

Insights into the organization of people¹

For Poste Italiane, a constant dialogue with workers' representatives is a central aspect of the Group's organization and management, in order to guarantee the well-being and protection of employees' rights, both during ordinary management and in phases of change in the company's 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 (OO.SS.).

The new National Collective Labour Contract (CCNL) covers **100%** of the Group's non-management staff

Below are some of the most important provisions contained in the document:

Chapter II – Diritti Sindacali (Union rights)

- **Locali delle Rappresentanze Sindacali Unitarie (United Trade Union Representatives' premises | art.10)**

The Company in production units with at least 200 employees shall permanently place at the disposal of the Company/Union 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 proximity of the unit. 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 the employment relationship)

- **Assetti contrattuali e Trasferimenti collettivi (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 OO.SS. according to the modalities of art.2. In particular, are brought back, according to criteria and modalities negotiated in accordance with procedures, issues related to:

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

The Company will provide the national OO.SS. stipulating the CCNL with prior information, with simultaneous indication of the date of the start of the confrontation, which will be aimed at seeking possible solutions to govern the social effects mentioned above. Said negotiation confrontation will be exhausted no later than 25 working days, including Saturdays, following the date set by the Company for the first meeting, during which time the Company will not give rise to the implementation of the planned projects and the OO.SS. will refrain from any direct action. After 25 days, in the absence of a positive outcome of the aforementioned discussion, the Parties will make their own

¹ Content prepared in order to comply with disclosure requirements of S&P Global rating agency.

autonomous determinations. In case, however, of a positive outcome, the Company will provide appropriate information to the competent territorial structures of the OO.SS. The identification of workers to be transferred will take place in accordance with objective criteria identified in agreement with the OO.SS. To this end, as expressed in art.4, the Company adopts a system of information and consultation with the aim of seeking, in a non-negotiated framework, shared solutions. In addition, measures arranged in the context of collective transfers, such as reimbursement of travel and moving expenses and staff retraining courses, apply to the entire staff subject to the transfer.

- **Rapporto di lavoro a tempo determinato e parziale (Fixed-term and part-time employment relationship | arts. 22 - 23)**

These articles encapsulate all provisions regarding fixed-term, indefinite-term, and part-time employment contracts, including provisions regarding 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.

- **Lavoro Agile e Telelavoro (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 production efficiency, which enables the consolidation of organizational functioning and employment modes of people respectful of 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 CO2 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 for maternity, illness, injury or leave.

- **Orario di lavoro (Working hours | art. 29)**

Contractual working hours are 36 hours per week spread over 5 or 6 days with a daily schedule of 6 or 7 hours and 12 minutes. Daily rest may not be less than 11 consecutive hours every 24 hours, and staff 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 the time schedules 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.

- **Tutela della maternità e della paternità (Maternity and paternity protection | art. 43)**

For the period of maternity/paternity leave, there is a daily allowance equal to 100% of the normally due pay, fixed and variable, related to the professionalism and productivity of the production unit to which they belong, compared to the 80% 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.

- **Igiene e sicurezza sul lavoro (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 is committed to eliminating risk factors, maintaining industrial hygiene in the workplace, ensuring compliance with ergonomic principles in the design of workstations, and providing adequate and updated information to workers on the health and safety risks associated with the activities carried out, the protection and prevention measures and activities adopted for specific risks, safety and environmental protection regulations, and 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).

- **Provvedimenti disciplinari e Codice disciplinare (Disciplinary Measures and Disciplinary Code | arts. 53 – 54)**

The Group adopts a series of disciplinary measures if an employee incurs actions that do not comply with the provisions set forth in the Code of Ethics, Group Policies (e.g., Group Policy for the protection of Human Rights, Policy Diversity and Inclusion, etc.) and, in general, the entire Group Regulatory Corpus, thus following the occurrence of breaches of any kind (e.g., in the areas of privacy, cybersecurity, anti-corruption, compliance, human rights, discrimination and harassment (both sexual and non-sexual), labor standards, health and safety, environmental, etc.), also integrating the criterion of compliance with the principles of the Code of Ethics into employee performance evaluation systems and employee compensation plans. Therefore, in order to manage the different reports, Poste Italiane provides specific responsibilities, competencies and reporting lines within all functions and companies of the Group. In this regard, 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 warning;
- 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 the 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 several workers 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 instances of the application of the above sanctions (inclusive of the individual violations previously mentioned).

