



AUSTRIAN POST Investor Presentation



ERSTE GROUP Conviction Equity
Investors Conference

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Harald Hagenauer, Head of IR

28 January 2021



1. HIGHLIGHTS AND OVERVIEW



2. Strategy Implementation

3. Group Results 2020/Q1-3 2020

4. Outlook 2020

5. Backup

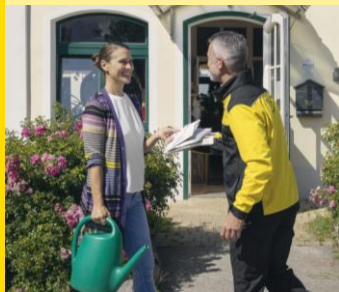
AUSTRIAN POST AT A GLANCE



Mail

- Letter Mail
- Direct Mail
- Newspapers and magazines

Revenue 2020:
EUR 1,222m



Parcel & Logistics

- Parcels and express
- Fulfillment & cash transport
- E-commerce services

Revenue 2020:
EUR 914m



Retail & Bank

- Branch and financial services
- Customer services

Revenue 2020:
EUR 65m

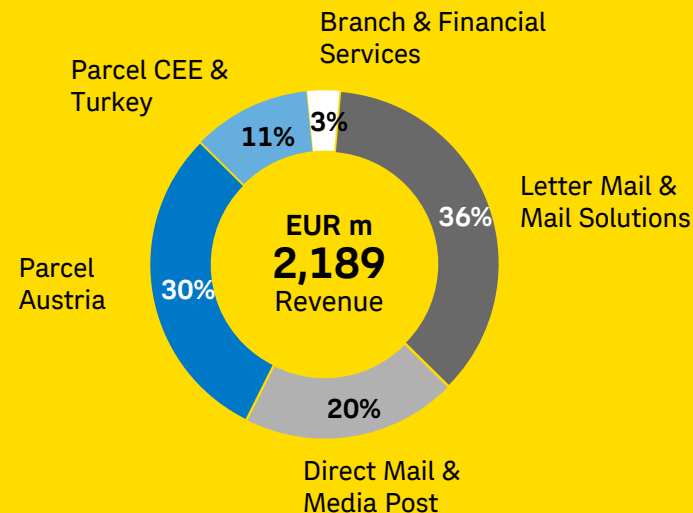


Group

Revenue 2020: EUR 2,189m

EBIT 2020: EUR ~160m

Revenue mix 2020



PRELIMINARY FIGURES 2020



Volume



Mail

- Letter Mail: -7%
- Direct Mail: -12%
- Media Post: -5%







Parcel & Logistics

- Austria: +30%
- CEE: +27%
- Turkey: +47%

| EUR m | 2019 | 2020 | Δ% | Q4 2020 | Q4 2020 | Δ% |
|----------------------|--------------|--------------|--------------|------------|------------|--------------|
| Revenue | 2,022 | 2,189 | +8.3% | 559 | 691 | 23.6% |
| • Mail | 1,320 | 1,222 | -7.4% | 350 | 339 | -2.8% |
| • Parcel & Logistics | 632 | 914 | +44.4% | 195 | 337 | +72.6% |
| • Retail & Bank | 81 | 65 | -19.7% | 17 | 19 | +10.4% |
| EBIT | 201 | ~160 | | 71 | ~79 | |

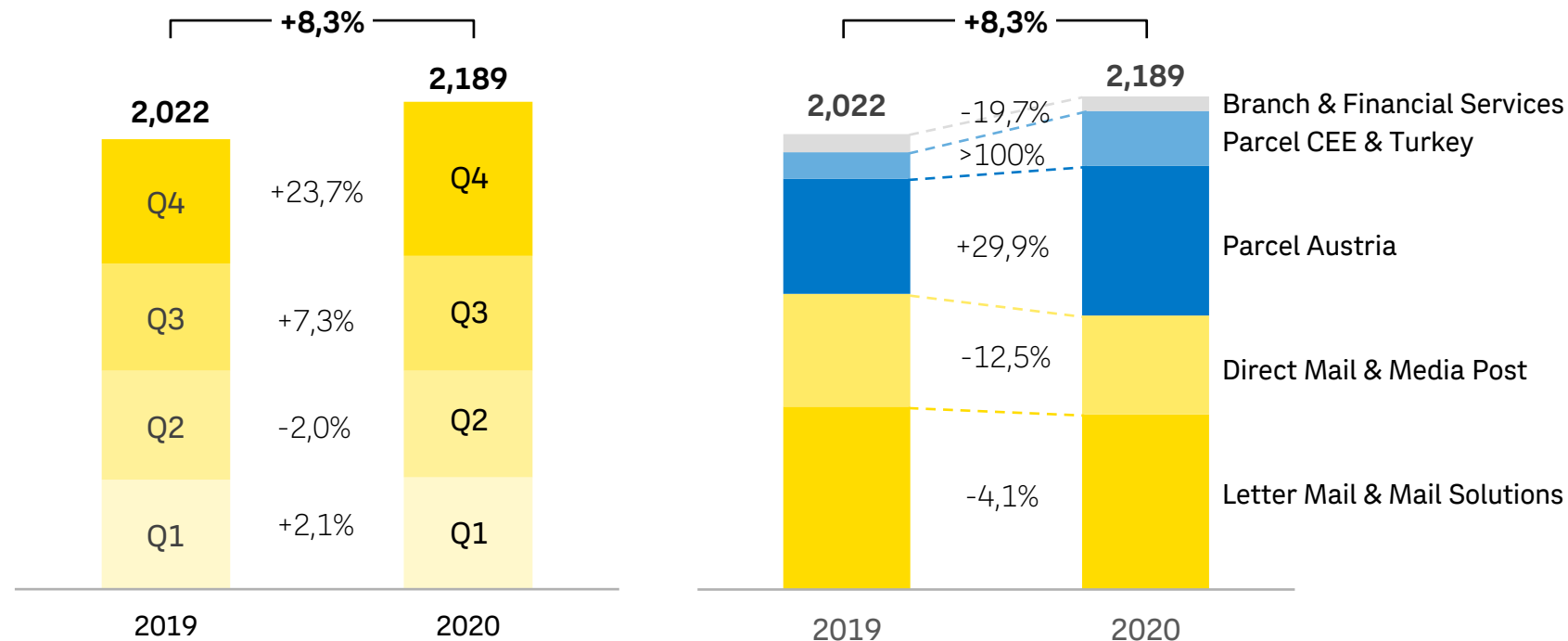
COVID-19 IMPACTED AUSTRIAN BUSINESS IN 2020



| | Q2 | Q3 | Q4 |
|--|---|--|------|
| | With severe COVID-19 implications | | |
|  Letter Mail | -13% | -6% | -3% |
| | | Trends improved, but reduced visibility | |
|  Direct Mail | -25% | -5% | -6% |
| | | Back to normal in Q3 / Lockdown again in Q4 | |
|  Parcel | >40% | +18% | +30% |
| | | Very Strong organic growth | |
|  Logistic- infrastructure | <ul style="list-style-type: none"> - Bottleneck in sorting - Higher logistics costs | <ul style="list-style-type: none"> - Sorting capacity expansion +30% - Improved cost structure | |

REVENUE DEVELOPMENT 2020

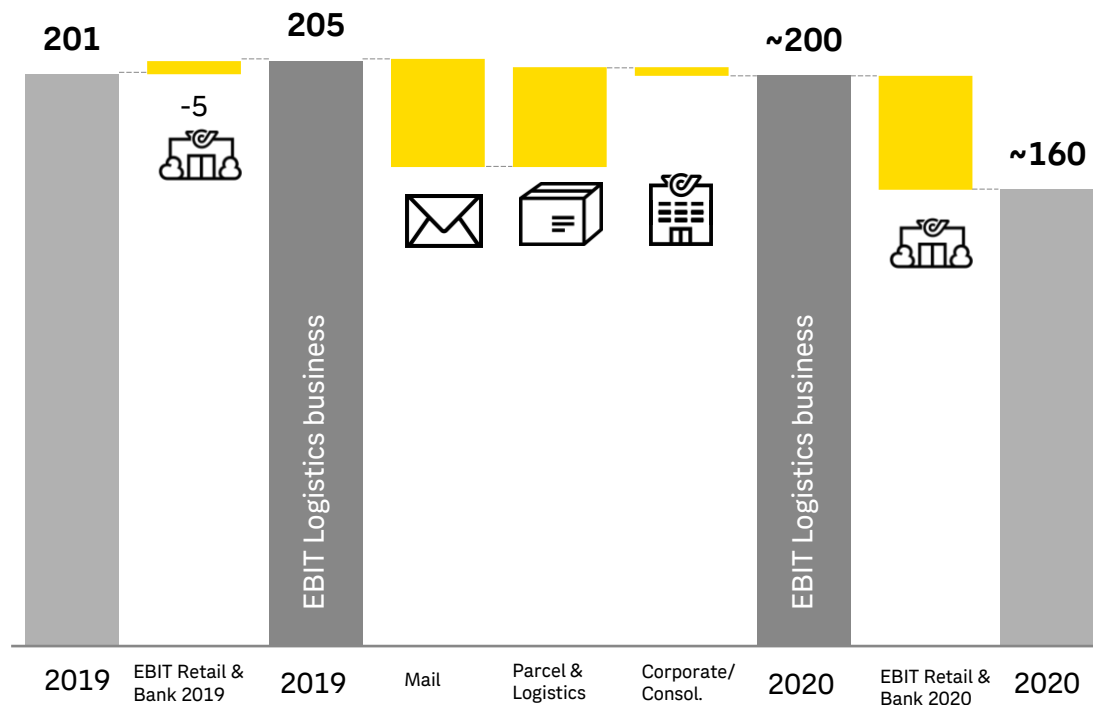
EUR m



EBIT DEVELOPMENT 2020



EUR m

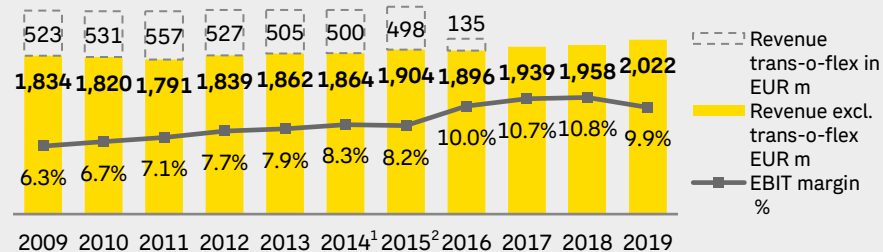


Adjusted to the new segment structure since 1 January 2020

CLEAR CAPITAL MARKET POSITIONING RECONFIRMED



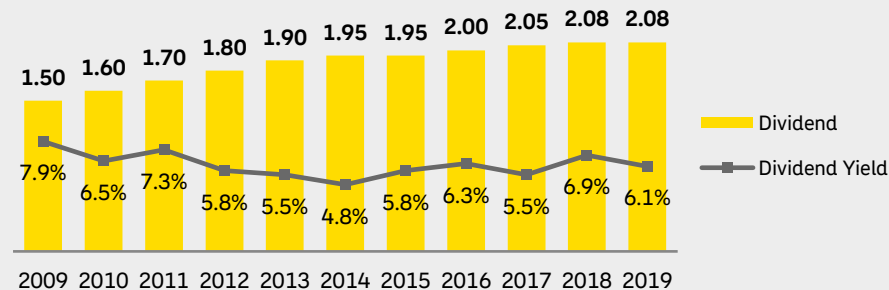
Solid and profitable business model



¹ Adjustment of revenue reporting in the Parcel & Logistics Division. Exported services recognised according to the net method (previously recognised as revenue and expenses for services used).

