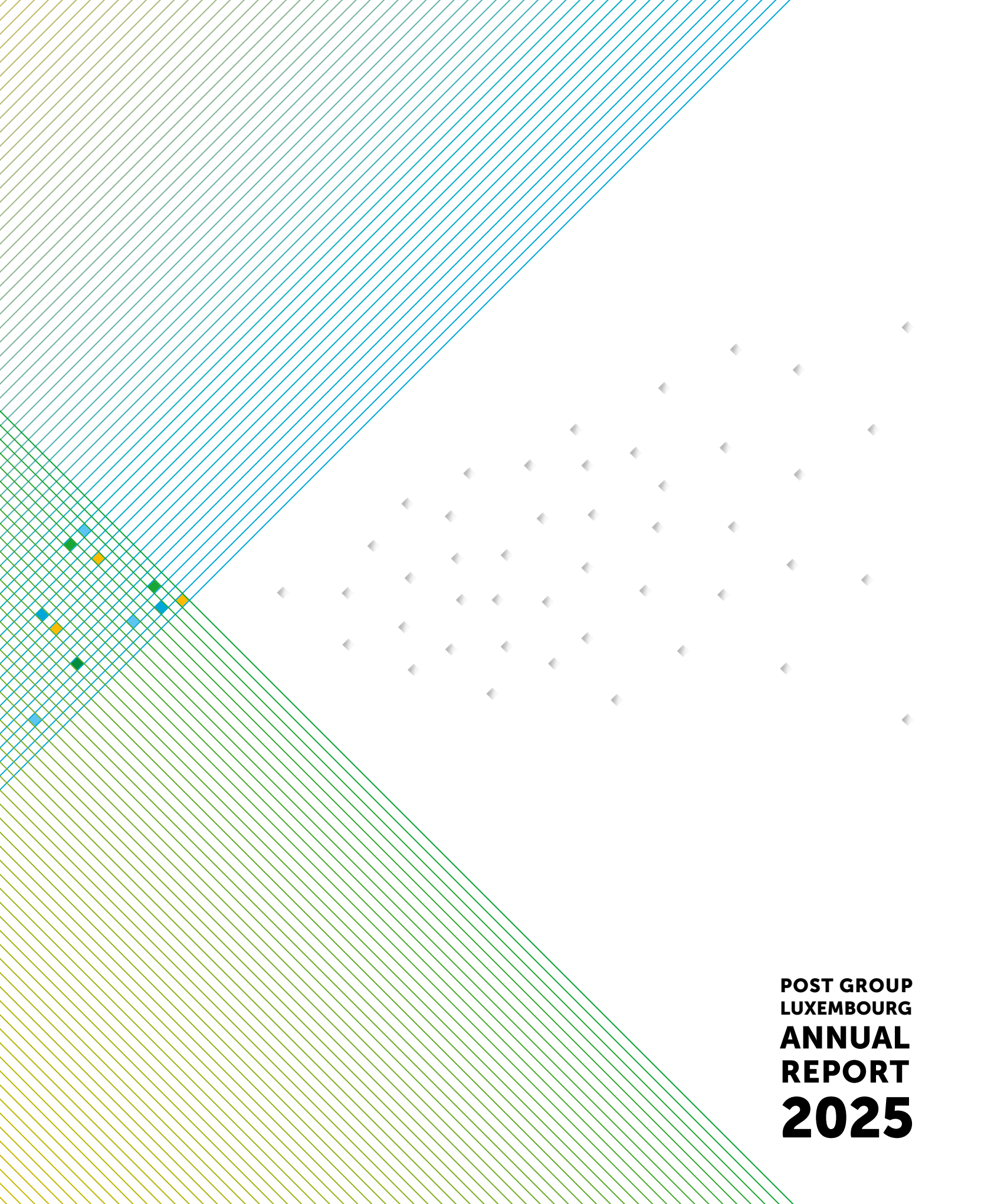