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

- a) fails to observe the service regulations;

- b) fails to observe working hours or the formalities prescribed for the recording and control of attendance; stays beyond working hours without authorization and without due cause on the work premises;
- c) fails to notify the reason for absence within the same day on which the absence occurs, except in cases of proven force majeure.
- d) performs work 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) misbehaves during working hours, on work premises or in work-related situations;
- g) comes to work or is 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 penalty of a fine not exceeding four hours' pay shall apply:

- a) for recidivism within one year after the application of the written reprimand in the same misconducts provided for in the previous group;
- b) for arbitrary absence not exceeding two consecutive working days;
- c) for misconduct toward superiors, colleagues, employees, or the public;
- d) for toleration of service irregularities, acts of indiscipline, or improper conduct by 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 small value;
- g) for behavior that, in case of absence due to illness, does not allow medical checkup ordered by the Company.

The disciplinary penalty of suspension from work 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 misconducts as 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 failure to comply with duties prescribed by laws, regulations or provisions on prevention, accidents and safety at work, when there are objective dangerous situations;
- f) for non-observance of duties and obligations of service from which harm to the regularity of the service itself or to the interests of the Company or an advantage for himself or for third parties has resulted, if not otherwise punishable;
- g) for failure to comply with the duty of secrecy, from which no harm has resulted.

The disciplinary penalty of suspension from work with deprivation of pay for up to ten days shall apply:

- a) for particular seriousness or recidivism, within one year after the imposition of the sanction, in the same misconducts as in the previous group;
- b) for refusal to testify or for false or reticent testimony in disciplinary proceedings;
- c) for refusal to execute orders concerning service obligations;

- d) for ii performance, while on duty, of acts from which an advantage to himself 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 harmful to the dignity of the person, 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 employment for the purpose of profiting 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 due to service requirements.

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

- a) for repeated recidivism, within the year, in the offenses provided for in the preceding group;
- b) for being under the established repeated effect of alcohol or drugs while ii performing 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 damage to persons;
- 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 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 penalty of dismissal without notice shall be applied for any of the following offenses:

- a) for the unlawful use, tampering, misappropriation or misappropriation of sums, or property pertaining 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 been repeatedly 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 having performed, even outside working hours, duties and activities for free or for consideration that are in competition and in conflict with the interests of the Company;
- h) for a 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 damaging the fiduciary relationship;
- i) for any conviction resulting in perpetual disqualification from public office;
- j) when it is established 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, carried out in connection with the employment relationship, of such gravity 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:

- the intentionality of the behavior or the degree of negligence, carelessness or inexperience with regard also to the foreseeability of the event;
- the concurrence, in the failure, of several workers in agreement with each other;
- 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 Policy, Training Enhancement and Worker Development)

- **Formazione e Valorizzazione e sviluppo professionale (Training and Enhancement 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 | Employee assessment systems

As highlighted above, the Poste Italiane Group gives particular relevance and centrality to the development of its employees' skills and 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 regard, for the purposes of evaluating the employees themselves, Poste Italiane adopts different types of evaluation such as systems aimed at assessing employees in team dynamics and not exclusively as individuals, as well as systems based on a relationship involving a continuous exchange of feedback, at least on a quarterly basis, during the course of annual activities between the employee and the person in charge of the assessment with the aim of evaluating, and possibly intervening, on the entire growth path of the resource (so-called agile conversation). The "agile conversation" system is also accompanied by the following additional personnel evaluation systems:

- **Management by objectives:** in the field of Human Resources, management by objectives (MBO) is a method of personnel assessment based on the results achieved against set targets, and not on the skills expressed. The figures have as target value the entire population of the Poste Italiane Group. The percentages of which the Poste Italiane Group provides evidence within the Annual Financial Report 2023 (p. 453) refer to the resources assessed in the reference year and therefore excluded from the calculation are the resources that cannot be assessed due to long absence (for 2023 with reference to the assessment year 2022 the number of N.A. is approximately 3,000 resources, while, for the 2022 evaluation year, 4 managers are excluded from the multidimensional evaluation, indicated as "not assessable").
- **Multidimensional performance assessment:** evaluation system of the total managerial population assessed in the 180° assessment process compared to the total of those assessable. Also for 2023 (performance 2022), the multidimensional assessment is not only made up of the 180° process (assessment of managers, colleagues) but for 205 managers, the overall assessment is given by the contribution of managers, colleagues and collaborators (360° assessment).
- **Comparison of employees in the same category:** The comparison of employees belonging to the same category, which refers to a system in which employees are systematically compared in relation to their colleagues of the same professional level, belonging to the same team/function, is not applicable to Poste Italiane's model.

For more details regarding the percentages of personnel evaluated by individual type of evaluation system, see the Annual Report 2023 (p. 453).

Chapter V – Trattamento Economico (Economic Treatment)

- **Retribuzione fissa e variabile (Fixed and variable pay | arts. 63 – 79)**

The following articles devoted to compensation provide a detailed description of the Company's fixed and variable pay structure. On the salary issue, the agreement reached in 2021 introduced major improvements such as an average monthly total economic increase of 110 euros, with a one-time amount of 1,700 euros to cover the contractual vacation period.

Focus | Examples of long-term incentives for employees

As detailed in the Report on Remuneration Policy 2024 and Compensation Paid 2023, approved by the Shareholders' Meeting, for the long-term variable component, Poste Italiane provides the "2024-2026 Performance Share LTIP" Plan with the assignment, 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., managers and executives, 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 long-term incentive payout are on average more than 5 years. With reference to the "2024-2026 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) and this includes two performance targets with a combined weight of 40%, linked to "Green Transition" (Emission Reduction – Real Estate (tCO₂e) between a minimum of -17% and a maximum of -23%) and "People Development" (Hours of training between a minimum of 14.5 mln and a maximum 15.5 mln), respectively. Moreover, since 2019 the Performance Share LTIP has been assigned yearly and has been based on objectives that are consistent with the strategic priorities of Poste Italiane. Therefore, against two ESG objectives linked to the pillars "Green Transition" and "People Development" defined for the "2024-2026 Performance Share Plan LTIP", in addition, the focus remains on two other key pillars of the Group's ESG strategy, linked to "Diversity & Inclusion" (Equal gender representation in succession plans between a minimum of 45% and a maximum of 50%), introduced in the 2022-2024 Performance Share LTIP, and "Creating value for the country" (also "Value to the territory") (Polis project: construction sites started 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 the fight against climate change

In order to incentivize the Poste Italiane Group's personnel to contribute to the fight against climate change and to ensure that it succeeds in achieving the strategic goals set with regard to this issue, the Group has introduced monetary incentives awarded to both the Chief Executive Officer, Key Management Personnel (KMP) 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 LTI has been provided, within which environmental KPIs are also incentivized in line with the Group Sustainability Plan. Specifically:

- with reference to the Chief Executive Officer, within the short-term incentive scheme (MBO 2024) there is a target to reduce total Group emissions (weight 15%), by a minimum of -3% tCO₂e and a maximum of -5% tCO₂e, in line with the Plan target -30% tCO₂ and by 2025 consistent with adherence to the Paris Agreement and the New Green Deal and carbon neutrality by 2030. As part of the long-term incentive system (LTI Performance Share Plan 2024-2026), there is a real estate facility emissions reduction (tCO₂e) target (weight 20%) of a minimum of -17% tCO₂e and a maximum of -23% tCO₂e, which therefore incentivizes the reduction of Group emissions.
- with regard to KMP, 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 to 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. Within the short-term incentive system (MBO 2024), incentivized KPIs include KPIs that contribute to the achievement of the Sustainability Plan goals such as, for example, the introduction of Smart Building solutions on the Group's entire real estate assets, with a reduction of -8GWh by 2024, make a large building Carbon Neutral (0 tCO_{2e} net) by 2023 and an additional 10 by 2028, achieve Group Carbon Neutrality (0% tCO_{2e} by 2030). As part of the long-term incentive system (LTI Performance Share Plan 2024-2026), there is a real estate facility emission reduction (tCO_{2e}) target (weight 20%) of a minimum of -17% tCO_{2e} and a maximum of -23% tCO_{2e}, thus incentivizing the reduction of Group emissions.