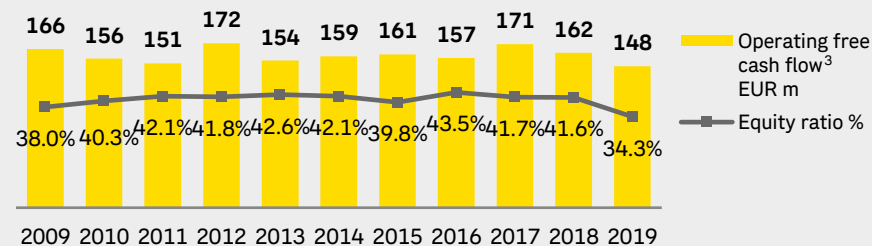
² EBIT adjusted for special effects

Attractive dividend policy



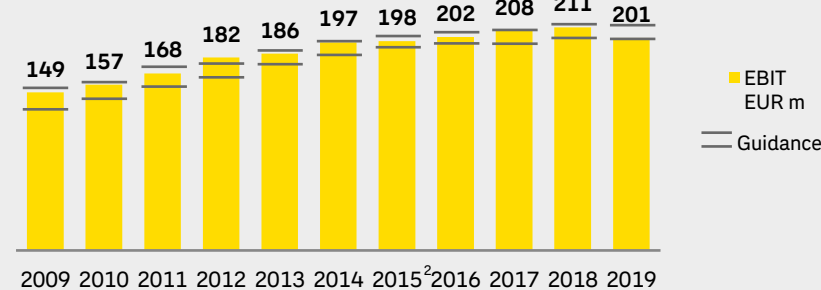
INVESTOR PRESENTATION Investor Relations, January 2021

Strong balance sheet and solid cash flow



³ 2009-2017: Free CF before acquisitions/securities and old/new HQ, adjusted for major real estate sales and working capital optimisations; 2018-2019: Free CF before acquisitions/securities and growth CAPEX, excl. special effects

Reliability ("Promise & Deliver")



² EBIT adjusted for special effects



1. Highlights and Overview



2. STRATEGY IMPLEMENTATION

3. Group Results Q1-3 2020

4. Outlook 2020

5. Backup

AHEAD TO THE FUTURE



1 Defending market leadership and profitability in the core business



Sustainability, diversity and customer orientation as guideline for all activities

2 Profitable growth in near markets

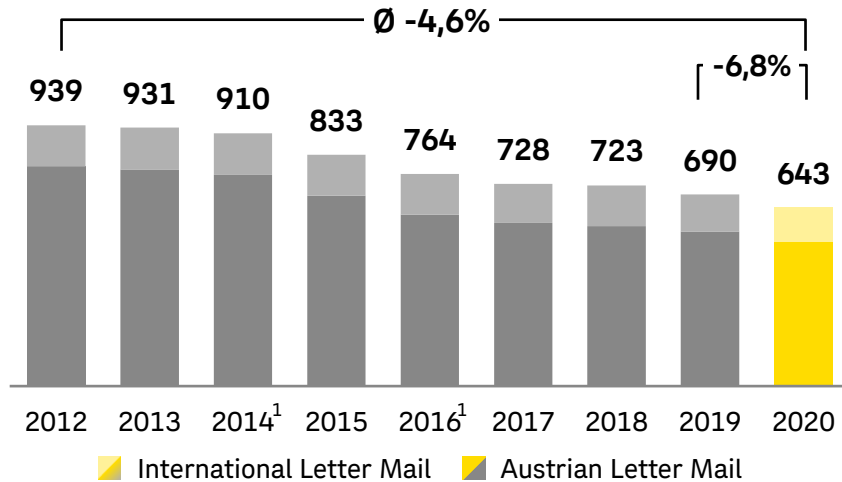


3 Development of retail and digital offerings for private customers and SMEs

1 LETTER MAIL



Letter Mail volumes (millions of items)



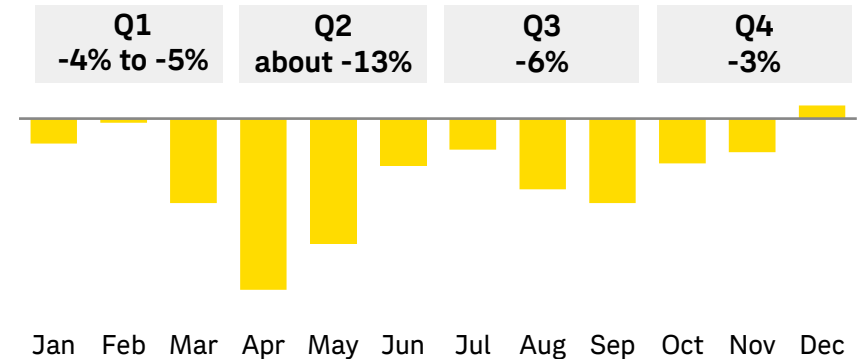
¹ Adjusted reporting due to automated calculation methodology

INVESTOR PRESENTATION Investor Relations, January 2021

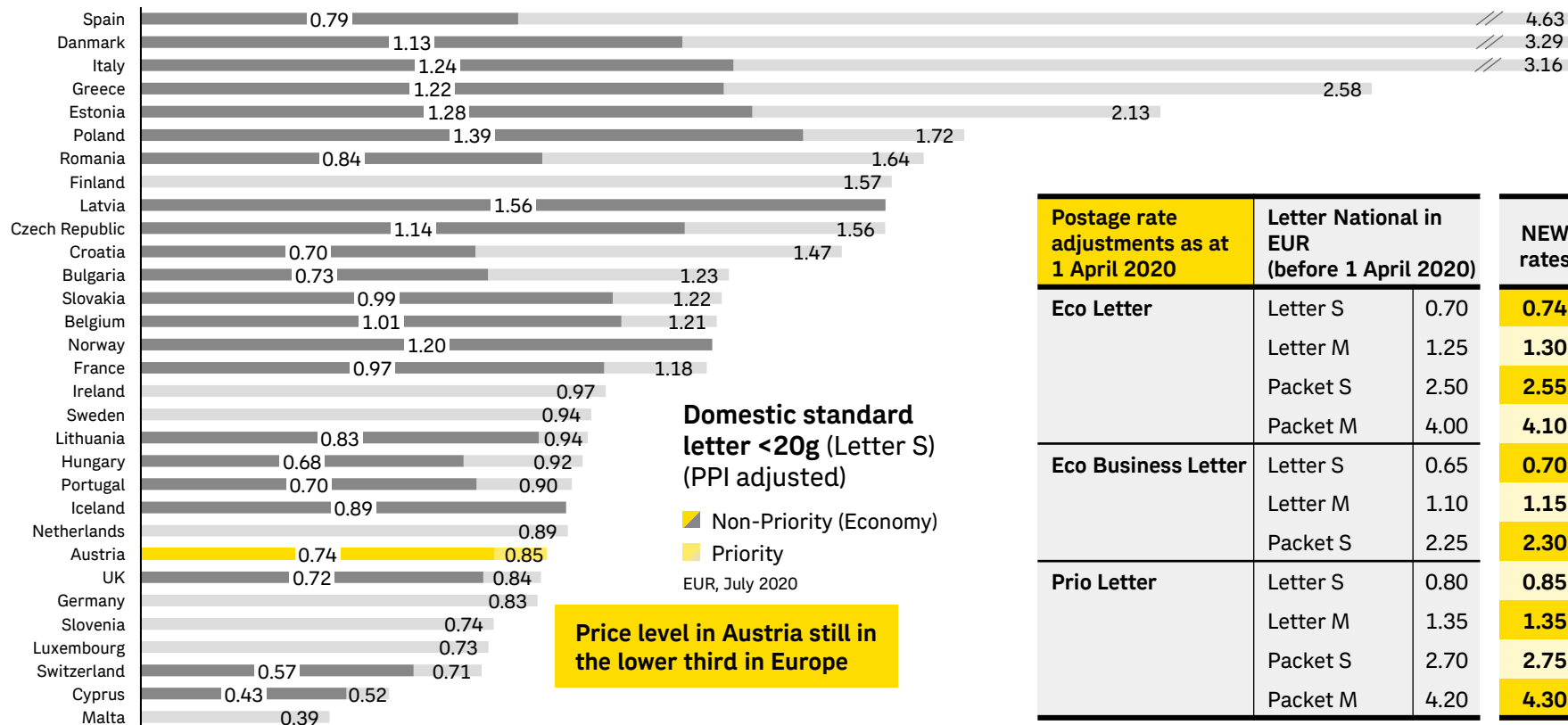
Letter Mail 2020

- Decline in Q1 of 4% to 5% with minor COVID-19 effects
- Decline in Q2 of about 13% due to the lockdown of many public authorities and companies
- Volumes decline slows to about 6% in Q3 in Austria
- Volume decline of about 3% in Q4

Letter Mail volumes Austria 2020 (items on a daily basis)



1 POSTAGE RATE ADJUSTMENTS AS AT 1 APRIL 2020

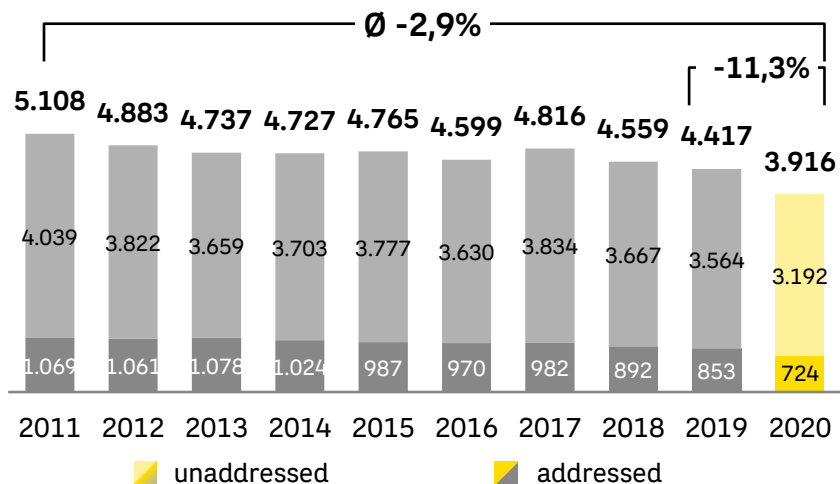


| Postage rate adjustments as at 1 April 2020 | Letter National in EUR (before 1 April 2020) | | NEW rates |
|---|--|------|-----------|
| Eco Letter | Letter S | 0.70 | 0.74 |
| | Letter M | 1.25 | 1.30 |
| | Packet S | 2.50 | 2.55 |
| | Packet M | 4.00 | 4.10 |
| Eco Business Letter | Letter S | 0.65 | 0.70 |
| | Letter M | 1.10 | 1.15 |
| | Packet S | 2.25 | 2.30 |
| Prio Letter | Letter S | 0.80 | 0.85 |
| | Letter M | 1.35 | 1.35 |
| | Packet S | 2.70 | 2.75 |
| | Packet M | 4.20 | 4.30 |

1 DIRECT MAIL/MEDIA POST IN AUSTRIA



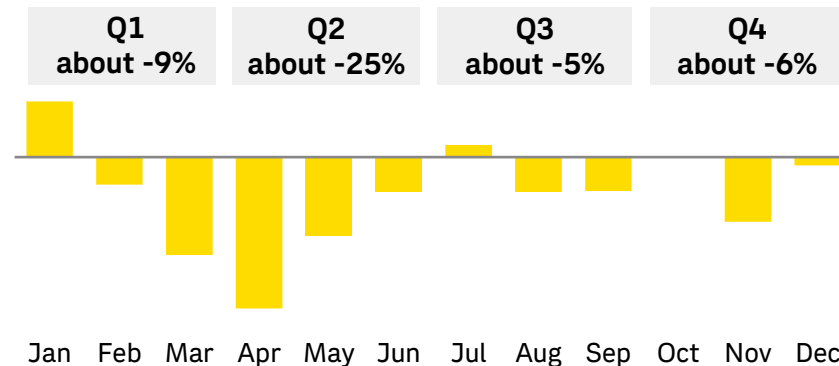
Direct Mail/Media Post (millions of items)



Direct Mail/Media Post 2020

- Sharp decline of 50% in Direct Mail and Media Post during the lockdown period
- Decline of about 9% in Austria in Q1
- Decline of about 25% in Austria in Q2
- Decline of about 5% in Q3 and about 6% in Q4

Direct Mail/Media Post volumes Austria 2020 (items on a daily basis)



