

7. Consolidated non-financial statement

Introduction

Poste Italiane's Consolidated Non-Financial Statement (NFS or "Statement") for the year ended 31 December 2018 has been drafted on the basis of the six key sustainability pillars of the Group's ESG Strategic Plan which covers environment, social and governance issues (ESG) and has been designed with the aim of generating long-term value for stakeholder.

In addition to ensuring compliance with the provisions of the Italian Legislative Decree 254/2016 ("Decree") through the integrated disclosure provided in the NFS, conformity with the law requirements is also ensured by providing references to other sections of the Annual Report and to other company documents, when the information is already contained therein or if useful to provide additional clarifications. In particular:

- the company's organizational and management model is illustrated within the Annual Report in the following paragraphs: "Incorporating sustainability within Poste Italiane's strategy", "Poste Italiane's business model" and "Poste Italiane's integrated internal control and risk management system". Such paragraphs describe the way in which the organisation, thanks to its business activities, generates results enabling it to deliver on its strategic objectives and create value over the short, medium and long term;
- risk management, implemented through the Group Risk Management ("GRM") model, based on the Enterprise Risk Management (ERM) framework, is described in the following paragraphs of the Annual Report: "Material topics of Poste Italiane" and "Poste Italiane's integrated internal control and risk management system", where the main non-financial risks, their potential impacts related to material topics and treatment actions are described in greater detail;
- company policies are described in the paragraph "The Group's sustainability policies" which sets out the general rules of conduct on which all of Poste Italiane's activities must be based. In addition, the section "Objectives, Management Methods And Key Performances Achieved In The Pillars Of The Group's Esg Strategic Plan" provides information, with regard to each material topics, on the related strategic objectives and the operating processes used to deliver on them;
- performances are illustrated under the section "Objectives, Management Methods And Key Performances Achieved In The Pillars Of The Group's Esg Strategic Plan", which describes the main initiatives for the year, and in paragraph "Indicators tables", which shows the results achieved in the last three years.

The following table shows the link between the information disclosure required by the Decree and the corresponding sections within the Annual Report and other company documents required by law.

SCOPE OF DECREE 254/2016	PARAGRAPHS INCLUDED IN THE NFS	TOPICS AND ADDITIONAL INFORMATION INCLUDED IN OTHER 2018 DOCUMENTS
Company organisational and management model	<ul style="list-style-type: none"> ■ Multichannel commercial strategy ■ Material topics of Poste Italiane 	RCG <ul style="list-style-type: none"> ■ 3. Corporate Governance Model - Company's Structure ■ 6. Board of Directors; 6.1 Current composition and term of office ■ 7. Committees
[Art. 3, paragraph 1, letter a]	<ul style="list-style-type: none"> ■ Incorporating sustainability within Poste Italiane's strategy ■ Poste Italiane's business model ■ Poste Italiane's integrated internal control and risk management system 	<ul style="list-style-type: none"> ■ 8. Board of Statutory Auditors/Organisational, management and control model pursuant to Legislative Decree 231/2001 ■ 9. Internal Control and Risk Management System; 9.2 Organisational, management and the control model pursuant to Legislative Decree 231/2001
Policies [Art. 3, paragraph 1, letter b]	<ul style="list-style-type: none"> ■ The Group's sustainability policies 	
Main risks and related management systems [Art. 3, paragraph 1, letter c]	<ul style="list-style-type: none"> ■ Material topics of Poste Italiane ■ Poste Italiane's integrated internal control and risk management system 	RCG <ul style="list-style-type: none"> ■ 9. Internal Control and Risk Management System
Efforts to combat active and passive corruption [Art. 3, paragraph 1]	<ul style="list-style-type: none"> ■ Integrity and transparency ■ Legality and incorporation of ESG criteria within procurement processes ■ Integration of ESG factors into investment policies ■ Integration of ESG factors into insurance policies ■ Indicators tables 	RCG <ul style="list-style-type: none"> ■ 9. Internal Control and Risk Management System
Pertaining to personnel [Art. 3, paragraph 1]	<ul style="list-style-type: none"> ■ Protection of human rights ■ Equal career development opportunities ■ Staff training and development ■ Staff welfare and wellbeing ■ Relations with social partners ■ Occupational health and safety ■ Indicators tables 	-
Respect for human rights [Art. 3, paragraph 1]	<ul style="list-style-type: none"> ■ Legality and incorporation of ESG criteria within procurement processes ■ Protection of human rights ■ Equal career development opportunities ■ Integration of ESG factors into investment policies ■ Integration of ESG factors into insurance policies ■ Indicators tables 	-
Environmental [Art. 3, paragraph 1]	<ul style="list-style-type: none"> ■ Legality and incorporation of ESG criteria within the procurement processes ■ Environmental impacts of real estate facilities ■ Environmental impacts of logistics ■ Integration of ESG factors into investment policies ■ Integration of ESG factors into insurance policies ■ Indicators tables 	-
Social [Art. 3, paragraph 1]	<ul style="list-style-type: none"> ■ Legality and incorporation of ESG criteria within procurement processes ■ Support for the socio-economic development of local communities ■ Dialogue and transparency in relations with the authorities ■ Financial inclusion ■ Quality and customer experience ■ Innovation and digitisation of products, services and processes ■ IT security and business continuity ■ Integration of ESG factors into investment policies ■ Integration of ESG factors into insurance policies ■ Indicators tables 	

