adopt OHSMSs certified by accredited certification bodies.

Audits and controls relating to Health and Safety at Work are systematically carried out not only by each production unit within the framework of its own OHSMS, but also transversally by the «Tutela Aziendale» (Corporate Protection) function across all production units of the Parent Company and the Group companies. Specifically, the activities carried out in 2024 by the latter are composed of:

- audits on Occupational Health and Safety/Environment Management Systems with the aim of verifying that the management systems adopted in the Company comply with the requirements of the reference standards and that they are properly implemented and kept active;
- technical audit, a control activity that aims to analyze and assess the state of OSH compliance of sites, with particular reference to plant/structural aspects.

To monitor and control the effectiveness of the adopted OSH policies, Poste Italiane uses several tools, including:

- GISLA (Computer Management Occupational Safety and Environment);
- Training Management Platforms;
- GIW (Accident Informatics Management);
- SSA (Safety Self Assessment);
- Real Gimm (share for managing maintenance that impacts OSH);
- File Maker (share for the management of real estate works that impact OSH);
- EDVR (electronic management of Risk Assessment Documents);
- EPI (Post Emergency Management);
- Green Pass (GP Control System).

Established performance and targets are subject to constant monitoring and review at the planned Review of adopted SGSSLs.

# ANNEX | KEY PEOPLE MANAGEMENT AND DEVELOPMENT METRICS

## Workforce diversity by country of origin

| Breakdown of the workforce by country of origin*. | 2021 | | | | | | 2022 | | | | | | 2023 | | | | | | 2024 | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Italian | Swiss | German | French | Libyan | Venezuelan | Italian | Swiss | German | French | Libyan | Venezuelan | Italian | Swiss | German | French | Libyan | Venezuelan | Italian | Swiss | German | French | Libyan | Venezuelan |
| Number of employees by country of origin | 116234 | 589 | 414 | 180 | 16 | 127 | 117976 | 569 | 243 | 168 | 101 | 122 | 117247 | 561 | 278 | 147 | 89 | 116 | 118239 | 554 | 457 | 142 | 70 | 109 |
| Percentage of employees by country of origin (%) | 97,7 | 0,5 | 0,3 | 0,2 | 0,1 | 0,1 | 97,5 | 0,5 | 0,2 | 0,1 | 0,1 | 0,1 | 97,6 | 0,5 | 0,2 | 0,1 | 0,1 | 0,1 | 97,5 | 0,5 | 0,4 | 0,1 | 0,1 | 0,1 |
| Number of employees in management positions by country of origin** | 1298 | 5 | 3 | 2 | 0 | 0 | 1248 | 5 | 1 | 2 | 0 | 0 | 1434 | 4 | 1 | 2 | 0 | 0 | 1552 | 5 | 1 | 2 | 0 | 0 |
| Percentage of employees in management positions by country of origin (%) | 98,26 | 0,38 | 0,23 | 0,15 | 0 | 0 | 98,5 | 0,39 | 0,08 | 0,16 | 0 | 0 | 98,5 | 0,27 | 0,07 | 0,14 | 0 | 0 | 98,41 | 0,32 | 0,06 | 0,13 | 0 | 0 |

* Data expressed in Full Time Equivalent (FTE). The survey mainly refers to the country of birth. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** Includes junior, middle and senior management positions.

## Workforce diversity by gender

| Number and percentage of employees by gender (FTE) * | 2024 | |
|---|---|---|
| | N° | % |
| Men | 57.655 | 47,55% |
| Women | 63.586 | 52,45% |
| Total | 121.242 | 100% |

* The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

| Presence of women by category (%) * | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Managerial positions | 31,5 | 32,40 | 32,20 | 33,35 |
| Top management** | 17,90 | 16,30 | 16,40 | 22,17 |
| Junior management*** | 33,40 | 34,30 | 34,10 | 35,10 |
| Revenue-generating functions**** | 31,30 | 29,40 | 28,60 | 28,95 |
| STEM positions***** | 21,00 | 20,80 | 20,70 | 21,76 |

* Percentages refer to the presence of women on formalized organizational positions within Poste Italiane and Group Companies. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** Includes first- and second-level organizational positions in Poste Italiane, the Managing Directors and General Managers of the main Group Companies and personnel reporting directly to them. The target set for 2024 is 22%.

*** Includes managerial positions other than Top Management.

**** Includes organizational positions within the Post Office Network (MP) and Business and Public Administration functions (MIPA).

