Clients

Objective	Target	Target scope	Base year	2025 result
Implementation of the framework to foster digital inclusion, promoting equal opportunities and ensuring fair and inclusive access for all	Implementation of the digital accessibility framework by 2025	Vulnerable customers	2023	■ Launch of the Accessibility Programme and Structured Governance Model ■ Finalisation and dissemination of the "Poste Italiane Group's Accessibility" Guideline ■ Launch of the Accessibility Training Programme (general and specialised) at Group level
Increase customer experience	+10pp Net Promoter Score (value of Group customer experience) by 2028	Customers	2023	35.5 Net Promoter Score
Opening of online current accounts to facilitate accessibility to the product for all customers, especially those living in areas less served by the banking system or who have mobility problems*	6% in 2026	Customers	2024	5%
Subscription of financial products (in addition to Accounts and savings books) online, also through dedicated promotions, to facilitate accessibility to the product by all customers, especially those living in areas less served by the banking system or who have mobility problems	15% in 2026	Customers	2024	16%
Launch of new SCM (Mobile Consultant Specialist) with the introduction of a dual specialist figure (dynamic SCM/personal) to improve coverage of the most difficult-to-reach geographical areas	Implementation of more than 650 new SCM Zones by 2025	Customers	2024	696 SCM Zones realised
Maintaining products and services dedicated to the most vulnerable customer groups of the Rinnovo customers and evolution of products/ services dedicated to the most vulnerable segments of the population: Young people's mortgage, Basic Account, mortgage repayment suspension, victims of gender-based violence, voucher for minors, super smart pension deposit, free insurance on pension withdrawals	Maintaining dedicated offers for vulnerable customers by 2025 Maintaining 100% of dedicated offers for vulnerable customers by 2025	Vulnerable customers	2024	Dedicated offers for vulnerable customers maintained
Increase the number of contracts in Ultrabroadband technology (PosteCasa Ultrafast) with paperless activation	122,000 activations by 2026	Customers	2024	88,063 activations
Launch of the Virtual SIM (e-SIM) service	Commercialisation by end 2025	Customers	2024	Marketed service
Development and deployment of digital and paperless services in energy supply	>95% paperless contracts by 2025; >40% of digital bills and/or digital payments by 2025	Customers	2021	>95% paperless contracts acquired in 2025; >40% digital bills issued in 2025
Development and deployment of digital and paperless services in energy supply	>95% paperless contracts by 2026; >40% of digital bills and/or digital payments by 2026	Customers	2025	New
Performing Disaster Recovery tests to ensure the proper functioning of the ICT platform	2 in 2025	Customers	2024	During 2025, a total of 4 DR tests were carried out compared to the 2 set as a target. Each test cycle was carried out on the 4 functions/SdG BancoPosta, PostePay, BPF SGR, PosteVita
Performing Disaster Recovery tests to ensure the proper functioning of the ICT platform	4 in 2026; 4 in 2027	Customers	2025	New
Group incident drills	3 exercises in 2026	Employees	2023	2 exercises were carried out in 2025
Cyber Security Programme	Involvement of at least 36,000 employees per campaign for at least 2 waves in 2026	Employees	2024	In 2025, the 2 waves were carried out involving over 37,000 employees for each of them

