

Copenhagen Economics Conference – 8 May 2023, Copenhagen

Out of the Grey: Nudging out of Uncertainty

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POSTE ITALIANE SPA

NUDGING OUT OF UNCERTAINTY

- ❑ The post-pandemic society: rebuilding-rediscovering society.
- ❑ Platform companies and digital convergence
- ❑ Call for the Universal Service of the XXI Century
- ❑ Data: between signals, noises and citizen's rights
- ❑ Act locally, send globally
- ❑ Reskilling the workforce

A STRATEGIC PILLAR FOR ITALY



Poste Italiane is **the largest service distribution network in Italy**, covering activities that range from logistics, letter and parcel delivery and financial and insurance services to payment systems and telco services and the retail sale of gas and power



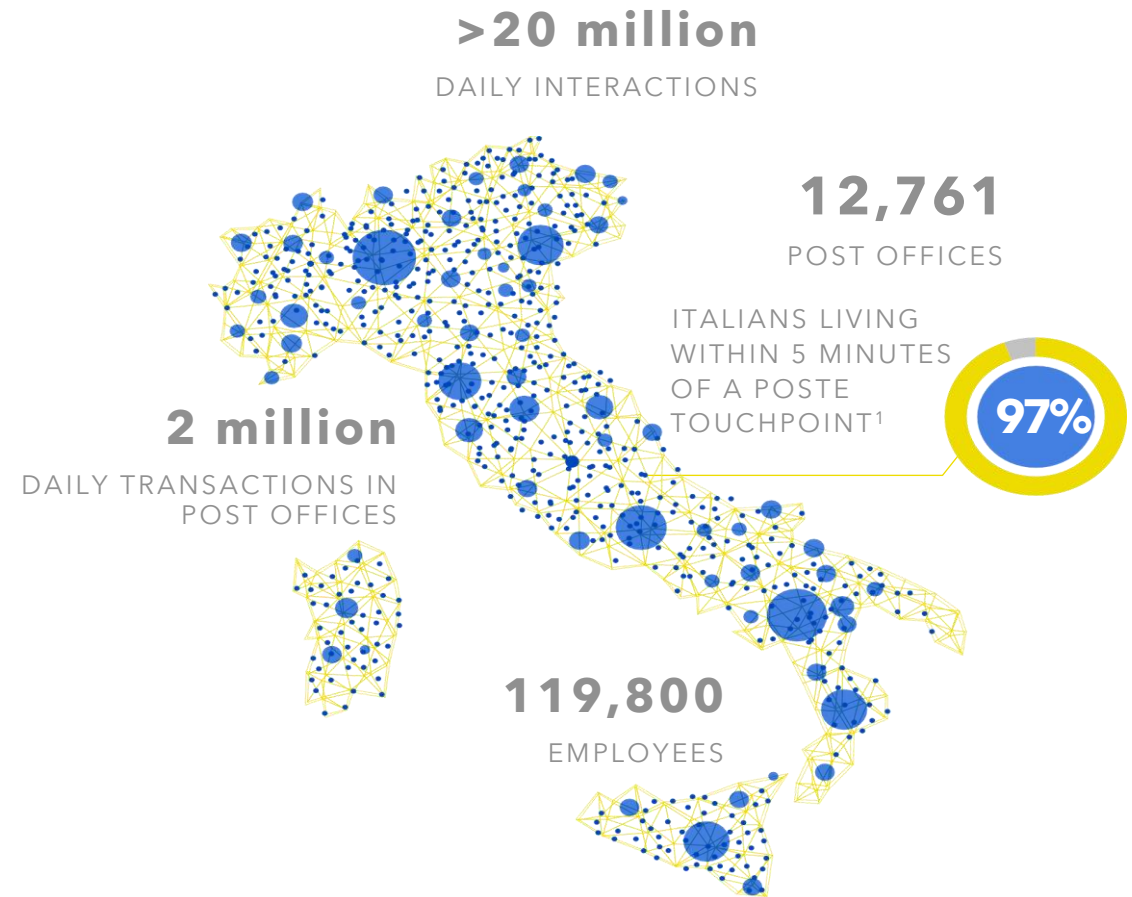
An **integrated omnichannel platform**, actively contributing to Italy's socio-economic development, innovation and modernization with over 20 million daily interactions



Italy's country's largest employer with 120,000 employees, over 50% are women in management and leadership roles

