



Poste Italiane 2024 Sustain and Innovate

19-03-2021

The Board of Directors of Poste Italiane S.p.A chaired by Maria Bianca Farina, approved on March 18, 2021, '2024 Sustain & Innovate'™, a four-year strategic plan designed to thrive on the strong foundations laid with Deliver22.

The Board of Directors of Poste Italiane S.p.A ("Poste Italiane") chaired by Maria Bianca Farina, approved on March 18, 2021, '2024 Sustain & Innovate', a four-year strategic plan designed to thrive on the strong foundations laid with Deliver22.

The successful execution of Deliver22 has been built around the Group's historical competitive advantages, anticipating and addressing areas of growth with a proactive and clear strategic view. The Joint Delivery Model was a key enabler for delivering 210 million parcels in 2020, more than doubling 2016 volumes. Record TFA's of €569bn were reached in 2020, with Postal Savings outflows at lowest levels since 2012.

'2024 Sustain and Innovate' will continue to deliver co-ordinated growth opportunities in all our businesses. With execution underpinned by long-term strategic vision, the Group aims to:

- confirm Poste Italiane's role as a strategic pillar for Italy. Poste Italiane continues to play a vital role in Italy's

- vaccination plan
- deliver responsible growth and drive Italy's sustainability and social integrity, with a strategy structured along 8 pillars and in full alignment with UNSDGs
- drive the accelerated shift towards digital and third party-network channels
- evolve the logistic network throughout the value chain, to capture the full growth potential coming from the growing parcel market. By 2025 over 50% of revenues in the Mail & Parcel segment will come from the parcel business (20% in 2017)
- achieve customer portfolio diversification across savings, insurance and investment products, building on the position as the preferred financial partner, through a state-of-the-art, data-driven technology platform while becoming fully omnichannel
- keep payments as the core and uniquely build on the telco business with the intention of engaging with customers towards more value-added services such as the energy product offer in early 2022

'2024 Sustain & Innovate' has pragmatic and achievable financial targets and clearly defined KPIs, including mid-plan objectives.



Operating profit will further improve from €1.5 billion to €2.2 billion by the end of the plan, supported by revenue growth and cost discipline in all business segments. Targets are

built on granular and diverse initiatives, with a low execution risk.

Source: [Poste Italiane](#)