



# 2024 Sustainability Report

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# Fulfilling Sustainability

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# Continuing strong focus on sustainability

I started as President and CEO of Posti Group in August 2024, and I am proud of all the work that has been done in sustainability at Posti over the many years. Our sustainability work progressed purposefully in 2024, and as a testimony to this, EcoVadis, the world's leading organization assessing corporate sustainability, ranked Posti's sustainability at the highest platinum level for the fourth year in a row.

Sustainability has long been at the core of our strategy. In line with our updated strategy, we want to be a leader in sustainability and integrate our strong sustainability work even more deeply and extensively into our strategy. Our journey towards our goal of transporting fossil-free by 2030 and being at net-zero emissions by 2040 is progressing. Last year, our own emissions, Scopes 1 and 2, decreased by 19 percent.

The three focus areas of our sustainability program, updated in spring 2024, are people, the environment and society. We invested in the work safety and well-being of our personnel, which was concretely reflected in the upward trend in indicators monitoring employee experience as well as diversity, equity and inclusion in our personnel survey. We also received international recognition for this as Posti was included in the

Financial Times Diversity Leaders list for the second year in a row.

We want to minimize our adverse effects and maximize our positive impact on the climate and nature, while contributing to the change toward more sustainable consumption. We continued our transition to a fossil-free transportation fleet and supported our subcontracting partners in converting the power source of their fleet. We took a concrete step forward in this initiative by introducing Finland's first diesel-to-electric truck operating in regular freight traffic at the beginning of March. I am happy that this work was awarded at the CSR Coups de Coeur Awards 2024 as an innovation to reduce transport emissions. We continuously improve our environmental management, and to promote this work, we have also updated our environmental policy.

As a company, it is important for us to take exemplary care of human rights, ethical business

operations and the sustainability of supply chains. At Posti, we are committed to respecting internationally recognized human rights and strive to prevent adverse human rights impacts caused by our own operations, also in the future. During the year, we published our new human rights principles and expect the same commitment from our partners.

As a company, Posti is larger than its size, and the work done by Posti employees has a bigger meaning. We are a builder of a more functional society and an enabler of smoother everyday life. As a large employer, we have the obligation and willingness to do our part to promote a clean transition in logistics, take care of our people and have a positive impact on society. We will continue our committed work on this front and focus on seeking sustainable growth within the boundaries of our planet.

**Antti Jääskeläinen**, President and CEO

➔ **We will continue our systematic work to gradually make Posti a better workplace where everyone can truly be themselves and feel part of a caring work community.**





# Posti in brief

Posti is one of the leading delivery and fulfillment companies in Finland, Sweden and the Baltics. We make our customers' everyday lives smoother with a wide range of services which include parcels, freight, and postal services as well as warehouse, fulfillment and logistics services. We responsibly deliver what matters to you. Our goal is to transport completely fossil-free by 2030 and be at zero by 2040.

Net sales  
**1,521.4**  
EUR million

Personnel at the end of 2024  
approximately  
**15,000**  
people

Adjusted EBITDA  
**207.6**  
EUR million

Our own emissions  
(Scope 1 and 2) reduced by  
**19%**



# Highlights of the year

Sustainability has long been at the core of Posti's strategy. In the updated strategy we want to drive sustainability leadership with a broader sustainability focus, while further strengthening caring culture.



## Updated sustainability program

The Fulfilling Sustainability program forms the basis for all sustainability work, and it combines our ambitious climate work, caring culture and positive impact on society. The sustainability program includes three themes: **People**, **Environment** and **Society**. The program runs from 2024 to 2026.

## New Human Rights Principles

We want to strengthen human rights in our own operations and value chain. With our new Human Rights Principles, we continue to commit to respecting internationally recognized human rights and strive to prevent adverse human rights impacts caused by Posti's operations.

➔ **We continue to support caring leadership. After 2025, around one thousand employees will have participated in the training program.**



## Our DEI work took steps forward

The Caring Leader training program was completed by participation from all 900 Posti supervisors, and the metric measuring our DEI work in the employee survey developed positively throughout the year. We partnered again with Helsinki Pride to support the crucial work done by the Pride movement, and we were listed on the Financial Times Diversity Leaders list for the second time.

# Highlights of the year

## Our emissions decreased

We continued systematic work towards our goals of transporting fossil-free by 2030 and being at net zero by 2040. In 2024, our own emissions (Scope 1 and 2) decreased by

# 19%



## Our sustainability work was again recognized

EcoVadis, the world's leading provider of corporate sustainability ratings, awarded a Platinum rating to Posti for the fourth consecutive time. Platinum is the highest possible rating in the EcoVadis framework, reserved for the top 1% of companies globally. Posti also made it onto the Financial Times Climate Leaders list for the third time.

→ **We advanced our clean vehicle roadmap. At the end of 2024, together with our contract carriers we had over 600 electricity and gas powered vehicles in use and more than 2,000 light electric vehicles.**

## Diesel-to-electric conversion truck

In March 2024, Posti was the first company in Finland to introduce a delivery truck that has been converted from diesel to electric for delivery services in freight transport traffic use. As such trucks have already been manufactured once, this supports circular economy and is also expected to ease the introduction of medium- and heavy-duty electric vehicles in smaller companies.



# Sustainability at Posti

In line with our strategy, Posti aspires to be a sustainability leader. For nearly 400 years, we have served as a cornerstone of the Finnish society, enabling smoother daily life and a more functional community. Our history motivates us Posti employees to ensure that our operations remain sustainable for future generations.

The year 2024 marked the launch of Posti's new sustainability program, another significant step toward building a more sustainable future. We believe that with a clear purpose, direction, and focus on the well-being of people, the environment, and society, we can continue to make a meaningful impact for the next 400 years. These three themes are also central to our newly announced sustainability program, Fulfilling Sustainability, launched in the spring.

## Growth and care for our people

As a service company, people are at the heart of what we do, and our employees are our most valuable asset on the journey towards the world's most sustainable logistics. In 2024, we continued our efforts to build an increasingly caring workplace where every employee can grow and realize their potential to the fullest.

During the year, we focused especially on promoting diversity, equity and inclusion. Through our Caring Leader training and the systematic development of workplace well-being, we aimed to ensure that Posti is not only a safe but also an inspiring workplace. In logistics, occupational safety is the foundation of sustainable operations. We strive to ensure that our employees can work safely and return home healthy after every shift.

## A clean transition in logistics

The year 2024 was the hottest on record, with global average temperatures set to exceed 1.5°C above pre-industrial levels. We want to take responsibility for mitigating climate change and biodiversity loss. Our goal is to operate fossil-free by 2030 and achieve net-zero emissions by 2040. Our climate targets guide all our activities and were reflected in our results for the year, with our own emissions (Scope 1 and 2) reduced by 19%.

In addition to reducing our footprint, we aim to drive the transition toward a circular economy and more sustainable consumption. In September, we brought together 11 popular secondhand businesses committed to promoting



➔ **Continuing to focus on people, the environment and society, we can have a meaningful impact also for the next 400 years.**





practical circularity and highlighting the diversity of preloved fashion and goods markets. In Finland, the secondhand market is valued at around €1 billion\*, with its growth fueled by the sector's move online. The number of preloved treasures shipped via Posti has quintupled in a year, with no signs of slowing down.

### Positive impact on society

At Posti, we aim to lead the way in responsible business practices. In 2024, we worked to ensure that our supply chain meets the highest ethical and environmental standards. We have long been committed to respecting internationally recognized human rights and to preventing adverse human rights impacts arising from our operations. In 2024, we took a significant step forward by systematizing our human rights efforts through impact assessments and our new human rights principles.

The core of our strategic partnerships lies in promoting diversity and improving opportunities for young people. At the start of the year, we announced a three-year collaboration with the Finnish Football Association. Football's multiculturalism and inclusivity are strengths we aim to promote and reinforce, working on them on a long-term basis at Posti. We also

\* Finnish Commerce Federation 2023

continued as the main partner of HelsinkiMissio's School to Belong program, which helps school communities identify and reduce youth loneliness while providing tools to address it. The nationwide program now involves nearly 100,000 young people across over 100 schools in Finland.

### The journey continues

Like previous years, 2024 was full of significant sustainability achievements. However, there is still progress to be made in many areas. This is our last separate Sustainability Report; from 2025 onwards, we will report on sustainability as part of the Board of Directors' Report under the Corporate Sustainability Reporting Directive (CSRD). Although our reporting format will change, sustainability will remain an integral part of Posti's strategy, daily work, leadership and risk management.

We believe that by combining our efforts with those of our employees, customers and other stakeholders, we can continue to make sustainable development tangible and measurable for people, the environment and society. We at Posti look forward to continuing to work with you toward a more sustainable future.

**Anna Storm**, VP Sustainability & Stakeholder Relations

# Fulfilling Sustainability 2024–2026



## Our Posti people – growth and caring

- We are building a workplace that nurtures caring company, caring leadership and enforces physical and mental safety and well-being
- We want to champion DEIB – diversity, equity, inclusion and belonging
- We flourish when we are able to grow and utilize our potential in the best possible way



## Sustainable growth within our planet's boundaries

- Mitigating climate change and preserving biodiversity
- Advancing circular economy and sustainable customer offering
- Continuously improving our environmental management



## Ethical business and advocacy for a greater good

- Sustainable sourcing of products and services and ensuring that our supply chain adheres to ethical and environmentally ambitious standards and practices
- Strengthening human rights in our own operations and value chain
- Creating a positive impact on society through strategic partnerships and targeted charitable initiatives





Case

# With our people we can nourish the Caring culture

We have made a We care promise to our personnel, each other and our customers. The role of leaders and supervisors as a vanguard and as caring leaders as well as decision-makers and implementers of those decisions is important for Posti's future success. The ongoing transformation in our operating environment and the pace of this change require a new kind

of leadership and supervisory work, and for this reason we have invested in this work extensively. We offer supervisors regular training for the different stages of the employment life cycle, but also for developing leadership skills.

The Caring Leader training program is a five-part package aimed at supervisors, which covers the

## → The Caring Leader program has been important in developing our supervisor work and caring culture.

most important areas of supervisory work. The purpose of the training program is to support supervisors' everyday work and provide tools for caring leadership. The content of the training program has been created around our values and leadership principles.

Our leadership principles are **we care, we develop** and **we deliver**. They guide leadership in everyday life and form a common basis for supervisory work. They also serve as a promise to our employees about what kind of supervisory work they can expect when working at Posti. The leadership principles are naturally linked to our values – **reliable, respectful, progressive**. In 2023–2024, nearly 900 supervisors have already passed the Caring Leader program through either the Finnish or English implementation.

The program provides an opportunity for supervisors to network regardless of unit and location. Some of the modules are held in Teams and some are online courses that are completed in the Spark e-learning environment. During the

program, supervisors, who attend the program from different parts of Posti, will get to know each other face-to-face and discuss important leadership topics, such as leadership moments that matter, giving feedback, and managing occupational safety and well-being. One of the training groups for 2024 was arranged as a night program designed around the working hours of supervisors in operations.

The Caring Leader training program has been a very important investment for us in developing Posti's supervisory work and caring culture. We will continue to support caring leadership even after the end of the actual training program, so that the newly learned common skills are not forgotten amid everyday life. Because the skills of a caring leader are also important for people other than supervisors, we will invite many other Posti employees, such as chief shop stewards and project managers, to participate in the Caring Leader program. After 2025, approximately one thousand Posti employees will have participated in the program.

The experiences from the night-time implementation of the Caring Leader training program were positive. Supervisors who work in operations felt that the program offered a great opportunity for discussions and changing ideas with colleagues as well as tools to change their own approach to supervisory work. The program also reminded them about the importance of good leadership.

Case

# Toward fossil-free transportation with diesel-to-electric conversion truck

Posti wants to minimize negative impacts and maximize positive effects on climate and nature while driving the change toward more sustainable consumption. Posti has committed to the ambitious goals of transporting fossil-free by 2030 and being at net zero by 2040.

On the road to achieving those targets, Posti was in March 2024 the first company in Finland to introduce a delivery truck that has been converted from diesel to electric for delivery services in freight transport traffic use.

Posti already has hundreds of electric vehicles in various sizes ranging from vans to delivery and semi-trailer trucks. The conversion to electric is expected to ease the introduction of medium- and heavy-duty electric vehicles also in smaller companies. The cost of converting a truck is currently roughly half the price of a new electric truck and it has potential to further decline in the planned full production phase.

There are also benefits from the circular economy point of view. When diesel trucks

that have already been manufactured once, and are a few years old, are given a new life as electric trucks, the emissions from the manufacturing phase of the new electric truck body are essentially eliminated. Old engines can also be reused elsewhere, either as such or as components.

The 2016 model delivery truck used by Posti was fitted with a 200-kW permanent magnet motor and a 150 kWh LFP battery. The estimated consumption of the vehicle is 70 kWh/100 km in summer and approximately 110 kWh/100 km in winter. The battery can be preheated by a liquid cycle. The maximum capacity of the DC charging is 150 kWh, ensuring fast charging if needed. Depending on the temperature and the use of heating, the operating range is about 150 km.

The truck is part of the SIX HOVE innovation cluster on electric heavy transport, coordinated by VTT Technical Research Center of Finland, which aims to boost electric heavy transport. In March 2025, Posti had two conversion trucks in regular use.



➔ **We drive the clean transition of logistics and have a goal of transporting fossil-free by 2030.**



Case

# Human Rights Due Diligence at Posti

Posti is and has been committed to respecting all internationally recognized human rights and is operating in accordance with the UN Guiding Principles on Business and Human Rights (UN Guiding Principles). Posti is a large employer in

Finland and has operations in six countries. We have a responsibility to ensure that human rights are respected throughout our own operations and value chain and that we deliver on our commitments.

Strengthening human rights is an essential part of Posti's sustainability program. In 2024, we established a human rights due diligence (HRDD) process, which is described in our Human Rights Principles.

We started developing our human rights due diligence by identifying and assessing the human rights impacts of our operations and value chain in spring 2024. The impact assessment was conducted in cooperation with internal stakeholders, external human rights experts and by relying on various written sources, such as reports from non-governmental organizations.

➔ **Strengthening human rights is an essential part of Posti's sustainability program.**

According to the assessment, Posti's salient human rights impacts are related to the work safety of its own employees and value chain workers, harassment and threat of violence faced by employees in their work, working conditions of value chain workers, and data protection of its own employees and consumers.

To ensure the impact assessment is updated regularly and that the evolving business and operating context is considered, we have

integrated the assessment into our company risk management process as a separate part as of 2025, to be reviewed annually.

We are currently developing an action plan that includes tracking and monitoring the actions to prevent and mitigate the identified impacts. These measures are developed together with key internal and external stakeholders and, where possible, with affected people and/or their legitimate representatives. In the action plan, the measures are targeted at impacts where the risk of adverse impacts was assessed to be greatest.