In addition to the above, additional information as required by the Decree can be found in the paragraph "The Group's Organisation And Operating Segments".

Reporting standards and policies

Poste Italiane's Consolidated Non-financial Statement has been prepared in compliance with Italian Legislative Decree 254/2016 and in accordance with the most widely used standards at international level: the Global Reporting Initiative ("GRI") Standards, applied in accordance with the core option, published by the Global Reporting Initiative in 2016 and including the "Financial Services Sector Disclosures" issued by the GRI in 2013.

The Statement is included in the Report on Operations, which in turn is contained in the Annual Report for 2018 and constitutes Poste Italiane's Integrated Report, prepared in accordance with the principles included in the "International Framework", published by the International Integrated Reporting Council (IIRC).

The NFS was approved by Poste Italiane SpA's Board of Directors on 19 March 2019 and, pursuant to art.3, paragraph 10 of the Decree, requires a separate assurance report from the independent auditor, PricewaterhouseCoopers SpA.

In order to define the contents of the NFS, the accounting principles of the GRI Standards were observed, among which the principle of materiality to identify the significant aspects to be disclosed (for further information refer to paragraph "Material topics of Poste Italiane") and to present the performances achieved by the Group with reference to such aspects and the sustainability goals. In particular, in relation to the materiality principle, the degree of detail regarding the various topics covered by the reporting process was defined according to the importance assigned to them in Poste Italiane Group's business objectives and strategies and their relevance for the stakeholders, established via a structured process of materiality analysis.

For each material topic, if applicable, information has been provided on the relevant management and organisational model, policies, including due diligence policies, and the results achieved through their application, as well as certain non-financial performance indicators.

Key Performance Indicators are collected on an annual basis; indicators reported refer to 2018, and where available to the 2016-2018 period as well. The qualitative and quantitative information derive from the Group's information systems and from a non-financial reporting system specifically implemented in order to comply with the requirements of the "GRI Sustainability Reporting Standards". The disclosures correspond with the scope of the Decree and are consistent with the activities conducted and the impacts produced by Poste Italiane. The data is based on punctual calculations and, where specifically indicated, on estimates. The estimated data regard certain items relating to energy consumption inside and outside the organisation - in particular, data regarding electricity consumption (for security purposes and relating to outsourced Data Centres), natural gas, diesel, LPG and district heating for the Group's real estate facilities - and water consumption, which was calculated on the basis of the costs incurred and the average tariff payable. Consumption linked to logistics is estimated in terms of distance travelled and/or average consumption of the means and the transported load, except for motor vehicles used in last mile logistics.

The scope of reporting refers exclusively to companies consolidated on a line-by-line basis for financial report, as indicated in the table "List of investments consolidated on a line-by-line basis"³³. Exceptions to this scope are explicitly indicated within the document. The terms "Poste Italiane", "Group" or "Company" are used in the NFS to refer to the Poste Italiane Group.

All the GRI indicators published are listed below in the "GRI Standards Content Index", in which eventual limitations with respect to the relevant requirements are noted (see paragraph "GRI Standards Content Index").