- another category is represented by the most relevant personnel of BancoPosta RFC's, 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 long-term incentive system (LTI Performance Share Plan 2024-2026) there is a real estate facility emissions reduction (tCO_{2e}) target (weight 20%), of a minimum of -17% tCO_{2e} and a maximum of -23% tCO_{2e}, thus incentivizing the reduction of Group emissions.

Focus | Gender Pay

In line with previous years, Poste Italiane Group supports the "Charter for Equal Opportunities and Equality at Work", a declaration of intent voluntarily signed by companies of various sizes with the aim of promoting a corporate culture and human resources policies that are inclusive and free of discrimination and prejudice, including in the area of remuneration².

- **Maggiorazioni per lavoro festivo, notturno e straordinario (Surcharges for holiday, night and overtime work | art. 74)**

The pay increase shown for the following types of work is 15% for weekday daytime overtime, 30% for weekday nighttime overtime and holiday daytime overtime, and 50% for holiday nighttime overtime.

- **Previdenza complementare e Assistenza Sanitaria integrativa (Supplementary Pension and Integrative Health Care | art. 79)**

Poste Italiane reaffirms the centrality of the National Supplementary Pension Fund (Fondoposte), confirming its commitment to ensure its widest dissemination in the Company. In addition, in order to strengthen the welfare system and ensure the full fundamental right to health, in line with the protection needs of employees and their families, the Company is committed to ensuring towards all non-executive personnel, increasingly effective forms of supplementary health care. To this end, all workers hired on permanent contracts, including apprentices, upon passing the probationary period, are enrolled in the Supplementary Health Care Fund.

² In this regard, in 2023, the Group recorded: a Mean Gender Pay Gap of -0.8%, a Median Gender Pay Gap of 0%, a Mean Bonus Gap of -8% and a Median Bonus Gap of -10%.

With a view to continuous improvement, the Poste Italiane Group and the labor unions (Slp Cisl, Slp Cgil, Uilposte, Confsal Com, Failp Cisa, Fnl- UglCom), in July 2024, met and reached an agreement that will ensure an improvement in the pay level of employees, while at the same time allowing the Group to consolidate its leadership on the Italian corporate landscape. Specifically, the agreement will provide for an average pay increase of 230 euros gross, recognition of one-time pay of 1,000 euros, an increase of 1.26 euros in daily meal vouchers, and increased contributions to be paid by the Company for packages on supplementary health care and pension plans. In addition, an approach aimed at improvement was also adopted with reference to issues such as: participation and information rights, gender, parental protection, working hours including the possibility of experimenting with the short week, training and the right to study.

EMPLOYEE SUPPORT PROGRAMS

The Company plans several initiatives to support its employees, in line with the provisions of the National Collective Labour Contract (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.

Workplace stress management

Through the caring initiative called "Noi Siamo Qui" (We Are Here) Poste Italiane supports workers with fragility due to serious diseases or chronic illnesses with dedicated listening actions, work flexibility interventions and activation of business coaching paths with an inclusive approach to accompany an effective reintegration to work. Among the new services launched for the project's target audience, the possibility of requesting a second opinion for oncological and cardiovascular diseases was also introduced in collaboration with the Company's Medical Centre. In addition, during 2023 the "Al tuo fianco" (At your side) Project was launched, a listening, guidance and support Counter dedicated to employees, which, among the planned services, also contemplates access to a dedicated platform to support people's mental well-being and offer a concrete response to their frailty. This platform provides access to a network of selected psychologists and psychotherapists to undertake a course of treatment for mental well-being and makes available a range of accessible content such as various scientific tests for self-assessment of mental well-being condition.