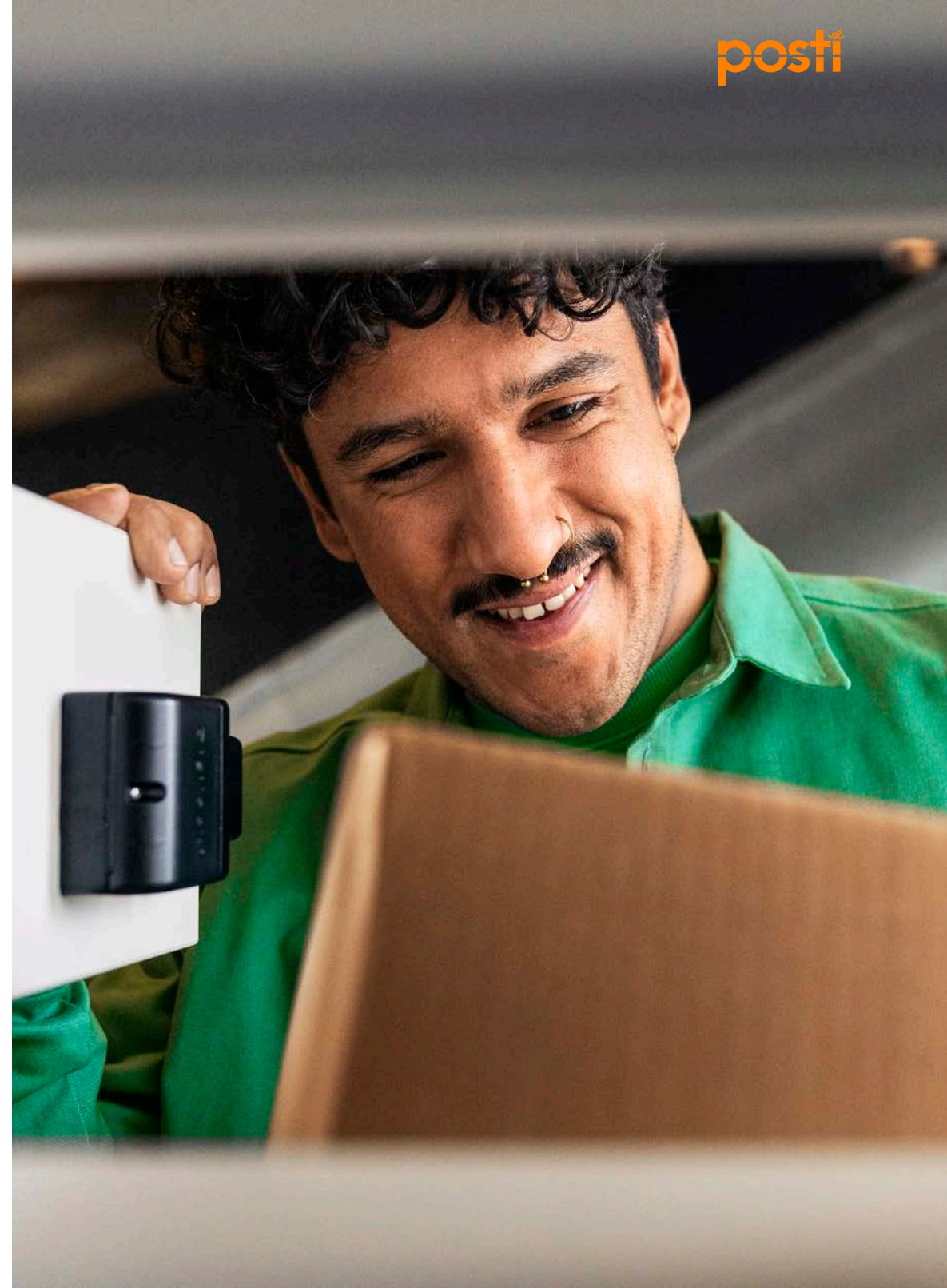
We will be reporting on how we address our human rights impacts in our annual Sustainability Statement. Communication with both internal and external stakeholders and relevant people and their representatives will be further developed in 2025.

We are committed to taking appropriate action to remedy any adverse human rights impacts we have caused or contributed to through appropriate and effective measures. We also expect our suppliers to remedy any impacts they have caused to employees or local communities and any impacts to which they have contributed.

For possible grievances, Posti has anonymous reporting channel available for both personnel and subcontractors in eight different languages. Posti's Compliance department handles all reports confidentially.

# Sustainability Statement

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# General information

## Basis for preparation

This sustainability statement provides details about sustainability governance and strategy at Posti. Further information about the general duties, composition, diversity and experience of the administrative and supervisory bodies, as well as the processes of internal control, internal audit and risk management, is available in the Corporate Governance Statement.

Posti's sustainability statement has been prepared with reference to the sustainability reporting standards issued by the Global Reporting Initiative (GRI). In this report, Posti also partially adopts the European Sustainability Reporting Standards (ESRS) for the second time, with the aim of developing its sustainability reporting to be CSRD compliant by the time the company reports on the financial year 2025. This report partially satisfies the ESRS disclosure requirements.

The sustainability report is prepared annually for the same period as the financial figures (January 1–December 31). Unless otherwise mentioned, Posti's Sustainability Statement covers all operations of the parent company and subsidiaries in all countries of operation.

The Scope of consolidation is the same as for Financial Statements. The inclusion of figures for the value chain in the sustainability disclosures is mentioned separately in each section of the report. Further information on the basis for preparation and circumstances can be found in the Reporting principles at the end of this report.

## Governance

Posti's governing bodies include the General Meeting, which has the highest decision-making power, the Board of Directors, responsible for the proper organization and supervision of operations, and the President and CEO, responsible for operational management.

### Board of Directors and Board Committees

The Board of Directors is the Group's highest body overseeing sustainability, and it approves most of the Group policies guiding the Group's operations. Some policies are approved by the CEO or the CFO under the Board's mandate. Principles concerning sustainable business are defined in the Posti Code of Conduct, as

well as the policies related to people, sourcing, remuneration, anti-money laundering, data protection, information security, environmental management, quality, risk management, internal control, treasury, policy, and in more detailed guidelines and instructions issued based on these policies. The guidelines and policies are monitored regularly and thus updated, should any changes that must be addressed take place in the operating environment.

The Board of Directors also approves Posti Group's strategic sustainability targets, and the Group's President and CEO is responsible for their implementation. The progress made in targets is reported to the Board of Directors on a quarterly basis. The Board of Directors and Board Committees regularly discuss reviews related to different aspects of sustainability, presented by the Group's executive management and specialists. The reviews offer Board members information about the material impacts, risks and opportunities related to the Group's sustainability, and on the progress made in the Group's sustainability performance. The reviews also ensure that the Board's understanding and competence are up to date in sustainability matters. The Board of Directors

and its Committees are regularly trained on sustainability issues, trends and solutions.

The Audit, Risk and Sustainability Committee, which is one of the committees of Posti's Board of Directors, evaluates and monitors Posti's sustainability reporting and risk management systems alongside its other responsibilities. More detailed information on the roles, responsibilities, know-how and composition of Posti's governing bodies is provided in the Corporate Governance Statement published in connection with the financial statements and the Board of Directors' Report.

In the 2024 reporting period, the sustainability topics handled at the meetings of the Board of Directors and its Committees focused on topics such as:

- Sustainability reporting and related regulatory development
- Updates to Group Sustainability Program
- Updates to Group policies
- Development of greenhouse gas emissions
- Green fleet investments
- Sustainability reporting and upcoming CSRD implementation

- Employees' well-being and development
- Privacy and cybersecurity
- Summary of non-compliance incidents' investigations

### President and CEO and Leadership Team

The President and CEO is responsible for the implementation of Posti's strategic sustainability targets across the Group. The President and CEO or their appointed representative also reports to the Board on material sustainability-related impacts, risks and opportunities. Posti's Leadership Team assists the President and CEO in the Group's operative management. It also prepares and considers matters for consideration to the Board of Directors.

The Group's Leadership Team discusses sustainability targets and topics regularly and for its part supervises the implementation of the approved sustainability measures and sustainability-related impacts, risks and opportunities regularly at its meetings. Posti's Leadership Team has included a Senior Vice President in charge of sustainability since 2021.

The heads of business areas are responsible for the implementation of business area-specific sustainability targets, and how the targets are

achieved is monitored by the Leadership Team regularly.

In the 2024 financial period, the reviews handled at the meetings of the Posti Leadership Team focused on topics such as:

- Updates to Group Sustainability Program
- Updates to Group policies
- Development of greenhouse gas emissions
- Green fleet investments
- Sustainability reporting and upcoming CSRD implementation
- Employees' well-being and development
- Human rights risk assessment and principles
- Occupational safety
- Employee engagement
- Privacy and cyber security
- Regulatory development regarding sustainability and logistics

### Number of women and men in top management 31.12., GRI 405-1

|                    | 2024  |           |     |         |       |
|--------------------|-------|-----------|-----|---------|-------|
|                    | Women | Women (%) | Men | Men (%) | Total |
| Supervisory Board  | 5     | 42%       | 7   | 58%     | 12    |
| Board of Directors | 6     | 60%       | 4   | 40%     | 10    |

|                    | 2023  |           |     |         |       |
|--------------------|-------|-----------|-----|---------|-------|
|                    | Women | Women (%) | Men | Men (%) | Total |
| Supervisory Board  | 5     | 42%       | 7   | 58%     | 12    |
| Board of Directors | 6     | 60%       | 4   | 40%     | 10    |



### Group Sustainability Forum

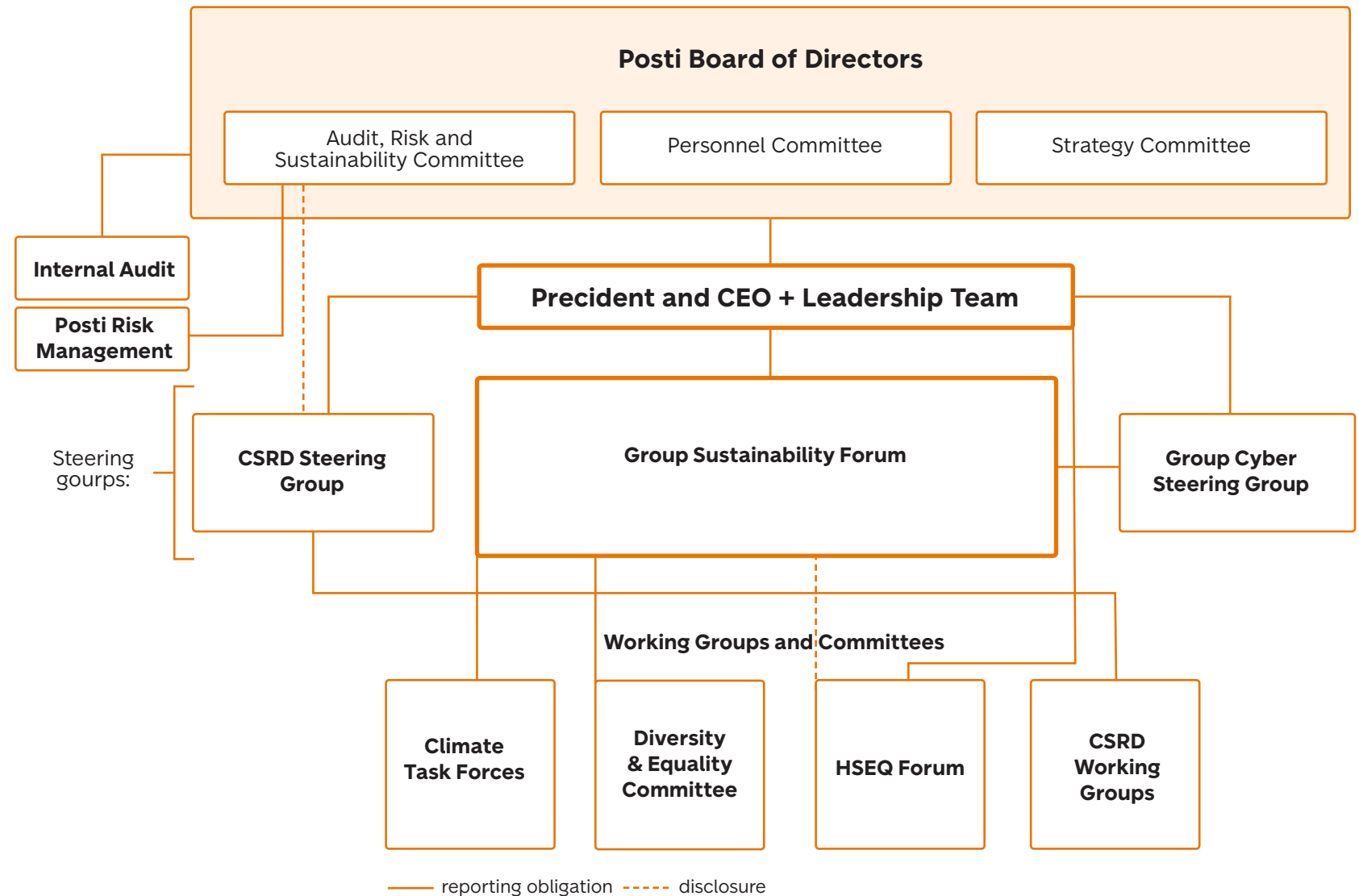
The realization of the strategic sustainability targets is reviewed quarterly in the Group’s Sustainability Forum, which consists of the directors and specialists in charge of sustainability matters across business groups and Group Functions. The steering group is headed by a member of the Posti Leadership Team. The Sustainability Forum ensures that the work towards sustainability targets progresses as planned, taking corrective action if required.

The practical implementation of the various areas of the Posti Sustainability Program is monitored by various working groups and committees, which are described in the Sustainability governance model.

In the 2024 financial period, the reviews handled at the meetings of the Posti Sustainability Forum focused on topics such as:

- Updates to Group Sustainability Program
- Updates to Group policies
- Development of greenhouse gas emissions
- Green fleet investments
- Sustainability reporting and upcoming CSRD implementation
- Employees’ well-being and development
- Human rights risk assessment and principles
- Occupational safety
- Employee engagement
- Regulatory development regarding sustainability and logistics

### Sustainability governance model



## Sustainability-related performance in incentive schemes

Posti remuneration principles and the overall remuneration of the administrative, management and supervisory bodies are described in the Remuneration Policy and the Remuneration Report published in connection with the Financial Statements and the Board of Directors' Report.

The Board of Directors is responsible for the management of the company and the proper organization of its operations. The remuneration of the Board of Directors is approved annually at the General Meeting. The Board members receive a monthly fee (based on their role) and an additional meeting attendance fee. Board members do not receive other benefits from Posti.

The Board of Directors decides on the remuneration and other financial benefits of the Group's President and CEO and the members of the Posti Leadership Team, as well as on the principles of the short and long-term incentive programs based on the People Committee's preparation.

Sustainability is an important strategic priority for Posti, and it has long been considered in the company's short- and long-term incentive plans for the personnel. Work safety and reducing accident frequency are part of the short-term incentive program. Posti's Scope 1 and 2 emission targets for 2030 validated by the Science Based Targets initiative are part of Posti's management's long-term incentive program. Employee engagement is also part of the long-term incentive program and is measured twice a year in Posti's employee survey.

## Risk management and internal controls over sustainability reporting

Posti follows the Group's risk management process to identify sustainability-related impacts, risks and opportunities and to assess their materiality. The risk management process complies with the COSO Enterprise Risk Management methodology. The Group's risk management process and its responsibilities are described in more detail in the Corporate Governance Statement. The Group's risk management results, including sustainability-related risks, are presented to the Audit, Risk and Sustainability Committee twice a year. The

Board of Directors reviews the Group's key risks, the risk management system as well as Posti's level of risk appetite at least once a year.

The Group's risk management covers all Group operations and is an integral part of Posti's strategy and planning processes as well as other processes. Risk identification, analysis and planning of management measures are carried out continuously as part of planning processes and decision-making. The Group's risks are assessed using probability and impact. Regular risk reviews are carried out to ensure the appropriateness and continuous development of risk management.

Internal control is part of Posti Group's corporate governance, and it is embedded into the Group's day-to-day operations. The main purpose is to provide reasonable assurance for the achievement of organizational objectives with regard to efficiency of operations, reliability of internal and external reporting, and compliance with applicable laws, regulations and internal policies. The internal control system in Posti Group is based on the COSO Internal Control framework and it is described more closely in the Corporate Governance Statement.

## Strategy, business model and value chain

Posti is committed to sustainability and ethical business in all its operating areas. Posti's sustainability is based on the company's strategy, values and commitments, and the Government Resolution on the State Ownership Policy, stating that state-owned companies are expected to be at the forefront of sustainability because sustainability can boost competitiveness and grow shareholder value. Sustainability is also incorporated into the company's purpose.

Posti's strategy is to focus on its delivery and logistics business in Finland, Sweden and the Baltic region. Our vision is to become an international delivery and fulfillment company. Posti creates new customer value by covering and optimizing the e-commerce logistics value chain from transport to warehousing and sorting to delivery. Posti's production value chain includes warehousing and related activities, handling and shipping goods, and sorting and transporting mail, parcels and larger items in various forms. This ranges from heavy-duty truck-based line haul operations to lighter vehicle or on-foot deliveries and distribution. Posti's strength as a company stems from a unique combination: its employees as the best

experts in their field, its capability of being a pioneer in logistics and technology, and its comprehensive delivery network.

The core of our strategy is based on customer-focused commercial excellence, continuous improvement of our brand, aiming to be a leader in sustainability, developing industry-leading operational efficiency, and seeking growth. Sustainability is incorporated into the Group's strategy approved by the Board of Directors, as well as in long-term business and investment plans, risk assessments and annual action plans.