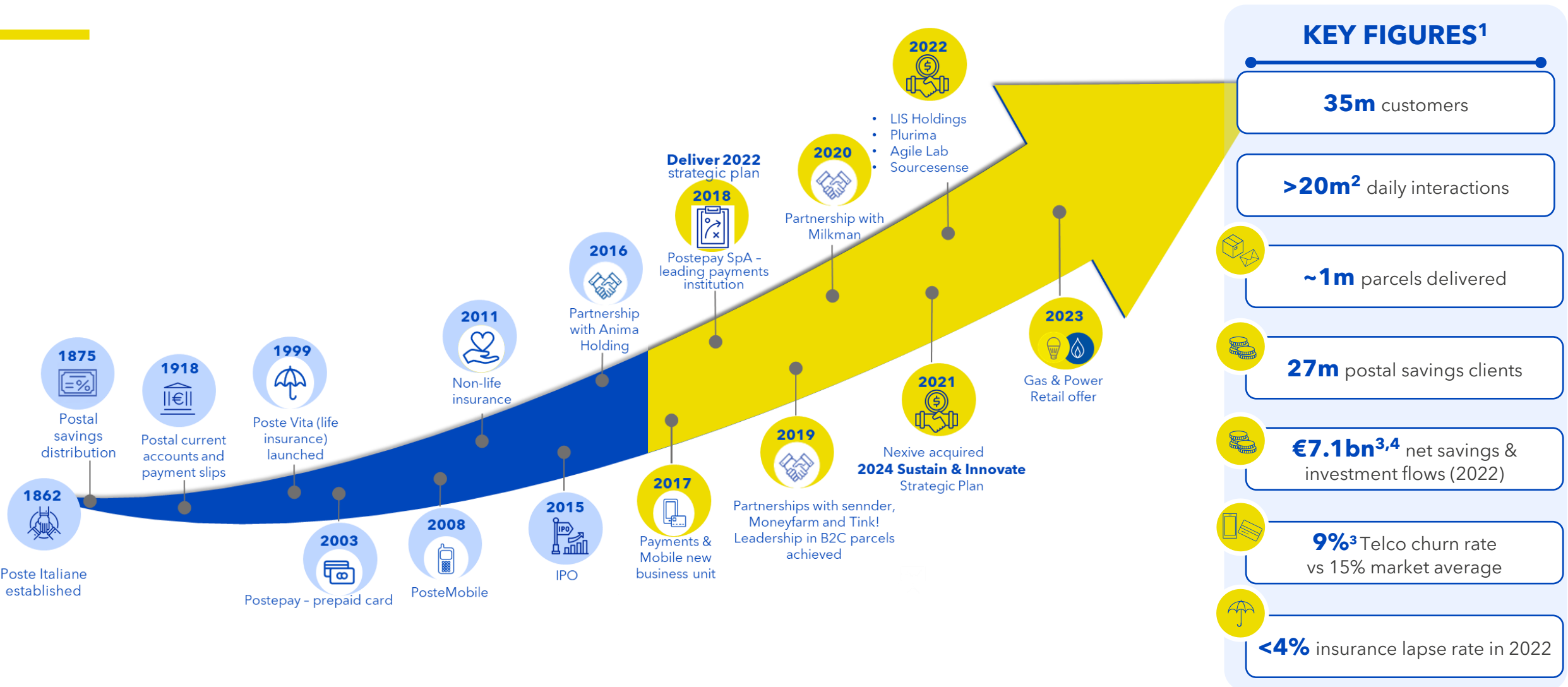


Purpose: "Grow responsibly thanks to the decisive contribution of our people to the sustainable success, innovation, digitisation and social cohesion of the country."



1. Post Offices and Punto Poste network including LIS (was 94.5% in 2020). As of 30/12/22.

CONTINUED TRANSFORMATION TO MEET EVOLVING CUSTOMERS' NEEDS



KEY FIGURES¹

- 35m** customers
- >20m²** daily interactions
- ~1m** parcels delivered
- 27m** postal savings clients
- €7.1bn^{3,4}** net savings & investment flows (2022)
- 9%³** Telco churn rate vs 15% market average
- <4%** insurance lapse rate in 2022

1. As of 30/12/2022; 2. Based on digital daily visits on App/Web, Post Offices, third party network, contact centre, including daily visits related to Mail & Parcel deliveries; 3. As of 2022; 4. Includes net flows into Mutual Funds, Moneyfarm, Postal Bonds, Net Technical Reserves, and Assets under Custody