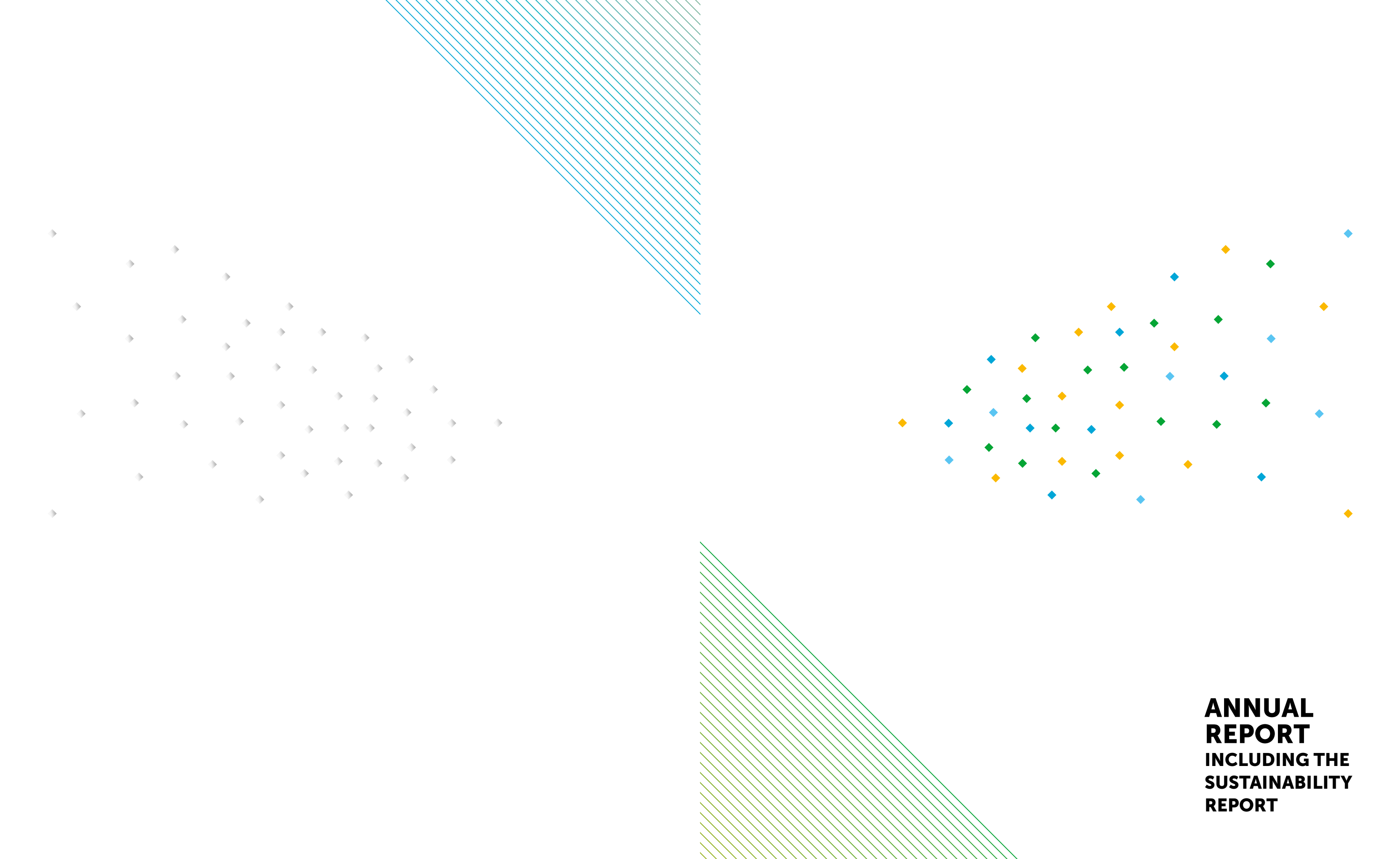