## Materiality assessment process

Posti conducted its first double materiality assessment of its material sustainability impacts, risks and opportunities in the fall of 2023. The assessment will be validated in spring 2025. In this report, Posti does not fully report the material themes identified in the company's first double materiality assessment. Posti will report fully in accordance with the double materiality themes validated in spring 2025, starting from the financial year 2025. The process, methodologies and assumptions applied will be described in more detail in the CSRD aligned report in 2026. Prior to that, the company will develop its capabilities for ESRS-compliant reporting.

Based on Posti's first double materiality assessment conducted in 2023, the following ESRS standards were classified tentatively as material for Posti:

- ESRS E1 Climate change
- ESRS E2 Pollution
- ESRS E4 Biodiversity and ecosystems
- ESRS E5 Resource use and circular economy
- ESRS S1 Own workforce
- ESRS S2 Workers in the value chain
- ESRS S4 Consumers and end-users
- ESRS G1 Business conduct

In this report, Posti provides disclosures in accordance with its sustainability program on people, the environment and society, which fall under the ESRS standards E1 Climate change, E5 Resource use and circular economy, S1 Own workforce, S2 Value chain workers, S4 Consumers and end-users and G1 Business conduct. Posti reports on these themes only in reference to the ESRS standards, and this report does not yet fulfill all of the disclosure requirements.

With regard to the material disclosure requirements and reporting content on other material themes, Posti will develop its reporting capabilities starting from the financial year 2025. Double materiality assessment is a continuous process for companies, and materiality

assessments must be updated whenever there are significant changes to business activities, as well as regularly at intervals of two or three years. Posti will review and, if necessary, update its materiality assessment prior to its first fully ESRS-compliant reporting.

## Stakeholder interaction

Posti maintains close contact with a wide range of stakeholders through dialogue and cooperation. Posti emphasizes engagement with stakeholders, including employees, customers, suppliers and consumers. Regular interaction is important to us, as it helps us to identify the needs of different stakeholder groups and meet the expectations of our stakeholders. Active dialogue with stakeholders is an essential part of sustainable business and part of the reporting contents of the Global Reporting Initiative standard. The upcoming CSRD regulations and ESRS obligations also affect our reporting on how we exercise our influence and impact in society and our stakeholders. Posti will describe our stakeholder engagement and the interests and views of stakeholders in more detail in our first CSRD mandated sustainability statement, to be published in 2026 (financial year 2025).

# Environmental information

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➔ We are committed to achieving fossil-free transport by 2030. In 2024, we reduced our own emissions by 19%.

# Climate change (E1)

## Strategy

Posti assessed its climate-related risks and opportunities with reference to the Task Force on Climate-related Financial Disclosures (TCFD) framework in 2023. The TCFD assessment helps organizations understand and prepare for climate-related risks, as well as capitalize on climate-related opportunities that are relevant to them. The Scope of the TCFD assessment covered Posti's own functions in the Group's current markets in the Nordic countries and the Baltic region, as well as the Group's value chain.

Posti used an external expert for the assessment of climate risks and opportunities in accordance with the TCFD framework. Internal stakeholders were engaged in the various stages of the assessment. A background analysis and stakeholder interviews were used in the identification of Posti's climate-related risks and opportunities. The identified climate risks and opportunities were scored according to their significance. As a result, twelve risks and three opportunities were selected as the most significant. The key risks and opportunities were

categorized as physical risks and transition risks with the help of the TCFD framework and an external expert. The key risks and opportunities are presented in the table on page 22, also including the presumed time horizon of the risk or opportunity.

A scenario analysis was used to assess the key risks and opportunities over different time horizons and in different climate scenarios. The climate scenarios were as follows: an orderly transition with temperatures rising by 1.5–2°C, a disorderly transition with temperatures rising by 1.5–3°C, and a hot house world with temperatures rising by 3–5°C. In the scenario analysis, Posti's key internal stakeholders assessed each risk and opportunity and their impacts on Posti over the selected time horizons and in the selected climate scenarios. The final steps of the process included an assessment of the key risks and opportunities, as well as a comparison of the results of the scenario analysis against Posti's strategy, business model, metrics and targets to support the identification of climate change mitigation measures and increase the climate resilience of Posti's business.

According to the results of the resilience analysis, transition risks and physical risks are expected to be moderate in the event of an orderly transition. In a disorderly transition, the transition risks would be more significant. In a hot house world scenario, serious physical risks would be expected. Posti's climate targets are aligned with the Paris Agreement, and for its most significant source of emissions, namely the transport fleet, Posti has a plan for achieving fossil-free transport. This helps Posti prepare for transition risks, which may be more significant than physical risks in the short- and medium-term. Climate risks are part of Posti's risk management and are thereby taken into consideration in the company's strategy and business planning. Posti's risk management is based on a risk management policy approved by the company's Board of Directors. As regards climate-related opportunities, Posti develops circular economy solutions that promote the climate resilience of the business.

## Climate risks and opportunities based on the TCFD framework

| Type  | Climate related risk   | Time horizons        |
|---|--|----------------------|
| <b>Transition risks</b>   | <b>Policy and legal</b>  |                      |
|   | Potential significant new taxes and other costs due to introduction of carbon pricing such as carbon tax                                     | M & L                |
|   | <b>Technology</b>  |                      |
|   | Utilization of electricity-powered vehicles due to limited range and load  | S, M & L             |
|   | Capacity and accessibility of charging infrastructure and asynchronous development of energy infrastructure                                  | M & L                |
|   | Maturity of low-carbon heavy-duty vehicle technology   | M & L                |
|   | High investment cost or failed investments, e.g., failure to reduce CO <sub>2</sub> emissions due to technology                              | M & L                |
|   | Lack of availability of sustainable fuels  | L                    |
|   | <b>Market</b>  |                      |
|   | Not meeting Scope 3 climate targets due to challenge in reducing emissions in the contractor base  | S, M & L             |
|   | Risk of volatility of fossil fuel and energy prices and interruptions in the supply of those commodities                                     | S, M & L             |
|   | Changing customer preferences and consumer awareness towards low carbon products and services not met if failing to decarbonise the business | M & L                |
| <b>Reputation</b>   |  |                      |
| Negative social implications on, e.g., employee retention, attraction and engagement if not meeting climate targets | L  |                      |
| <b>Physical risks</b>   | <b>Acute</b>   |                      |
|   | Increasing frequency of acute climate events and their interference with business activities   | S, M & L             |
|   | More extreme and frequent climate events cause material shortages and/or disrupt supply chains   | L                    |
|   | <b>Chronic</b>   |                      |
| No chronic risks rose above the threshold   |  |                      |
| <b>Type</b>   | <b>Climate related opportunity</b>   | <b>Time horizons</b> |
| <b>Resource efficiency</b>  | Improved reputation through investing into low-carbon technologies and meeting stakeholder expectations                                      | M & L                |
| <b>Products &amp; services</b>  | Re-commerce and reverse logistics as driving forces for climate action and meeting changing customer expectations                            | M & L                |
| <b>Market</b>   | Access to capital such as EU incentives that can financially support more sustainable transport modes and infrastructures                    | M & L                |

Posti's climate efforts are based on Posti's strategy and climate science. In 2022, the international Science Based Targets initiative (SBTi) approved Posti's short-term, long-term and net zero climate targets. In Posti's operating areas of Finland, Sweden and the Baltic countries, Posti was the first company globally in the logistics industry and one of the first 17 companies overall to receive SBTi approval for its net zero target. Posti's net zero target year is 2040, meaning that Posti's climate targets are well compatible with the limiting of global warming to 1.5°C in line with the Paris Agreement.

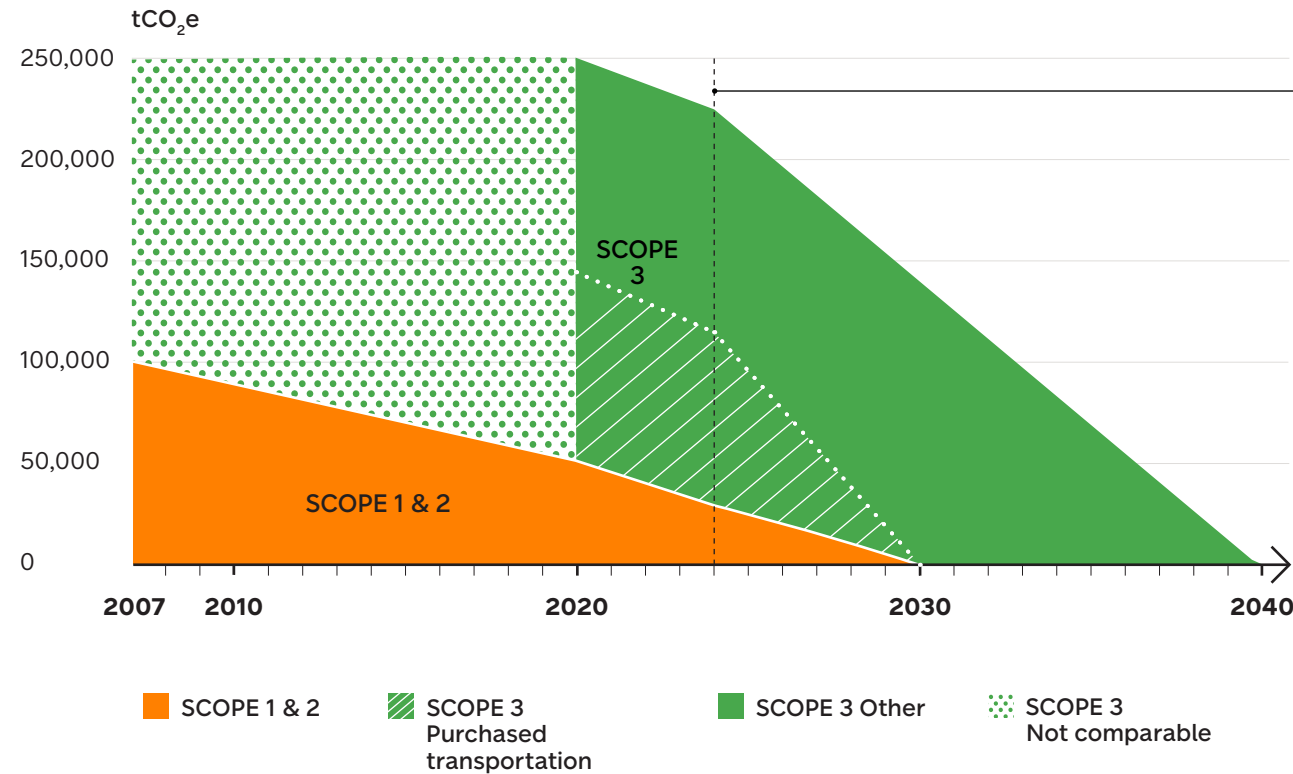
Posti's transition plan for achieving net zero emissions by 2040 is currently under preparation. As a first phase, Posti has built a roadmap towards fossil-free road transportation and property energy in 2030 as shown in the figure on page 23. For its own fleet of vehicles, Posti published in 2022 a transition plan to fossil-free operations by 2030. The roadmap to fossil-free transport includes the deployment of new electric and biogas fleet each year, and a piloting of hydrogen vehicles before 2030. The roadmap is executed through annual fleet investments.

Time horizons: Short (S): 0–1 years, Medium (M): 1–5 years, Long (L): 5+ years up to 2040.

In 2024, Posti continued systematic work towards fossil-free road transportation. In the eCommerce and delivery business in Finland, the emissions from contract carriers represent almost three-quarters of the total emissions of Posti Group's purchased road transport. In 2024, we took concrete steps toward our 2030 goal together with our Finnish contract carriers as well as vehicle and energy providers. This means, for example, including Posti's 2030 fossil-free target in contracts. We also arranged trainings for our contract carriers on how to reach the 2030 goal in practice.

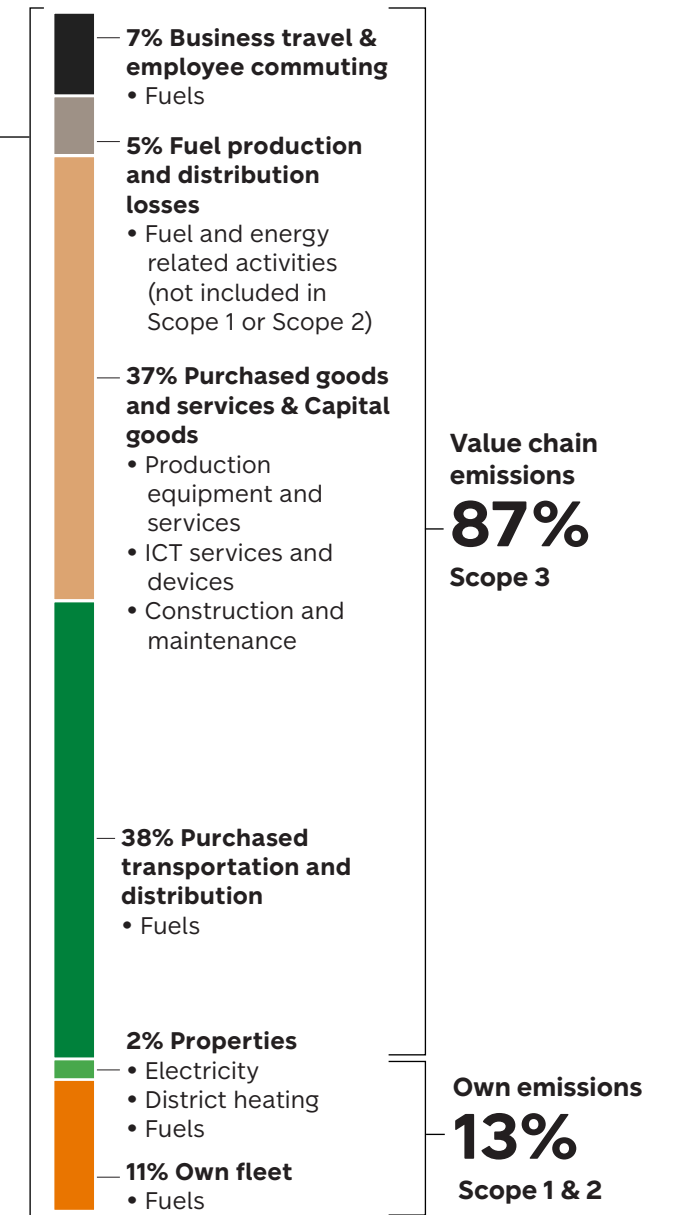
In locations where charging and fueling infrastructure is already available or will be in the near future, we plan the routes so that using electric or biogas vehicles is possible. The financial feasibility of vehicle investments has been taken into consideration as a key starting point in the plans, and Posti also offers its contract carriers support in finding suitable vehicles. When operationally and financially possible, the requirement to use electric or biogas fleet is included in the contracts. In the next few years, we will concentrate on advancing the same plans in Posti's other operating countries.

### Net-zero roadmap



- Tools**
- Route optimization
  - Fill rate optimization
  - Economic driving
  - Clean vehicles (electricity, gas, hydrogen) and light vehicles
  - Renewable fuels
  - Collaboration and cooperation with partners
  - Energy efficiency in properties
  - Fossil-free electricity and district heating
  - Production of own fossil-free energy
  - New digital tools
  - Innovative solutions
  - Emission neutralization

### Posti Group's total emissions 224,441 tCO<sub>2</sub>e



## Impacts, risks and opportunities

Posti's Environmental Policy was updated with the effective date of November 1, 2024. The purpose of environmental management at Posti is to ensure that we respect and comply with the environmental legislation and the applicable standards, improve the environmental management system, operate to minimize negative environmental impacts, and promote positive impacts as well as eco-efficiency in all our operations. The policy is binding for all Posti employees. In its environmental policy, Posti is committed to climate change mitigation and adapting to the use of energy efficient solutions and fossil-free energy.

Environmental management at Posti is based on the ISO 14001 environmental management standard. At the end of 2024, certified environmental management systems covered 97% of the Group's employees.

Posti incorporated nuclear power into its energy mix in 2023. The company's decision states that the electricity purchased in Finland, which is our largest operating country by business volume, must be 100% fossil-free and at least half of it must be renewable. We approved the use of nuclear power for cost reasons and to ensure the adequate availability of electricity in the

coming years as transport is electrified at an accelerating rate. In Sweden and Norway, we only purchase renewable electricity. In the Baltic countries part of the purchased electricity is non-renewable.