In addition, in support of the "Noi Siamo Qui" Project, the course "The inclusive mindset to support caring projects" was launched, course dedicated with the aim of strengthening skills to foster the acquisition of an integrated vision between technical/specialist and relational components to interpret the role of manager in an inclusive way. In addition, the training course "Coaching for fragility management", lasting a total of 21 hours, was delivered to 27 coaches from Poste Italiane's school of coaches, which aims to provide them with strategies to strengthen some of the coaching skills such as presence, listening and trust, useful for supporting people with fragility or facilitating the reintegration into the work environment of staff after a prolonged absence. Finally, regarding occupational safety and health, specific courses on work-related stress are being delivered during 2023. However, that topic has been addressed since 2012 as part of the broader coverage of specific training for workers.

Sport and health initiatives

With respect to initiatives aimed at fostering primary prevention and the maturation of social awareness in young people, Poste Italiane, in collaboration with the Veronesi Foundation, created a series of informative meetings aimed at employees and their families on issues related to ethics, healthy lifestyles and scientific disclosure with content proposed from an intergenerational perspective. In addition, as part of the Poste Mondo Welfare platform for the conversion of the result bonus into welfare goods and services, the Company has set up a dedicated platform in which numerous opportunities are available for the direct purchase of services for the sports and wellness area for employees through a nationwide and widespread network of merchants. This is a welfare initiative over which the Company also attributes high relevance through the recognition of additional welfare credits, in addition to the tax deduction and decontribution of the value of the earmarked bonus provided by current regulations.

Flexible working hours

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 29 and 30 of the CCNL, provides flexibility in working hours to all employees without distinction. Demonstrating this commitment, the Company implements several initiatives aimed at providing flexible working hours as

part of its welfare activities, both through partnerships with specific organizations (e.g., VALUE D) and through internal programs specifically designed to provide flexible hours to its employees (e.g., during the COVID-19 emergency).

With this in mind, the Group has strengthened its focus on the social and family dimension of workers, to support the parental role, with an integrated action that has provided orientation paths for young people and support for families. In the "restart" context, many were the needs that the pandemic amplified: balancing personal life and work, care services, spaces for entertainment and personal training, and expenses for children's education.

The Company recognizes, with respect to the generality of employees, the possibility of taking paid hourly 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, on the other hand, to the need to perform health services during working hours, an additional 24 hours per year of recuperative leave is also recognized, which can also be taken on a full-day basis and can be recuperated within the 4 months following its use.

On the other hand, with reference to some specific organizational areas identified with the Trade Unions, the possibility of activating an individual hour account is foreseen, which allows overtime hours to be compensated, within pre-established limits, by reducing work performance in the following 4 months. In addition, the Company provides, on a managerial basis, the possibility of taking advantage, for the performance of certain work activities, of forms of incoming flexibility to be compensated within the working week (Art. 30 "Regimi di orario e Sistemi di Flessibilità" of the CCNL - Time Regimes and Flexibility Systems). Finally, personnel belonging to the Middle Managers level, by reason of the performance oriented to the achievement of objectives and results set by the Structure to which they belong within the framework of the fiduciary relationship existing with the Company, enjoy a wide flexibility in the performance of their services, attesting the presence in the workplace by means of a single stamping in the day. Therefore, this category of workers can "flexibilize" their performance by balancing organizational and personal needs within the contractually stipulated 36 hours per week.