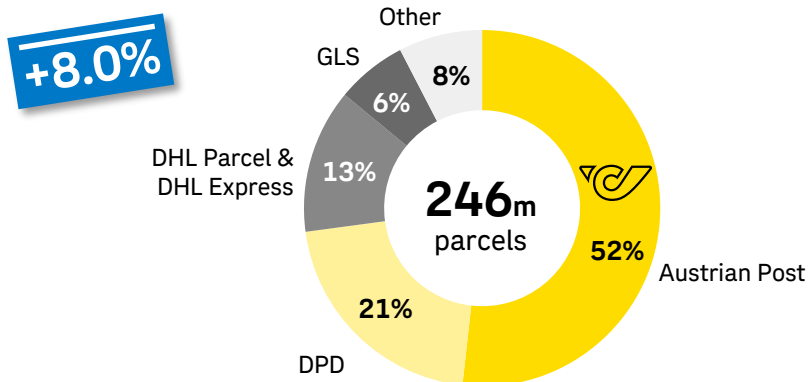
1 MARKET SETTING OF THE AUSTRIAN PARCEL MARKET



Market statistics Austria 2019

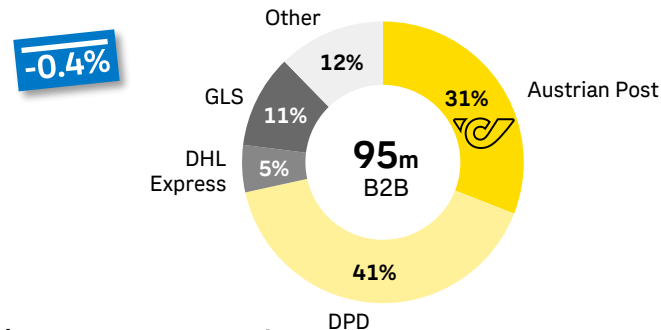
- Total market volume in Austria up by 8.0%
- Private customer parcel market +14.0% to 151.2m parcels
- Business parcel market -0.4% to 95.0m parcels

Total Austrian market

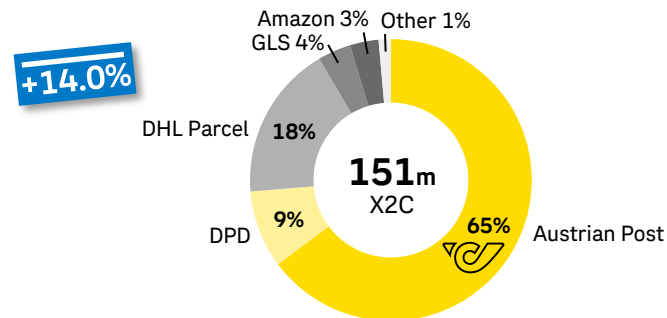


Market share by volume in 2019

Business customer parcels



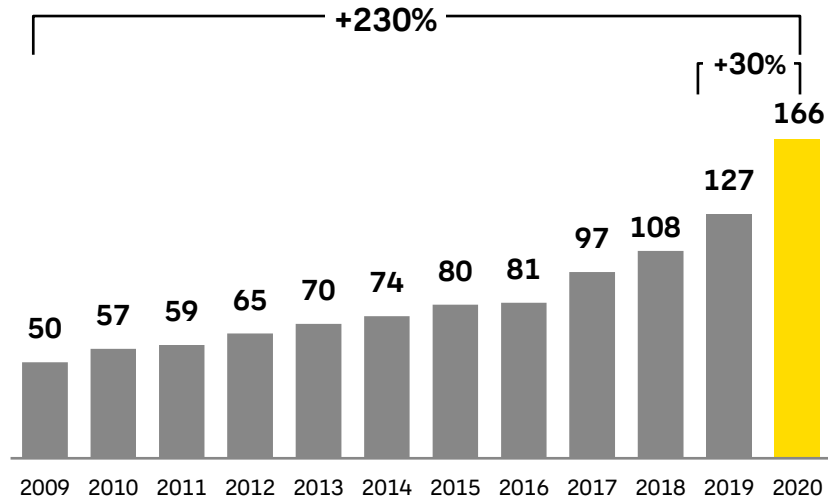
Private customer parcels



1 PARCEL BUSINESS IN AUSTRIA: 166M PARCELS IN 2020



Parcel volumes (millions of parcels)

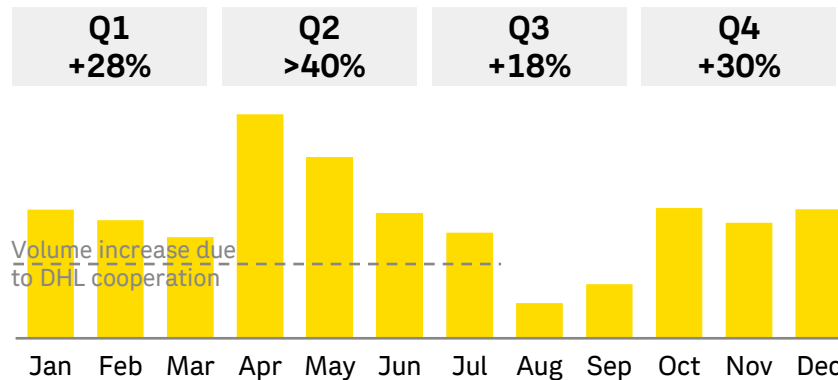


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Parcel business 2020

- Strong growth in Q1 of +28% and Q2 of >40%;
- Growth includes effects from cooperation with Deutsche Post DHL Group since August 2019
- Growth of 18% in Q3 and 30% in Q4

Parcel business volumes in 2020 (parcels on a daily basis)

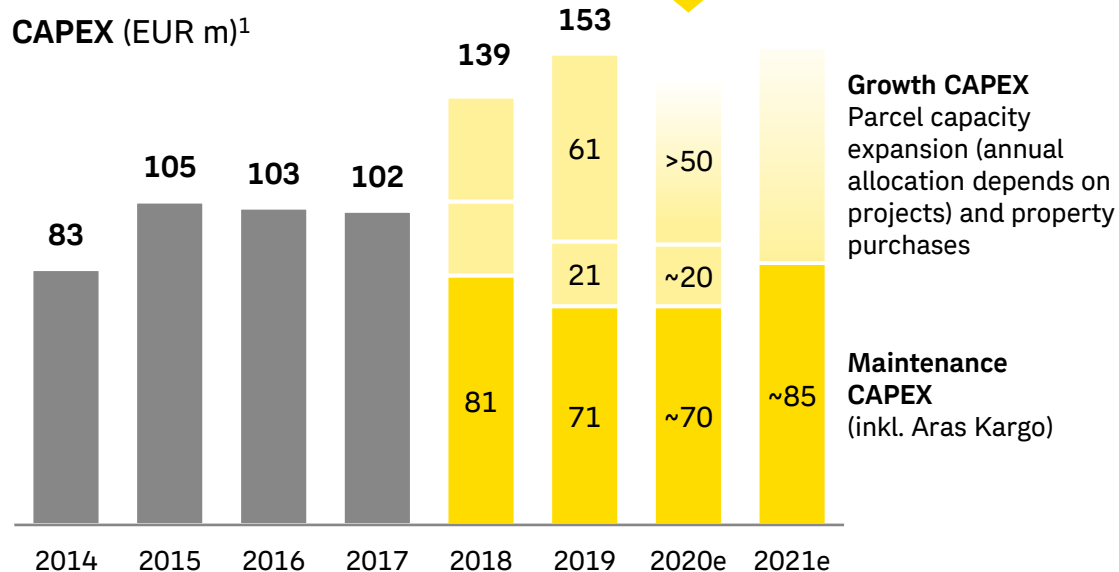


1 CAPACITY DRIVE BASED ON GROWTH FORECASTS



Investment programme will be continued in 2020, enabling the company to manage increasing volumes and ensure enhanced efficiency in upcoming years. CAPEX from Q3 2020:

- Maintenance CAPEX of EUR 34.8m
- Growth CAPEX (incl. properties) of EUR 26.9m



¹ 2014-2017 including CAPEX for new corporate headquarters

INVESTOR PRESENTATION Investor Relations, January 2021

Logistics Centre Styria (Kalsdorf)