We made progress with our investments in accordance with the fleet roadmaps in 2024. At the end of 2024, we and our contract carriers had a total of 500 (340) electric vans, 23 (11) electric trucks, 70 (45) gas-powered heavy trucks, 39 (12) gas-powered trucks or vans, and more than 2,000 light electric vehicles ranging from scooters to electric carts in use. One of Posti's electric trucks is a semi-trailer truck, and one delivery truck was converted from diesel to electric.

All of the electricity used in our own and our partners' electric vehicles in Finland is fossil-free energy with guarantees of origin, and all of our gas vehicles are fueled by biogas. Posti also purchases guarantees of origin for those of its sold transports for which the energy used is not charged at Posti's own charging stations. We and our contract carriers use a substantial amount of renewable diesel annually. We increased the use of renewable fuels by almost 20% in our own fleet and approximately tenfold in our contract carriers' transports in 2024 compared to the previous year.

During the year, our own vehicles were used to cover over 90 million kilometers, while the fleet of contract carriers and other partners covered an estimated 120 million kilometers. This is equivalent to traveling a total of 5,250 times around the Earth. However, a kilometer that is never driven produces the least emissions. That is why we continuously develop route optimization and driving styles as well as filling rates and packing. An inefficiently packed vehicle and transporting air between parcels or inside transport packages causes unnecessary driving.

## Metrics and targets

Posti is committed to the Paris Agreement target of halting global warming to 1.5°C. Posti's climate targets, which are aligned with climate science and validated by the SBTi, are as follows:

- Net zero target: Posti is committed to achieving net zero for all of its own emissions and the emissions generated across the value chain by 2040.
- Short-term targets: Reducing Scope 1 and 2 emissions by 50% by 2030 from the 2020 base year and reducing Scope 3 emissions by 50% by 2030 from the 2020 base year.

- Long-term targets: Reducing Scope 1, 2 and 3 emissions by 90% by 2040 from the 2020 base year.

Posti also aims for completely fossil-free road transport, both for its own vehicles and purchased transports, and fossil-free energy at all properties by 2030. Posti also had a target for 2024 to reduce its own emissions (Scope 1 and 2) by 10% from the previous year.

Posti's greenhouse gas emissions (Scope 1–3) increased by 4.6% from 2023 and decreased by 10.5% when compared to 2020 (on table page 26). Own emissions (Scope 1 and 2) were reduced by 19.2% when compared to the previous year and by 45.0% when compared to the baseline year 2020. The reduction in own emissions has been achieved through improved operational efficiency, increased use of renewable fuels and electric vehicles as well as increased share of fossil-free energy used in Posti properties.

Value chain emissions (Scope 3) increased by 9.3% from 2023 and decreased by 1.3% when compared to 2020. Emissions from purchased transport services, our largest Scope 3 source, increased by 8% due to a higher share of subcontracted transport and improvements in data quality. This underscores the importance of strengthening collaboration with suppliers,



partners and customers to accelerate emission reduction initiatives. Achieving our ambitious net-zero target by 2040 requires continuous investment in innovative solutions and deepened engagement across the value chain.

In the second-largest category, emissions from other purchased products and services rose by 3%. Capital goods, the third-largest category, saw an 84% increase, driven by major construction projects in Finland and Estonia. It is important to note that these estimates are based on cost-related emission factors and should be seen as indicative. Looking ahead, we are committed to continuously enhancing Scope 3 data quality in 2025 and beyond to support more precise emissions management and targeted reduction efforts.

Posti has not used carbon offsetting to fund greenhouse gas removal or greenhouse gas mitigation projects since 2022. Posti does not use internal carbon pricing.

Posti's energy consumption in 2024 was decreased by 7.1% from the previous year (table on page 25). In our own properties, we increased the share of fossil-free energy in 2024. In 2024, fossil-free energy represented 76.4% (71.8%) of the energy consumption of properties across all of our countries of operation. In total, 99.3% (99.2%) of the electricity we consumed was

fossil-free (100% in Finland) and 48.7% (44.3%) of district heating was fossil-free. Posti produces solar power and geothermal heat at some of its properties. The amount of solar power produced was reported for the first time in 2024.

Posti participates in a Finnish voluntary energy efficiency agreement, according to which Posti's aim is to reduce the energy consumption of its major properties in Finland by 7.5% from the 2015 level by 2025. By the end of 2024, the energy consumption of Posti's properties had already been reduced by 18%, which means that the target was achieved more than two times over.

### Energy consumption within and outside the organization, GRI 302-1, 302-2

| Megawatt-hour (MWh)   | 2024           | 2023           | 2022           |
|---|----------------|----------------|----------------|
| <b>Own energy consumption</b>                                   |                |                |                |
| <b>Renewable</b>  | <b>123,431</b> | <b>114,719</b> | <b>134,154</b> |
| Transportation fuels  | 49,491         | 41,614         | 32,771         |
| Fuel consumption in properties                                  | 1,660          | 0              | 0              |
| Purchased electricity   | 40,985         | 45,605         | 76,552         |
| District heat   | 29,184         | 27,500         | 24,831         |
| Self-generated solar power                                      | 2,111          | NA             | NA             |
| <b>Nuclear (electricity)</b>                                    | <b>35,188</b>  | <b>32,150</b>  | <b>0</b>       |
| <b>Non-renewable</b>  | <b>142,464</b> | <b>177,359</b> | <b>194,592</b> |
| Transportation fuels  | 108,824        | 136,072        | 152,240        |
| Fuel consumption in properties                                  | 2,285          | 6,061          | 6,707          |
| Purchased electricity   | 589            | 621            | 1,847          |
| District heat   | 30,766         | 34,606         | 33,797         |
| <b>Total</b>  | <b>301,083</b> | <b>324,228</b> | <b>328,746</b> |
| <b>Share of renewable</b>                                       | <b>41.0%</b>   | <b>35.4%</b>   | <b>40.8%</b>   |
| <b>Energy consumption in purchased transportation (Finland)</b> |                |                |                |
| Transportation fuels and electricity, renewable                 | 14,395         | 1,557          | 1,191          |
| Transportation fuels, non-renewable                             | 240,555        | 228,809        | 261,891        |
| <b>Total</b>  | <b>254,949</b> | <b>230,366</b> | <b>263,082</b> |

Cargo Support Holding C.S.H. AB in Sweden acquired in June 2024 not included in the 2024 data.

**Greenhouse Gas Emissions (Scope 1, 2 and 3), GRI 305-1, 305-2, 305-3**

| Tonnes CO <sub>2</sub> e                                   | 2024          | 2023          | Base year<br>2020 |
|--|---------------|---------------|-------------------|
| <b>Scope 1 – Direct emissions</b>                          |               |               |                   |
| <b>Finland</b>   |               |               |                   |
| Transportation fuels                                       | 23,470        | 29,160        | 41,663            |
| Fuel consumption in properties                             | 179           | 857           | 1,871             |
| Refrigerant leakages in properties                         | 106           | 123           | 28                |
| <b>Other operating countries**</b>                         |               |               |                   |
| Transportation fuels                                       | 548           | 639           | 0                 |
| Fuel consumption in properties                             | 291           | 382           | 175               |
| <b>Scope 1 – Direct emissions total</b>                    | <b>24,595</b> | <b>31,160</b> | <b>43,738</b>     |
| <b>Scope 2 – Indirect emissions</b>                        |               |               |                   |
| <b>Finland</b>   |               |               |                   |
| Purchased electricity (market based)                       | 0             | 0             | 168               |
| Purchased electricity (location based)                     | 3,165         | 5,819         | 6,947             |
| Purchased district heat (market based)                     | 3,420         | 3,666         | 6,870             |
| Purchased district heat (location based)                   | 6,267         | 6,196         | 6,870             |
| <b>Other operating countries**</b>                         |               |               |                   |
| Purchased electricity (market based)                       | 370           | 391           | 1,363             |
| Purchased electricity (location based)                     | 855           | 1,245         | 1,170             |
| Purchased district heat (market based)                     | 424           | 444           | 225               |
| Purchased district heat (location based)                   | 648           | 655           | 225               |
| <b>Scope 2 – Indirect emissions (market based) total</b>   | <b>4,214</b>  | <b>4,502</b>  | <b>8,627</b>      |
| <b>Scope 2 – Indirect emissions (location based) total</b> | <b>10,935</b> | <b>13,915</b> | <b>15,212</b>     |

| Tonnes CO <sub>2</sub> e                                  | 2024           | 2023           | Base year<br>2020 |
|---|----------------|----------------|-------------------|
| <b>Scope 3 – Other indirect emissions</b>                 |                |                |                   |
| <b>Finland</b>  |                |                |                   |
| Purchased goods and services (category 1)                 | 54,089         | 52,145         | 58,038            |
| Capital goods (category 2)                                | 22,333         | 13,375         | 14,642            |
| Fuel production and distribution losses (category 3)      | 10,905         | 12,013         | 11,965            |
| Upstream transportation and distribution (category 4)     | 69,306         | 65,672         | 74,660            |
| Business travel (category 6)                              | 1,250          | 1,178          | 391               |
| Employee commuting (category 7)                           | 11,730         | 13,962         | 15,771            |
| Other Scope 3 categories*                                 | -              | -              | -                 |
| <b>Other operating countries**</b>                        |                |                |                   |
| Purchased goods and services (category 1)                 | 3,590          | 3,764          | 2,815             |
| Capital goods (category 2)                                | 4,114          | 1,007          | 1,566             |
| Fuel production and distribution losses (category 3)      | 394            | 424            | 262               |
| Upstream transportation and distribution (category 4)     | 16,103         | 13,491         | 17,516            |
| Business travel (category 6)                              | 205            | 191            | 84                |
| Employee commuting (category 7)                           | 1,615          | 1,695          | 592               |
| Other Scope 3 categories*                                 | -              | -              | -                 |
| <b>Scope 3 – Other indirect emissions total</b>           | <b>195,632</b> | <b>178,918</b> | <b>198,302</b>    |
| <b>Group (Scope 1, 2 and 3) total</b>                     | <b>224,441</b> | <b>214,581</b> | <b>250,667</b>    |
| <b>Finland (Scope 1, 2 and 3) total</b>                   | <b>196,788</b> | <b>192,152</b> | <b>226,068</b>    |
| <b>Other operating countries (Scope 1, 2 and 3) total</b> | <b>27,653</b>  | <b>22,428</b>  | <b>24,599</b>     |

Biogenic emissions Scope 1: 15,577 (14,544) tCO<sub>2</sub>; Scope 3: 12,890 (10,283) tCO<sub>2</sub>.

\* Other Scope 3 categories not applicable or not material. Explanations provided on page 48.

\*\* Russia is not included in the figures for 2020, because these emissions are not included in Posti's baseline emissions.

Posti gave up operations in Russia in 2021.

Historical figures may have small corrections due to development in the GHG accounting process.

Cargo Support Holding C.S.H. AB in Sweden acquired in June 2024 not included in the 2024 data.

# Resource use and circular economy (E5)

## Impacts, risks and opportunities

Posti's newly updated Environmental Policy states the principles for sustainable resource use and circular economy that are applicable to Posti's all operations and business activities in alignment with applicable laws and regulations.

According to the Environmental Policy principles of sustainable resource use and circular economy, Posti increases the resource efficiency in its operations and operational sites with material efficiency measures. We aim to reduce waste to a minimum through sustainable packaging, reduced material and water use, high recycling rate and waste management solutions. We strive to reuse materials and products to the maximum lifecycle possible. Finally, we actively search for solutions to support our customers and society in transitioning towards a circular economy, for example, by offering logistics and warehousing services for secondhand products.

In 2024, we built and piloted a renewed waste recycling concept for Postal Services in Finland. Based on the results of the pilot, the concept will be scaled to cover also the other business groups and countries in the future.

Furthermore, we collaborated with our waste management partner to improve the reliability of waste data in the majority of locations in Finland for better waste management. Reliable waste data provides information on the generation rates and the sources of waste, which helps in our goal to minimize waste and order timely waste collections.

Circularity of tools, furniture and light vehicles is an everyday practice at Posti. We have a recycling center where many items are stored and recycled for future needs.

A concrete circular action where an innovation meets the practical needs of fossil free transportation is our collaboration with VTT on a diesel to electric conversion truck.

## Metrics and targets

Posti is committed to reducing waste and increasing the recycling rate of waste in its operations. In 2024, the most significant waste fractions generated in Posti's operations were recycled paper, energy waste, cardboard, mixed wood waste and waste from electrical and electronic equipment.

## Waste by type and disposal method, GRI 306-3, 306-4, 306-5

| Waste, tons*               | 2024          | 2023          | 2022**        |
|----------------------------|---------------|---------------|---------------|
| <b>Non-hazardous waste</b> | <b>14,339</b> | <b>15,319</b> | <b>19,689</b> |
| Recycle and reuse          | 9,132         | 10,682        | 12,275        |
| Other recovery             | 4,346         | 3,925         | 5,828         |
| Incineration               | 830           | 716           | 1,439         |
| Final disposal             | 31            | 26            | 148           |
| <b>Hazardous waste</b>     | <b>425</b>    | <b>485</b>    | <b>438</b>    |
| Recycle and reuse          | 295           | 398           | 404           |
| Other recovery             | 48            | 31            |               |
| Final disposal             | 81            | 57            | 34            |
| <b>Total</b>               | <b>14,764</b> | <b>15,804</b> | <b>20,127</b> |
| Recovery rate, %           | 99%           | 99%           | 99%           |
| Recycling rate, %          | 64%           | 70%           | 63%           |

\* Properties included in waste management agreement. Properties in Finland where the waste management is included in the rent are excluded. Figures include Finland and Aditro Logistics in Sweden (excluding Cargo Support Holding C.S.H. AB acquired in June 2024).  
 \*\* 2022 the data may be partial.

# Social information

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→ An equal and inclusive culture promotes a healthy working environment where people can grow to their full potential.

# Own workforce (S1)

## Strategy

Our Posti people are enablers of our strategy. Engaged and skilled personnel are one of the cornerstones of our success.

At the end of 2024, we employed total 14,764 people in Finland, Sweden, Estonia, Latvia, Lithuania and Norway.

Posti has permanent and fixed-term employees in full-time and part-time employment relationships and on contracts with non-guaranteed hours. Leased employees are also used during peak times. Posti's material impacts concern all these employee groups in all countries of operation.

The material impacts, risks and opportunities relating to Posti's own workforce have been identified through the double materiality process. The materiality assessment is briefly described on page 19. Posti's material impacts on its own workforce include looking after health and safety, good leadership, an equal and inclusive culture and competence development. All of these have an impact on the employee experience. Posti also has a positive material impact by being the first employer and provider

of employment opportunities for many young people and immigrants in Finland.

The risks and opportunities associated with Posti's own workforce were integrated into the general risk process documented in Posti's risk management policy in 2024.

## Impacts, risks and opportunities

The sustainability work that is related to our own workforce, is guided by the [Code of Conduct](#) and People Policy approved by the Board of Directors, as well as by the Sustainability Program and Human Rights Principles approved by the Posti Leadership Team. Posti's employees in all operating countries are covered by these policies and principles.

Posti's personnel-related processes and practices are documented in Posti's People Policy. The People Policy provides a concise description of Posti's practices pertaining to leadership and supervisory work, equality, recruitment, competence development and performance management, rewarding, health and well-being of personnel, work safety, and the work community and atmosphere. While

the People Policy applies to Posti's entire own workforce in the Posti Group organization and businesses, its general principles are also applied to external workforce as applicable. The policy has been approved by the company's Board of Directors, and it is owned by Posti's Senior Vice President, People, Communications and Sustainability.

The People Policy is available on Posti's intranet and on the company's public [website](#).

Posti is committed to respecting all internationally recognized human rights as defined in the International Bill of Human Rights and the fundamental principles and rights of working life defined in the International Labour Organization (ILO) Declaration. Posti is committed to operating in accordance with the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) and the OECD Guidelines for Multinational Enterprises. These commitments are reflected in our Code of Conduct, People Policy and Human Rights Principles.

In our Human Rights Principles, we state that we respect our employees' right to organize, join or not join associations and trade unions, and negotiate collectively with the company.

We encourage our employees to engage in dialogue with the company's management and encourage employees to report any concerns or grievances through, e.g., our SpeakUp channel. We do not use child or forced labor, nor do we cooperate with suppliers or subcontractors who use such labor. In addition, Posti is committed to respecting and promoting the health and safety of its employees, preventing discrimination and complying with working hours legislation in accordance with the principles of the ILO. The Human Rights Principles are available on Posti's intranet and on the company's public [website](#).