In order to identify the contribution of Poste Italiane to achieving the 17 United Nations Sustainable Development Goals, a link was made with the targets established by Poste Italiane, the GRI Standards indicators and the SDGs, following the indications in the document "SDG Compass" drawn up by GRI, UN Global Compact and WBCSD (the World Business Council for Sustainable Development), further supplemented by an analysis of each Goal and the related 169 targets associated to them.

The following table outlines the relations among the scope of the Decree, Poste Italiane's material topics and the corresponding GRI Standards and describes, for each material topic, the related impact generated both inside and outside of the organisation.

33. Figures for Poste Tributi, which is in liquidation and has three employees, regard the workforce.

TABLE SHOWING THE LINK WITH THE SCOPE OF THE DECREE, POSTE ITALIANE'S MATERIAL TOPICS AND THE GRI STANDARDS

Scope of Decree 254/2016	Material topic	GRI Specific Standard	Internal scope	External scope
Efforts to combat active and passive corruption	Integrity and transparency	■ GRI 205 Anticorruption	Poste Italiane Group	Suppliers and business partners
Personnel	Equal career development opportunities	■ GRI 404 Training and Education	Poste Italiane Group	-
	Staff training and development	■ GRI 404 Training and Education	Poste Italiane Group	-
	<i>Staff welfare and wellbeing</i>	■ GRI 401 Employment	Poste Italiane Group	-
	Relations with social partners	■ GRI 402 Labor/Management Relations	Poste Italiane Group	-
	Occupational health and safety	■ GRI 403 Occupational Health and Safety	Poste Italiane Group	Suppliers and business partners
Respect for human rights	Safeguarding human rights at the Company	■ GRI 405 Diversity and Equal Opportunity	Poste Italiane Group	Suppliers and business partners
		■ GRI 412 Human Rights Assessment		
Environment	Legality and incorporation of ESG within the procurement process	■ GRI 301 Materials	Poste Italiane Group	Suppliers and business partners
	Environmental impacts of real estate facilities	■ GRI 301 Materials ■ GRI 302 Energy ■ GRI 303 Water ■ GRI 305 Emissions ■ GRI 306 Effluents and Waste	Poste Italiane Group	-
	Environmental impacts of logistics	■ GRI 301 Materials ■ GRI 302 Energy ■ GRI 305 Emissions ■ GRI 306 Effluents and Waste	Poste Italiane Group	Suppliers and business partners
Social	Support for the socio-economic development of local communities	■ GRI 203 Indirect Economic Impacts	Poste Italiane Group	-
	Dialogue and transparency in relations with the authorities	-	Poste Italiane Group	-
	Financial inclusion	■ FS 14 Initiatives designed to improve access to financial services for disadvantaged people	Poste Italiane Group	-
	Quality and customer experience	-	Poste Italiane Group	-
	Innovation and digitisation of products, services and processes	-	Poste Italiane Group	-
	IT security and business continuity	■ GRI 418 Customer Privacy	Poste Italiane Group	-
	Integration of ESG factors into investment policies	■ FS 11 Percentage of assets subject to positive and negative environmental/social screening	Poste Italiane Group	-
	Integration of ESG factors into insurance policies	■ FS 11 Percentage of assets subject to positive and negative environmental/social screening	Poste Italiane Group	-

