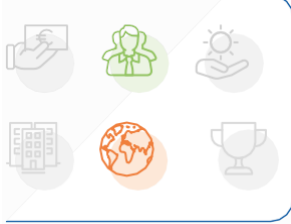


MAIN RELATED TYPES OF CAPITAL



7.10 People development



PEOPLE DEVELOPMENT FOR US: scan the QR code and watch the video.



IMPLEMENTATION STATUS

MAIN TYPES OF CAPITAL	OBJECTIVES	INDICATOR (KPI)	TARGET	BASELINE	2023	OUTCOME
	Provide continuous training to all Group employees	• Hours of training provided	• 25 million by 2024 • 25 million by 2028	2020	24.4 million hours	
	Campus Italia: Dedicated training centres for Group employees	• No. of Training centres	• 5 Training centres by 2028	2023	New	
	Implementation of a range of initiatives to strengthen the development, motivation and professional growth of employees by developing the Poste Italiane Group's people	• % of initiatives	• +5% by 2024	2021	+18%	
	Strengthen communication and listening to the Group's community of employees, which is large and varied by geographical origin, age, professional role, providing timely responses in order to improve the continuous dialogue between the Company and employees	• No. of thematic communities promoted with engagement strategy, moderation and response to comments, qualitative and quantitative reporting	• 1 by 2024	2021	2 Community realised: • Volunteering • Community Diversity & Inclusion Community	
	Inform and raise awareness of employee care, wellbeing and prevention activities with dedicated, integrated communications (interviews, TG Poste reports, intranet news, multimedia material)	• No. of continuous intranet editorial plans on employee health and well-being topics on different initiatives (target of 50 news items)	• 1 by 2023	2022	2 editorial plans realised: Poste Centro Medico and Poste Mondo Welfare	
	Release of new NoidiPoste app and intranet version on Sharepoint platform with the aim of making content and services more accessible to employees of Poste Italiane and the Group companies concerned	• % average daily users compared to average for previous years	• +5% by 2023	2022	+7% average daily visitors	
	Implement the upskilling and reskilling process targeting supervisors, consistent with the updates introduced by Law 215/2021, to improve their level of role awareness, performance and positive impact on the overall workplace safety system	• No. of supervisors to whom informational materials were distributed, in view of more effective exercise of the role and maintaining and developing skills	• 14,000 by 2023	2022	100% of supervisors involved	
	Implementation of a new corporate welfare model: development of screening programmes for the prevention of illnesses and corporate welfare programmes to protect the health and safety of Poste Italiane's personnel and aimed at improving their welfare and well-being	• % employees involved • % progress of instrumental initiatives	• 100% by 2024 • 100% by 2024	2020	• 100% • 80%	
	Environmental monitoring for the determination of the annual average concentration of radon gas in the air, aimed at assessing the risk of exposure to ionising radiation, in accordance with Legislative Decree no. 101/2020	• % of Poste Italiane buildings monitored	• 100% by 2024	2020	73%	
	Reduce the number of Group employees' occupational injuries	• Number of injuries	• -190 events in the PCL area by 2028	2023	New	
	Reduce the occupational injury frequency rate for Group employees	• Injury frequency rate	• -2% by 2028	2023	New	
	Increasing the participation of women in coaching and mentoring and in leadership development programmes	• % participation of women in coaching and mentoring and leadership development programmes	• +10% by 2024	2023	New	
	Ensuring participation in engagement and change management programmes	• No. of participants in programmes	• approx. 2,000 participations by 2024	2023	New	
	Devising and defining a parent campaign of value reference and positioning with a focus on the centrality of people, subsequently declined in the various areas of service, business and development (e.g. Digital HR, Change Management, Performance Management, Talent Management)	• No. of launch/positioning campaigns with umbrella concept development and multi-subject declination in 5 thematic strands • Editorial and multi-channel communication plan to support • No. seminars (organisation and management with related communication campaigns to inform and raise awareness among employees on the importance of prevention) • Dedicated intranet and app publishing plan	• 5 supporting communication campaigns by 2024 • 1 Editorial plan by 2024	2023	New	
	Information and awareness of care and wellness activities. Prevention seminars by PCM specialists	• No. of seminars (organisation and management with related communication campaigns to inform and raise awareness among employees on the importance of prevention) • Dedicated intranet and app publishing plan	• 7 seminars by 2024 • 1 Editorial plan by 2024	2023	New	
	Improving employees' digital experience on NoidiPoste app/intranet	• No. new releases on internal communication digital channels (e.g. app navigation menu, evolution of personal profile, evolution of horizontal navigation tools, evolution of social component) • Google Play and App Store ratings	• 5 new releases by 2024 • Rating >2 by 2024	2023	New	
	Strengthen welfare initiatives in favour of company caregivers to support care and work-life balance for the improvement of their personal and family well-being	• No. of initiatives to support caregivers	• 2 initiatives by 2025	2023	New	
	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	• No. of editions	• 40 editions by 2025	2023	New	
	Implementation of a training campaign on the subject of "health risk prevention" focusing specifically on risks to the musculoskeletal system and with the aim of continually improving safety and efficiency in carrying out activities	• No. of editions	• 150 editions (max. 20 participants/edition) by 2024	2023	New	
	Encouraging employee listening through continuous surveys	• No. of Surveys	• 10 surveys by 2024	2023	New	
	Enhancing the contribution of participants in training initiatives through the introduction of digital solutions for feedback collection	• % redemption of perceived quality questionnaires of classroom training activities • No. of training initiatives on the evolution of the sales network service model	• 50% by 2025	2023	New	
	Empowering people to expand their knowledge and skills to achieve period business objectives related to the market segments covered	• No. of training initiatives on Transformation orientation for logistics personnel • No. of training initiatives on the evolution of products and services (at least one initiative per Energy, Telco, Financial/Insurance, Logistics sector)	• 2 training initiatives by 2024 • 1 initiative by 2024 • 4 initiatives by 2024	2023	New	



Objective achieved/Objective achieved and updated

Objective not achieved

Deadline for achieving the objective that has not yet expired