



**THE NUMBER ONE
ALWAYS
ON THE MOVE**



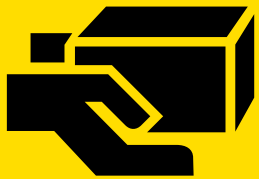
ANNUAL REPORT 2015 | MAGAZINE

NUMBER ONE IN AUSTRIA



95.9%

SUCCESS RATE FOR DELIVERY OF
DOMESTIC LETTERS ON THE FIRST
WORKING DAY AFTER POSTING



91.0%

SUCCESS IN DELIVERING PARCELS
ON THE FIRST ATTEMPT

3,600



SERVICE POINTS
500 COMPANY-OPERATED
BRANCH OFFICES
1,300 POSTAL PARTNERS
200 OMV PETROL STATIONS
1,600 HERMES PARCEL SHOPS

210

COLLECTION STATIONS



300

SELF-SERVICE ZONES



EUR

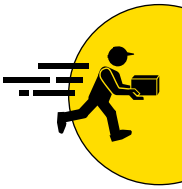
100M

INVESTED ANNUALLY



13,416

PICK-UP BOXES



CHALLENGES ARE THERE TO BE FACED



The business environment in the postal and logistics market is a very challenging one. A lot of things are in motion. Letter mail volumes are steadily declining, and the restrained economic situation will not provide much impetus. In contrast, the uninterrupted trend towards online shopping generates increasing parcel volumes to private customers, and otherwise the Internet opens up exciting potential for postal companies. All of this is accompanied by intensive competition.

We accept these challenges and this transformation process. We have to change just as conditions change. And that is exactly what we are doing. We meet challenges and exploit opportunities. By doing so, we have to try out things, display courage and demonstrate our innovative strength. To put it in a nutshell, we have to stay on the go and keep on moving.

In practical terms, this means Austrian Post has to do and provide more in so many different ways, for example:

- ... more sites and postal service points
- ... more customer proximity
- ... more comfort

- ... more flexibility
- ... more choices for customers
- ... more options for large-scale mailers
- ... more online services
- ... more efficiency
- ... more innovation

We proactively meet challenges, recognise market and customer demands in a timely manner and develop appropriate innovative solutions. We are not afraid of trying out something new, considering that it would be a big mistake to stand still and do nothing. The most important factor contributing to our success is our strong team. Experienced and motivated employees are the key for us to remain the number one postal provider in the future thanks to our excellent performance and ongoing innovation.

Because together we are
ALWAYS IN MOTION.

Sincerely yours,

Georg Pölzl
Chief Executive Officer and
Chairman of the Management Board

WHAT IS

INVESTMENT STORY

There are many reasons for investors to invest in Austrian Post shares:

1. PROVEN BUSINESS MODEL

- Solid revenue development thanks to its leading market position in Austria
- Sustainably strong earnings based on innovative strength and an efficient cost structure

2. STRONG BALANCE SHEET AND SOLID CASH FLOW

- Conservative balance sheet structure: high amount of cash and cash equivalents and low level of financial liabilities
- Solid cash flow enables future-oriented investments and an attractive dividend policy

3. ATTRACTIVE DIVIDEND POLICY

- Further development of dividends due to earnings strength and solid cash flow
- Planned annual dividend payment of at least 75% of the Group net profit

4. CONTINUITY AND RELIABILITY

- Prudent and realistic guidance with clearly-defined objectives
- Clear commitment to achieve communicated targets



8.5M INHABITANTS



300,000 COMPANIES

MAIL SENT IN AUSTRIA EACH YEAR ...



860_M LETTERS



80_M PARCELS



4.8_{BN} DIRECT MAIL ITEMS/MEDIA POST



20_{KM}



160_{LORRIES}

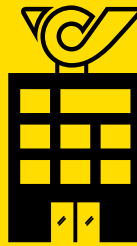


248_{MAIL AND}

16_{PARCEL DELIVERY BASES}



AUSTRIAN POST UP TO?