UNMATCHED OMNICHANNEL SERVICE MODEL

DATA DRIVEN CAPABILITIES TO BOOST TRANSACTIONS AND SALES

>20
m daily

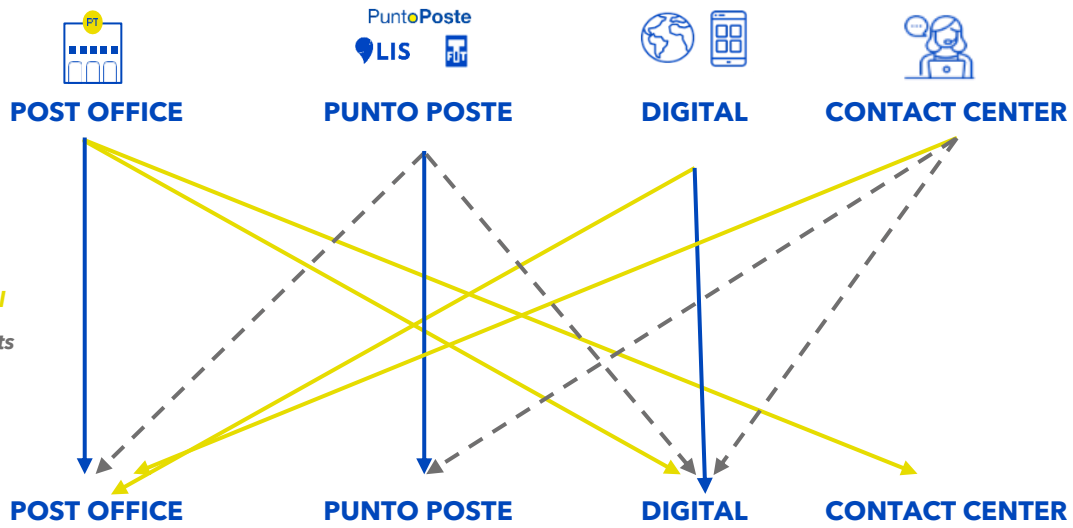
Interactions¹ with Poste Italiane in 2022