**POST GROUP
LUXEMBOURG
ANNUAL
REPORT
2025**



**ANNUAL
REPORT
INCLUDING THE
SUSTAINABILITY
REPORT**

CSRD alignment

In the publication of this year’s annual report, POST Luxembourg has included a section on sustainability that is structured to meet the requirements of the European Union CSRD (*Corporate Sustainability Reporting Directive*)¹.

Even though the obligations set out in the Directive do not yet apply to POST Luxembourg, the Group has opted for voluntary, gradual alignment. This choice reflects the Group’s desire to anticipate forthcoming requirements by increasing the transparency and robustness of its environmental, social and governance disclosures.

In 2025, the European Union passed the *Omnibus* legislative package as a first step towards simplifying the regulatory framework on sustainability. In addition, the “Stop-the-Clock” Directive postponed for two years the application of the CSRD for certain categories of company; thus, for POST Luxembourg it will take effect in 2028, on the basis of data for financial year 2027.

The annexes serve as the complement to this report, providing detailed disclosures, in particular the consolidated financial statements, non-financial indicators and a summary of impacts, risks and opportunities (IRO).

A critical eye looking for constant improvement

To ensure that this report is relevant and compliant, we submitted it to the ESG Committee and Executive Committee for internal checks and approval.

POST Luxembourg also called on the outside expertise of a specialist consultant in regulatory communications and CSRD alignment. Its recommendations helped to refine the organisation of this report and identified areas of improvement for future publications.

In addition, we received guidance from a company specialising in carbon accounting in the calculation of our CO₂ emissions, while an audit and consulting firm contributed its methodological perspective on the EU Taxonomy and the consolidation of data collection and verification processes.

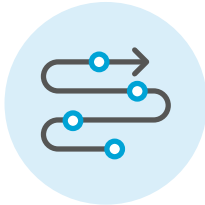
This publication represents an ongoing progress towards maturity on sustainability issues, both as regards governance and ensuring the reliability of the non-financial indicators.

Inclusive and accessible communications

POST Luxembourg sets great store by readability, clarity and accessibility in its publications.

- **Inclusivity:** To make it easier to read, this report uses the generic masculine to refer to all individuals, regardless of gender.
- **Clarity:** A glossary of acronyms and key concepts is provided on pages 135 and 136. As an aid to understanding, the definitions of the main indicators are also given in the annex on page 150.
- **Accessibility:** Following up on the efforts made since 2023, we have optimised the report’s visuals and have adopted recommendations regarding accessibility and layout. Although not perfect, this approach is based on:
 - **enough contrast** and legible captions, using mainly black text on a white background;
 - **reducing the use of capital letters**, except for initialisms and acronyms.
 - **systematically defining initialisms and acronyms** when they first appear in the text, or including them in the glossary;
 - **using pictograms and other graphics** for sharing important information, and avoiding the exclusive use of colour.

1 On 29 March 2024, bill no. 8370 was presented to the Luxembourg parliament with a view to transposing the Corporate Sustainability Reporting Directive (EU) 2022/2464 (CSRD) into national law.



A track record spanning over 180 years

POST Luxembourg was founded in 1842 as a public service and has been a wholly state-owned company since 1992. The main business of POST Luxembourg Group is in three areas: Mail & Logistics, Telecom & ICT and Financial Services. It provides services to retail and professional customers throughout the country. POST Luxembourg Group has over 4,500 employees and a number of subsidiaries with complementary businesses, mainly in information technologies and communication.



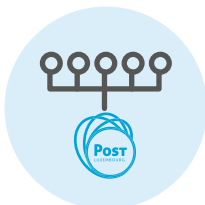
A public utility and universal service role

POST Luxembourg is a public utility and universal service operator: connectivity, postal services and standard financial services. These roles require the Group to give undertakings on continuity, nationwide presence and universal access. These commitments determine its organisational and investment decisions and form the basis for its relationship of trust with the country.



A company in transformation

In an environment of swift technological, economic and societal change, each of the Group's businesses has embarked on its own route of transformation: evolution into ICT and cyber-security services, a gradual refocusing on parcels and logistics, and the adaptation to new payment habits. This transformation relies primarily on its employees. POST endeavours to develop the skills and ensure the long-term employability of all its staff.



A mainly self-financing model in a competitive and highly regulated environment

A model based chiefly on self-financing, whereby the Group meets the cost of its most important projects and investments out of its own funds, while operating in competitive markets and under the supervision of various national authorities.



4,576

employees



129 GWh

of electricity consumed



Emission of
125,788

tonnes of CO₂ equivalent
scopes 1, 2 and 3
(market-based)



€985 million

of revenue



€159 million

of EBITDA
(earnings before interest, taxes,
depreciation and amortisation)



€134 million

of investments



€31 million

of net profit

3. Three CSR priorities to guide our business

POST Luxembourg’s CSR approach forms part of the Group’s strategic plan and hinges on three priorities: environment, digital responsibility and inclusion. These priorities were identified by looking at the areas in which our impacts, risks and opportunities (IRO) are greatest and were confirmed by our first double materiality assessment, conducted in 2024.