AUSTRIAN POST GROUP

23,500 EMPLOYEES CONTINUOUSLY WORK ON PRODUCTS AND SERVICES TO INCREASE CUSTOMER BENEFITS, ALSO IN SUBSIDIARIES IN 12 COUNTRIES

OUTSIDE OF AUSTRIA:



2^{BN}
DIRECT MAIL ITEMS



72^M
PARCELS



15,544
LETTERBOXES



1,785
POSTAL SERVICE POINTS



6 MAIL AND **7** PARCEL LOGISTICS CENTRES

CONVEYOR BELTS IN THE LOGISTICS CENTRES



9,000 MAIL AND PARCEL CARRIERS

7,558 CARS TRAVEL 270,000 KM/DAY

875 MOPEDS: 13,000 KM/DAY

862 BICYCLES: 5,100 KM/DAY

ON FOOT: 5,500 KM/DAY



4.4^M
HOUSEHOLDS AND COMPANIES

TOTAL **290,000** KM/DAY
CIRCLE THE EARTH 7x DAILY



CONTENTS

3–9

AT A GLANCE

- 3 Editorial
- 4 Investment Story
- 4 What is Austrian Post Up To?
- 8 Highlights 2015

10–23

COMPANY ON THE MOVE

- 10 Interview with the Management Board
- 16 A Market in Transition, Company on the Move
- 20 Stable and Predictable
- 22 Long-term Gains

24–33

CHALLENGE OF DIGITALISATION

- 26 The Renaissance of Print
- 29 Tradition Upheld
- 30 Expertise Makes the Difference
- 33 Office 4.0 – Head Start Through Mail Solutions

34–43

E-COMMERCE AS A DRIVING FORCE

- 36 Onwards in the Post-Modern Age
- 40 Darling of the Public
- 42 Brave New World of Shopping

44–53

HIGH-TECH IN LOGISTICS

- 46 Always a Step Ahead
- 48 To Be or Not to Be in Speciality Logistics
- 51 Safely Delivered
- 52 In the Beginning Was the Idea
- 53 Commitment with a Future

54–61

ECOLOGICALISATION

- 56 The Green World of Yellow-Branded Post
- 61 Online Shopping:
Out of Love for the Environment!

62–71

DYNAMIC EMPLOYEES

- 64 Motivation is the Most Important Driving Force
- 66 “Teamwork” – New Concepts Shape the Future
- 68 The Many Facets of Commitment
- 70 Post Employees Set a World Record

72–83

FACTS & FIGURES

- 74 Austrian Post
- 76 Mail & Branch Network
- 77 Parcel & Logistics
- 78 Investor Relations
- 80 Corporate Governance
- 81 Compliance
- 82 Sustainability

84–87

SERVICE

- 84 Solid Performance in 2015
- 85 Glossary & Keyword Index
- 86 International Presence
- 87 Contact



34 24/7 SHOPPING



24 ALWAYS DELIVERED SAFELY



62 WORKING WELL AS A TEAM



44 MAIL WITHOUT A SPEED LIMIT

HIGHLIGHTS 2015



I FEEL RIGHT AT HOME THERE

Customers can feel perfectly at home in the new post office in Vienna-Simmering. It offers a lounge area, a ticket system coffee and water dispenser, children's corner, WLAN and even a specially developed aroma concept, amongst other things.

WELCOME PACKS FOR REFUGEES

People who wanted to send donations in kind to the refugee relief efforts of the Workers' Samaritan Federation Austria could do so in the fall of 2015 without paying postage. Close to 12,000 parcels were delivered by Austrian Post.



TAKE A SNAPSHOT. SEND IT. BRING JOY TO OTHERS.

The new postcard app enables smart phone users to design a real postcard from a snapshot within just a few seconds. Austrian Post prints and sends the card throughout the entire world for less than two euros each.

PARCELS ALSO ON SATURDAYS

Austrian Post has also been delivering parcels in urban areas on Saturdays since October 2015. The advantages for customers: no additional costs, quicker delivery and the perfect day for accepting parcels personally.



575 KILOMETRES IN RECORD TIME

A relay race across Austria – with the (fictitious) goal of transporting a birthday present for a small girl from Vorarlberg to Vienna in less than 48 hours. Austrian Post employees accepted this sporting challenge, setting a world record of only 43 hours to manage “Mission:Susi”.



INFORMATION IS EVERYTHING

In 2015, Austrian Post acquired 80% of Aktionsfinder. Each month about 29m pages of advertising flyers are viewed. Users receive the best offers of retailers.



SURVEY RESULTS PUT INTO PRACTICE!

Austrian Post carried out its first employee survey in 2013. Many improvements were implemented on the basis of these results. The 2015 survey, in which the number of participants rose by 10 percentage points to 41% compared to the previous survey two years earlier, showed that the measures are working.