100,000m² property, 13,500 parcels/h



**INITIAL OPERATION
IN JULY 2020**

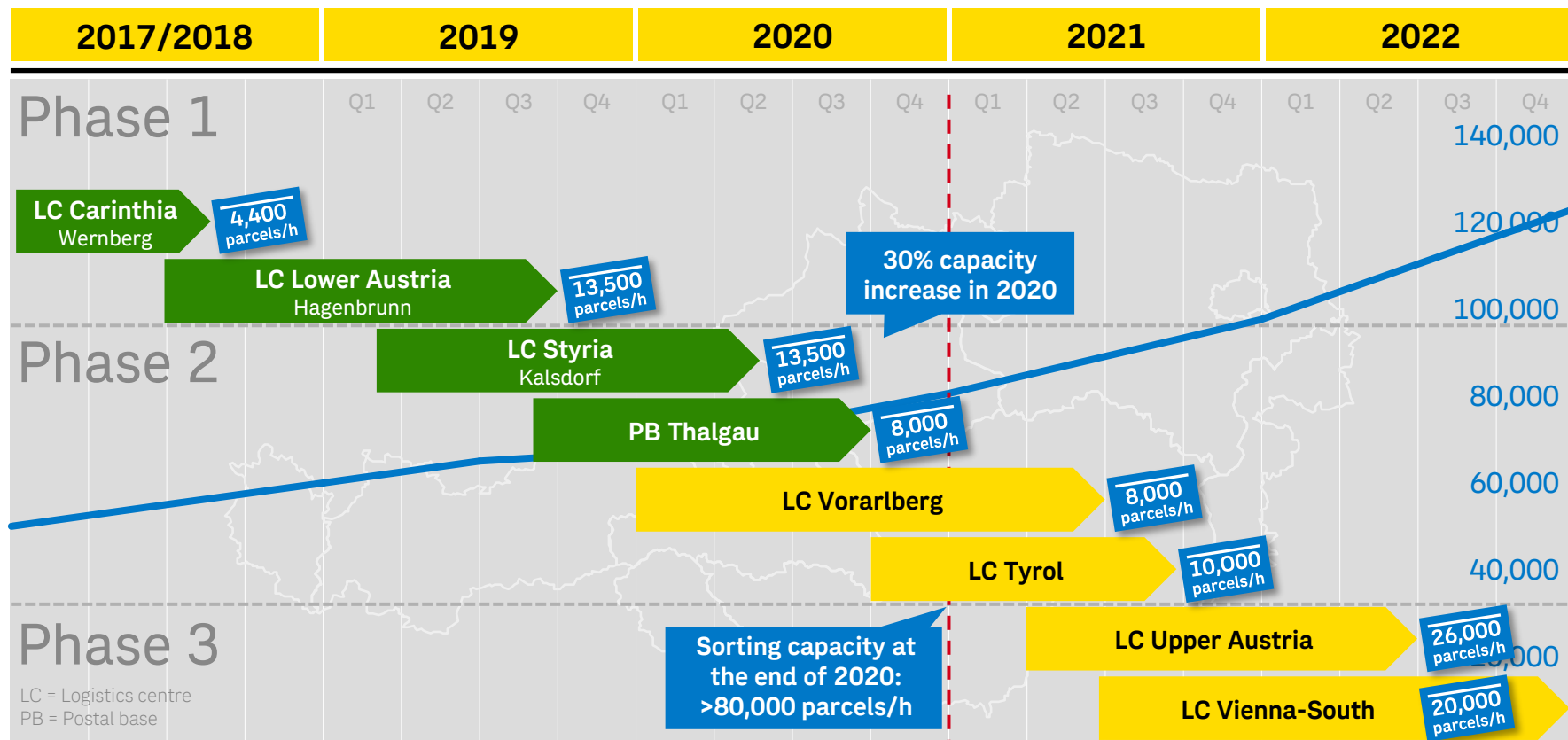
Postal base Thalgau

21,000m² property, 8,000 parcels/h



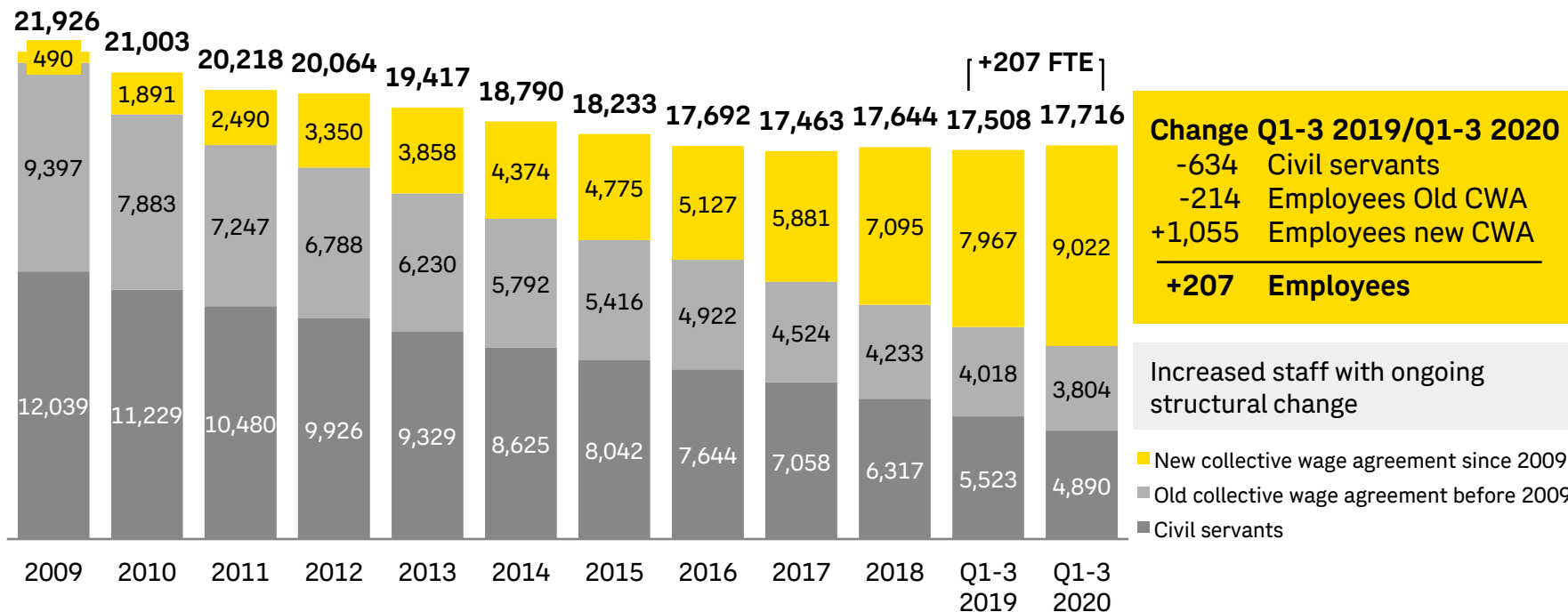
**IN FULL OPERATION
END OF SEPTEMBER 2020**

1 EXPANSION OF LOGISTICS INFRASTRUCTURE IN AUSTRIA



1 STAFF STRUCTURE IN AUSTRIA

Full-time equivalents in the Austrian core business (average for the period)



2 GROWTH IN SELECTED MARKETS

Growth focus on Parcel & Logistics



GERMANY

AEP (51.5% stake, at-equity consolidation)

- Pharmaceutical wholesale joint venture
- Revenue up by +12% in Q1-3 to EUR 400m
- Positive EBIT in Q1-3

Austrian Post International Germany

- Strong competition in the international Mail business, Q1-3 revenue of EUR 43m (+15%)

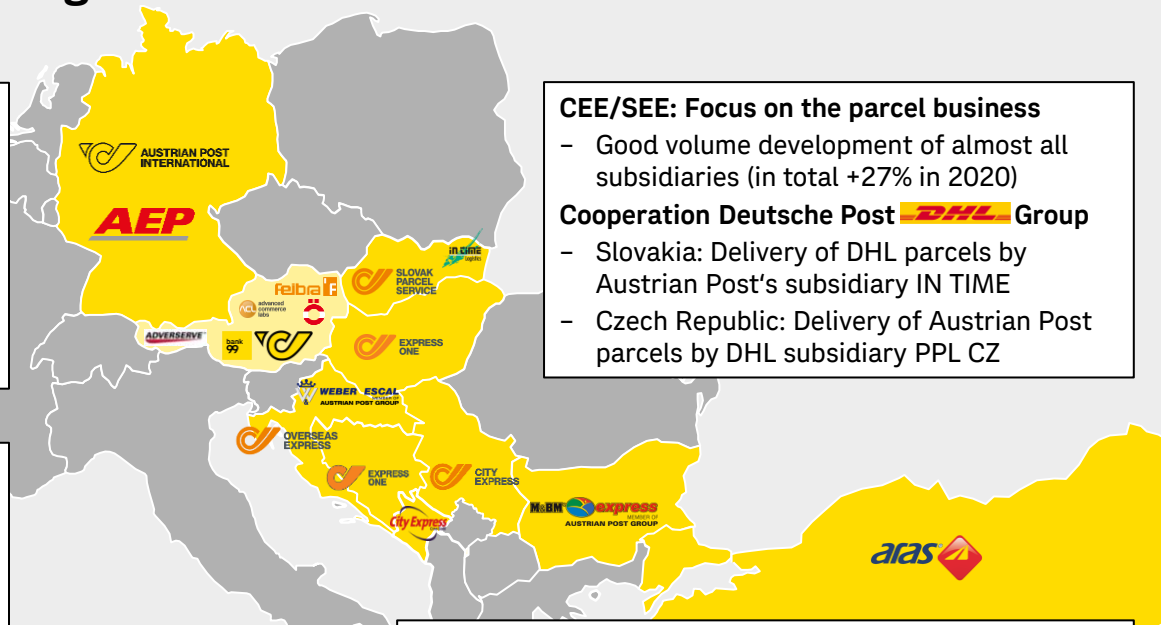
AUSTRIA

ACL advanced commerce labs

- Provider of e-commerce solutions
- Q1-3 revenue of EUR 7m (+19%)

adverserve

- Expert in the fields of ad technologies and digital advertising
- Q1-3 revenue of EUR 5m (full consolidation since 1 August 2019)



CEE/SEE: Focus on the parcel business

- Good volume development of almost all subsidiaries (in total +27% in 2020)

Cooperation Deutsche Post Group

- Slovakia: Delivery of DHL parcels by Austrian Post's subsidiary IN TIME
- Czech Republic: Delivery of Austrian Post parcels by DHL subsidiary PPL CZ

TURKEY

Aras Kargo (80% stake)

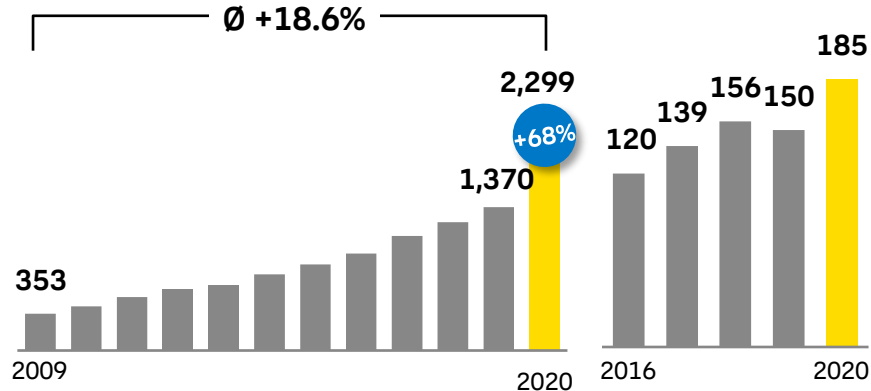
- Full consolidation since 25 August 2020
- Very good revenue and earnings development in 2020

2 ARAS KARGO



Revenue Aras Kargo
(TRY m)

Parcel volumes
(items m)



Profile of Aras Kargo

- Turkey's second largest parcel services provider, est. 1979
- About 6,000 employees, 28 logistics sites
- 1,000+ branches and 4,000+ vehicles
- 185m parcels and documents in 2020 (+24%)

Financial indicators

- 2020 revenue: TRY 2,299m (\triangleq EUR 280m)
- Full consolidation as at 25 August 2020
- Acquisition of a balance sheet total of about EUR 170m
- Company is cash positive, no financial liabilities



3 THE DEVELOPMENT OF BANK99 SINCE 1 APRIL 2020 (GO LIVE)



Product offering

- Focused proprietary offering (payment transactions, current accounts, savings products, consumer financing)
- Commission-based partner solutions (private housing loans, insurance products, credit cards, pension products)

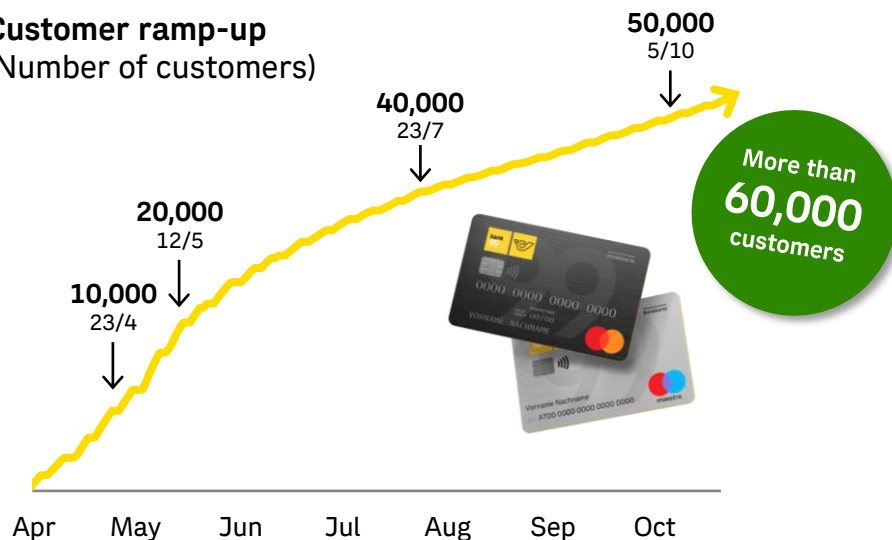
Major strengths

- Customer proximity with about 1,800 postal service points
- The longest opening hours of all banks

COVID-19 impact in 2020

- Lower frequency in branch offices
- Reduced use of ATMs and payment slips

Customer ramp-up (Number of customers)



3 THE PRODUCT-ROADMAP OF BANK99



2020

2021

Q2

Q3/Q4

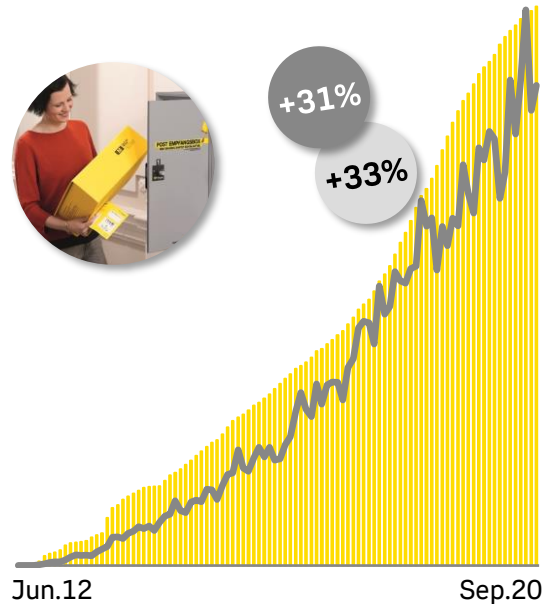
FY

- | | | |
|---------------------------------|---|--|
| - konto99 (current account) ✓ | - Building society savings in cooperation with Wüstenrot ✓ | - Expansion of geschäftskonto99 (business) |
| - sparkonto99 (savings acc.) ✓ | - Life insurance in cooperation with Grazer Wechselseitige Versicherung ✓ | - Expansion consumer financing |
| - bildungskonto99 (learning) ✓ | - Consumer financing ✓ | - Housing finance |
| - geschäftskonto99 (business) ✓ | | - New savings products |
| - Apple Pay ✓ | | - Fund savings |