Working-from-home arrangements

For many years, the Group has regulated and used the regulatory institution of home teleworking, and even before the pandemic emergency it had already introduced, albeit on an experimental basis, that of Agile Work (widely used today, as also covered under paragraph "Lavoro Agile e Telelavoro" (Agile Work and Teleworking) of this document). The latter in particular, which was widely used during the health emergency situation, was regulated on a structural basis by the Trade Union Agreement which allows all personnel (employees and managers) belonging to facilities that perform tasks that can be performed remotely to be able to sign, upon request, an individual agreement for the performance of smart working for a number of days per month diversified according to organizational functions; the Agreement also recognizes the possibility of increasing the number of weekly and monthly days on which work can be performed in Agile mode if there are special personal and family situations that involve a greater commitment of employees in terms of work-life balance. In addition, the possibility was introduced to perform the work activity remotely for a greater number of days than ordinarily provided for, in view of contingent situations that make it more difficult or risky to render the work performance on site (by way of example, following contact with Covid-positive individuals, or in case of physical impediment that does not result in the inability to render the work activity). With respect to the categories of workers assigned to activities that can be performed remotely and are particularly exposed to risk during the pandemic situation (such as frail and pregnant women), it was - and still is - allowed to perform Agile Work while refraining from returning to the office. If the job description of fragile workers does not, on the other hand, allow for the performance of smart working, it is also envisaged that, where possible, the employee's transfer to another equivalent job description should also be evaluated in order to allow him or her to access Agile Working. Finally, staff who do not perform remote activities may occasionally perform smart working to meet specific training needs identified by the Company, to be carried out in e-learning mode.

Part-time working options

Poste Italiane has, for years, identified part-time 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, and provides economic incentives for workers' requests to transform full-time employment to part-time. In case of hiring part-time staff, the Company will inform the already full-time employees employed in the same production unit and will consider requests for transformation to part-time of the relationships of full-time employees. Transformation of the relationship shall take place in accordance with the requirements and procedures provided for in Article 8 of Legislative Decree No. 81/2015, as amended and supplemented. Notwithstanding the hypotheses for which the provisions of the law establish the right to the transformation of the employment relationship into part-time, the Company accepts the requests for transformation into part-time relationship made by workers under the following conditions:

- oncological diseases or serious chronic degenerative diseases affecting the spouse, children or parents of the worker or employee;
- severely handicapped employees pursuant to Article 3, Paragraph 3 of Law No. 104 of February 5, 1992;
- cohabiting person with total and permanent work incapacity with connotation of seriousness pursuant to 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 of age or with a cohabiting child with a disability pursuant to Article 3 of Law No. 104 of 1992;
- worker-students;
- remaining workers.

In addition, on the occasion of the renewal of the relevant CCNL, signed on June 23, 2021, regulations were introduced for the submission of requests for transformation from full-time to part-time by interested workers, providing for the possibility of formulating the request every six months and with reference to the specific hourly articulations (so-called clusters) made known, from time to time, by the Company. For more information, please refer to Art. 23 "Rapporto di lavoro a tempo parziale" (Part-time Employment Relationship) of the National Collective Labour Contract of the Poste Italiane Group.

Childcare facilities or contributions

In support of parenting in the Company, there are "PosteBimbi" company nurseries in the Rome and Bologna offices that accommodate children and/or grandchildren of employees from 3 to 36 months of age. The service is extended to more than 100 families and is characterized by organizational flexibility, with a wide time slot from 7:30 a.m. to 6:30 p.m., and by the setting of an educational path marked by the values of eco-sustainability and interculturality, through a bilingual educational activity. The company daycare service involves the payment, by the parent employee, of an attendance fee (monthly tuition) identified on the basis of the child's daily stay at the daycare center (part time/full time) according to a criterion of distribution of 55% (at the expense of the Company) and 45% (at the expense of the parent) of the value of the monthly attendance fee. In addition, opportunities are provided for employees to access, on favorable terms, convention networks for care, education and entertainment services for their children, such as daytime and/or residential summer camps with intensive packages during school suspension periods. These services are also present as part of the welfare platform for the conversion of the Results Bonus into welfare. Poste Italiane offers, free of charge and on a systematic basis, parenting support seminars aimed at all personnel on pediatric prevention issues and parental support in the developmental and relational journey with children.