FAST FOOD FROM AUSTRIAN POST

Speed is of the essence in the transport of fresh goods. This is exactly what Austrian Post offers thanks to its food logistics and specially developed thermobox.



BEST FRIENDS

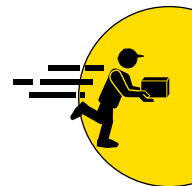
To counteract the myth of the age-old enmity between dogs and postal employees, Austrian Post's mail carriers have been distributing little doggie treats to their four-legged friends along their delivery routes since 2015.

COMPANY

- DIGITALISATION
- E-COMMERCE
- LOGISTICS
- ECOLOGICALISATION
- EMPLOYEES
- FACTS & FIGURES



From left: Walter Hitziger, Georg Pözl, Walter Oblin and Peter Umundum



“... STANDING STILL IS NOT AN OPTION ...”

An interview with the members of the Management Board of Austrian Post: Georg Pözl, Walter Oblin, Walter Hitziger and Peter Umundum.

Mr. Pözl, this Annual Report 2015 is a clear signal on your part that although Austrian Post is the market leader, it does not intend to sit back and take things easy. Instead, it will continually work to safeguard its market position. What exactly is this message trying to convey?

PÖZL: Postal companies around the world face a difficult business environment. However, we have a good market position which we are proud of and aim to continue defending. We are the number one in Austria with respect to speed, quality and service orientation, and we want to remain this way. Today we are capable of delivering more than 95% of all letters on the next working day and 91% of all parcels on the first delivery attempt. This represents an outstanding performance in international comparison. By the way, this not only applies to urban areas but to all of Austria, from Lake Neusiedl to Lake Constance. There are numerous ideas and measures in our pipeline so that our postal services continue to be reliably top-notch, from Saturday delivery to nationwide round-the-clock services. In other words, what is needed is to continuously move forward, because standing still means falling behind.

What conditions make it so difficult for postal companies?

PÖZL: The macroeconomic environment in the postal business has been subject to steady change for years now, both in Austria and throughout the world. So-called “digital substitution” is ▶



LOGISTICS MARKET IN TRANSITION.
The postal and logistics sector has been undergoing change for years. Key factors include the steady decline in the letter mail business and constant growth on the parcel market.



the reason why global letter mail volumes are continually declining. The decrease in Austria of 4% last year was more pronounced than in previous years, but still in the predicted range of minus 3–5% annually. In contrast, the parcel market is showing a clear growth trend, particularly in the private customer segment. However, this is accompanied by intensive competition.

Letter mail volumes which traditionally comprise your core business will tend to decrease in the future. What are the underlying reasons for this structural change?

HITZIGER: There are two main reasons. In the traditional addressed letter segment, we see that people intend to further reduce their volume of mail, and increasingly substitute this with online communication. The second factor is that the advertising market, which is important to us given that we transport close to five billion addressed and unaddressed direct mail items each year, is volatile. Particularly in such a weak economic

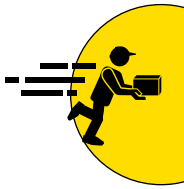
THE MANAGEMENT BOARD

- **Georg Pözl**, born in 1957, Chief Executive Officer (CEO) and Chairman of the Management Board of Austrian Post since October 2009.
- **Walter Oblin**, born in 1969, responsible for the financial management of Austrian Post as Chief Financial Officer (CFO) since July 2012.
- **Walter Hitziger**, born in 1960, Member of the Management Board of Austrian Post since May 2004, with responsibility for the Mail & Branch Network Division since September 2011.
- **Peter Umundum**, born in 1964, Member of the Management Board and Director of the Parcel & Logistics Division since April 2011.

environment, numerous customers tend to save rather than expand their activities. Nevertheless, many companies increasingly turned to this type of advertising once again in 2015.

What can one do about this? You continue to claim the leadership position in this segment for the future as well ...

HITZIGER: We are steadily upgrading our



“We are number one in Austria and want to stay that way.”

Georg Pözl

“We are continually working on further developing our structures in an efficient and up-to-date manner.”

Walter Hitziger

products and services towards individualised solutions. In particular, we have to offer our business customers a service and product portfolio which optimally fulfils their requirements, both with regard to conventional letter mail and dialogue-oriented advertising on the basis of direct mail. We keep on thinking of what is best, and purposefully meet the trend towards greater digitalisation by developing solutions to link digital and traditional forms of communication. The catchword is hybrid offerings. In addition to this, we also intentionally think outside the box. For example, last year we created an attractive offering for our advertising customers by acquiring Aktionsfinder. Naturally our retail customers can equally benefit from this.