3 SELF-SERVICE SOLUTIONS IN THE POSTAL BRANCH NETWORK

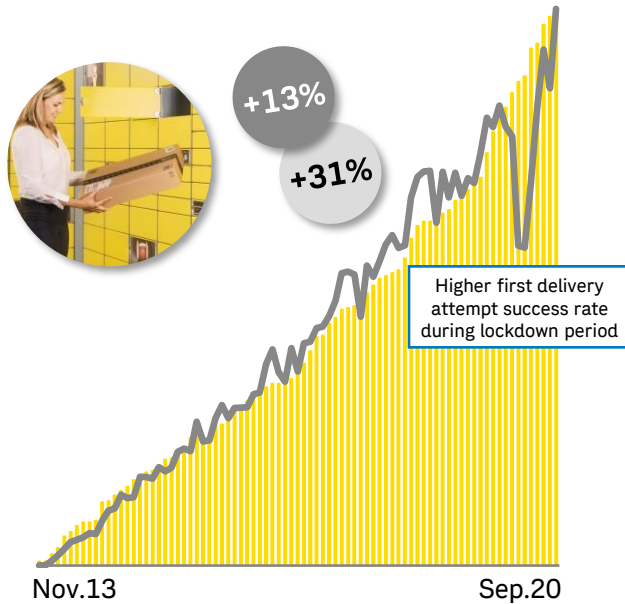


Q1-3 2020: >3.0m items
50,642 pick-up boxes

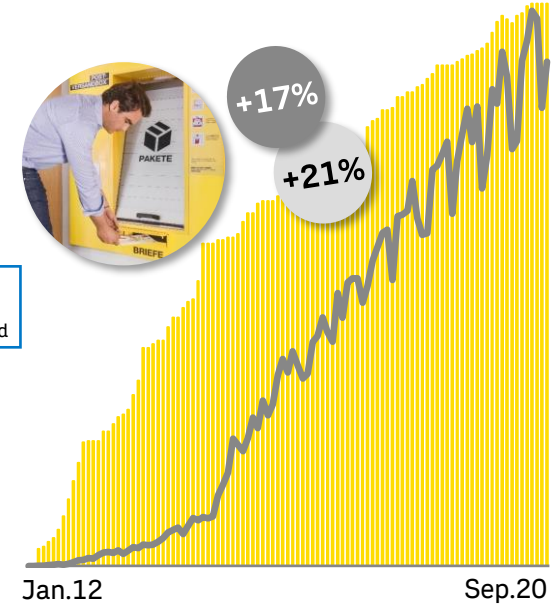


INVESTOR PRESENTATION Investor Relations, January 2021

Q1-3 2020: >3.2m items
81,146 boxes in pick-up stations

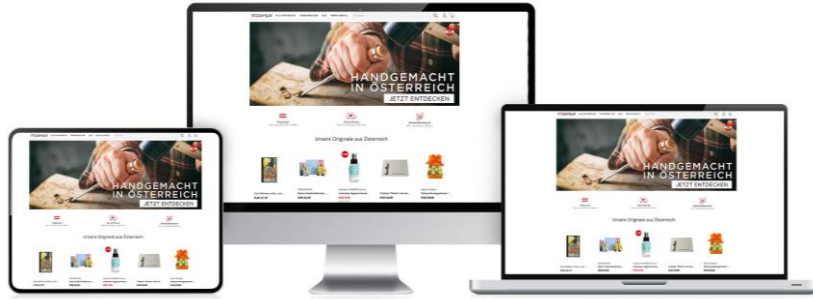


Q1-3 2020: >5.2m items
464 drop-off boxes



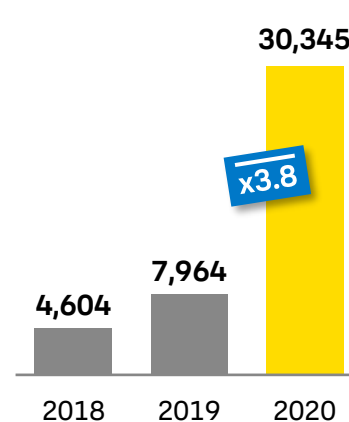
● Q1-3 2020 vs. Q1-3 2019 ● Q3 2020 vs. Q3 2019 ■ Number of self-service solutions — Items/month

3 shopping.at – AUSTRIA'S LARGEST ONLINE SHOPPING PLATFORM

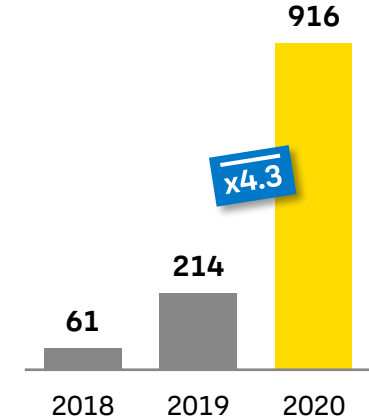


- The online marketplace was accessed more than 8.3m times in the period January-September 2020
- Shipment of close to 250,000 parcels in Q1-3 2020
- More than 2.4m products listed, over 1,000 active retailers
- Strong growth driven by parcel boom during the COVID-19 pandemic

Accesses Q1-3 2020
(Ø accesses/day)



Parcel volumes Q1-3 2020
(Ø items/day)



AHEAD TO THE FUTURE



1

Defending market leadership and profitability in the core business



Sustainability, diversity and customer orientation as guideline for all activities

2

Profitable growth in near markets



3

Development of retail and digital offerings for private customers and SMEs





▶ WE ALWAYS DELIVER A SOLUTION ... NAMELY A SUSTAINABLE ONE – ECOLOGICAL, ETHICAL, FAIR

Main focus areas of the sustainability strategy

Economy & Customers

- 1 Sustainable mail & parcel products
- 2 Sustainable private customer offering
- 3 Sustainable procurement
- 4 Sustainable governance & compliance
- 5 Stakeholder value

Environment & Climate

- 6 Green & efficient mobility
- 7 Green & efficient real estate
- 8 Resource-efficient processes
- 9 Circular economy

People & Social Impact

- 10 Corporate & work culture
- 11 Integrated diversity management
- 12 Occupational & health protection
- 13 Digital responsibility (data protection & security)
- 14 Social dialogue and cooperation



**Sustainability,
diversity and customer
orientation as
guidance for all
activities**

2030 targets Austria

- | | |
|-------------|---|
| 40% | Reduction of carbon emissions 2020-2030 |
| 70% | Decrease in specific carbon emissions 2009-2030 |
| 100% | Emission-free delivery 2030 |



► AUSTRIAN POST – THE ONLY ATX COMPANY WHICH...



...has delivered mail items in a CO₂ neutral manner since 2011,



...is represented on the CDP Climate Change A List.



... has excellent ESG ratings,



... and takes part in the annual Women Career Index.

▶ ESG RATINGS AND AWARDS IMPORTANT FOR CUSTOMERS, SHAREHOLDERS AND INVESTORS



AAA

AAA-Rating
Best possible results

CDP Climate A- List
Best ranking among ATX companies



Prime Status
Best possible results



SUSTAINALYTICS



► INITIATIVE: CO₂ NEUTRAL DELIVERY



IN THREE STAGES TO CO₂ NEUTRAL POSTAL ITEMS SINCE 2011

01 Avoid emissions and enhance efficiency

- -24% electricity consumption
- -21% heat consumption



02 Alternative technologies

- 3.9 MW photovoltaic plants installed or under construction
- Expansion of e-vehicle fleet moving ahead



03 Protection and recultivation

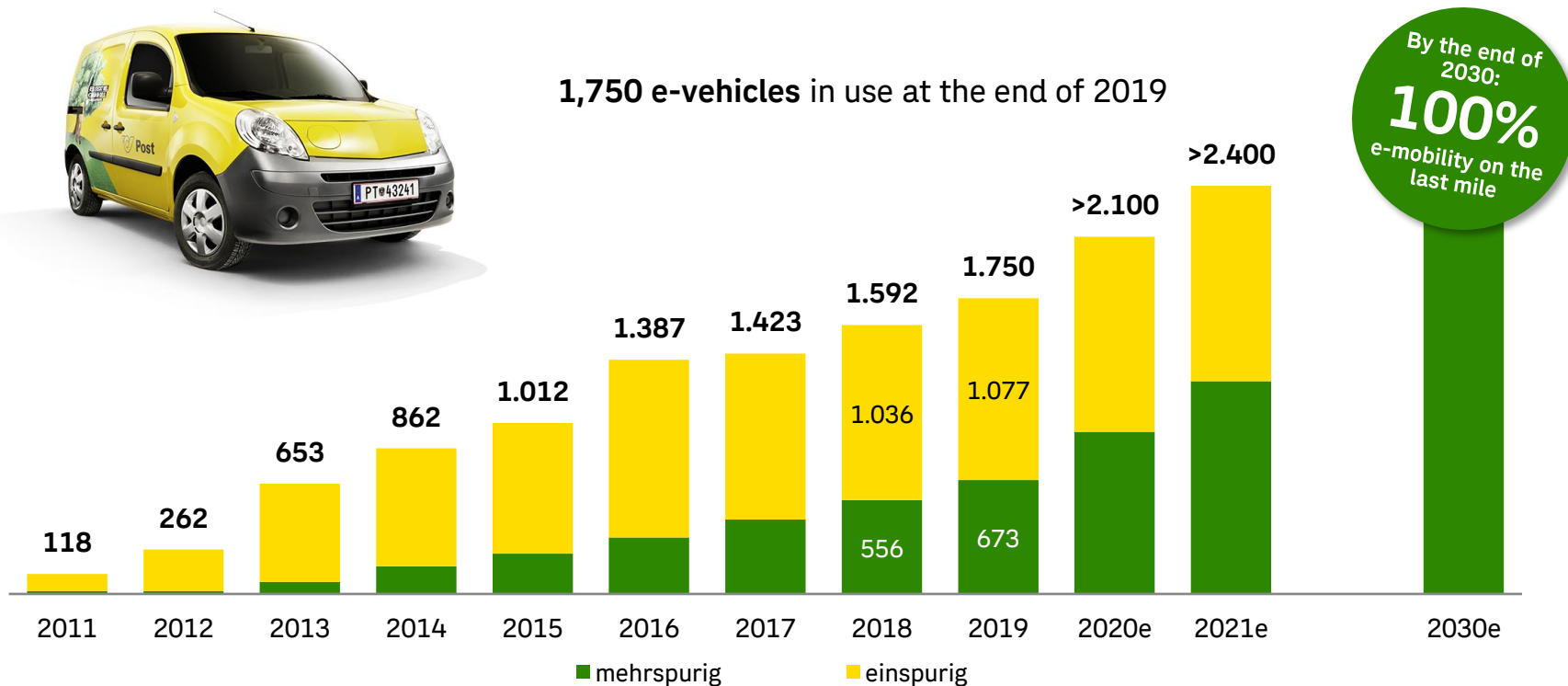
- 75 international climate protection projects
- 72 national climate protection projects