As part of the initiatives to support birth and active parenting is the Lifeed initiative, a digital platform active since 2015 formerly known as MAAM (Maternity As A Master), aimed at pregnant women and new parents for the development of soft skills related to the generative experience, which can also be spent at work. The program is a method for making the parenting experience a "master" in soft skills, which are also essential for professional growth and have positive impacts in the relationship with parent's own children. Participation in the Lifeed initiative is available both for women on maternity leave and new parents (both mothers and fathers) of children aged 0 to 3, as well as managers whose personnel are involved in the initiative. About 1.200 people signed up for the programme in 2023, which continued to enhance the skills accrued through parenting. Additionally, actions continued to engage employees falling in the target groups of parents, new mothers, new fathers and managers, which led to an increase in fathers enrolling in the programme. Poste Italiane's goal is to enhance this life phase for its employees, through this "emotional intelligence business school", obtaining benefits from their new energy, improved skills and greater productivity and efficiency. The Group emphasises the importance of parenting for men as well, aware that this represents an excellent opportunity to improve skills such as empathy, listening, understanding of others, patience and communication. The initiative is supported by an online community that allows mothers and fathers to discuss parenting and the Lifeed path in a protected and stimulating environment, by integrating the various experiences through a network of participants from various companies, facilitating the process of learning, training and skills development. The Company in 2023 launched the Support for Active Parenting Policy with the aim of creating an accompaniment program tailored to people's professional profile and personal needs, supporting the parenting role and enhancing gender balance. This program consists of development paths outlined upstream and downstream of abstention from work, as well as the implementation of refresher courses and - if the person wishes - coaching to facilitate the return to work. Within this framework, the Mums At Work project has started with coaching paths aimed at supporting women in the period of return from maternity leave to facilitate work-life balance with qualitative improvement in the care of their children.

Breast-feeding/lactation facilities or benefits

During the first year of a newborn baby's life, Poste Italiane recognizes the possibility for female mothers to take care of the same through the use of daily "breastfeeding leave". In particular, the possibility of taking two daily rest permits, even cumulative during the day, normally lasting one hour each, is guaranteed. The recognized rest is only one when the daily working time is less than six hours. Such leaves are regularly considered as working hours for the purposes of work duration and pay (100% of the remuneration payable). The Company, in addition to naturally allowing the use of breastfeeding time off consistent with current regulation, recognizes that mother workers may be assigned during the first year of their child's age in the municipality of their habitual residence or in a neighboring municipality, as long as it is within their own Macro Territorial Area, notwithstanding their duties. In addition, with reference to removable duties, for parents of children under 3 years of age, the possibility of increasing the number of days on which work can be performed in Smart Working was introduced.

Paid parental leave for primary and non-primary caregiver in excess of the minimum legal requirements

Regarding the parental leave institute, the CCNL of Poste Italiane recognizes a more favorable economic treatment than the current legislative discipline, for a total of 24 paid weeks. Specifically, the company regulations grant:

- an allowance equal to 80% of salary for the first two months of parental leave taken before the child's sixth birthday (compared to the 30% provided by law) - 8 weeks recognized;
- an allowance equal to 30% of pay for an additional 4 months of leave taken within the child's third year of life, also recognized if the leave exceeds the limit of 9 months total between parents taken within the child's 6 years of life (statutory limit for the recognition of 30% of pay regardless of the parent's income conditions) - 16 weeks recognized.

These best-favor measures apply indiscriminately to primary and non-primary caregiver.

In cases where the parents are both employees of Poste Italiane, these best-favor economic treatments are also guaranteed individually to each parent.

Paid family or care leave beyond parental leave (care for a child, spouse, partner, dependent, parent, sibling, or other designated relation with a physical or mental health condition)

As for extraordinary leave to care for a severely disabled family member, it is paid in the Company in an amount corresponding to the last salary received, regardless of the economic allowance paid by INPS ("Istituto Nazionale Previdenza Sociale" - main social security institution of the Italian public retirement system). The leave is, therefore, fully paid for its entire duration even if the limit of the total annual amount stipulated by law is exceeded, thus guaranteeing that employees are paid for all months of leave (24 months in total over the employee's lifetime).