Which structural improvements are being implemented?

HITZIGER: We continuously focus on further developing our structures to ensure that they are efficient and up-to-date. In addition to other measures, also organisational in nature, we are massively investing in state-of-the-art sorting technology and working tools on an ongoing basis. The underlying objective is to further enhance process efficiency along the path taken by mail items we transport. This also extends to the deployment of e-vehicles which not only perfectly fulfil our delivery requirements but also have a positive effect on the environment.

Mr. Umundum, the parcel business is extremely multifaceted and, unlike the mail segment, can look forward to growth impetus ...

UMUNDUM: We are the market leader in the Austrian parcel business, and already transported 80 million parcels in 2015, representing a good 40% increase compared to just five years ago. The main factor driving this growth is the online business, which we can perfectly support thanks to our product and service portfolio. We offer online retailers delivery options in our logistics networks which precisely fit their needs. Subsequently we guarantee high-speed delivery throughout Austria. In this way we optimally support the online shopping trend.

How are you arming yourself to cope with increasing competition in this segment?

UMUNDUM: We do this by further improving the outstanding quality we already offer. For years we have been consistently making investments. As a result, we boast the best network in the country today. Our mail and parcel carriers reach every household in Austria every day, and can already deliver the vast majority of parcels on the next working day. This is of enormous importance to our customers. Moreover, we have a clear competitive edge in terms of service. One example is Saturday delivery which was introduced in 2015. This means we deliver parcels six days a week. I have other examples in mind, ▶

i.e. our successful entry into the food logistics market, our extensive self-service solutions, the Post App providing our customers with maximum delivery flexibility, or the 3,600 postal service points where customers in Austria can take advantage of the services offered by Austrian Post.

PÖLZL: We are steadily expanding this high level of service. In 2016 we will have installed at least 330 self-service zones, 250 pick-up stations and 16,000 pick-up boxes in residential buildings throughout Austria. However, apart from the technical dimensions of what we offer, the human factor also plays an important role. Thanks to the commitment and experience of our mail carriers, we manage to actually bring 91% of all parcels to the recipients in the first delivery attempt. There is no need for me to emphasise what this means for people in terms of comfort and convenience.

You also operate in the parcel business outside of Austria. Is the performance of your international subsidiaries just as dynamic as in Austria?

UMUNDUM: We are also witnessing a very positive development in Eastern Europe, where there is consistent double-digit volume growth. Naturally we face strong competition and price pressure, but our logistics know-how and the high quality of services which we also roll out in these markets from our Austrian base brings significant advantages. In this case we benefit from our extensive experience on the domestic market.

The same applies to the Turkish parcel services provider Aras Kargo, in which we have held a 25% stake since 2013. The basic postal market trends also prevail in Turkey, which is a challenging but promising market. In 2014 Turkish parcel volumes grew by 17%. We also systematically contribute our know-how to supporting Aras Kargo where it makes sense, e.g. within the context of joint optimisation projects for logistics hubs and shops. In 2016 we have the option of increasing our stake in the company.

What is the situation in Germany, where things did not develop the way the company wanted in recent years?

UMUNDUM: The business in the very competitive German market continues to develop below our expectations. For this reason, after considering all strategic options, we decided to sell the transo-flex Group.

Ultimately the success of Austrian Post is determined by retail customers. How do they realise that the products and services of Austrian Post are in step with the times and meet their needs?

PÖLZL: There are two dimensions to this. On the one hand, they see this physically, in their branch offices, where we continually test new ideas and services. If they prove to be successful, we roll them out on a broad basis. One example well-received by our customers is the system of having only one line of people waiting to be served in the branch offices. As a next step, we are testing a ticket system. We are also working on children's corners, coffee dispensers, info-screens and our own entertainment programme. Of course our self-service solutions are extremely important, including the possibility to pick up mail items on a 24/7 basis.

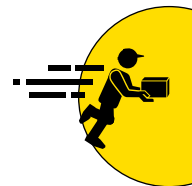
The second level in which we take retail customers with us into the future is our online world. The above-mentioned Post App is spearheading our efforts. It offers customers maximum comfort, from track and trace and redirection to the digital "yellow slips". We offer other services as well such as the self-printable online parcel stamp, or the Postcard App, enabling individualised postcards to be sent directly from a person's smart phone. These innovations are popular and we always get very positive feedback about them in the context of our regular customer surveys.