***** Science, technology, engineering and mathematics. May include, for example, the following occupations: computer programmer, web developer, statistician, logistician, engineer, physicist, scientist. The survey referring to STEM positions is carried out, in continuity with previous analyses, on the basis of the 'STEM' degree.

### Training and development inputs by gender and age

| Training and development inputs | 2021 | | | 2022 | | | 2023 | | | 2024 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Male | Woman | Total | Male | Woman | Total | Man | Woman | total | Men | Woman | Total |
| **Average number of hours of training and development delivered to employees*** | 43,84 | 57,33 | **51,05** | 44,40 | 54,21 | **49,61** | 48,58 | 59,96 | **54,61** | 44,79 | 54,83 | **50,05** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 46,95 | 65,90 | **54,17** | 67,24 | 100,74 | **80,40** | 63,54 | 96,32 | **76,18** | 56,92 | 81,80 | **66,40** |
| 30 – 50 years old | 48,86 | 59,08 | **54,24** | 47,74 | 56,85 | **52,47** | 54,56 | 65,97 | **60,44** | 49,63 | 60,00 | **54,89** |
| > 50 years old | 37,32 | 54,64 | **47,18** | 33,19 | 44,65 | **39,76** | 35,23 | 48,00 | **42,65** | 33,10 | 45,02 | **40,07** |
| **Amount spent per employee on training and development**** | 59,34 | 77,60 | **69,10** | 61,46 | 75,02 | **68,66** | 72,50 | 87,20 | **80,30** | 67,00 | 80,80 | **74,24** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 63,55 | 89,20 | **73,31** | 93,07 | 139,43 | **111,28** | 88,40 | 134,00 | **105,96** | 82,90 | 121,00 | **97,36** |
| 30 – 50 years old | 66,13 | 79,96 | **73,42** | 66,07 | 78,68 | **72,63** | 83,80 | 97,70 | **90,99** | 75,80 | 90,30 | **83,15** |
| > 50 years old | 50,51 | 73,96 | **63,86** | 45,94 | 61,79 | **55,03** | 51,50 | 68,90 | **61,64** | 48,20 | 64,30 | **57,64** |

* Refers to the total number of training and development hours provided in the last fiscal year divided by the total number of FTEs. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** Refers to the total amount spent on training and development in the last fiscal year divided by the total number of FTEs. This figure does not include the operational cost of the "learning and development" team, such as the salaries of the employees of that team. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

### Total number of new hires by gender and age

| Total number of new hires* | 2021 | | | 2022 | | | 2023 | | | 2024 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Male | Woman | Total | Male | Woman | Total | Male | Woman | Total | Male | Woman | Total |
| **New hires by gender** | 1356 | 1268 | **2623** | 4208 | 3664 | **7872** | 1814 | 1660 | **3474** | 2706 | 2235 | **4941** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 773 | 667 | **1440** | 2058 | 1667 | **3724** | 885 | 697 | **1582** | 1330 | 992 | **2322** |
| 30 – 50 years old | 532 | 570 | **1102** | 2017 | 1936 | **3953** | 850 | 918 | **1769** | 1236 | 1165 | **2401** |
| > 50 years old | 51 | 31 | **82** | 133 | 62 | **195** | 78 | 45 | **123** | 141 | 77 | **218** |
| **Number of positions filled through internal hiring**** | 847 | 884 | **1731** | 449 | 394 | **843** | 415 | 364 | **779** | 411 | 369 | **780** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 0 | 0 | **0** | 111 | 49 | **160** | 99 | 55 | **154** | 102 | 55 | **157** |
| 30 – 50 years old | 0 | 0 | **0** | 325 | 309 | **634** | 295 | 272 | **567** | 282 | 265 | **547** |
| > 50 years old | 0 | 0 | **0** | 13 | 36 | **49** | 21 | 37 | **58** | 27 | 49 | **76** |

* Data expressed in Full Time Equivalent (FTE). The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** The percentage of open positions filled by internal employees in 2024 is 25%.

