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

Expanding the way user feedback on NoidiPoste app functionalities is collected	Experimental release on three functionalities of the NoidiPoste funnel app for the continuous rating survey by 2027	Poste Italiane	2025	New
Activation of an orientation and first contact service for the prevention and management of incidents of harassment, violence and gender discrimination in the workplace	- Implementation of the service in cooperation with qualified external parties by 2027; - Issuing of company policy on the prevention and management of harassment by 2027	Poste Italiane	2025	New
Development of a company policy for the work inclusion of people with disabilities	Formalising Inclusive Work Policy for Persons with Disabilities by 2026	Poste Italiane	2025	New
Promote the adoption of a structured pathway to stimulate E.R.G. groups in the identification of innovative proposals	5 innovative proposals by E.R.G. by 2026	Poste Italiane	2025	New
Structuring a change plan for the progressive adoption of the new Inclusive Language Guidelines	At least 5 cultural awareness and change actions by 2027	Poste Italiane	2025	New
Employee engagement plan for participation in people care and welfare programmes	Engagement of at least 200 Ambassadors dedicated to people care and welfare by 2027	Poste Italiane	2025	New
Promoting the growth of the younger generation and raising awareness in parental relations	At least 15 initiatives for children and families by 2027	Poste Italiane	2025	New