The roadmap is subject to change: the indicators and goals will gradually be refined and more detailed as the initiatives mature and more data becomes available, with a view to constant transparency and improvement.

	Our commitments and drivers	Goals defined	2025 achievements
1  Reduce the environmental footprint [ESRS E1/E5]	In a society that is committed to becoming carbon neutral, we want to reduce the environmental impact of our transport and telecommunications activities. Drivers • Electrification of the operating fleet and optimisation of transport • Improving energy efficiency of our buildings/facilities (networks etc.) • Increasing the share of renewable energy used • Recycling of waste generated by our operations	Mobility • -25% in kilometres covered for postal services (2022-2027) • -10% CO₂ per average parcel delivered in Luxembourg (2025–2026) • 90% electrification of the POST Luxembourg and POST Telecom operating fleet (2026)¹ Energy efficiency • Measure the environmental impact of our fixed telecoms network • Improve the energy efficiency of the three <i>data centres</i> by 10.5% by 2030 by optimising their performance to achieve a PUE of ≤ 1.4	• -14.6% CO₂ per parcel delivered in Luxembourg in 2025 (vs 2024) • 56% of the POST Luxembourg and POST Telecom fleet electrified • -8% in kilometres covered for postal transport services, on a like-for-like basis (vs 2022) • 76% of the 160 GWh used to meet the Group’s energy consumption needs came from renewable sources • 98% of our waste reused/recycled • Waste management policy (aimed at reuse and waste reduction) • Procurement policy incorporating a responsible procurement charter • Net zero trajectories finalised and reduction targets set for the Telecom & ICT and Mail & Logistics businesses. • Introduction of a <i>car policy</i> aimed at transitioning company cars to 100% electric
2  Promote responsible digitalisation [ESRS E1/E5/S4]	In an increasingly digitalised society, we want to promote responsible digital usage, that is both sustainable and useful, in the quest for progress. Drivers • Marketing of products and services that have a low environmental impact. • Extending the life of electronic equipment • Integration of sustainable criteria in our equipment procurement • Decoupling the growth of ICT activities from the associated resource intensity • Protecting our customers’ personal data • Raising our customers’ awareness of responsible usage	Governance • Set out a responsible digital roadmap at POST Telecom and Corporate IT level Accessibility • Make 4 priority customer interfaces 75% accessible (by 2026), including post.lu and eboo Circularity • 12% of reconditioned smartphones and 30% of reconditioned Wi-Fi routers sold by 2030 • 20% of smartphones recovered by 2030 (compared with the annual volume sold)	• 65% of the “POP TV” decoders installed in customers’ homes are reconditioned • 6% of smartphones recovered in 2025 compared with the annual volume sold (vs 5% in 2024) • Responsible Digital Charter signed (POST Telecom)
3  Foster inclusion [ESRS S1/S4]	As society becomes more unequal, we want to foster inclusion in the workplace for our all employees and digital and banking inclusion for all our customers. Customer levers • Offering accessible and inclusive financial services • Ensuring fair access to high-speed connectivity • Guaranteeing continuity and accessibility of essential services Employee levers • Encouraging employment for all and inclusion in job access and career paths • Ensuring safe working conditions • Supporting changes of role and building staff employability	Customers • Enhance customer satisfaction and the quality of the customer experience, as measured in particular by the <i>Net Promoter Score</i> (NPS) • Offer six fully accessible retail outlets by the end of 2026 Employees • Reduce workplace accidents in each of the parcel and mail departments (75% of workplace accidents in 2025) to fewer than three per year • Reduce absenteeism rate at POST Luxembourg and POST Telecom to below 5% • Increase representation of women in management positions	Customers • Fibre optic connection rate: 90% / 5G coverage rate: 99% • POST Luxembourg achieved its highest NPS rating since 2022, with a score of 27 Employees • POST Luxembourg and POST Telecom awarded the “Positive Actions” label • Roll-out of the “<i>Manager 2.0</i>” leadership training programme • Establishment of a working group dedicated to the inclusion of people with disabilities • New collective bargaining agreements signed (covering 85% of staff) • Health and safety measures enhanced • Training policy introduced

1 The 90% target for electrification of the operating fleet (1,440 POST Luxembourg and POST Telecom vehicles), set in 2021 for end 2026, will be adjusted. Progress in roll-out depends on some physical constraints, particularly those relating to availability of electrical capacity required for charging infrastructure.