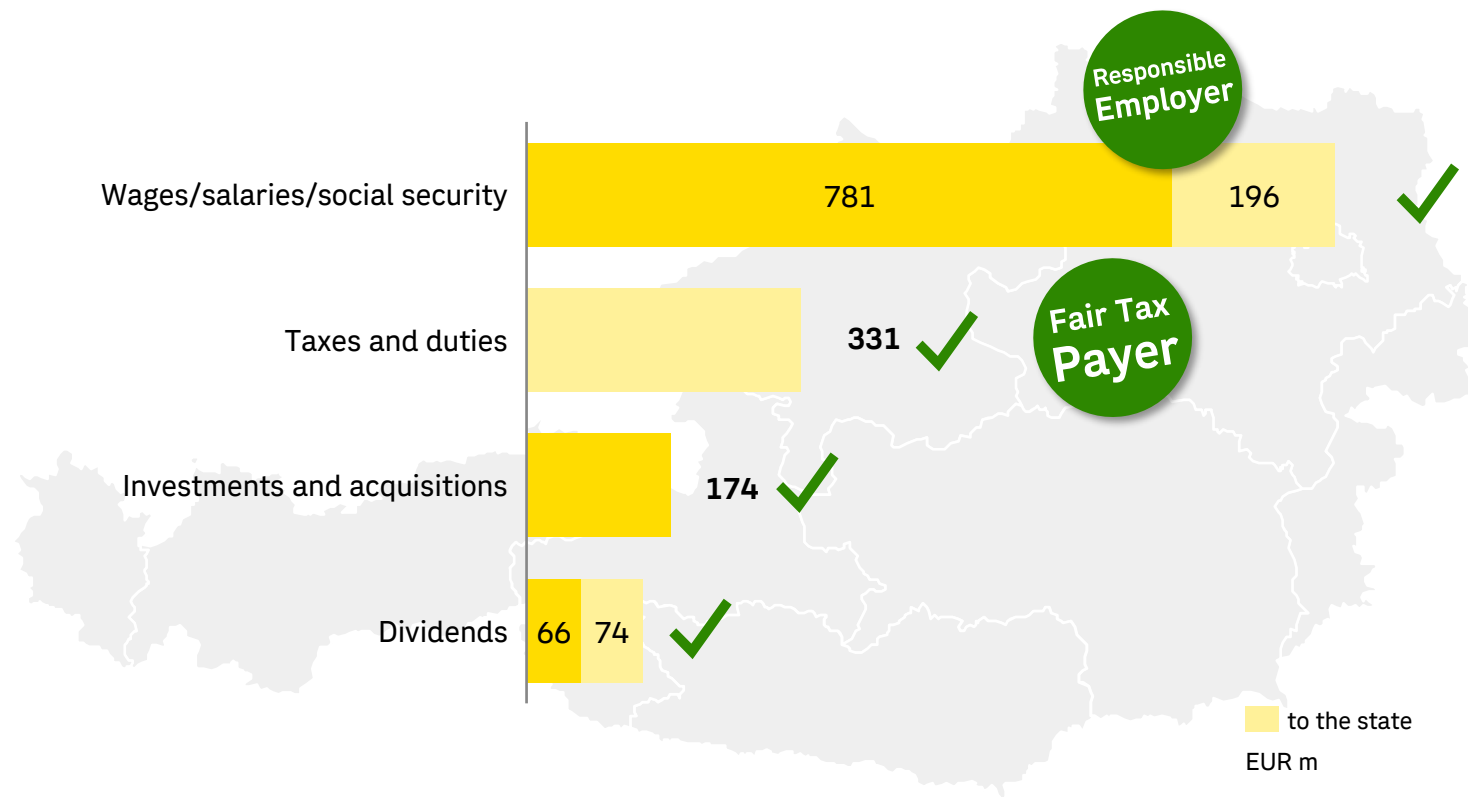
► TARGET UNTIL 2030: 100% E-MOBILITY ON THE LAST MILE



1,750 e-vehicles in use at the end of 2019



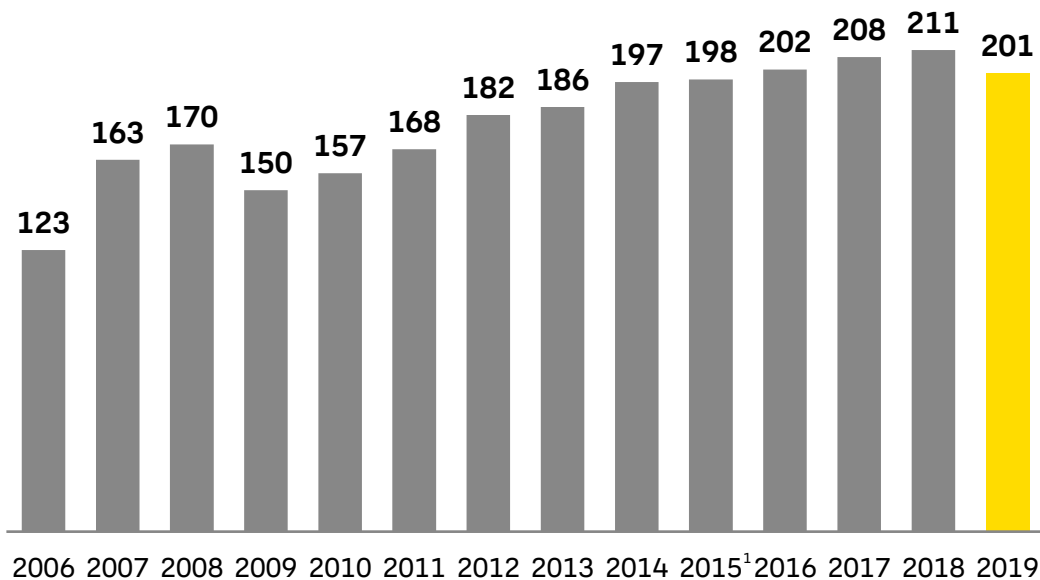
► BENEFITS FOR ALL STAKEHOLDERS IN 2019



PREDICTABILITY FOR OWNERS



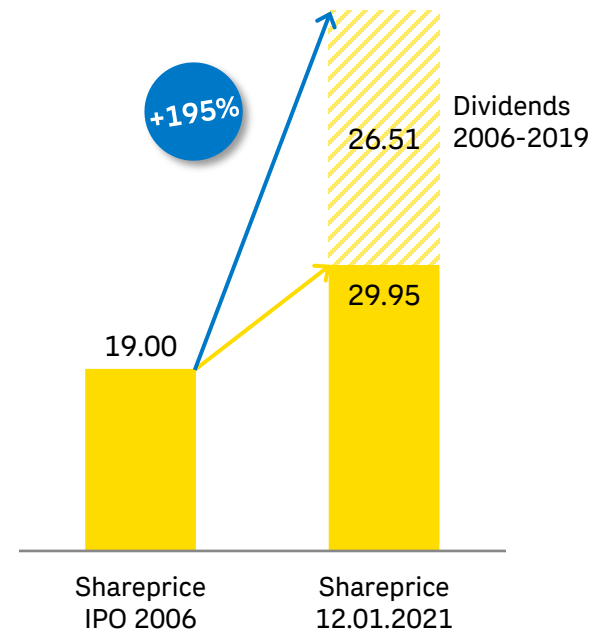
EBIT (EUR m)



¹Excl. special effects

INVESTOR PRESENTATION Investor Relations, January 2021

Total Shareholder Return since IPO (EUR)





-
1. Highlights and Overview
 2. Strategy Implementation
 - 3. GROUP RESULTS Q1-3 2020**
 4. Outlook 2020
 5. Backup



KEY PERFORMANCE INDICATORS



| | Q1-3 2019 | Q1-3 2020 | |
|-----------------------------|-----------|----------------|--|
| Revenue (EUR m) | 1,462.2 | 1,497.9 | Increase of 2.4% in Q1-3 2020 |
| EBITDA margin (%) | 14.8 | 12.0 | EBITDA margin below the prior-year level |
| EBIT margin (%) | 8.9 | 5.4/8.2 | 8.2% EBIT margin of logistics business 5.4% Group EBIT margin |
| Earnings/share (EUR) | 1.48 | 1.03 | Earnings per share EUR 0.45 YOY |
| Cash flow (EUR m) | 153.2 | 94.6 | Operating free cash flow below the prior-year level |
| Equity ratio (%) | 32.5 | 25.1 | Changed equity ratio due to balance sheet extension (bank99 and Aras Kargo) |

KEY INCOME STATEMENT INDICATORS



| EUR m | Q1-3 2019 | Q1-3 2020 | % | Δ | Q3 2019 | Q3 2020 | |
|--|----------------|------------------------------|---------------|--------------|--------------|--------------|---|
| Revenue | 1,462.2 | 1,497.9 | 2.4% | 35.7 | 481.1 | 516.0 | Strong Parcel growth offsets for Letter Mail and Direct Mail volume decline |
| Other operating income | 113.9 | 44.0 | -61.3% | -69.8 | 71.7 | 15.6 | |
| Raw materials, consumables, services | -333.6 | -378.3 | -13.4% | -44.7 | -114.8 | -130.8 | |
| Staff costs | -744.7 | -746.2 | -0.2% | -1.5 | -237.4 | -251.6 | Positive effect in 2019 from claims related to non-wage costs paid in previous periods |
| Other operating costs | -281.6 | -238.8 | 15.2% | 42.8 | -146.9 | -82.5 | |
| At equity consolidation | -0.3 | 1.4 | >100% | 1.7 | 0.2 | 0.9 | Volume growth and COVID-19 costs increase transport and material costs |
| EBITDA | 215.9 | 179.9 | -16.7% | -36.0 | 53.7 | 67.6 | |
| <i>EBITDA margin</i> | <i>14.8%</i> | <i>12.0%</i> | - | - | <i>11.2%</i> | <i>13.1%</i> | Stable personnel expenses despite full consolidation of Aras Kargo |
| Depreciation, amortisation, impairment | -85.9 | -98.5 | -14.7% | -12.6 | -31.4 | -34.5 | |
| EBIT | 130.0 | 81.4 | -37.4% | -48.6 | 22.3 | 33.2 | |
| <i>EBIT margin</i> | <i>8.9%</i> | <i>5.4%/8.2%¹</i> | - | - | <i>4.6%</i> | <i>6.4%</i> | Negative effect in 2019 due to claims related to non-wage costs paid in previous periods |
| Other financial result | 13.6 | 3.9 | -71.3% | -9.7 | 12.8 | -1.2 | |
| Income tax | -43.6 | -20.8 | 52.2% | 22.7 | -14.4 | -6.6 | EBIT decrease due to revenue decline, additional costs related to COVID-19 and launch of bank99 |
| Profit for the period | 100.1 | 64.5 | -35.6% | -35.6 | 20.7 | 25.4 | |
| Earnings per share (EUR) | 1.48 | 1.03 | -30.2% | -0.45 | 0.31 | 0.37 | |

¹ EBIT margin in the logistics business of 8.2% (excl. Retail & Bank Division)



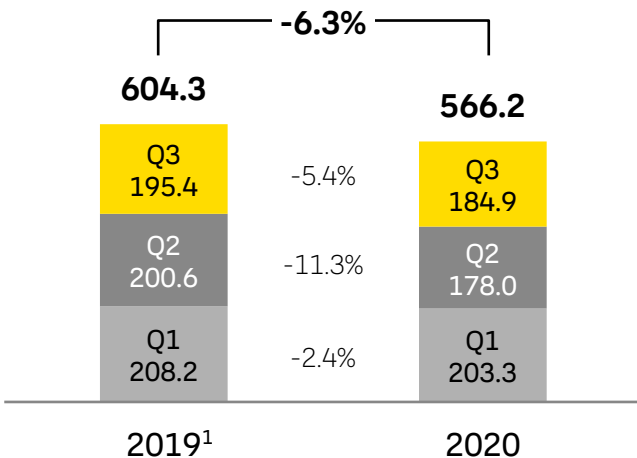
MAIL DIVISION: REVENUE DEVELOPMENT

EUR m



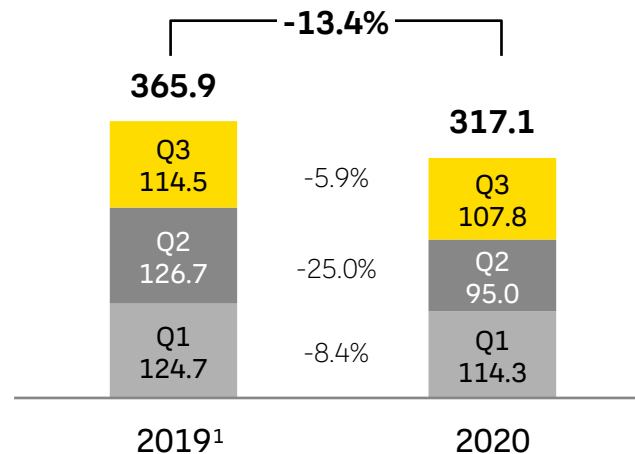
Letter Mail & Mail Solutions Q1-3

- Revenue decline of 6.3% in Q1-3 2020 (-5.4% in Q3)
- Volume decline of 8% for Letter Mail in Austria in Q1-3 2020 (-6% in Q3) intensified by the COVID-19 pandemic



Direct Mail/Media Post Q1-3

- Revenue decline of 13.4% in Q1-3 2020 (-5.9% in Q3), volume decrease of about 12% in Austria in Q1-3
- Addressed items: structural decline in Austria due to COVID-19 and negative economic effects
- Unaddressed items: high volatility during the year, stable development in Q3



¹ Adjusted to the new segment structure since 1 January 2020



MAIL DIVISION: KEY INCOME STATEMENT INDICATORS



| EUR m | Q1-3 2019 ¹ | Q1-3 2020 | % | Δ | Q3 2019 ¹ | Q3 2020 |
|--------------------------------|------------------------|--------------|---------------|--------------|----------------------|--------------|
| Revenue | 970.2 | 883.3 | -9.0% | -86.9 | 310.0 | 292.7 |
| • Letter Mail & Mail Solutions | 604.3 | 566.2 | -6.3% | -38.1 | 195.4 | 184.9 |
| • Direct Mail | 271.9 | 232.8 | -14.4% | -39.1 | 85.6 | 80.0 |
| • Media Post | 94.0 | 84.3 | -10.3% | -9.7 | 28.9 | 27.8 |
| Revenue intra-Group | 2.0 | 2.0 | 1.8% | 0.0 | 0.7 | 0.7 |
| Total revenue | 972.2 | 885.3 | -8.9% | -86.9 | 310.7 | 293.3 |
| EBIT | 129.0 | 106.7 | -17.2% | -22.2 | 25.5 | 33.5 |
| <i>EBIT margin²</i> | <i>13.3%</i> | <i>12.1%</i> | - | - | <i>8.2%</i> | <i>11.4%</i> |