GRI standards content index

GRI Standard	Indicator number and title	Section
GRI 101: Foundation 2016		
GRI 102: GENERAL DISCLOSURES		
GRI 102: General Standards	Organisational profile	
	102-1 Name of the organisation	Report on Operations: Statement from the Chairwoman and the Chief Executive Officer
	102-2 Activities, brands, products and services	Report on Operations: The Group's organisation and operating segments
	102-3 Location of headquarters	Annual Report: inside the back cover
	102- 4 Location of operations	Report on Operations: Multichannel commercial strategy
	102-5 Ownership and legal form	Report on Operations: 4. Governance and integrated risk management model
	102-6 Markets served	Report on Operations: The Group's organisation and operating segments; Multichannel commercial strategy
	102-7 Scale of the organisation	Report on Operations: Group financial review; Indicators tables – People development Report on Corporate Governance and the Ownership Structure: Section I: Governance and ownership structures
	102-8 Information on employees and other workers	Report on Operations: Indicators tables – Protection of human rights
	102-9 Supply chain	Report on Operations: Legality and incorporation of ESG criteria within the procurement processes
	102-10 Significant changes to the organization and its supply chain	Report on Operations: Corporate actions during the year; Poste Italiane's organisational structure Report on Corporate Governance and the Ownership Structure: Section I: Governance and ownership structures
	102-11 Precautionary Principle or approach	The cautionary approach required by principle 15 of the United Nations Rio Declaration is applied by Poste Italiane to protect the environment in the development and introduction of new products and services and in planning new operating activities.
	102-12 External initiatives	Report on Operations: The Group's Environmental Social and Governance (ESG) Strategic Plan
	102-13 Membership of associations	Report on Operations: The Group's Environmental Social and Governance (ESG) Strategic Plan; Dialogue and transparency in relations with the authorities; Relations with social partners
	Strategy	
	102-14 Statement from senior decision-maker	Report on Operations: Statement from the Chairwoman and the Chief Executive Officer
102-15 Key impacts, risks and opportunities	Report on Operations: Poste Italiane's material topics; Poste Italiane's integrated internal control and risk management system	
Ethics and Integrity		
102-16 Values, principles, standards and norms of behaviour	Report on Operations: Risk management and risk assessment; Integrity and transparency	

GRI Standard	Indicator number and title	Section
	Corporate Governance	
	102-18 Governance structure	Report on Operations: Management and supervisory bodies Report on Corporate Governance and the Ownership Structure: 7.2 Audit, Risk and Sustainability Committee
	102-19 Process for delegating authority for economic, environmental, and social topics from the highest governance body to senior executives and other employees	Report on Operations: Risk management and risk assessment
	102-20 Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental, and social topics	
	102-21 Processes for consultation between stakeholders and the highest governance body on economic, environmental, and social topics	
	102-22 Composition of the highest governance body and its committees	Report on Operations: Management and supervisory bodies; Indicators tables – People development; Link: https://www.posteitaliane.it/it/consiglio-di-amministrazione.html Report on Corporate Governance and the Ownership Structure: 7.2 Audit, Risk and Sustainability Committee
	102-23 Chair of the highest governance body	Report on Corporate Governance and the Ownership Structure: 6.6 Chief Executive Officer
	102-24 Criteria used for nominating and selecting the highest governance body	Report on Corporate Governance and the Ownership Structure: 6. Board of Directors; 6.1 current composition and term of office (pursuant to art. 123-bis, para. 2.d), Consolidated Law on Finance); 6.8 Independent Directors, 6.10 Assessment of workings of the Board of Directors and Board Committees, 6.11 Diversity policies (pursuant to art. 123-bis, paragraph 2.d), Consolidated Law on Finance)
	102-25 Conflicts of interest	Report on Corporate Governance and the Ownership Structure: 14. Other corporate governance procedures (pursuant to art. 123-bis, paragraph 2.a), Consolidated Law on Finance)
	102-26 Role of highest governance body in the development of strategies, policies and goals related to economic, environmental, and social topics	Report on Corporate Governance and the Ownership Structure: 6.6 Chief Executive Officer; 7.2 Audit, Risk and Sustainability Committee.
	102-27 Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental, and social topics	Report on Corporate Governance and the Ownership Structure: 6.3 Role and functions (pursuant to art. 123-bis, paragraph 2.d), Consolidated Law on Finance); 6.8 Independent Directors; 6.10 Assessment of workings of the Board of Directors and Board Committees
	102-28 Processes for evaluating the highest governance body's performance	Report on Corporate Governance and the Ownership Structure: 6.10 Assessment of workings of the Board of Directors and Board Committees
	102-29 Highest governance body's role in identifying and managing economic, environmental, and social topics	Report on Corporate Governance and the Ownership Structure: 6.3 Role and functions (pursuant to art. 123-bis, paragraph 2.d), Consolidated Law on Finance)
	102-30 Effectiveness of the organisation's risk management processes for economic, environmental, and social topics	Report on Corporate Governance and the Ownership Structure: 7.2 Audit, Risk and Sustainability Committee
	102-31 Frequency of the highest governance body's review of economic, environmental, and social topics and their impacts, risks, and opportunities	
	102-33 Process for communicating critical concerns to the highest governance body	Report on Corporate Governance and the Ownership Structure: 5.5 Equity participation by employees: voting rights mechanisms (pursuant to art. 123-bis, paragraph 1.e), Consolidated Law on Finance); 7.2 Audit, Risk and Sustainability Committee
	102-36 Process for determining remuneration	Report on Corporate Governance and the Ownership Structure: 6.12 Remuneration