2.3x
vs 2017

ENGAGEMENT



- Legacy model
- Omnichannel model
- - - Future developments



TRANSACTIONS & SALES

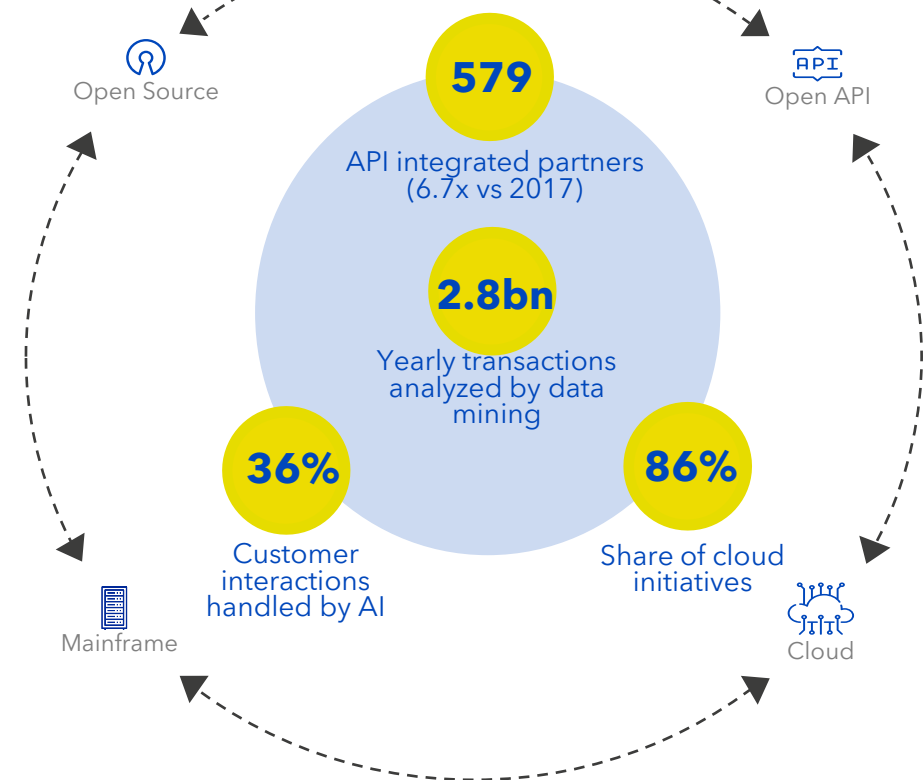
13k
Unchanged vs 2017

58k
2.2x vs 2017²

84.5
m
5.6x vs 2017

1.75
k
Unchanged vs 2020

TECH OPS LIQUID ENGINE ENABLER



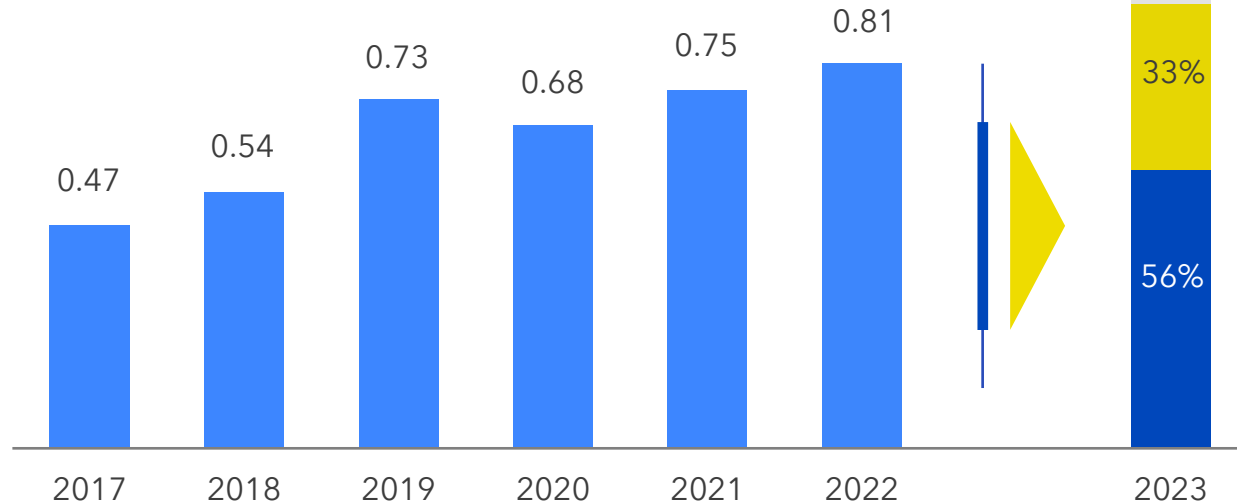
1. Interactions defined as any contact the customer has with Poste Italiane (e.g., entry into Post Office, ATM transactions, entry into a physical third-party network point, APP login, access to website etc.);
 2. Excludes expired agreements

RECORD HIGH CAPEX IN 2023 TO SUPPORT TRANSFORMATION



Capex evolution

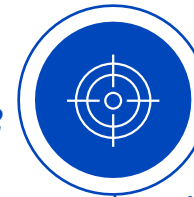
(€ bn)