In Posti's Human Rights Principles, we describe our human rights due diligence process including grievance mechanisms and access to remedy. If adverse human rights impacts are identified in Posti's own operations, we initiate an investigation. We strive to prevent broader impacts and, as appropriate, remedy any damage already caused. Additionally, we review our practices to prevent recurrence.

Posti's People Policy defines our policies concerning occupational safety. The People Policy specifies our objective of providing a safe workplace to all our employees and partners. This is achieved through adherence to the requirements of our occupational safety

management system, employee training and compliance with laws and regulations relating to occupational safety. Our occupational safety management system complies with the requirements of the ISO 45001 standard.

Posti also has a regularly updated Equality and Non-Discrimination Program that describes practical measures to increase equality and non-discrimination at Posti. The current program is in effect for the period 2024–2026. Our Code of Conduct and Equality and Non-Discrimination Program specify that everyone must be treated equally regardless of origin, religious beliefs, gender, political opinion, age, nationality, sexual orientation, marital status or disability. The Equality and Non-Discrimination Program is available for all employees on Posti’s intranet.

Posti has guidelines on intervention against inappropriate treatment and harassment that are available to all employees on the company’s intranet. The guidelines include specific procedures on how inappropriate treatment and harassment is addressed once detected.

Posti’s objectives for diversity, equity and inclusion published in 2023 also promote the prevention of discrimination.

Posti’s Code of Conduct training, which is mandatory for everyone, includes a section on equal treatment and non-discrimination. Posti also launched diversity, equity and inclusion training for supervisors at the beginning of 2024, and the company is preparing corresponding training for the entire personnel.

Posti carries out the statutory continuous dialogue between the management and the cooperation negotiation councils, where all business groups and group functions are represented. Posti complies with the Act on Co-operation within Undertakings in change situations in Finland and with local labor legislation and collective agreements in all its countries of operation.

We measure employee experience and employee commitment by means of an employee survey (Peakon). It provides us with up-to-date information on the experiences and views of our personnel to support the continuous development of operations and employee experience, covering all employees across the Group’s personnel in all countries and companies. Concrete development measures are also identified based on the employee survey.

Posti has an anonymous SpeakUp whistleblowing channel for internal and external use, which is managed by a third party. More information is provided in the section Governance-related disclosures.

Posti also has an email feedback channel maintained by the Equality and Equal Treatment Committee, where people can submit reports or feedback concerning equality and equal treatment. The Equality and Equal Treatment Committee processes the reports and feedback received via the channel.

Occupational safety incidents are reported to our Falcony system.

Posti’s actions related to the material impacts on its own workforce include looking after health and safety, good leadership, an equal and inclusive culture and competence development. The company has regularly monitored performance indicators and various training activities relating to these actions. Posti has models in place for occupational safety management and work ability management, among other things. Posti’s Caring Leader training is mandatory for all supervisors at Posti.

## Metrics and targets

Posti’s sustainability program specifies performance indicators related to social sustainability. Posti monitors the employee survey’s engagement index, leadership index as well as accident frequency (LTA0) and the sickness-related absence rate. Posti has also set three targets for increasing diversity, equity and inclusion.

Posti also monitors other personnel-related indicators, such as the results of the biannual employee survey and monthly indicators monitored at the business level, including employee turnover, the amount of overtime, the sickness-related absence rate and the number of Well-being at Work Discussions.

In the latter of the two employee surveys conducted in 2024, the response rate was 74% (78%) and over 37,201 (42,000) open-ended answers were received. The responses were analyzed and concrete development measures for 2024 were identified.

Characteristics of Posti’s employees and non-employees are described in tables on pages 31–33. The number of employees is reported as headcount at the end of the year. The identified trends are a slight increase in own workforce

## Employees per country on 31.12., GRI 2-7

|              | 2024          | 2023          | 2022          |
|--------------|---------------|---------------|---------------|
| Finland      | 12,925        | 14,937        | 17,642        |
| Sweden       | 1,140         | 1,252         | 1,502         |
| Estonia      | 380           | 413           | 425           |
| Lithuania    | 173           | 202           | 216           |
| Latvia       | 128           | 144           | 134           |
| Norway       | 18            | 24            | 27            |
| Poland*      |               | 52            | 50            |
| <b>Total</b> | <b>14,764</b> | <b>17,024</b> | <b>19,996</b> |

\* On January 30, 2024, Posti announced a partnership with CGI. As a result, Posti’s Polish employees transferred to CGI.

## Employees by gender 31.12., GRI 2-7

|                      | 2024         |               |               | 2023         |               |               |
|----------------------|--------------|---------------|---------------|--------------|---------------|---------------|
|                      | Females      | Males         | Total         | Females      | Males         | Total         |
| Full time            | 2,807        | 6,624         | 9,431         | 3,029        | 7,141         | 10,170        |
| Part time            | 937          | 1,678         | 2,615         | 1,178        | 1,614         | 2,792         |
| <b>Total</b>         | <b>3,744</b> | <b>8,302</b>  | <b>12,046</b> | <b>4,207</b> | <b>8,755</b>  | <b>12,962</b> |
| Permanent            | 3,397        | 7,690         | 11,087        | 3,741        | 7,943         | 11,684        |
| Temporary            | 328          | 631           | 959           | 460          | 818           | 1,278         |
| <b>Total</b>         | <b>3,725</b> | <b>8,321</b>  | <b>12,046</b> | <b>4,201</b> | <b>8,761</b>  | <b>12,962</b> |
| Non-guaranteed hours | 639          | 2,079         | 2,718         | 922          | 3,140         | 4,062         |
| <b>Total</b>         | <b>4,383</b> | <b>10,381</b> | <b>14,764</b> | <b>5,129</b> | <b>11,895</b> | <b>17,024</b> |

in the summer and Christmas seasons due to seasonal workers and a slight and steady decrease in the number of employees. 70% of Posti employees are male and 30% female.

**New employee hires and leaving rate 1.1.–31.12., GRI 401-1**

| Permanent employments | Permanent employments | New permanent employments | Permanent employments terminated | Permanent employments (%) | New permanent employments (%) | Permanent employments terminated (%) |
|-----------------------|-----------------------|---------------------------|----------------------------------|---------------------------|-------------------------------|--------------------------------------|
| Females               | 4,275                 | 344                       | 826                              | 29.9%                     | 23.8%                         | 26.7%                                |
| Males                 | 10,021                | 1,101                     | 2,268                            | 70.1%                     | 76.2%                         | 73.3%                                |
| <b>Total</b>          | <b>14,296</b>         | <b>1,445</b>              | <b>3,094</b>                     | <b>100%</b>               | <b>100%</b>                   | <b>100%</b>                          |
| Under 30 years        | 2,392                 | 753                       | 1,145                            | 16.7%                     | 52.1%                         | 37.0%                                |
| 30–50 years           | 6,548                 | 589                       | 1,208                            | 45.8%                     | 40.8%                         | 39.0%                                |
| Older than 50 years   | 5,356                 | 103                       | 741                              | 37.5%                     | 7.1%                          | 23.9%                                |
| <b>Total</b>          | <b>14,296</b>         | <b>1,445</b>              | <b>3,094</b>                     | <b>100%</b>               | <b>100%</b>                   | <b>100%</b>                          |

| Leaving rate and New employee hires, Permanent employments | Leaving rate (%) | New hire rate (%) | Leaving rate and hires, Permanent employments  | Permanent employments terminated | New permanent employments | Leaving rate (%) | New hire rate (%) |
|--|------------------|-------------------|--|----------------------------------|---------------------------|------------------|-------------------|
| Females  | 19.3%            | 8.0%              | Finland  | 2,599                            | 1,088                     | 20.2%            | 8.5%              |
| Males  | 22.6%            | 11.0%             | Sweden   | 222                              | 142                       | 29.5%            | 18.9%             |
| <b>Total</b>   | <b>21.6%</b>     | <b>10.1%</b>      | Estonia  | 94                               | 76                        | 24.0%            | 19.4%             |
| Under 30 years   | 47.9%            | 31.5%             | Latvia   | 63                               | 52                        | 53.4%            | 44.1%             |
| 30–50 years  | 18.4%            | 9.0%              | Lithuania  | 116                              | 87                        | 64.8%            | 48.6%             |
| Older than 50 years  | 13.8%            | 1.9%              | <b>Total</b>   | <b>3,094</b>                     | <b>1,445</b>              | <b>21.6%</b>     | <b>10.1%</b>      |
| <b>Total</b>   | <b>21.6%</b>     | <b>10.1%</b>      | Norway excluded from the table due to relatively small amount of employees (less than 50 employees). |                                  |                           |                  |                   |

Permanent employments terminated and Leaving rate include both voluntary and involuntary terminations.  
 Permanent employments have been calculated as the average number of permanent employees during the reporting year.

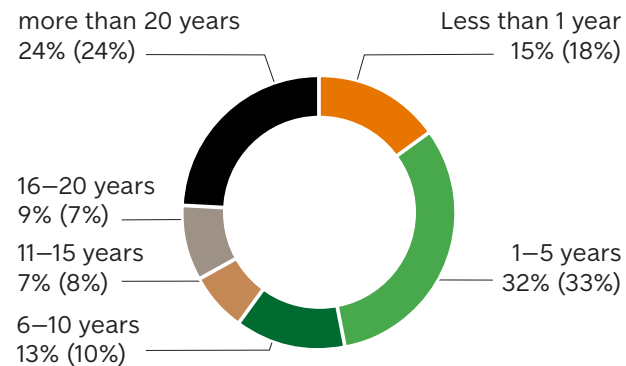


### Employees by region on 31.12., GRI 2-7, 2-8

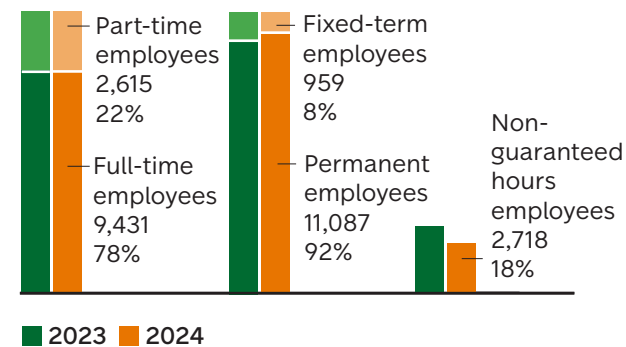
|                                | December 31, 2024 |              |            |               |               | December 31, 2023 |              |            |               |               |
|--------------------------------|-------------------|--------------|------------|---------------|---------------|-------------------|--------------|------------|---------------|---------------|
|                                | Finland           | Sweden       | Baltics    | Other regions | Total         | Finland           | Sweden       | Baltics    | Other regions | Total         |
| Full time                      | 8,048             | 735          | 636        | 12            | 9,431         | 8,579             | 820          | 707        | 64            | 10,170        |
| Part time                      | 2,496             | 70           | 45         | 4             | 2,615         | 2,707             | 21           | 52         | 12            | 2,792         |
| <b>Total</b>                   | <b>10,544</b>     | <b>805</b>   | <b>681</b> | <b>16</b>     | <b>12,046</b> | <b>11,286</b>     | <b>841</b>   | <b>759</b> | <b>76</b>     | <b>12,962</b> |
| Permanent                      | 9,841             | 575          | 656        | 15            | 11,087        | 10,299            | 632          | 693        | 60            | 11,684        |
| Temporary                      | 703               | 230          | 25         | 1             | 959           | 987               | 209          | 66         | 16            | 1,278         |
| <b>Total</b>                   | <b>10,544</b>     | <b>805</b>   | <b>681</b> | <b>16</b>     | <b>12,046</b> | <b>11,286</b>     | <b>841</b>   | <b>759</b> | <b>76</b>     | <b>12,962</b> |
| Non-guaranteed hours           | 2381              | 335          |            | 2             | 2,718         | 3,651             | 411          | 0          | 0             | 4,062         |
| <b>Total</b>                   | <b>12,925</b>     | <b>1,140</b> | <b>681</b> | <b>18</b>     | <b>14,764</b> | <b>14,937</b>     | <b>1,252</b> | <b>759</b> | <b>76</b>     | <b>17,024</b> |
| Workers who are not employees* |                   |              |            |               | 2,192         |                   |              |            |               | 7,928         |

\* The definition has been modified to comply with CSRD regulation and is now more narrow than previously. Non-employees in Posti's own workforce include workers that have signed/made an agreement with Posti on the supply of labor, i.e., "self-employed people" as well as workforce provided by companies primarily engaging in employment activities (NACE Code N78).

### Length of employees' career



### Breakdown of employment contracts as per December 31, 2024



Posti Group applies several collective agreements. The five largest collective agreements cover approximately 72% (77%) of the employees and are Mail communications and logistics (PAU), Delivery personnel (Industrial Union), the Commercial sector (PAM), Road haulage sector workers (Transport Workers' Union AKT) and The staffing agreement (The Swedish Trade Union Confederation LO). The coverage of collective agreements in all countries is indicated in the table on page 34. Posti has set three diversity, equity and inclusion metrics.

- Increasing diversity. Both women and men will represent at least 40% of senior management (two organizational levels down from the CEO) by the end of 2026. For the Group as a whole, the proportion of women in leadership roles was 38% (43%) at the end of 2024 (see the table on page 34).
- Increasing the experience of inclusion. For the Peakon employee survey question on fair and equal treatment, the company aims for a score of at least 8.0 by the end of 2026. In September 2024, the score was 7.6 (7.4).
- Increasing training and awareness. All employees have participated in training on diversity, equity and inclusion. The target for supervisor participation was a full 100% by the end of 2024. 68 % of supervisors completed the training in 2024. For other employees, the

### Collective Bargaining Coverage, GRI 2-30

| Coverage Rate | 2024  |   | 2023  |   |
|---------------|---|---|---|---|
|               | Collective Bargaining Coverage* Employees – EEA | Social dialogue* Workplace representation – EEA | Collective Bargaining Coverage* Employees – EEA | Social dialogue* Workplace representation – EEA |
| 0–19%         | Estonia, Latvia, Lithuania                      | Estonia, Latvia, Lithuania                      | Estonia, Latvia, Lithuania                      | Estonia, Latvia, Lithuania                      |
| 20–39%        |   |   |   |   |
| 40–59%        |   |   |   |   |
| 60–79%        |   |   |   |   |
| 80–100%       | Finland, Sweden                                 | Finland, Sweden                                 | Finland, Sweden                                 | Finland, Sweden                                 |

\* Norway not reported due to the headcount of less than 50 employees.

### Gender distribution in top management 31.12., GRI 405-1

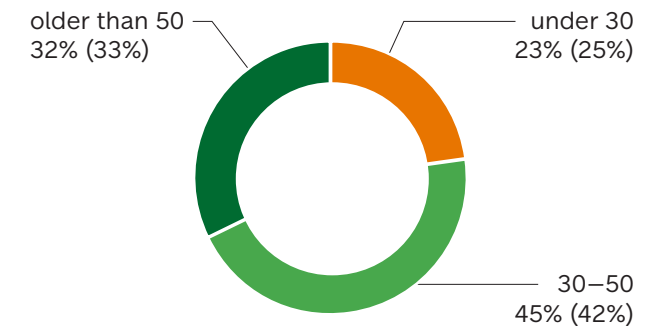
|  | 2024  |           |     |         |       |                             |
|--|-------|-----------|-----|---------|-------|-----------------------------|
|  | Women | Women (%) | Men | Men (%) | Total | Target 2026                 |
| Group Leadership Team  | 2     | 22%       | 7   | 78%     | 9     |                             |
| Executive, group functions and business group leadership teams | 25    | 38%       | 40  | 62%     | 65    | Minimum 40% female and male |

|  | 2023  |           |     |         |       |                             |
|--|-------|-----------|-----|---------|-------|-----------------------------|
|  | Women | Women (%) | Men | Men (%) | Total | Target 2026                 |
| Group Leadership Team  | 2     | 22%       | 7   | 78%     | 9     |                             |
| Executive, group functions and business group leadership teams | 40    | 43%       | 54  | 57%     | 94    | Minimum 40% female and male |

target is 90% by the end of 2025. The employee training was added to Posti's code of conduct training at the end of 2024 and the participation rate will be reported in the 2025 report.

### Age distribution of personnel GRI 405-1



All employees of Posti Group are paid at least an adequate minimum wage as defined in each operating country's legislation or collective bargaining agreements.