GRI Standard	Indicator number and title	Section
	Stakeholder Engagement	
	102-40 A list of stakeholder groups engaged with by the organisation	Report on Operations: Stakeholder engagement
	102-41 Collective bargaining agreements	Report on Operations: Relations with social partners
	102-42 The basis for identifying and selecting stakeholders with whom to engage	Report on Operations: Stakeholder engagement
	102-43 Approach to stakeholder engagement	Report on Operations: Stakeholder engagement; Quality and Customer Experience
	102-44 Key topics and concerns that have been raised through stakeholder engagement and related actions	Report on Operations: The observations that emerged during the 2018 Multi-stakeholder Forum; Quality and Customer Experience
	Reporting practice	
	102-45 List of entities included in the consolidated financial statements and those not included in the sustainability report	Report on Operations: 7. Consolidated Non-financial Statement
	102-46 Defining report content and topic Boundaries	Report on Operations: Poste Italiane's material topics; 7. Consolidated Non-financial Statement
	102-47 List of material topics	Report on Operations: Poste Italiane's material topics
	102-48 Restatements of information provided in previous reports and reasons for doing so	Report on Operations: Indicators tables The restatements of information provided in the Consolidated non-financial Statement 2017 concern the following indicators: 303-1, 305-1, 305-2, 305-3 and 403-2. The reasons for the restatements are explicated in note of the related data collection tables
	102-49 Significant changes in reporting compared with previous periods	Report on Operations: 7. Consolidated Non-financial Statement
	102-50 Reporting period	Report on Operations: 7. Consolidated Non-financial Statement
	102-51 Date of most recent report	Non-financial Statement 2017; Sustainability Report 2017
	102-52 Reporting cycle	Report on Operations: 7. Consolidated Non-financial Statement
	102-53 Contact point for questions regarding the report	For further information and details regarding the topics and indicators covered in this Report, contact: Poste Italiane SpA Corporate Affairs/Group Risk Management Viale Europa, 190 00144 Rome – Italy
	102-54 Claims of reporting in accordance with the GRI Standards	Report on Operations: 7. Consolidated Non-financial Statement
	102-55 GRI content index	Report on Operations: GRI Standard Content Index
	102-56 External assurance	Report on Operations: 7. Consolidated Non-financial Statement







GRI Standard	Number and description of indicator	Section and/or page number	Notes/omissions
Material topics			
GRI 200: ECONOMIC PERFORMANCE INDICATORS			
Economic performance			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; The economic value generated and distributed by the Poste Italiane Group	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	Report on Operations: The economic value generated and distributed by the Poste Italiane Group	
Indirect economic impacts			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Support for the socio-economic development of local communities	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 203: Indirect economic impacts	203-1 Investment in communities	Report on Operations: Indicators tables	Information not available. The current reporting system did not allow reporting investments in communities for the years 2016-2017. We expect to report this information in the next cycles of disclosure.
Anti-corruption			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Integrity and transparency	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Report on Operations: Indicators tables	
	205-3 Confirmed incidents of corruption and actions taken	Report on Operations: Indicators tables	
GRI 300: ENVIRONMENTAL PERFORMANCE INDICATORS			
Materials			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Legality and incorporation of ESG criteria within the procurement processes; Environmental impacts of logistics	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 301: Materials	301-1 Materials used by weight or volume	Report on Operations: Indicators tables	


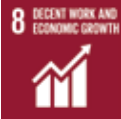



GRI Standard	Number and description of indicator	Section and/or page number	Notes/omissions
Energy			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Environmental impacts of real estate facilities; Environmental impacts of logistics	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 302: Energy	302-1 Energy consumption within the organisation	Report on Operations: Indicators tables	
	302-2 Energy consumption outside of the organisation	Report on Operations: Indicators tables	
Water			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Environmental impacts of real estate facilities	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 303: Water	303-1 Water withdrawals by source	Report on Operations: Indicators tables	
Emissions			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Environmental impacts of real estate facilities; Environmental impacts of logistics	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	Report on Operations: Indicators tables	
	305-2 Indirect (Scope 2) GHG emissions	Report on Operations: Indicators tables	
	305-3 Other indirect GHG (Scope 3) emissions	Report on Operations: Indicators tables	
Effluents and waste			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Environmental impacts of real estate facilities; Environmental impacts of logistics	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 306: Effluents and waste	306-2 Waste by type and disposal method	Report on Operations: Indicators tables	
Environmental assessment of suppliers			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Legality and incorporation of ESG criteria within the procurement processes; Indicators tables	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 400: SOCIAL PERFORMANCE INDICATORS			
Employment			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Staff welfare and wellbeing	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 401: Employment	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Report on Operations: Indicators tables	