Are there going to be changes in your business strategy as a result of ongoing changes in the business environment?

PÖLZL: We formulated our business strategy several years ago, keeping these precise types of change in mind. We will continue on this path outlined by our four strategic cornerstones. We are permanently working on safeguarding our market leadership on our domestic market, and further enhancing efficiency. At the same time, we are exploiting new growth opportunities in Austria and abroad, providing ongoing impetus with respect to customer orientation and innovation. This strategy has proven its value, and will remain the guiding force behind all our activities.

What are your most important success factors?

PÖLZL: The main success factors for us are definitely the innovative strength and commitment of our employees. It is essentially to their credit that we are number one when it comes to



“We delivered a remarkable performance, even in turbulent times.”

Walter Oblin

“We boast the best network in the country thanks to consistent investments.”

Peter Umundum

our value proposition and ability to deliver on our promises. We are aware what Austrian Post employees accomplish day in and day out, and this is also rewarded. It is extremely important to pull together in the same direction. This is what we want and will continue to do. Our world record relay race entitled Mission:Susi, which took place last summer, provides symbolic proof of what people can achieve together. A total of 79 runners managed to cover a distance of 575 kilometres throughout the entire country in just 43 hours. This is a very good indication of the spirit prevailing at Austrian Post.

Mr. Oblin, how is this multifaceted situation reflected in Austrian Post's business results for 2015?

OBLIN: The bottom line is that we achieved our targets. We increased revenue by 1.6% and improved our operating result. Operating EBIT rose to EUR 198.0m in 2015, which also saw several adjustments and special effects. On balance, we reported impairment losses of EUR 131.9m, of which the lion's share pertains to the subsidiary trans-o-flex held for sale. The cash flow before acquisitions and securities amounted to EUR 178.3m in 2015, surpassing the comparable figure for 2014. The strong cash flow also secures our investment strength for the future. In addition, it serves as a basis to keep our dividend promise. We will propose a dividend of EUR 1.95 per share for the 2015 financial year to

the Annual General Meeting. This corresponds to a dividend yield of close to 6% in relation to the share price at the end of December 2015. We stand by our commitment to a sustainably stable dividend policy.

In other words, should your shareholders be satisfied?

OBLIN: We hope so. Even in the tenth year following our initial public offering, we remain committed to maintaining our capital market positioning. Against the backdrop of turbulent times, we still delivered a remarkable performance. The total shareholder return for the original Austrian Post shareholders is currently 163.1%. In particularly turbulent times on stock markets, it is important for us to reiterate the fact that we are adhering to our policy of being an attractive dividend stock.

Mr. Pölzl, can it be expected that Austrian Post will continue to be so reliable in the future?

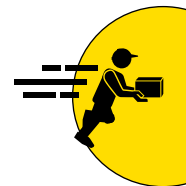
PÖLZL: Absolutely. Stability and predictability are our priorities in the coming year. In spite of increasing uncertainty on the mail and parcel market, our objective is to maintain stable operating results. In recent years, we even managed to generate slightly improved earnings. In everything we do, one thing is certain: we will always be on the move, in the interests of our customers, employees and shareholders. ■

COMPANY

DIGITALISATION
E-COMMERCE
LOGISTICS
ECOLOGICALISATION
EMPLOYEES
FACTS & FIGURES



Austrian Post is equipping its logistics centres for increasing parcel volumes with high technology and automation.



A MARKET IN TRANSITION – A COMPANY ON THE MOVE

Declining amounts of letters and increasing parcel volumes are two fundamental trends which continued to shape the international postal and logistics sector in 2015, and thus the development of Austrian Post.

For years digitalisation has been the driving force behind a changing logistics market.

This poses major challenges to postal companies, but also considerable economic opportunities. Against this backdrop, Austrian Post is clearly strategically geared to optimising its operations and thus achieving greater efficiency. On the other hand, it is also developing new solutions with respect to its technologies, products and services as well as customer service and convenience. Austrian Post continually evaluates all operational processes to uncover possibilities to introduce innovations and improvements, keeping an eye on the overriding objective of ensuring the sustainable economic development of the company. Thanks to this holistic approach, Austrian Post is also successful in challenging times, as demonstrated by its business results in 2015. This shows that Austrian Post is on the right track, based on the resolute implementation of its strategy.