Cyber Security Programme	Involvement of at least 36,000 employees per campaign for at least 2 waves in 2026	Employees	2024	In 2025, the 2 waves were carried out involving over 37,000 employees for each of them
Extension of the Integrated Anti-Fraud Platform (PIAF) to physical counter operations, with the aim of combating fraud and improving customer satisfaction	Release of the solution by the end of 2028	Customers	2024	Completed the integration in PIAF of funds transfer flows from Post Office and consequently started the process of prevention and anti-fraud monitoring of instant and ordinary credit transfers and post giro
Expansion of the perimeter of the Integrated Anti-Fraud Platform (PIAF) with the aim of fraud prevention to protect customers of postal savings deposits and parcel logistics shipping services	Release of the solution by the end of 2028	Customers	2024	Defined and agreed with BancoPosta the macro-requirements for the project to integrate postal savings operations into PIAF, outlining the scope of services to be monitored and identifying the consequent expected value of improving the performance of services provided on behalf of CDP
Full adoption of the GDPR provisions leading to the coverage of all data protection policy objectives	Annual review of all 14 compliance areas in the Privacy Review	Internal customers	2024	In the course of 2025, all 14 safeguards of the framework were strengthened and further improvement actions were addressed at Group level
AI-managed customer care	Maintaining at least 48% of managed self-care requests even with AI per single year until 2031; Maintaining at least 15-20% of AI-supported service activities per single year until 2031	Customers	2024	53.8% of managed self-care support requests even with AI; 10% - AI-supported service activities
Automation of back office processes	85% of back office operators supported by automated digital processes by 2026; 60-65% of processes digitalised by 2027; >10% of automatic volumes by 2031	Customers	2024	85% of back office operators supported by automated digital processes; 60% of processes digitised; 1% automatic volumes
Financial inclusion of specific target customers**	Launch of a new account offer for digital customers by 2027; Launch of a new service offer dedicated to the senior target group by 2027	Customers	2024	In 2025, in-depth tables were set up to prepare offers on ad hoc targets
Launch of a new current account offer	Release of new current account offer by 2027	Customers	2025	In-depth discussions are underway to restart activities
Know Your Customer project, aimed at identifying customers operating on digital and physical channels and thus containing the risk of identity theft	Release of the solution by 2028	Customers	2025	New
Antispoofing project, aimed at assessing the authenticity of customer caller numbers, to contain the risk of manipulation and deception fraud	Release of the solution by 2027	Customers	2025	New
Acquisition in PIAF of incoming flows in order to detect and counter potential mule accounts/ fraudulent clients	Release of the solution by 2028	Customers	2025	New
Robbery risk analysis update	1 annual review of robbery risk by 2026	Post Offices	2025	New
Consolidating digital inclusion by ensuring fair and inclusive access to services for all	Improving the accessibility of key services by 2026	Vulnerable customers	2025	New
Risk management system: integrate tableau de Board with some KPIs in the ESG area, with a focus on "Social" factors, identified in line with what is represented in the Poste Italiane Group's financial statements	4 KPIs by 2026	BancoPosta	2025	New
Deployment of AI systems to support customer service	100% on AI-supported service front-end by 2031	Customers	2025	New
Measuring Social Sustainability of Customer Service (SROI)	First SROI calculation for initiatives in scope, measure consolidation and model structuring (with operating procedure and dashboard) by December 2026	Customers	2025	New
Recognition and selection of active cycle processes to be included in a reengineering plan	10-15% active cycle processes by 2027	Customers	2025	New

Automation of active cycle processes	15-20% of users by 2028	Customers	2025	New
Creation of a central CMS (Content Management System) platform capable of enabling the governance of digital content on the different types of devices enabled on the network (e.g. Digital Showcases, Totems, Waiting Manager)	Solution realisation by 2026	Customers	2025	New
Purchase and installation of devices to support the Digital Signage project (Showcases, Totems, Led Wall, Digital Notice Boards) in all post offices (POLIS and NO POLIS)***	3,000 digital signage devices installed by 2026	Post offices	2025	New
Continuous updating on regulatory developments (e.g. DORA, NIS2, Quantum Computing, PSNC, eIDAS2, etc.)	80% of the compliance perimeter (DORA, NIS2, PSNC, eIDAS2 etc.) by 2027	Poste Italiane	2025	New
Extension of the provision of security services to new Business Units and group companies in the DORA, NIS2, PSNC perimeter	Extension of the provision of security services to 80% of the group's Business Units and companies in the DORA, NIS2, PSNC perimeter by 2027	Poste Italiane	2025	New
Security Lab: performing accredited verification activities	Production of at least 5 accredited reports for the purpose of maintaining regulatory compliance of the services being audited (trust services, SPID, etc.) by 2027	Poste Italiane	2025	New
Extending the scope of risk analysis to new Business Units and Group companies	Extension of corporate cyber risk management and mitigation to 80% of Business Units and group companies by 2027	Poste Italiane	2025	New
Accompanying a methodology for calculating the economic quantification of cyber risk to the current methodology in place	Application of the new methodology on at least one area/process (number of areas and processes on which to apply the new methodology) by 2027	Poste Italiane	2025	New
Extending the Group's business continuity plan management scope	Execution of at least 8 technological, organisational and institutional tests in the current year by 2027	Poste Italiane	2025	New
ATM Cash In	Installation of 30 new ATMs for cash deposits on book and current account and for cheque deposits on the postal savings book by 2026	Customers	2025	24 ATMs installed in 2025
Safety equipment and ATMs: mechatronics and TCR	Publication of management procedure by 2026	Post offices	2025	New
Digital request for services	2.9% of customers using the new mode compared to potential customers by 2026	Customers	2025	New
Digital receipts	63% of receipts posted on the notice board compared to potential receipts (dematerialisable) by 2026	Customers	2025	New
Digitising customers (enabling/using apps)	1 million new customers accessing P app by 2026	Customers	2025	New

Clients

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

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

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