GRI Standard	Number and description of indicator	Section and/or page number	Notes/omissions
Labour/management relations			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Relations with social partners	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 402: Labour/management relations	402-1 Minimum notice periods regarding operational changes	For Parent Company and its subsidiaries which are signatories of the Poste Italiane's National Collective Labour Agreement, the notice period for communicating major operational changes is four weeks (25 working days from the date of the first meeting with the labour unions, including Saturday) for talks at national level. In addition, a further two weeks (13 working days, including Saturday) is provided for in order to endorse any agreement reached by HR Coordination and an additional week (7 working days, including Saturday) for talks at local level. In addition, Article 2 (Contractual Arrangements) of the National Collective Labour Agreement of 30 November 2017 includes details of the notice period and procedures for consultation and negotiation with Trade Union Organisations	
Health and safety			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Occupational health and safety	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 403: Health and safety	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Report on Operations: Indicators tables	Information not available. The current reporting system did not allow reporting disclosure on contractors. We expect to report this information in the next cycles of disclosure.
Training and education			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Staff training and development; Equal career development opportunities	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 404: Training	404-1 Average hours of training per year per employee	Report on Operations: Indicators tables	
	404-3 Percentage of employees receiving regular performance and career development reviews	Report on Operations: Indicators tables	

GRI Standard	Number and description of indicator	Section and/or page number	Notes/omissions
Diversity and equal opportunity			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Protection of human rights	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 405: Diversity and equal opportunity	405-1 Diversity of governance bodies and employees	Report on Operations: Indicators tables	
Human rights assessment			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Work with transparency and integrity; Legality and incorporation of ESG criteria within the procurement processes	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 412: Human rights assessment	412-1 Operations that have been subject to human rights reviews or impact assessments	Report on Operations: Indicators tables	
Supplier social assessment			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Legality and incorporation of ESG criteria within the procurement processes	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
Customer privacy			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; IT security and business continuity	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
GRI 418: Customer privacy	418-1 Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data	Report on Operations: Indicators tables	
Active ownership			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Integration of ESG factors into investment policies; Integration of ESG factors into insurance policies	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
	FS11 Percentage of assets subject to positive and negative environmental or social screening	In 2018, Poste Vita and BancoPosta Fondi SGR – the Poste Italiane Group companies operating in the investment sector – subjected their portfolios to social and environmental screening by an external body. The process regarded 99% of Poste Vita's total AuM and 80% of BancoPosta Fondi SGR's total AuM.	
Local communities			
GRI 103: General requirements for reporting the management approach	103-1 Explanation of the material topic and its boundary	Report on Operations: Materiality matrix; Poste Italiane's sustainability strategy; Financial inclusion	
	103-2 The management approach and its components		
	103-3 Evaluation of the management approach		
	FS14 Initiatives to improve access to financial services for disadvantaged people	Report on Operations: Indicators tables	