Decline in the traditional mail business continues

The substitution of traditional letter mail by electronic forms of communication poses the biggest challenge to postal companies across the globe. No fundamental change in this trend is expected in the coming years. The international postal sector anticipates a medium-term drop of



CLEAR STRATEGY. Austrian Post responds to changes on the postal and logistics market with ongoing optimisation, highest quality service and constant new offers.

3–5% annually in addressed letter mail volumes. The decrease of 4% in Austria in 2015 is in the middle of the predicted range. On balance, letter mail volumes in Austria fell by an average of 3% annually over the past five years, whereas postal providers in the Netherlands and Great Britain were faced with a drop of 8.0% and 4.3% p.a. respectively. Austrian Post strives to maintain the use of physical letters at a high level on the basis of its outstanding quality. For example, it scores points thanks to its high delivery quality. 95.9% of all letters posted with Austrian Post already reached the intended recipients within Austria on the next working day.

Another advantage of Austrian Post is its moderate price policy in international comparison. It is true that the company raised rates for standard domestic letters from 62 to 68 cents in March 2015 with the approval of the Austrian regulatory authorities. Nevertheless, in spite of this slight price hike, Austrian Post fares very favourably compared to other European postal companies, whose postal rates for such letter mail range between the equivalent of EUR 0.35 in Romania to EUR 1.88 in Denmark. Austrian Post's moderate price level combined with its high delivery quality shows that Austrian Post has effectively done its homework with respect to process optimisation.

Parcel and direct mail growth

The trend towards digitalisation has had a positive impact on parcel revenue in recent years. The entire e-commerce segment is expected to continue on its growth path in the medium and long term. The retail food sector is increasingly proving to be an exciting future-oriented topic (also refer to page 48) complementing the traditional mail order business. E-commerce is fore-

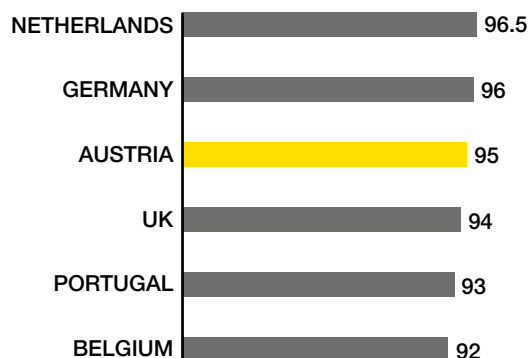
cast to show a growth rate of about 10% p.a. in the period 2015–2018. In particular, the under-30 age group likes to shop online, using their smart phones more than ever before as a channel for their consumption. All this holds substantial potential for Austrian Post.

According to a study conducted by Kreutzer Fischer & Partner, a total of 69m parcels were sent to private customers in Austria in 2015 (B2C and C2C), comprising an impressive rise of 7.2% compared to the previous year. There is still considerable room for expansion. A glance at the situation in Europe shows that Austria still ranks in the low mid-range with respect to per capita parcel volumes. The above-mentioned study in 2015 concluded that the B2B parcel business developed less dynamically, expanding by only 1.2%. Once again, the sluggish development in this segment is due to the generally tense economic situation.

76% of all parcels to private customers in Austria in 2015 were delivered by Austrian Post, which has a significant competitive advantage vis-à-vis other market participants due to its high quality and nationwide service. However, the competition never sleeps if a business area promises attractive growth rates. In particular, the recent business activities of Deutsche Post have intensified competition on the Austrian market. Business with direct mail also showed growth over the past year. Austrian Post has been able to excellently position itself in this market segment in recent years by implementing sales campaigns and introducing attractive new products (also refer to page 30).