% Revenues	2017	2018	2019	2020	2021	2022
	4%	5%	7%	6%	7%	7%

■ Other
■ Real estate
■ ICT¹

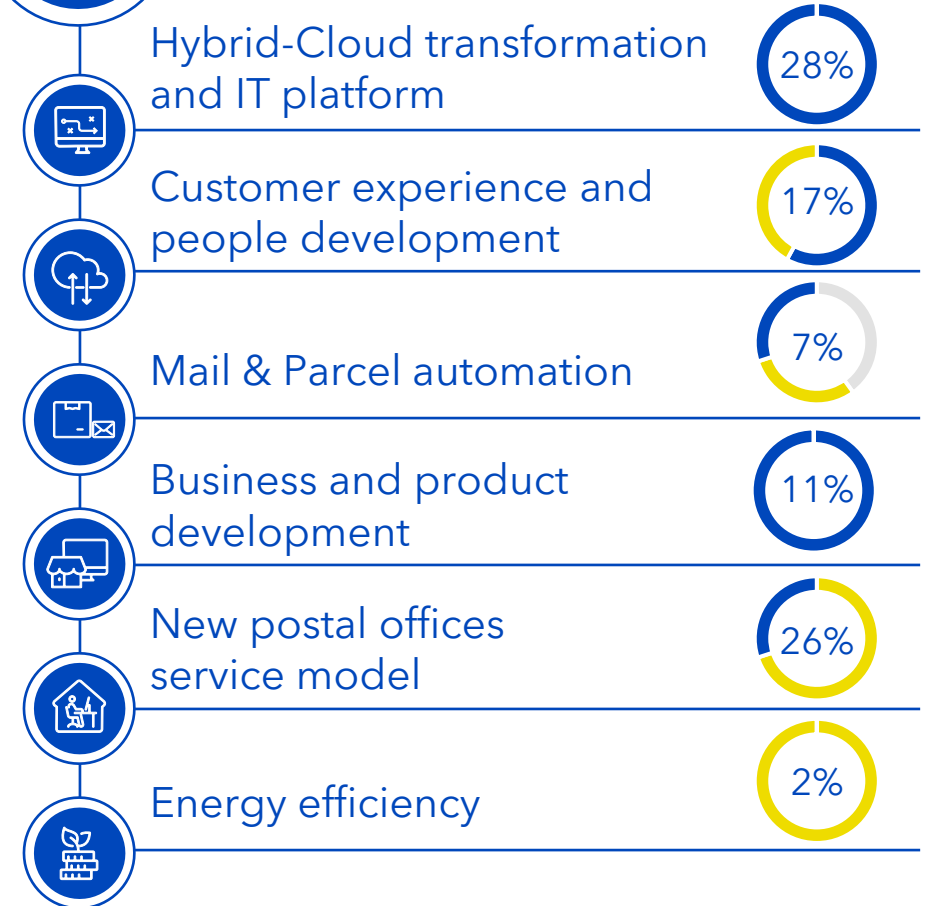
Polis 0,2



Key initiatives 2023

(c. 90% of total capex)

**ca70%
ESG**

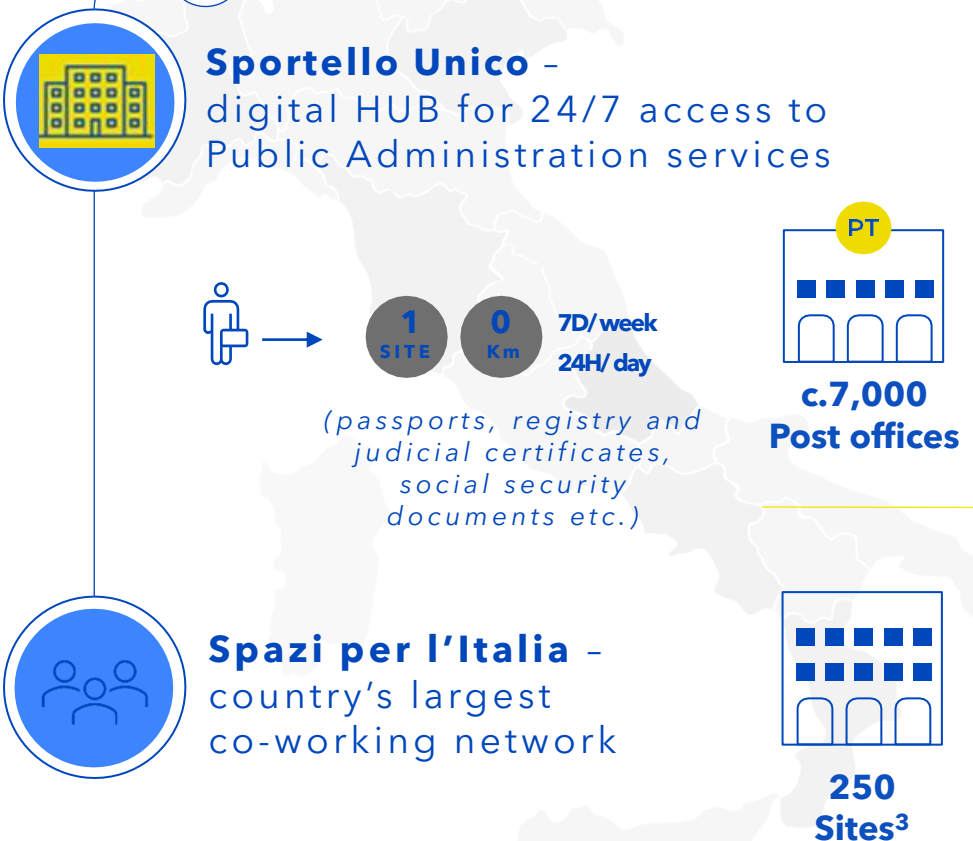


1. Information & Communication Technology related projects

POLIS PROJECT - HOME TO DIGITAL SERVICES

SUPPORTING COUNTRY'S ECONOMIC AND SOCIAL COHESION THROUGH DIGITALIZATION AND INNOVATION

POLIS PROJECT'S MAIN INITIATIVES



- ### BENEFITS
- ECONOMIC**
New Public Administration services and cross selling opportunities
 - SOCIAL**
Zero km travelled, increased social cohesion in remote communities
 - ENVIRONMENTAL**
Reduced CO2 emissions



Note: **1.** Polis project was approved by Decree Law 59/2021 and funded with €0.8bn from the Complementary Fund of the National Recovery and Resilience Plan; **2.** Municipalities with less than 15,000 inhabitants; **3.** of which 80 in small municipalities;

EUROPEAN DECLARATION ON DIGITAL RIGHTS AND PRINCIPLES - October 2022



Posteitaliane

    [posteitaliane.it](https://www.posteitaliane.it)