Intensified decline in Letter Mail related to COVID-19; slight decrease in Mail Solutions

Revenue decrease in Direct Mail due to COVID-19 pandemic and decline in economic output

EBIT margin held up well at 12.1% despite large-scale revenue decline and additional costs caused by COVID-19

¹ Adjusted to the new segment structure since 1 January 2020

² EBIT margin in relation to total revenue

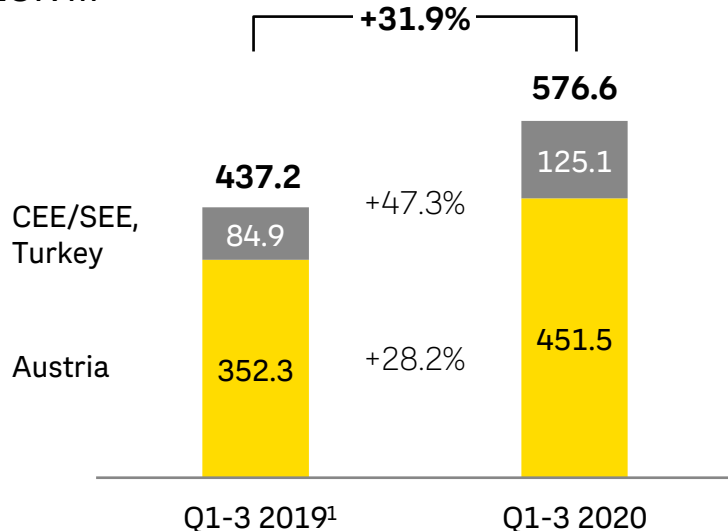


PARCEL & LOGISTICS DIVISION: REVENUE DEVELOPMENT



Revenue development Q1-3

EUR m



Parcel & Logistics Division: +31.9% (Q3: +35.4%)

E-commerce boost related to COVID-19 pandemic continues; DHL cooperation leads to further rise in revenue in Austria

South East/Eastern Europe, Turkey: +47.3% (Q3: >100%)

- Ongoing positive e-commerce momentum due to COVID-19 results in B2C growth
- Full consolidation of Aras Kargo generates revenue of EUR 23.9m

Austria: +28.2% (Q3: +19.3%)

- Revenue increase since August 2019 due to DHL cooperation
- Organic growth in the upper single-digit range due to ongoing strong online business in spite of own delivery by a large customer in Eastern Austria

¹ Adjusted to the new segment structure since 1 January 2020



PARCEL & LOGISTICS DIVISION: KEY INCOME STATEMENT INDICATORS



| EUR m | Q1-3 2019 ¹ | Q1-3 2020 | % | Δ | Q3 2019 ¹ | Q3 2020 |
|--------------------------------|------------------------|--------------|--------------|--------------|----------------------|--------------|
| Revenue | 437.2 | 576.6 | 31.9% | 139.4 | 154.2 | 208.7 |
| • Premium | 239.5 | 343.1 | 43.3% | 103.6 | 92.8 | 131.1 |
| • Standard | 154.7 | 182.5 | 18.0% | 27.8 | 47.2 | 60.4 |
| • Other Parcel Services | 43.1 | 51.1 | 18.6% | 8.0 | 14.2 | 17.3 |
| Revenue intra-Group | 0.5 | 0.7 | 40.4% | 0.2 | 0.2 | 0.2 |
| Total revenue | 437.8 | 577.4 | 31.9% | 139.6 | 154.4 | 209.0 |
| EBIT | 21.4 | 32.6 | 52.9% | 11.3 | 6.5 | 14.5 |
| <i>EBIT margin²</i> | <i>4.9%</i> | <i>5.7%</i> | - | - | <i>4.2%</i> | <i>6.9%</i> |

Ongoing revenue growth and additional volumes due to cooperation with DHL

Initial consolidation of Aras Kargo adds EUR 23.9m in revenue

EBIT margin positively affected by Turkish subsidiary Aras Kargo, but impacted by additional costs related to COVID-19 and increased expenditures in the logistics network to manage higher volumes

¹ Adjusted to the new segment structure since 1 January 2020

² EBIT margin in relation to total revenue

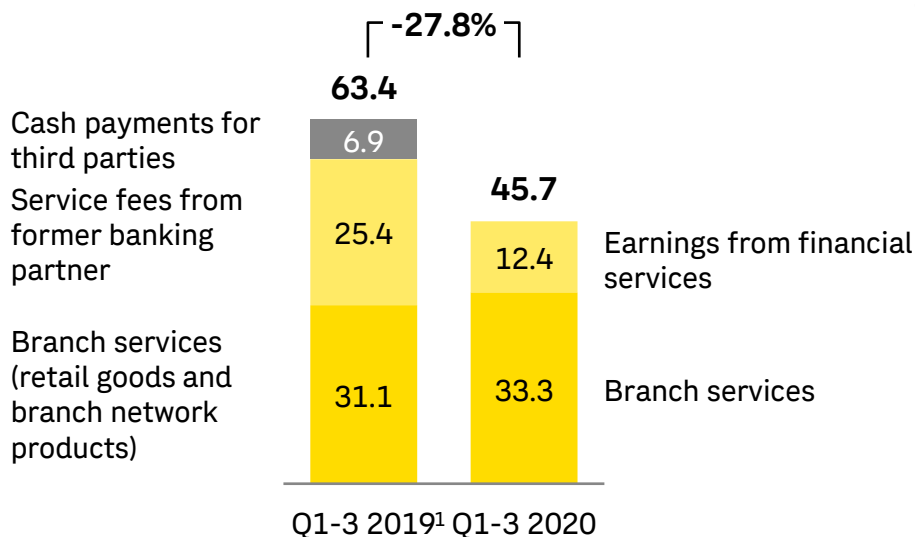


RETAIL & BANK DIVISION: REVENUE DEVELOPMENT



Revenue development Q1-3

EUR m



Retail & Bank Division: -27.8% (Q3: -12.7%)

- Launch of bank99 in April 2020
- Discontinuation of service fees from former banking partner

Earnings from financial services

- Discontinuation of service fees from former banking partner of EUR 25.4m in 2019
- Earnings from financial services of EUR 12.4m in Q1-3 2020, including cash payments for third parties

Branch services

- Increase in retail goods and branch products in Q1-3 2020 to EUR 33.3m

¹ Adjusted to the new segment structure since 1 January 2020



RETAIL & BANK DIVISION: KEY INCOME STATEMENT INDICATORS

| EUR m | Q1-3 2019 ¹ | Q1-3 2020 | % | Δ | Q3 2019 ¹ | Q3 2020 | |
|---|------------------------|--------------|------------------|--------------|----------------------|-------------|--|
| Revenue | 63.4 | 45.7 | -27.8% | -17.6 | 19.6 | 17.1 | |
| • Branch Services | 63.3 | 33.3 | -47.5% | -30.0 | 19.6 | 10.8 | Q1-3 2019 included retail goods and branch products of EUR 31.1m in Q1-3 2019 |
| thereof service fees from former banking partner | 25.4 | - | - | - | 6.6 | - | |
| thereof cash payments for third parties (e.g. pensions) | 6.9 | - | - | - | 2.3 | - | |
| • Earnings from financial services | 0.0 | 12.4 | - | 12.4 | 0.0 | 6.3 | Including cash payments for third parties (e.g. pensions) |
| Revenue intra-Group | 133.2 | 131.9 | -1.0% | -1.3 | 44.5 | 44.4 | |
| Total revenue | 196.6 | 177.7 | -9.6% | -18.9 | 64.1 | 61.5 | Earnings impacted by additional costs related to COVID-19 and launch of bank99 |
| EBIT | -1.8 | -37.3 | <-100% | -35.5 | -3.5 | -8.6 | |

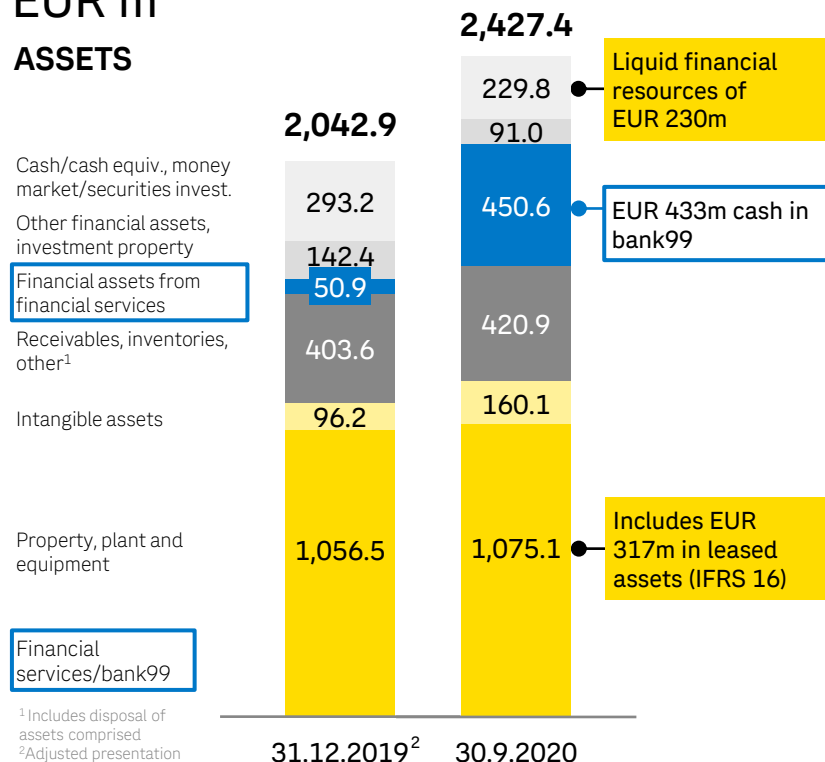
¹ Adjusted to the new segment structure since 1 January 2020