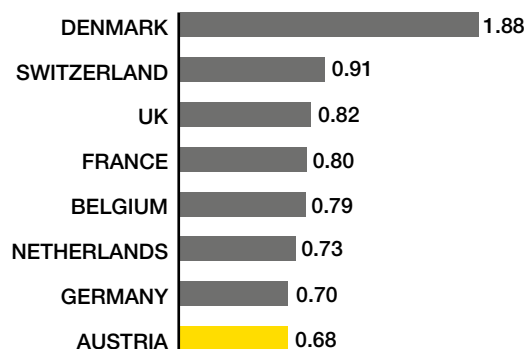
Physical advertising tools, especially unaddressed direct mail items or advertising circulars known in Austria as "Postwurfsendungen", comprise an indispensable component of a compa-

DELIVERY QUALITY LETTER MAIL 2013
 NEXT-DAY DELIVERY IN %

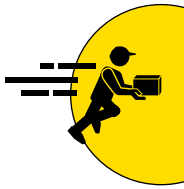


Source: Kepler Cheuvreux

POSTAL RATES FOR STANDARD LETTER 2016
 EUR



Source: Company data



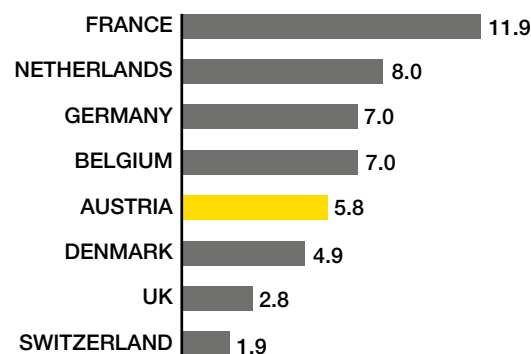
In many places Austrian Post now delivers mail items exclusively on foot, per bike or e-powered vehicles.

ny's advertising strategy, particularly for small and medium-sized firms (also refer to page 26). The number of direct mail items per capita in Austria is many times higher than in Great Britain or Germany, in light of Austrian Post's success in establishing these products as an ideal complement to the marketing mix of companies.

Resolute commitment to climate protection

Austrian Post is not only constantly in motion when it comes to transporting mail items. The company is also resolutely continuing along the climate protection path it chose by consistently reducing its carbon dioxide emissions. The main areas of focus are electromobility, energy savings measures and the use of energy from renewable sources. In this way, Austrian Post is responding to societal demands to conserve natural resources as well as its responsibility as one of the country's largest companies. Years ago Austrian Post already gained a reputation as an international trailblazer for climate protection as a result of its CO₂ NEUTRAL DELIVERY initiative (also refer to page 56). This commitment is highly valued by the customers and employees of Austrian Post as well as by its investors.

PARCEL VOLUMES IN EUROPE 2013
PARCELS PER CAPITA



Source: Kepler Cheuvreux

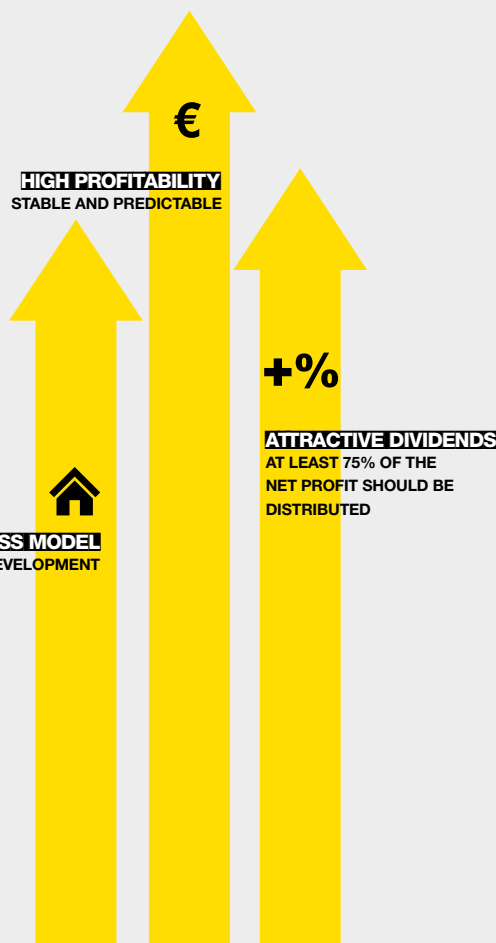
CO₂
NEUTRAL
ZUGESTELLT

COMMITTED TO THE ENVIRONMENT.
The commitment to comprehensive climate protection is deeply embedded at Austrian Post, and impacts just about every business area.

STABLE AND PREDICTABLE

The business strategy of Austrian Post is based on three cornerstones: a solid business model, high profitability and an attractive dividend policy for the benefit of its shareholders. The 2015 financial year yielded good results in all three areas.