All employees of Posti Group are covered by social protection in case of income loss due to major life events, such as loss of employment, illness, childbirth or retirement. These measures are specified in the social security system for each country and the collective agreements in place.

The target group for performance and career development reviews was expanded in 2024. The pilot group consisted of almost 500 production employees. In 2025, the target group will be further expanded to cover approximately 2,000 employees in operations.

The total accident frequency rate LTAO decreased from 39 to 37, which means that we succeeded in reducing the number of accidents by 109 in 2024 compared to the previous year.

In 2024, we continued active preventive safety work. Common occupational safety actions that are important to Posti include safety observations, safety walks, personal safety discussions and having regular personnel safety meetings at our workplaces.

**Employee average training hours and regular performance and career development reviews, GRI 404-1, 404-3**

|  | 2024         | 2023*        | 2022*        |
|--|--------------|--------------|--------------|
| <b>Average hours of training per year per employee 1.1.–31.12, Finland</b>                         | <b>4.1</b>   | <b>2.8</b>   | <b>2.3</b>   |
| Workers  | 2.6          | 2.1          | 1.6          |
| Management   | 14.0         | 6.8          | 6.4          |
| Leadership and senior management   | 9.5          | 5.7          | 5.3          |
| Female   | 2.8          | 2.3          | 1.8          |
| Male   | 5.0          | 2.9          | 2.5          |
| <b>Employees covered by regular performance and career development reviews 31.12. (%), Group**</b> |              |              |              |
| Workers***   | 16.8%        | 1.8%         | 1.4%         |
| Management   | 69.5%        | 82.7%        | 73.7%        |
| Leadership and senior management   | 100.0 %      | 77.4%        | 75.2%        |
| Female   | 38.1%        | 18.4%        | 15.8%        |
| Male   | 27.8%        | 12.3%        | 10.9%        |
| <b>Total</b>   | <b>30.7%</b> | <b>14.0%</b> | <b>12.4%</b> |

\* The 2022 and 2023 data covers only Finland.

\*\* The figures for 2024 are estimates, the performance review process is still ongoing at the time of reporting. 2023 figures updated.

\*\*\* The figure includes individual performance and career development reviews. With production employees, the performance over the previous year as well as the objectives and targets for the coming year are discussed in groups once a year. We are extending the performance and development discussions to production employees and this was piloted in 2024. In addition, a personal discussion is held in relation to personal development and well-being at work.

Everyone working at Posti is entitled to take parental leave. The percentage of employees that have taken parental leave can be found in table on page 36.

### Sickness related absence and accidents, GRI 403-8, 403-9, 403-10

| 1.1.–31.12.  | 2024 | 2023 | 2022 |
|--|------|------|------|
| Coverage of the occupational health and safety management system (ISO 45001) 31.12.  | 95   | 95   | 92   |
| External Audits of the occupational health and safety management system 1.1.–31.12.* | 57   | 69   | 45   |
| Sickness related absences 1.1.–31.12. (%)*   | 5.4  | 5.6  | 5.9  |
| Occupational diseases 1.1.–31.12.**  | 1    | 0    | 0    |
| Lost time accidents 1.1.–31.12.  | 595  | 645  | 615  |
| Fatalities from work-related injury 1.1.–31.12.                                      | 0    | 1    | 1    |
| Accident frequency, LTA1 1.1.–31.12.***  | 27   | 27   | 23   |
| Accident frequency, LTA0 1.1.–31.12.****   | 37   | 39   | 56   |

\* 2023 data has been corrected due to doublereporting of some working hours in Finland in 2023 reporting.

\*\* The data covers only Finland.

\*\*\* LTA1 is calculated based on million hours worked.

\*\*\*\* LTA0 is calculated based on million hours worked.

Cargo Support Holding C.S.H. AB in Sweden acquired in June 2024 not included in the 2024 data.

### Parental leave 1.1.–31.12., GRI 401-3

|  | 2024    |        |         |               | 2023    |        |         |               |
|--|---------|--------|---------|---------------|---------|--------|---------|---------------|
|  | Finland | Sweden | Baltics | Other regions | Finland | Sweden | Baltics | Other regions |
| <b>Employees that took parental leave</b>  | 483     | 37     | 33      | 1             | 331     | 34     | 25      | 17            |
| Female   | 161     | 26     | 30      | 0             | 159     | 23     | 25      | 9             |
| Male   | 322     | 11     | 3       | 1             | 172     | 11     | 0       | 8             |
| <b>Employees that returned to work from parental leave*</b>                                  | 397     | 17     | 18      | 1             | 251     | 25     | 7       |               |
| Female   | 113     | 10     | 17      | 0             | 95      | 15     | 7       | 0             |
| Male   | 284     | 7      | 1       | 1             | 156     | 10     | 0       | 0             |
| Employees that returned from parental leave in 2023 and were retained 12 mo after returning* | 221     | 14     | 7       | 1             | 340     | 16     | 8       |               |

\* The data for other regions is not available for 2023.

### Pay gap, GRI 405-2

| Total remuneration ratio                   | 2024 |
|--|------|
| Total remuneration ratio of women and men* | -1%  |

\* Calculated as the difference between gross hourly pay of all male and female employees.

# Value chain workers (S2)

## Strategy

The material impacts, risks and opportunities relating to Posti's value chain workforce have been identified through the double materiality process. The materiality assessment is described on page 19.

As a logistics company providing logistics services, the most significant group of value chain workers is subcontractor drivers. The health and safety of the value chain workers, especially subcontractor drivers were initially considered material.

## Impacts, risks and opportunities

The sustainability related to our value chain workers is guided by the Sourcing Policy approved by the President and CEO of Posti Group and by the Sustainability Program and Human Right's Principles, approved by the Leadership Team of Posti Group.

Posti is committed to respecting all internationally recognized human rights as defined in the International Bill of Human Rights and the fundamental principles and rights

of working life defined in the International Labour Organization (ILO) Declaration. Posti is committed to operating in accordance with the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) and the OECD Guidelines for Multinational Enterprises in our Code of Conducts and Human Rights Principles.

In our Human Rights Principles, we state that we expect our suppliers and partners to respect these fundamental human rights.

Dialogue about human rights is conducted with our suppliers in connection with the procurement process. In addition, we rely on reports from organizations and authorities regarding human rights risks further down the value chain.

In our Human Rights Principles, we describe our human rights due diligence process including grievance mechanisms and access to remedy. If human rights-related issues are identified in Posti's goods or service value chain, we initiate an appropriate investigation. We agree on remedial measures with the partner in question and use our influence to ensure that they are implemented and sufficient, even if we have not contributed to the impacts.

We do not use child or forced labor, nor do we cooperate with suppliers or subcontractors who use such labor.

In addition, our [Supplier Code of Conduct](#), approved by Posti Group President and CEO, and our safety management system provide more specific guidelines for our suppliers. All suppliers are required to commit to Posti's Supplier Code of Conduct, which sets requirements for suppliers concerning matters such as human and labor rights and health and safety. The safety management system covers subcontractor drivers.

Posti has an anonymous reporting channel available for subcontractors in eight different languages. Posti's Compliance function handles all reports confidentially. More information is provided in the section Governance-related disclosures.

We ensure the sustainability of sourcing in many ways. We fulfill the obligations set out in the Contractor's Obligations and Liability Act through our suppliers' Vastuu Group membership in Finland. We monitor and manage risks in our supply chain with a risk assessment tool. We build our partnerships on Posti's values and train our suppliers on the themes of social

and environmental sustainability. For instance, we have made Posti's digital training activities available to the employees of our suppliers to give them the opportunity to participate in the same training as Posti's employees. Examples of these include training on the Code of Conduct, data protection training and safety training. Posti requires its partners to comply with collective agreements, and Posti has not been made aware of any issues relating to this that need to be addressed.

## Metrics and targets

We have set a target according to which the Supplier Code of Conduct engagement rate will be 100% by the end of 2026. By the end of 2024, the Supplier Code of Conduct had been signed in the portal by 93.5% (92.75%) of Finnish suppliers and 90.1% (87.85%) of all suppliers in Finland, Sweden and the Baltic countries.

The supplier self-audit assessments were not sent out in 2024 due to a sourcing portal change. In 2022 and 2023, the self-audit form was sent to 890 suppliers, and responses were collected from 119 companies in 2022 and 2023. The response rate was 13.4%.

No supplier audits including environmental and social assessments were carried out in 2024 (8 in 2023). Instead of audits, we focused on supplier selection, risk monitoring and partner cooperation as well as sourcing tool change and implementation in 2024. This work will continue in the first half of 2025.

No negative environmental impacts were observed during the reporting period. Negative social and governance risk values were found to be elevated with regard to some suppliers. More cases may also arise in official inspections of entrepreneurs, in which case the information will be displayed as an alert in the ESG risk assessment tool used in Posti's sourcing. Reports have also been received via Posti's whistleblowing channel. The identified cases and the corrective actions required by them have been discussed on a case-by-case basis with the suppliers and, if necessary, an official inspection has been carried out or cooperation with the supplier has been terminated.

In 2024, Posti purchased services and products from Finnish companies for EUR 563 million (EUR 673 million in 2023). In 2024, 93.9%\* (94.7%\* in 2023) of all of Posti's purchases in Finland were made from domestic suppliers.

\* Calculated on actual purchases in Finland.

# Consumers and end users (S4)

## Strategy

The material impacts, risks and opportunities relating to Posti’s consumers and end-users have been identified through the double materiality process. The materiality assessment is described on page 19.

Posti’s purpose, “Responsibly delivering what matters to you – on your terms,” places customers, including consumers and end users, at the core of our strategy by focusing on improving their customer experience.

Posti encounters consumers in various channels, including delivery operations, our retail network, parcel lockers and the OmaPosti application. In Finland, Posti’s network covers the entire country. Ensuring sufficient privacy and cyber security has a positive impact on consumers in all Posti’s operating countries.

## Impacts, risks and opportunities

Posti’s Code of Conduct, approved by the Board of Directors, states the principles for information security and data privacy.

In Posti’s Human Rights Principles, approved by the Leadership Team of Posti Group, we state

our commitment to respecting all internationally recognized human rights as defined in the International Bill of Human Rights and the fundamental principles and rights of working life defined in the International Labour Organization (ILO) Declaration. We also state our commitment to operating in accordance with the UN Guiding Principles on Business and Human Rights (UN Guiding Principles) and the OECD Guidelines for Multinational Enterprises. The commitment applies to our customers and end users as well.

Posti’s Group Data Protection Policy approved by Board of Directors describes the data protection principles, processes as well as roles and responsibilities in data protection which are aimed at preventing privacy-related adverse impacts and risks in connection with the processing of all personal data, also concerning consumers and end users.

The Information Security Policy, approved by Posti’s Board of Directors, aims at mitigating information and cyber risks.

In our Human Rights Principles, we describe our human rights due diligence process, which includes grievance mechanisms and access to remedy. If adverse human rights impacts are identified in Posti’s own operations, we initiate an investigation. We strive to prevent broader

impacts and, as appropriate, remedy any damage already caused. Additionally, we review our practices to prevent recurrence.

The process for reporting alleged misconduct is described in our Code of Conduct. In addition to our anonymous reporting channel available on our website in eight different languages, data protection breaches and other concerns about privacy can be reported to Posti Customer Service or Posti’s Data Protection Officer. Customers can report other concerns through customer service channels.

Posti has mandatory data protection and cyber security trainings to help prevent risks related to data protection and information security, including data protection violations concerning customer data. More in-depth data protection training is organized for personnel groups engaged in expert work.

## Metrics and targets

Online courses on the basics of data protection are mandatory for all Posti employees. In 2023 and 2024, 64.2% of Posti’s employees (excluding Aditro Logistics) completed the online course on the basics of data protection. In addition, 439

employees received in-depth training on the subject in 2024 (approximately 230 in 2023).

In 2024, there were 555 requests for access to personal data, and the average response time was less than 6 days.

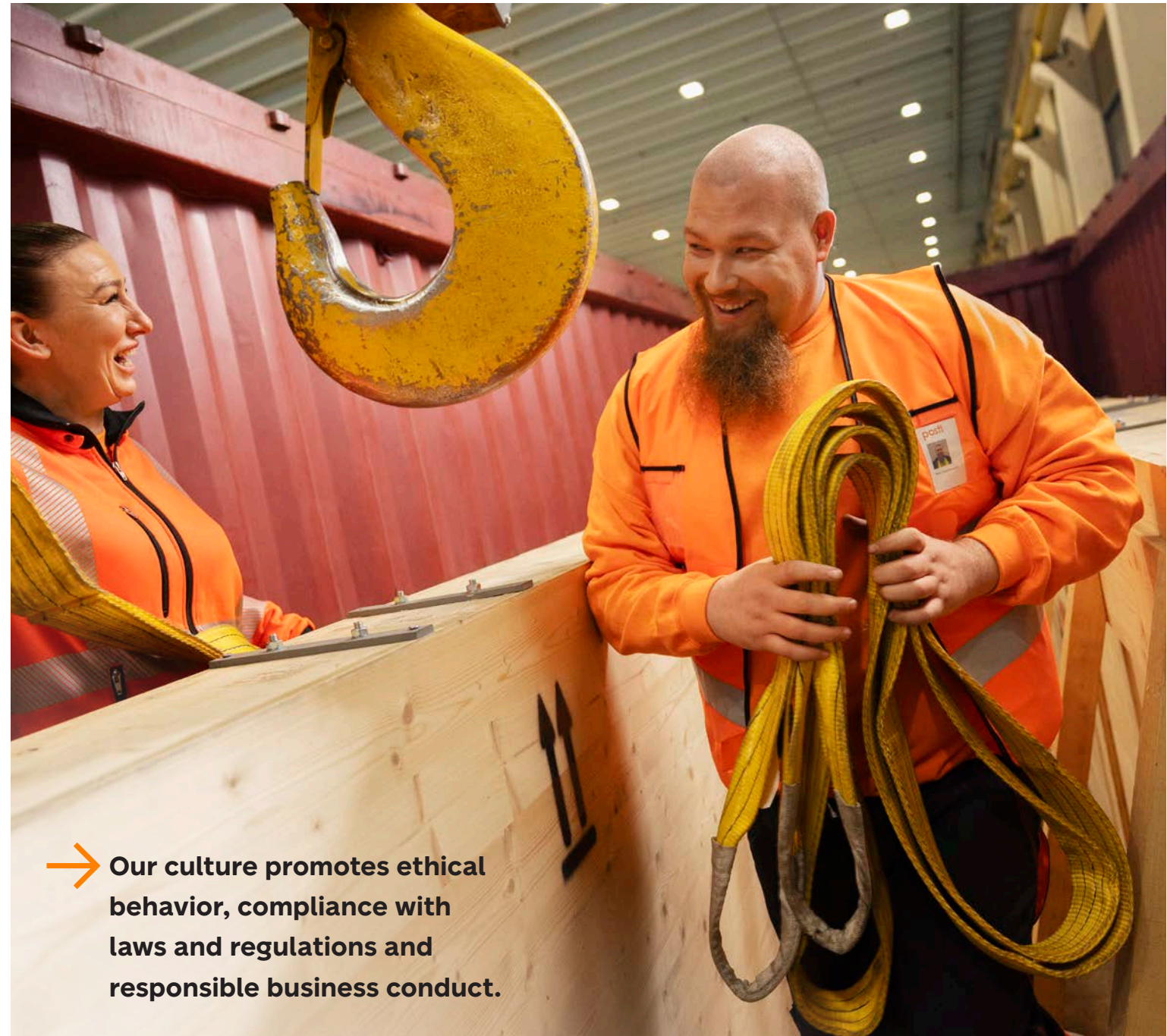
In 2024, the Data Protection Authority processed three new privacy-related complaints, for which Posti was asked to provide clarification. There were 28 data breach cases related to customer personal data reported by Posti to the Data Protection Authority.

We comply with the guidelines and regulations relating to environmental claims and aim to avoid all greenwashing. Posti’s brand guidelines specify that accessibility must be taken into consideration in digital channels and visual design in terms of the colors used and the readability of content, for example.

There were no violations of laws, regulations or voluntary principles related to marketing communications during the reporting period.

# Governance information

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→ Our culture promotes ethical behavior, compliance with laws and regulations and responsible business conduct.



# Business conduct (G1)

Posti's governance model is described earlier in this report on pages 15–16.

