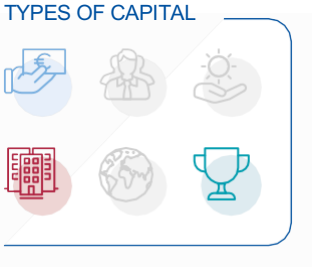
MAIN RELATED TYPES OF CAPITAL



7.15 Innovation

INNOVATION FOR US:
scan the QR code and watch the video.

MAIN TYPES OF CAPITAL	OBJECTVES	INDICATOR (KPI)	TARGET	BASELINE	IMPLEMENTATION STATUS 2023	OUTCOME
	Increase digital transactions for the various products of the Poste Italiane Group	• Number of digital transactions in financial, insurance and payment services	• +50% by 2024	2020	+103%	
	Increase contactless transactions	• Number of transactions	• 1.2 billion by 2024	2022	1.3 billion	
	Full Digital POs	• No. pilot POs	• One pilot PO by 2023	2022	Inaugurated on 8 November the PO in Florence	
	Development and deployment of digital and paperless services in energy supply	• % of paperless contracts • % of customers acquired via digital channels • % of digital bills and/or digital payments	• > 95% by 2025 • 10% by 2025 • > 40% by 2025	2021	• 98% • 9% • 57%/52%	
	Install SMART mailboxes	• Number of SMART mailboxes	• 10,500 by 2026	2022	707	
	Increasing the number of cards made of environmentally sustainable material	• Number of environmentally sustainable cards	• 20 million by 2026	2020	10.6 million	
	Replacement of all PCL operating personnel uniforms	• Number of PCL operating personnel uniforms replaced	• 40,000 (all staff) by 2025	2021	6,400	
	Increase the level of automation of back office processes	• % of back office resources supported by automated digital processes	• 75% by 2024	2020	65%	
	Development of pre-sale and sale channels of products and services in multi-channel	• % of new funnels created in multi-channel	• 75% by 2024	2020	70%	
	RDS-Digital Service Request Project	• Preparation on digital channels of data for in-branch transactions	• Preparation on digital channels for data for in-branch transactions by 2024	2020	• Release on APP Poste Italiane for products • Realisation of training course with Corporate University, delivered to colleagues in the Territory • FAQ creation for Dynamic Assistance • Design porting solution Financial Products on Poste.it site	
	Digitisation of Customer Receipt – Phase 1	• Digitisation customer receipt	• Digitisation paper receipt by 2024	2020	Issuing of dematerialised customer receipts to transactions related to Moneygram, Vaglia and Pago PA products	
	Increasing the level of automation of back office processes, with progressive introduction of advanced Artificial Intelligence solutions	• % of back office resources supported by automated digital processes	• 85% by 2026	2023	New	
	Increase digital transactions for the various products of the Poste Italiane Group	• % of digital transactions in financial, insurance and payment services compared to 2020	• +115% by 2024	2023	New	
	Increase contactless transactions	• Number of transactions	• 1.7 billion by 2026 • 2 by 2025	2023	New	
	Development of an ethics-driven framework to support Artificial Intelligence	• N° survey on ethics perception • Company Policy and monitoring tools	• Implementation of the Policy and identification of tools for overseeing the ethics-driven approach in AI processes by 2026	2023	New	
	On-line current account openings	• % number of current accounts opened online out of total openings	• 8% by 2024	2023	New	
	Supporting the internal digitisation process through training for the adoption of new digital solutions	• No. of training initiatives to support Sales • No. of training initiatives to support post-Sales	• 1 training initiative by 2024 • 1 training initiative by 2024	2023	New	
	Experimenting with digital learning solutions to improve the learning experience and participant engagement	• No. immersive reality experiments • No. of microlearning experiments	• 1 immersive reality experimentation in the induction pathway of new hires by 2024 • 1 experimentation with text-based microlearning in the follow-up of training courses by 2024	2023	New	
	Generating a widespread culture of innovation through the understanding and dissemination of a common mindset, the acquisition of new skills related to the adoption of AI technologies	• No. of courses issued	• Release of two courses by 2024: 1. AI verticals course 2. AI Literacy course	2023	New	

Objective achieved/Objective achieved and updated

Objective not achieved

Deadline for achieving the objective that has not yet expired