BALANCE SHEET EXTENSION (+18.8%) DUE TO NEW FINANCIAL SERVICES BUSINESS/BANK99 + ARAS KARGO

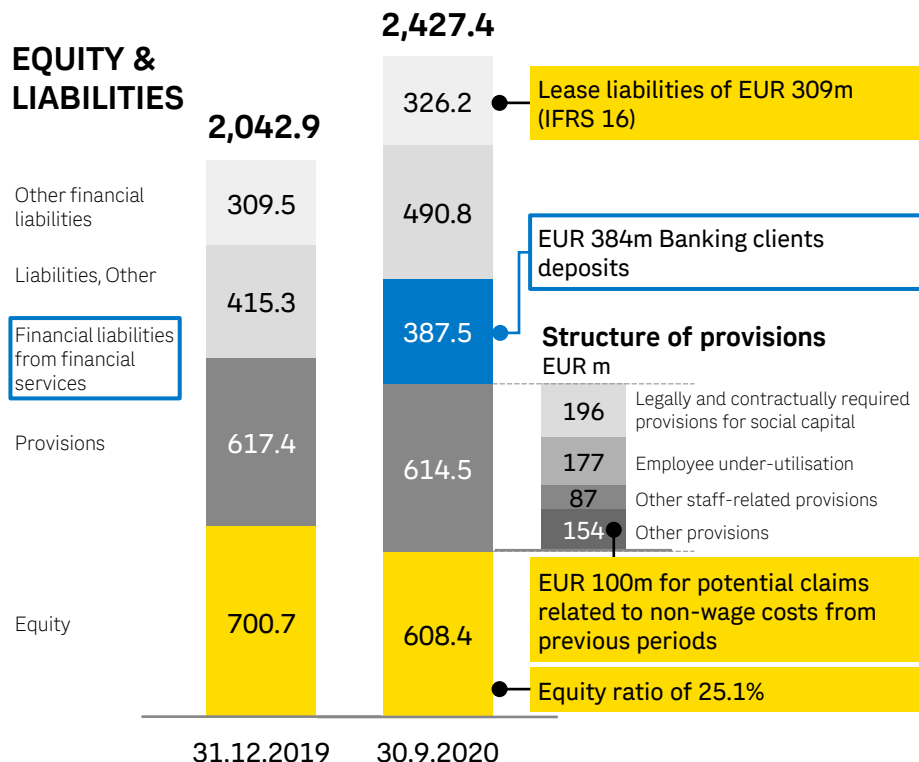


EUR m

ASSETS



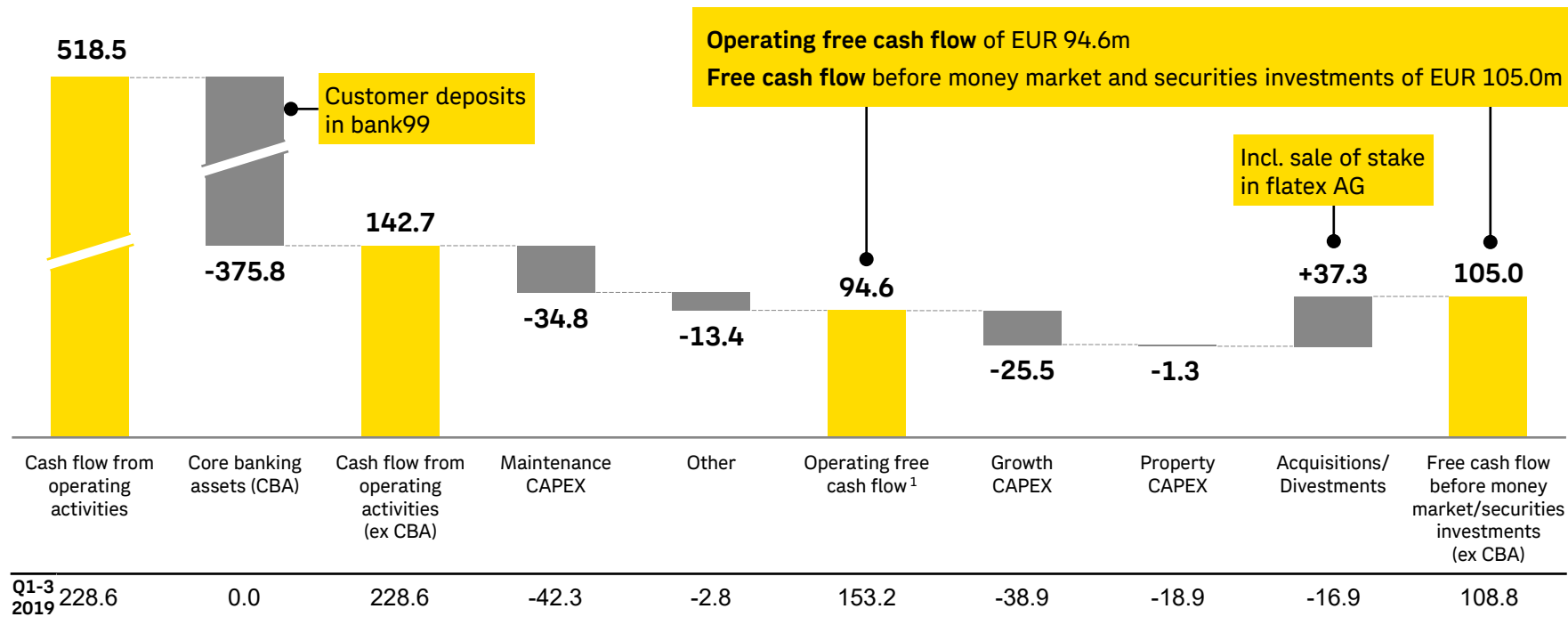
EQUITY & LIABILITIES



CASH FLOW Q1-3 2020

Cash flow adjusted for core banking assets

EUR m



¹ Free cash flow before acquisitions/securities/money market investments, growth CAPEX and core banking assets; Q1-3 2019: EUR 153.2m excl. cash inflows from the Neutorgasse real estate project of EUR 30.3m



-
1. Highlights and Overview
 2. Strategy Implementation
 3. GROUP RESULTS Q1-3 2020
 - 4. OUTLOOK 2020**
 5. Backup



OUTLOOK 2020



Market environment

- Basic assumption of a slow but steady economic recovery during the year
- Volume development in the Letter Mail, Direct Mail and Parcel segments characterised by higher volatility and reduced visibility
- Different possible scenarios for development of the pandemic result in broader risk range



Revenue

- Revenue growth 2020 of >3% (incl. subsidiary Aras Kargo)
 - Decline in Mail Division in the upper single digit range
 - Strong growth in Parcel & Logistics Division (>30%)
 - Retail & Bank Division below the prior-year level due to launch of bank99



Investments/CAPEX

- Investment programme will be continued: securing of market leadership and basis for sustainable efficiency increase
- Investments at the level of 2018 and 2019: maintenance CAPEX of about EUR 70m and growth CAPEX in excess of EUR 50m, as well as the possibility of acquiring new properties in the amount of about EUR 20m expected



Earnings

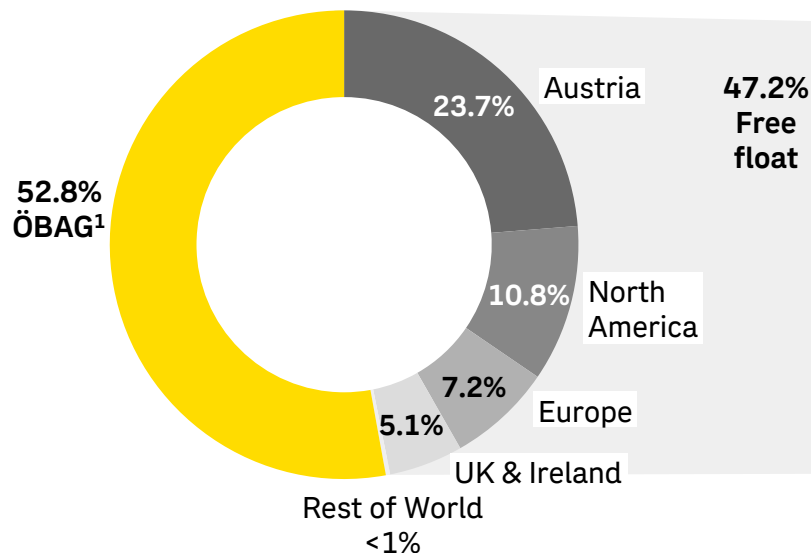
- Current development confirms outlook for 2020:
 - EBIT of the logistics business (excl. Retail & Bank Division) of around EUR 170m after full consolidation of Aras Kargo and under the condition of no lockdown in the Austrian retail sector
 - Group EBIT 2020 impacted by negative effect from launch of bank99 (Basis: EBIT 2019 of EUR 201m)
 - Uncertainty regarding the development of pandemic/lockdown measures remains
- Earnings in 2021: Targeted EBIT growth in all divisions



-
1. Highlights and Overview
 2. Strategy Implementation
 3. Group Results Q1-3 2020
 4. Outlook 2020
 - 5. BACKUP**



AUSTRIAN POST SHAREHOLDER STRUCTURE



Top Shareholders of Austrian Post

| As of February 2020 | No. of shares | % of total |
|--|---------------|------------|
| ÖBAG | 35,701,569 | 52.8% |
| BlackRock Fund Advisors | 2,267,700 | 3.4% |
| Marathon Asset Management, LLP | 1,814,000 | 2.7% |
| Erste Asset Management GmbH | 1,074,900 | 1.6% |
| The Vanguard Group, Inc. | 963,800 | 1.4% |
| Dimensional Fund Advisors, L.P. (U.S.) | 685,200 | 1.0% |

Source: IHS markit Shareholder ID 02/2020

¹ Österreichische Beteiligungs AG (= autonomous holding company for the Austrian state investments)

MANAGEMENT BOARD OF AUSTRIAN POST



Georg Pölzl

CEO
Chairman of the Management Board

- Group Management/Central Functions
- Responsibility for Branch Network and Private Customers
- First appointed: 1 Oct. 2009
- Current term of office expires: 30 Sept. 2024



Walter Oblin

Deputy CEO
Head of Mail & Finance Division

- Finance Function/Corporate
- Responsibility for Mail and Direct Mail
- First appointed: 1 July 2012
- Current term of office expires: 30 June 2025



Peter Umundum

Member of the Management Board
Head of Parcel & Logistics Division

- Logistics Infrastructure
- Responsibility for Parcel & Logistics
- First appointed: 1 April 2011
- Current term of office expires: 31 March 2026

Remuneration creates incentives for long-term value enhancement

Fixed basic salary



Variable salary

List of targets with measurable, quantitative performance indicators and qualitative target achievement components

- In addition to financial indicators, targets focus non-financial indicators such as customer orientation and sustainability



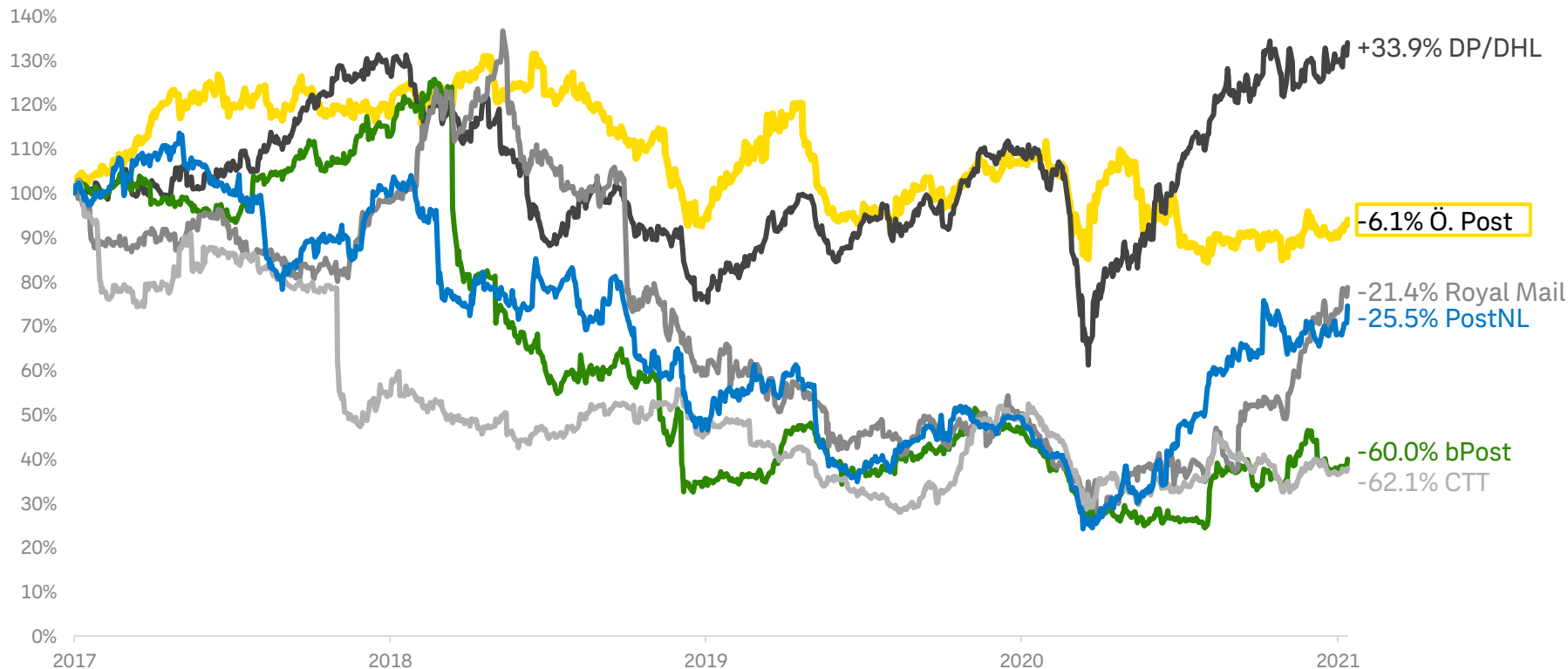
Long Term Incentive Programme

Focus on long-term value enhancement in line with shareholder interests

- Own investment in shares as basis for participation
- 3 years performance period
- Target values for key indicators
 - Earnings per Share
 - Total Shareholder Return vs. Peers
 - Free Cash Flow

SHARE PRICE DEVELOPMENT AUSTRIAN POST AND PEERS

1/1/2017 – 12/01/2021



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Financial calendar 2021

12 March 2021

15 April 2021

27 April/29 April 2021

12 May 2021

12 August 2021

11 November 2021

Annual Results 2020

Annual General Meeting

Ex-day/Dividend Payment Day

Interim Report Q1 2021

Half-Year Report 2021

Interim Report Q1-3 2021

Disclaimer

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