## Impacts, risks and opportunities

Posti is committed to sustainability and ethical business in all of its operating areas. Our corporate culture emphasizes ethical behavior, compliance with laws and regulations and responsible business conduct.

Posti has in place a Code of Conduct for its employees and a Supplier Code of Conduct for its suppliers. They cover topics including compliance with laws and other regulations, good business practices, the principles of equality and non-discrimination, the avoidance of conflicts of interest, the prohibition of unethical commercial practices and environmental responsibility. The Code of Conduct also describes the principles concerning the consequences of misconduct.

Posti's previous HSEQ policy has been replaced by separate policies as follows: People Policy on March 1, 2023, Quality Policy on May 1, 2023, and Environmental Policy on November 1, 2024.

All gifts and gestures of hospitality received or given must comply with the law, Posti's

guidelines for gifts and Posti's Code of Conduct. The assessment of corruption risks is part of the Group's risk assessment procedure, which covers all business units and countries of operation. There were no confirmed incidents of corruption during the reporting period.

Posti wants to encourage personnel and stakeholder representatives to highlight issues and shortcomings. To facilitate this, the company has a SpeakUp whistleblowing channel managed by a third party. It can be used to confidentially report suspected misconduct or other problems. Anonymous reports can be submitted via the whistleblowing channel on any conduct that violates the law or is not aligned with Posti's values or policies. Whistleblowing channels for the personnel and stakeholders are available in eight languages. Whistleblowers have the option of including their contact details when reporting misconduct via the SpeakUp channel.

Posti is committed to protecting the rights and privacy of all whistleblowers. The reports are processed confidentially, in accordance with Posti's established processes, and submitting a report does not result in any adverse consequences for the person who submitted the report. The whistleblowing process and instructions for reporting misconduct or other problems are described in separate guidelines

aimed at Posti's employees. All reported incidents are investigated quickly, independently and objectively. The Chief Compliance Officer reports incidents reported through the whistleblowing channel to the Audit, Risk and Sustainability Committee, and Posti's Board of Directors is also informed of them.

## Metrics and targets

The identified risks are related to potential human rights violations, supplier management, failure of internal control and corruption. Posti prevents these risks by providing Code of Conduct training to all employees. The content of the Code of Conduct is the same for all employees and it is included in the orientation of new employees.

Code of Conduct training is mandatory for all employees. The training was updated in 2024 and therefore the training complete rate for 2024 is unavailable (in 2023, the rate was 66%, excluding Aditro Logistics). More in-depth training on the subject is also organized for key target groups, such as management and the sales and sourcing units.

A total of 52 (47) reports of suspected misconduct were received via the SpeakUp

whistleblowing channel or by email in 2024. Reports were received from both employees and suppliers.

Potential supply chain risks related to human rights and corruption and bribery are prevented by monitoring the sustainability of suppliers before their acceptance as suppliers by carrying out pre-acceptance checks: financial position, ownership, ESG status, PEP checks and sanction list checks. The Supplier Code of Conduct is incorporated into all new purchase contracts. A self-assessment tool and, where necessary, sustainability audits of selected suppliers are also used. There were no confirmed incidents of corruption during the reporting period.

Posti's lobbying activities are regularly discussed by the company's Board of Directors and Leadership Team. In line with the company's strategy, the main topics of Posti's lobbying activities are related to the reform of postal legislation, the digitalization of communications, promoting fossil-free logistics and accelerating eCommerce. Posti does not make direct or indirect donations to political parties or related purposes. Posti is registered with the EU Transparency Register (identifier 231418115347-05) and the Finnish Transparency Register (register number POS-24-165-R).

Posti is a member in several organizations, including Service Sector Employers PALTA and Finnish Transport and Logistics SKAL. Full list can be found in the Transparency Registers. During the reporting period, Posti did not appoint any members to its governing, management or supervisory bodies who had held corresponding positions in the public administration during the preceding two years (including the regulatory authorities).

# Tax footprint

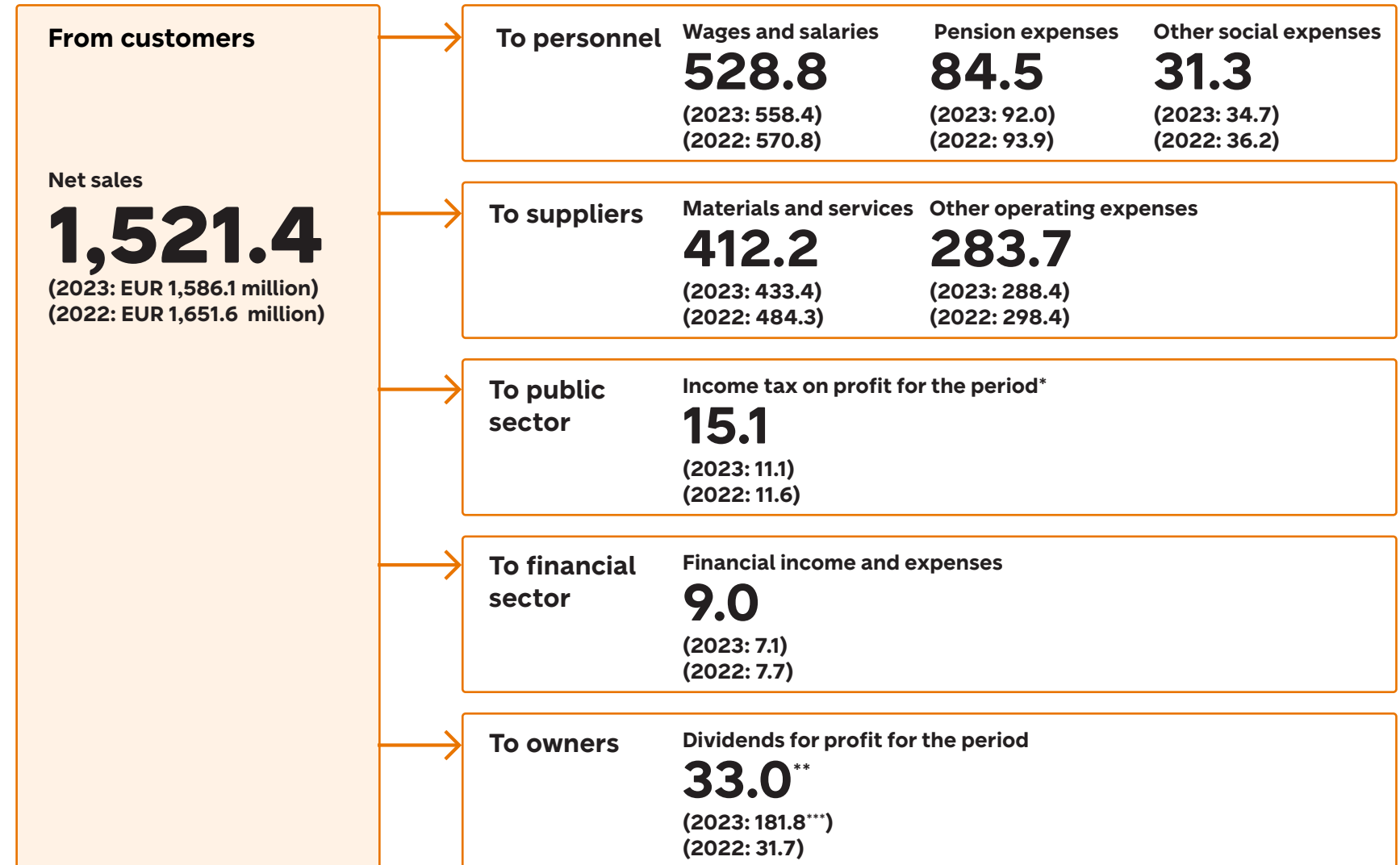
In its tax footprint reporting, Posti adheres to the country-specific tax reporting guidelines for companies of which the state is the majority shareholder, provided by the Ownership Steering Department of the Prime Minister’s Office on June 7, 2022. The disclosures in this report are reported in accordance with the IFRS accounting principles.

## Tax strategy

All companies in the Group are committed to operating responsibly and to meeting all obligations and requirements defined by valid legislation in each country. Posti Group companies pay their taxes in the countries in which their actual business operations take place. All taxes are to be paid on time, without delay. The Group’s long-term target is to ensure that the Group’s effective tax rate is at the same level as the corporate income tax rate valid in Finland at any given time.

According to the Group’s tax strategy, taxation is always a consequence of business operations, which means that tax solutions must also be based on business needs. Posti does not practice tax planning that would aim to artificially decrease the Group’s taxable income. In tax-

## Financial impact in accordance with the Consolidated Income Statement 2024 (EUR million)



\* More information from the section Tax footprint.

\*\* Board of Directors’ proposal to the Annual General Meeting.

\*\*\* The dividend of EUR 31.8 million and extra dividend of EUR 150.0 million decided on December 20, 2024.

related issues, the Group operates within the framework of legislation and legal practice in planning the taxable profit of Group companies. The available methods can include the utilization of tax losses accrued in a subsidiary or the granting of group contributions, for example. In transfer pricing between subsidiaries, Posti always aims to ensure that the prices are market-based. To clarify taxation practices, some situations may involve contacting the tax authorities for either verbal guidance or a written decision on the taxation treatment of the planned action.

## Management of tax-related issues

The management of tax-related issues is centralized to the Group Finance unit, which is responsible for managing and monitoring the Group's tax-related issues. Decisions related to taxation are made at the Group level. Significant matters of principle are presented to the parent company's Board of Directors for decision-making. The Group's CFO reports on taxation-related issues to the Audit, Risk and Sustainability Committee of the Board of Directors. The key task in the management of tax-related issues is to ensure that all Group companies comply with the regulations of tax legislation in all countries of operation. Tax risk management is part of the

Group's risk management process. To meet all compliance requirements in taxation, regular tax training is held and written instructions have been prepared where necessary. Tax reporting has certain key controls to ensure that the reported information is accurate and correct.

## Principles observed in tax reporting

Posti reports its tax footprint openly and transparently. The Group highlights potential decisions by the tax authorities and appeals concerning decisions by the tax authorities when such decisions and appeals have a material impact on the Group's tax position.

The information representing the tax footprint is based on data collected from the Group's accounting systems. Taxes refer to taxes or tax-like fees paid to public sector entities, whether they are paid or remitted by the company. The nature and amount of taxes vary significantly from country to country. Taxes payable refers to taxes paid by the Group companies that are, as a rule, expensed in the company's financial statements. Taxes remitted refers to taxes or fees collected by the companies that are remitted to tax collectors, often on behalf of parties other than the company itself. The information is provided on a payment-specific basis, in that it

relates to payments remitted to taxpayers during the reporting period.

Countries where Posti has no operations are excluded from reporting, even if the Group has a company in that country. In these countries, such as Germany, Posti's companies pay limited or no income taxes. The tax footprint provides information on an unconsolidated basis according to the country of location of the company.

In 2024, the Group had operations in six countries. Posti does not have any operations or companies in countries classified as tax havens, where the corporate income tax rate is significantly lower than the Finnish corporate tax rate. More detailed information about the companies included in the report is provided in Posti Group's Financial Review or annual Financial Statements.

## The Group's tax position

The Group's effective tax rate was 25.7% (2023: -79.0%). The effective tax rate is calculated based on accrual-based income taxes and changes in deferred taxes. The change in the effective tax rate was particularly attributable to accumulated losses in Sweden, for which no deferred tax assets were recognized. During the

comparison period, write-downs recognized in the Swedish operations which are non-deductible in income taxation impacted the effective tax rate.

Posti fully utilized the remaining accumulated tax losses from the divestment of the company's property companies in Russia during the comparison period. Consequently, the income taxes paid in Finland during 2024, EUR 15.7 million, were normalized compared to the previous period. The Group's accrual-based income taxes for the financial year, excluding the effect of changes in deferred taxes, amounted to EUR 14.7 million.

Posti Group does not have any pending tax disputes in Finland or its other countries of operation.

The Pillar 2 minimum income tax system for international groups of companies came into effect in Finland at the beginning of 2024. The regulations apply to Posti Group in all its operational countries. Due to transitional safe harbors, the new regulation did not have any impacts on Posti's income tax positions during 2024.

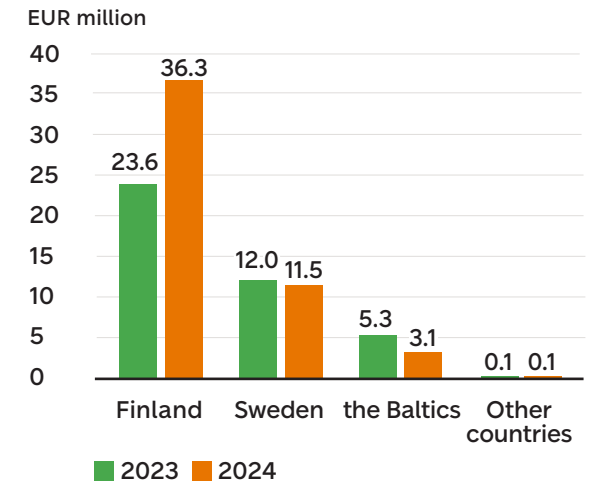
### Group's tax footprint

| 2024, EUR million   | Finland | Sweden | Estonia | Lithuania | Latvia | Norway | Poland |
|---|---------|--------|---------|-----------|--------|--------|--------|
| Net sales and other operating income from unrelated parties                 | 1,396.3 | 101.1  | 21.8    | 8.9       | 5.7    | 3.2    | 0.0    |
| Net sales and other operating income from Group companies                   | 864.0   | 8.9    | 14.3    | 8.8       | 6.2    | 0.1    | 0.6    |
| Result before taxes   | 63.6    | -14.3  | 1.2     | -2.6      | -1.0   | -0.2   | 0.0    |
| Taxes to be paid  | 36.3    | 11.5   | 2.1     | 0.2       | 0.8    | 0.1    | 0.0    |
| Remitted taxes  | 225.6   | 17.6   | 3.0     | 0.9       | 0.1    | 1.4    | 0.0    |
| Received public support   | 8.1     | 0.1    | 0.0     | 0.0       | 0.0    | 0.0    | 0.0    |
| Tangible assets excluding cash and cash equivalents                         | 444.5   | 94.8   | 20.0    | 4.4       | 2.4    | 0.6    | 0.0    |
| Stated capital by the end of the financial year                             | 499.0   | 0.0    | 0.2     | 7.5       | 5.8    | 0.0    | 13.7   |
| Accumulated earnings by the end of the financial year                       | 348.8   | -0.2   | 24.2    | -4.8      | -3.4   | 0.9    | -12.5  |
| Number of personnel by the end of the financial year (full-time-equivalent) | 11,085  | 877    | 374     | 166       | 127    | 16     | 0      |

| 2023, EUR million   | Finland | Sweden | Estonia | Lithuania | Latvia | Norway | Poland |
|---|---------|--------|---------|-----------|--------|--------|--------|
| Net sales and other operating income from unrelated parties                 | 1,448.1 | 106.0  | 22.7    | 11.1      | 4.9    | 3.2    | 0.0    |
| Net sales and other operating income from Group companies                   | 854.2   | 8.0    | 13.5    | 8.8       | 7.0    | 0.1    | 2.5    |
| Result before taxes   | 6.1     | -11.7  | 1.1     | -2.6      | -0.3   | 0.0    | 0.2    |
| Taxes to be paid  | 23.6    | 12.0   | 3.3     | 1.2       | 0.8    | 0.1    | 0.0    |
| Remitted taxes  | 246.5   | 18.5   | 2.1     | 0.0       | 0.1    | 0.5    | 0.2    |
| Received public support   | 2.3     | 0.3    | 0.0     | 0.0       | 0.0    | 0.0    | 0.0    |
| Tangible assets excluding cash and cash equivalents                         | 398.8   | 115.9  | 12.4    | 4.5       | 0.1    | 1.4    | 0.0    |
| Stated capital by the end of the financial year                             | 547.7   | 0.0    | 0.2     | 7.5       | 3.5    | 0.0    | 13.5   |
| Accumulated earnings by the end of the financial year                       | 256.4   | -0.7   | 23.0    | -6.5      | -2.3   | 1.2    | -9.1   |
| Number of personnel by the end of the financial year (full-time-equivalent) | 11,989  | 942    | 399     | 191       | 144    | 17     | 52     |