### Employee turnover rate by gender and age

| Employee turnover | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Total turnover rate (%) * | 8,20 | 6,20 | 6,60 | 5,00 |
| Voluntary turnover rate (%) ** | 7,50 | 5,40 | 5,70 | 4,20 |
| Average cost per FTE hired (€) | 36000 | 35700 | 42262 | 43143 |

* The calculated turnover rate is given by the terminated employees of year n (FTEs) / total employees year n. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** Voluntary turnover rate is given by terminated employees of year n voluntarily (FTEs) / total employees of year n. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

| Employee turnover rate broken down by gender and age | 2021 | | | 2022 | | | 2023 | | | 2024 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Male | Woman | Total | Male | Woman | Total | Man | Woman | Total | Man | Woman | Total |
| **Total turnover rate (%)** | 3,9 | 4,3 | **8,2** | 3,0 | 3,3 | **6,2** | 3,3 | 3,3 | **6,6** | 2,3 | 2,7 | **5,0** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 0,1 | 0,1 | **0,2** | 0,2 | 0,1 | **0,3** | 0,2 | 0,2 | **0,4** | 0,1 | 0,1 | **0,2** |
| 30 – 50 years old | 0,2 | 0,2 | **0,4** | 0,3 | 0,2 | **0,5** | 0,4 | 0,3 | **0,7** | 0,4 | 0,3 | **0,7** |
| > 50 years old | 3,6 | 4,0 | **7,6** | 2,5 | 2,9 | **5,4** | 2,7 | 2,8 | **5,5** | 1,8 | 2,3 | **4,1** |
| **Voluntary turnover rate (%)** | 3,6 | 3,9 | **7,5** | 2,5 | 2,9 | **5,4** | 2,8 | 2,9 | **5,7** | 1,9 | 2,3 | **4,2** |
| of which: | | | | | | | | | | | | |
| < 30 years old | 0,1 | 0,1 | **0,2** | 0,2 | 0,1 | **0,3** | 0,2 | 0,1 | **0,3** | 0,2 | 0,1 | **0,3** |
| 30 – 50 years old | 0,1 | 0,1 | **0,2** | 0,2 | 0,2 | **0,4** | 0,3 | 0,3 | **0,6** | 0,3 | 0,3 | **0,6** |
| > 50 years old | 3,4 | 3,7 | **7,1** | 2,1 | 2,6 | **4,7** | 2,3 | 2,5 | **4,8** | 1,4 | 1,9 | **3,3** |

### Employee involvement trends by gender and age*

| Employee involvement trend** | 2021 | 2022 | 2023 | 2024 |
|---|---|---|---|---|
| Percentage of employees who are very satisfied and/or fairly satisfied (%) | 93,0 | 93,0 | 90,1 | 91,4 |

* Conducting employee engagement, satisfaction and well-being surveys is a key tool for Poste Italiane to assess employee expectations and identify further policies and practices aimed at improving working conditions, attracting new talent and significantly reducing the turnover rate. The survey conducted by the Group aims to collect data on employee job satisfaction, employee identification with company goals (purpose level), happiness level and work-related stress level. For this purpose, Poste Italiane conducts an annual survey aimed at monitoring the satisfaction level of its employees. The % value of satisfaction in 2024 was determined by considering the average of 2 questions submitted to people who took part in the survey "Directions to support development"-in order to investigate their satisfaction: the "satisfaction with the team/team in which you work" and "satisfaction with your career path". In addition, the result recorded in 2024 made it possible to reach the target set for the year of 90.5%, demonstrating the Group's clear commitment to taking care of the well-being of its staff.

** As part of the surveys conducted in the four-year period 2021-2024, 100% of employees responded to the survey.

### Number of employee absences by type

| Number of employee absences by type | 2021 | | | 2022 | | | 2023 | | | 2024 | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | man | woman | total | man | woman | total | man | woman | total | man | woman | total |
| Illness | 731.341 | 1.032.274 | **1.763.614** | 738.850 | 1.056.700 | **1.796.550** | 580.693 | 842.346 | **1.423.039** | 559.772 | 795.163 | **1.354.935** |
| Injury | 159.888 | 187.179 | **347.067** | 181.770 | 232.840 | **414.610** | 84.282 | 98.430 | **182.712** | 92.653 | 99.756 | **192.409** |
| Stress | 0 | 0 | **0** | 0 | 0 | **0** | 0 | 0 | **0** | 0 | 0 | **0** |
| Other (specify) Hospitalization/ Convalescence | 0 | 0 | **0** | 0 | 0 | **0** | 0 | 0 | **0** | 0 | 0 | **0** |
| **Absenteeism rate*** | 5,29 | 6,18 | **5,77** | 5,53 | 6,73 | **6,17** | 4,05 | 4,97 | **4,54** | 3,90 | 4,70 | **4.32 ****** |

* No. of days of absence due to illness and injury/working days * 100. The rate is calculated for permanent personnel only and does not include executives. The percentage of employee coverage included in the calculation of the data shown in the table is 100% of FTEs.

** The target set for 2024 is 4.5%.