Table showing links between the SDGs and the GRI indicators

SDG	Topic	GRI Standard Disclosure
 <p>Goal 1 – No poverty</p> <p>End poverty in all its forms everywhere.</p>	<ul style="list-style-type: none"> ■ Access to financial services 	<ul style="list-style-type: none"> ■ FS14
 <p>Goal 2 – Zero hunger</p> <p>End hunger, achieve food security and improved nutrition and promote sustainable agriculture.</p>	<ul style="list-style-type: none"> ■ Infrastructure investment 	<ul style="list-style-type: none"> ■ 201-1
 <p>Goal 3 – Good health and wellbeing</p> <p>Ensure healthy lives and promote wellbeing for all at all ages.</p>	<ul style="list-style-type: none"> ■ Air quality ■ Occupational health and safety 	<ul style="list-style-type: none"> ■ 305-1 ■ 305-2 ■ 305-3 ■ 403-2
 <p>Goal 4 – Quality education</p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<ul style="list-style-type: none"> ■ Employee training and education 	<ul style="list-style-type: none"> ■ 404-1 ■ 404-3
 <p>Goal 5 – Gender equality</p> <p>Achieve gender equality and empower all women and girls.</p>	<ul style="list-style-type: none"> ■ Gender equality ■ Infrastructure investment 	<ul style="list-style-type: none"> ■ 405-1 ■ 201-1 ■ 203-1
 <p>Goal 6 – Clean water and sanitation</p> <p>Ensure availability and sustainable management of water and sanitation for all.</p>	<ul style="list-style-type: none"> ■ Sustainable water withdrawals ■ Waste 	<ul style="list-style-type: none"> ■ 303-1 ■ 306-2

SDG	Topic	GRI Standard Disclosure
 <p>Goal 7 – Affordable and clean energy</p> <p>Ensure access to affordable, reliable, sustainable and modern energy for all.</p>	<ul style="list-style-type: none"> ■ Energy efficiency ■ Infrastructure investment ■ Renewable energy 	<ul style="list-style-type: none"> ■ 302-1 ■ 302-2 ■ 201-1 ■ 203-1 ■ 302-1 ■ 302-2
 <p>Goal 8 – Decent work and economic growth</p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<ul style="list-style-type: none"> ■ Access to financial services ■ Diversity and equal opportunity ■ Earnings, wages and benefits ■ Economic performance ■ Employee training and education ■ Energy efficiency ■ Materials efficiency ■ Occupational health and safety 	<ul style="list-style-type: none"> ■ FS14 ■ 405-1 ■ 401-2 ■ 201-1 ■ 404-1 ■ 404-3 ■ 302-1 ■ 302-2 ■ 301-1 ■ 403-2
 <p>Goal 9 – Industry, innovation and infrastructure</p> <p>Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation.</p>	<ul style="list-style-type: none"> ■ Infrastructure investment ■ Research and development 	<ul style="list-style-type: none"> ■ 201-1 ■ 203-1 ■ 201-1
 <p>Goal 10 – Reduced inequalities</p> <p>Reduce inequality within and among countries.</p>	<ul style="list-style-type: none"> ■ Access to financial services ■ Economic development in areas of high poverty ■ Responsible finance 	<ul style="list-style-type: none"> ■ FS14 ■ 203-1 ■ FS11
 <p>Goal 11 – Sustainable cities and communities</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable.</p>	<ul style="list-style-type: none"> ■ Infrastructure investment 	<ul style="list-style-type: none"> ■ 201-1 ■ 203-1

SDG	Topic	GRI Standard Disclosure
 <p>Goal 12 – Responsible consumption and production</p> <p>Ensure sustainable consumption and production patterns.</p>	<ul style="list-style-type: none"> ■ Air quality ■ Energy efficiency ■ Materials efficiency/recycling ■ Waste 	<ul style="list-style-type: none"> ■ 305-1 ■ 305-2 ■ 305-3 ■ 302-1 ■ 302-2 ■ 301-1 ■ 306-2
 <p>Goal 13 – Climate action</p> <p>Take urgent action to combat climate change and its impacts.</p>	<ul style="list-style-type: none"> ■ Energy efficiency ■ GHG emissions 	<ul style="list-style-type: none"> ■ 302-1 ■ 302-2 ■ 305-1 ■ 305-2 ■ 305-3
 <p>Goal 14 – Life below water</p> <p>Conserve and sustainably use the oceans, seas and marine resources.</p>	<ul style="list-style-type: none"> ■ Ocean acidification 	<ul style="list-style-type: none"> ■ 305-1 ■ 305-2 ■ 305-3
 <p>Goal 15 – Life on land</p> <p>Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.</p>	<ul style="list-style-type: none"> ■ Forest degradation 	<ul style="list-style-type: none"> ■ 305-1 ■ 305-2 ■ 305-3
 <p>Goal 16 – Peace, justice and strong institutions</p> <p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</p>	<ul style="list-style-type: none"> ■ Anti-corruption ■ Protection of privacy 	<ul style="list-style-type: none"> ■ 205-1 ■ 205-3 ■ 418-1