### Taxes to be paid by geographical area, EUR 51.0 million



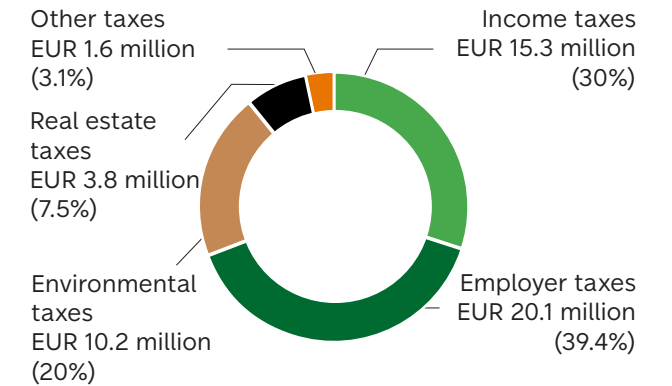
### Taxes to be paid by category

| 2024, EUR million             | Total       | Finland     | Sweden      | Estonia    | Lithuania  | Latvia     | Norway     | Poland     |
|-------------------------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|
| Income taxes                  | 15.3        | 15.7        | -0.3        | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| Employer taxes                | 20.1        | 5.7         | 11.3        | 2.1        | 0.1        | 0.8        | 0.1        | 0.0        |
| Environmental taxes           | 10.2        | 9.6         | 0.5         | 0.0        | 0.1        | 0.0        | 0.0        | 0.0        |
| Real estate taxes             | 3.8         | 3.8         | 0.0         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| Other taxes                   | 1.6         | 1.6         | 0.0         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| <b>Total taxes to be paid</b> | <b>51.0</b> | <b>36.3</b> | <b>11.5</b> | <b>2.1</b> | <b>0.2</b> | <b>0.8</b> | <b>0.1</b> | <b>0.0</b> |

| 2023, EUR million             | Total       | Finland     | Sweden      | Estonia    | Lithuania  | Latvia     | Norway     | Poland     |
|-------------------------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|
| Income taxes                  | 0.6         | 0.4         | 0.1         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| Employer taxes                | 24.2        | 7.5         | 11.4        | 3.3        | 1.1        | 0.8        | 0.1        | 0.0        |
| Environmental taxes           | 12.1        | 11.5        | 0.4         | 0.0        | 0.1        | 0.0        | 0.0        | 0.0        |
| Real estate taxes             | 2.5         | 2.5         | 0.0         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| Other taxes                   | 1.7         | 1.7         | 0.0         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| <b>Total taxes to be paid</b> | <b>41.0</b> | <b>23.6</b> | <b>12.0</b> | <b>3.3</b> | <b>1.2</b> | <b>0.8</b> | <b>0.1</b> | <b>0.0</b> |

### Taxes to be paid by category, total EUR 51.0 million (% of total)



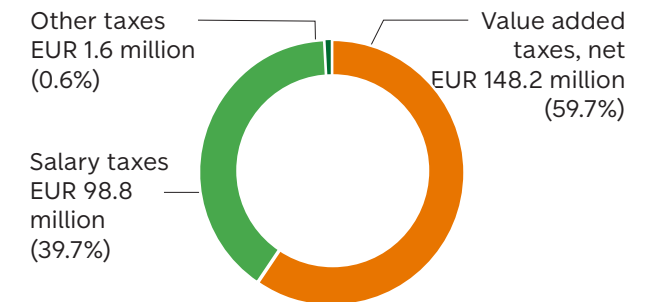
### Remitted taxes by category

| 2024, EUR million           | Total        | Finland      | Sweden      | Estonia    | Lithuania  | Latvia     | Norway     | Poland     |
|-----------------------------|--------------|--------------|-------------|------------|------------|------------|------------|------------|
| Value added taxes, net      | 148.2        | 140.2        | 9.1         | -0.4       | -1.0       | -0.9       | 1.2        | 0.0        |
| Salary taxes                | 98.8         | 85.3         | 8.5         | 3.3        | 0.9        | 0.6        | 0.2        | 0.0        |
| Other taxes                 | 1.6          | 0.1          | 0.0         | 0.1        | 1.0        | 0.4        | 0.0        | 0.0        |
| <b>Total remitted taxes</b> | <b>248.6</b> | <b>225.6</b> | <b>17.6</b> | <b>3.0</b> | <b>0.9</b> | <b>0.1</b> | <b>1.4</b> | <b>0.0</b> |

| 2023, EUR million           | Total        | Finland      | Sweden      | Estonia    | Lithuania  | Latvia     | Norway     | Poland     |
|-----------------------------|--------------|--------------|-------------|------------|------------|------------|------------|------------|
| Value added taxes, net      | 167.5        | 159.2        | 9.5         | 0.3        | -1.0       | -0.8       | 0.3        | -0.1       |
| Salary taxes                | 100.6        | 87.2         | 9.1         | 1.8        | 1.0        | 0.9        | 0.2        | 0.3        |
| Other taxes                 | 0.1          | 0.1          | 0.0         | 0.0        | 0.0        | 0.0        | 0.0        | 0.0        |
| <b>Total remitted taxes</b> | <b>268.1</b> | <b>246.5</b> | <b>18.5</b> | <b>2.1</b> | <b>0.0</b> | <b>0.1</b> | <b>0.5</b> | <b>0.2</b> |

### Remitted taxes by category, total EUR 248.6 million (% of total)



# Reporting Principles

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# Reporting principles

Posti's Sustainability Report has been prepared with reference to the sustainability reporting standards issued by the Global Reporting Initiative (GRI). Area-specific standards have been reported for the areas of financial, social, administrative and environmental responsibility that are essential to Posti. The GRI reporting contents can be found in the GRI content table. Posti has an obligation to report on its sustainability in accordance with the CSRD and the European Sustainability Reporting Standards starting from the financial year 2025. To develop its sustainability reporting to be CSRD compliant, Posti has applied the European Sustainability Reporting Standards (ESRS) for the second time in this report. The disclosures provided in this report for the ESRS standards E1, E5, S1, S2, S4 and G1 partially satisfy the disclosure obligations. A summary of the reporting content on the ESRS standards is provided in the ESRS content index.

Posti's sustainability information is subject to external assurance once every two years. Posti's sustainability indicators for 2024 have been subject to external assurance by PricewaterhouseCoopers Oy regarding energy consumption (GRI 302-1 and 302-2), greenhouse gas emissions (Scope 1–3 and selected people and safety and well-being indicators (GRI 305-1,

305-2, GRI 305-3, 2-7, 401-1, 403-8, 403-9, 403-10 and 405-1). The information has been subject to assurance at the Posti Group and limited assurance levels and in accordance with the ISAE 3000 (revised) and ISAE 3410 standards.

The Sustainability Report is prepared annually for the same period as the financial figures (January 1–December 31). The Sustainability Report that contains the company's disclosures on the year 2024 will be published as a separate report released in connection with the Financial Statements. Posti's sustainability and public affairs unit, together with the communications unit, is responsible for the preparation of the sustainability report. Various Posti units participate in the preparation of the report, including the personnel management, sourcing and finance units. Selected members of the Group's Leadership Team participate in the monitoring of the reporting process, and the information in the report is submitted to Posti's Leadership Team for comments before publication. The report is submitted to Posti's Audit, Risk and Sustainability Committee before its publication.

Unless otherwise mentioned in context, Posti's sustainability reporting covers all operations

of the parent company and subsidiaries in all countries of operation. The data and key indicators pertaining to financial responsibility are taken from the Consolidated Financial Statements. Posti's financial reports follow the International Financial Reporting Standards.

## Reporting of emissions

The accounting for greenhouse gas emissions follows the Greenhouse Gas Protocol standards and guidelines developed by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI). The accounting is based on the principle of operational control. Carbon dioxide equivalent emission factors have been used as the emissions factor whenever they have been available. The sources for the emission factors used in the calculation are provided in [the table](#).

The following Scope 3 categories have been excluded from emissions reporting because they are not relevant or the emissions are included in other categories in the emissions calculations: 5) waste generated in operations (less than 0.3% of Posti's total emissions based on an assessment conducted in 2019), 8) upstream leased assets

(included in Scope 1 and 2 under the energy consumption of leased properties), 12) end of life treatment of sold products (Posti sells packaging materials, envelopes and stamps, but the emissions of their disposal are lower than those of category 5), 13) downstream leased assets (Posti's properties have a small number of external tenants, but their energy consumption is included in Scope 1 and 2).

The following Scope 3 categories are not included in emissions reporting because they are not related to Posti's business: 9) downstream transportation and distribution, 10) processing of sold products, 11) use of sold products, 14) franchises, 15) investments.



## Changes in reporting

The structure of Posti's Sustainability Report has been slightly revised in order to prepare for the introduction of the European Sustainability Reporting Standards. The report has been prepared using the same frameworks and methodologies as in the previous year to ensure comparability.

Social reporting indicators regarding pay gap and total compensation have been added due to the ESRS framework. Also, Finland-wide data has been replaced by group-wide data in all of the data points where we previously only reported Finland-wide data.

# Independent practitioner’s limited assurance report

## To the Management of Posti Group Corporation

We have been engaged by the Management of Posti Group Corporation (hereinafter also the “Company”) to perform a limited assurance engagement on selected sustainability information for the reporting period from 1 January 2024 to 31 December 2024, disclosed in Posti Group Sustainability Report 2024 (hereinafter the Selected sustainability information).

## Selected sustainability information

The selected sustainability information within the scope of limited assurance covers indicators as set out in GRI Standards of the Global Reporting Initiative -standards identified in Company’s Sustainability Report 2024 presented GRI Index:

- General Disclosures
  - 2-7 Employees
- Energy
  - 302-1 Energy consumption within the organization

- 302-2 Energy consumption outside of the organization
- Emissions
  - 305-1 Direct (Scope 1) GHG emissions
  - 305-2 Energy Indirect (Scope 2) GHG emissions
  - 305-3 Other indirect (Scope 3) GHG emissions
- Employment
  - 401-1 New employee hires and employee turnover
- Occupational Health and Safety
  - 403-8 Workers covered by an occupational health and safety management system
  - 403-9 Work-related injuries
  - 403-10 Work-related ill health
- Diversity and Equal Opportunity
  - 405-1 Diversity of governance bodies and employees

## Management’s responsibility

The Management of Posti Group Corporation is responsible for preparing the Selected sustainability information in accordance with the Reporting criteria as set out in Company’s reporting instructions described in the Posti Group Sustainability Report 2024 and the GRI Standards of the Global Reporting Initiative.

The Management of Posti Group Corporation is also responsible for such internal control as the management determines is necessary to enable the preparation of the Selected sustainability information that is free from material misstatement, whether due to fraud or error.

## Practitioner’s independence and quality management

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

PricewaterhouseCoopers Oy applies International Standard on Quality Management (ISQM) 1, which requires the firm to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements,

professional standards and applicable legal and regulatory requirements.

## Practitioner’s responsibility

Our responsibility is to express a limited assurance conclusion on the Selected sustainability information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (revised) “Assurance Engagements Other than Audits or Reviews of Historical Financial Information”, and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements (ISAE) 3410 “Assurance Engagements on Greenhouse Gas Statements”. These standards require that we plan and perform the engagement to obtain limited assurance about whether the Selected sustainability information is free from material misstatement.

In a limited assurance engagement, the evidence-gathering procedures are more limited than for a reasonable assurance engagement, and therefore less assurance is obtained than

in a reasonable assurance engagement. An assurance engagement involves performing procedures to obtain evidence about the amounts and other information in the Selected sustainability information. The procedures selected depend on the practitioner’s judgment, including an assessment of the risks of material misstatement of the Selected sustainability information.

Our work consisted of, amongst others, the following procedures:

- Interviewing senior management of the Company.
- Interviewing employees responsible for collecting and reporting the Selected sustainability information at the Group level as well as at the site level in Finland, Sweden, Latvia and Estonia.
- Assessing how Group employees apply the reporting instructions and procedures of the Company.
- Testing the accuracy and completeness of the Selected sustainability information from original documents and systems on a sample basis.
- Testing the consolidation of the Selected sustainability information and performing recalculations on a sample basis.
- Considering the disclosure and presentation of the Selected sustainability information.

## Limited assurance conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that Posti Group Corporation’s Selected sustainability information for the reporting period 1 January to 31 December 2024 is not properly prepared, in all material respects, in accordance with the Reporting criteria.

When reading our limited assurance report, the inherent limitations to the accuracy and completeness of the Selected sustainability information should be taken into consideration.

Our assurance report has been prepared in accordance with the terms of our engagement. We do not accept, or assume responsibility to anyone else, except to Posti Group Corporation for our work, for this report, or for the conclusion that we have reached.

Helsinki 13 March 2025

### **PricewaterhouseCoopers Oy**

**Mikael Niskala**

Partner  
Sustainability Reporting  
& Assurance

**Mikko Nieminen**

Partner, Authorised  
Public Accountant  
(KHT)

# GRI content index

Posti Group Oyj has reported the information cited in this GRI content index for the period 1.1.-31.12.2024 with reference to the GRI Standards.  
GRI 1 used: GRI 1: Foundation 2021.

| GRI standard                           | Disclosure   | Location   |
|--|--|--|
| <b>GRI 2: General Disclosures 2021</b> |  |  |
|  | 2-1 Organizational details   | <a href="#">Financial review 2024: Group companies, Notes to the Consolidated Financial Statements (Company information)</a> |
|  | 2-2 Entities included in the organization's sustainability reporting             | <a href="#">p. 48</a>  |
|  | 2-3 Reporting period, frequency and contact point                                | <a href="#">p. 48</a>  |
|  | 2-4 Restatements of information  | <a href="#">p. 49</a>  |
|  | 2-5 External assurance   | <a href="#">p. 48</a>  |
|  | 2-6 Activities, value chain and other business relationships                     | <a href="#">p. 18–19</a>   |
|  | 2-7 Employees  | <a href="#">p. 31–33</a>   |
|  | 2-8 Workers who are not employees  | <a href="#">p. 33</a>  |
|  | 2-9 Governance structure and composition   | <a href="#">p. 15–17</a><br><a href="#">Corporate Governance Statement 2024</a>  |
|  | 2-10 Nomination and selection of the highest governance body                     | <a href="#">Corporate Governance Statement 2024</a>  |
|  | 2-11 Chair of the highest governance body  | <a href="#">Corporate Governance Statement 2024</a>  |
|  | 2-12 Role of the highest governance body in overseeing the management of impacts | <a href="#">Corporate Governance Statement 2024</a>  |
|  | 2-13 Delegation of responsibility for managing impacts                           | <a href="#">Corporate Governance Statement 2024</a>  |
|  | 2-14 Role of the highest governance body in sustainability reporting             | <a href="#">Corporate Governance Statement 2024</a>  |

| GRI standard | Disclosure  | Location   |
|--------------|---|--|
|              | 2-15 Conflicts of interest  | <a href="#">Corporate Governance Statement 2024</a><br><a href="#">Financial review 2024: Related party transactions</a> |
|              | 2-16 Communication of critical concerns                           | <a href="#">p. 41–42</a>   |
|              | 2-17 Collective knowledge of the highest governance body          | <a href="#">p. 15–16</a>   |
|              | 2-18 Evaluation of the performance of the highest governance body | <a href="#">Corporate Governance Statement 2024</a>  |
|              | 2-19 Remuneration policies  | <a href="#">Remuneration report 2024</a>   |
|              | 2-20 Process to determine remuneration                            | <a href="#">Corporate Governance Statement 2024</a>  |
|              | 2-21 Annual total compensation ratio                              | <a href="#">Remuneration report 2024</a>   |
|              | 2-22 Statement on sustainable development strategy                | <a href="#">p. 4</a>   |
|              | 2-23 Policy commitments   | <a href="#">p. 8–10</a>  |
|              | 2-24 Embedding policy commitments                                 | <a href="#">p. 15–17</a>   |
|              | 2-25 Processes to remediate negative impacts                      | <a href="#">p. 41</a>  |
|              | 2-26 Mechanisms for seeking advice and raising concerns           | <a href="#">p. 41</a>  |
|              | 2-27 Compliance with laws and regulations                         | <a href="#">p. 41</a>  |
|              | 2-28 Membership associations                                      | <a href="#">p. 41</a>  |
|              | 2-29 Approach to stakeholder engagement                           | <a href="#">p. 19</a>  |
|              | 2-30 Collective bargaining agreements                             | <a href="#">p. 34</a>  |

| GRI standard                            | Disclosure  | Location  |
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