ECONOMIC OBJECTIVES OF AUSTRIAN POST



Proven business model: solid revenue development

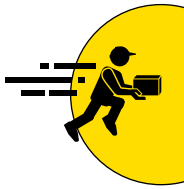
Whereas volumes of addressed letter mail are decreasing due to ongoing e-substitution, Austrian Post is exploiting innovative solutions and growth opportunities in other business segments. In this way the company generated revenue growth of 1.6% in 2015. The revenue forecast for 2016 depends on a potential change in its business portfolio. A largely stable development is targeted in its existing activities.

High profitability: stable and predictable

A solid level of profitability is a fundamental basis for sustainable corporate perspectives for the future. In recent years Austrian Post achieved its target of generating an EBITDA margin of around 12%. In 2016, Austrian Post will strive to generate a stable operating result driven by existing revenue trends, new, innovative business ideas and the implementation of the planned efficiency enhancement programme.

Attractive dividend policy: Three-quarters of net profit distributed to shareholders

Since the Initial Public Offering of Austrian Post in the year 2006, the company's dividend policy has been a key cornerstone of its investment story. Since then, at least 75% of the Group's net profit has been distributed to shareholders each year. Accordingly, Austrian Post further developed its dividends in line with its operating results, ranking among the most attractive dividend stocks on the Vienna Stock Exchange and in comparison to its international peers.



FOUR IS THE WINNING NUMBER

IN 2010, AUSTRIAN POST DEFINED FOUR CORE STRATEGIES DESIGNED TO OUTLINE THE LONG-TERM PATH OF THE GROUP.

1. Defending market leadership in the core business

Austrian Post aims to remain the market leader in Austria. For this reason, it guarantees the highest quality mail and parcel delivery service for the benefit of its customers. No other company in Austria offers higher quality with respect to logistics and convenience than Austrian Post. In the light of intensified e-substitution, Austrian Post is continually upgrading its portfolio by adding new services and expanding its digital and hybrid offering.

2. Profitable growth in selected markets

Austrian Post is pursuing a focused growth strategy as a means of compensating for declining letter mail volumes. The primary emphasis is on the parcel and logistics business. Austrian Post stands out in the markets of South East and Eastern Europe as well as Turkey thanks to its comprehensive know-how, striving to further develop its business in a sector characterised by above-average growth rates. The Mail Solutions segment and the entire speciality logistics market also offer attractive potential.

3. Enhancing efficiency and increasing flexibility of the cost structure

A company aiming to achieve a high level of profitability should not lose sight of the need for lean structures and processes. Austrian Post continuously invests in its logistics infrastructure and resorts to state-of-the-art technologies in order to further enhance the efficiency of its operational processes. This begins with largely automated logistics centres and ends with the latest software solutions to plan delivery routes and transport operations. Process and staff costs are also subject to ongoing evaluation and optimisation.

4. Customer orientation and innovation

Austrian Post has reacted to changes in customer requirements in recent years by developing innovative solutions for 24/7 services such as self-service zones, pick-up stations, pick-up boxes and smart phone applications for business and private customers. In addition, the company is planning the market launch of a series of further innovations, always with the aim of increasing customer benefits. ■

THE FOUR STRATEGIC CORNER-STONES OF AUSTRIAN POST

1.

DEFENDING MARKET LEADERSHIP IN THE CORE BUSINESS

2.

PROFITABLE GROWTH IN SELECTED MARKETS

3.

ENHANCING EFFICIENCY AND INCREASING FLEXIBILITY OF THE COST STRUCTURE

4.

CUSTOMER ORIENTATION AND INNOVATION

INFLUENCING AND SUCCESS FACTORS

... IN A CHALLENGING ENVIRONMENT

EXTERNAL

- State of the economy
- E-substitution of addressed mail
- Growth in parcel volumes as a result of the trend towards e-commerce
- Factor cost increases and the development of staff costs
- Regulatory environment

INTERNAL

- Strong brand awareness and a positive value framework
- Motivated and productive employees
- Products tailored to customer needs
- Customer proximity and a nationwide distribution network
- Reliability of services
- Productive and cost-efficient logistics networks (economies of scale)
- International links and logistics networks
- Expansion into further promising growth areas

LONG-TERM GAINS

Austrian Post has succeeded in announcing solid business results every year since its IPO in 2006. This is reflected not least in the development of the Post share and the total shareholder return. Even if the share price briefly declined in the second half of 2015, shareholders can still be pleased with the value growth of 163.1% of the original share price since the IPO.



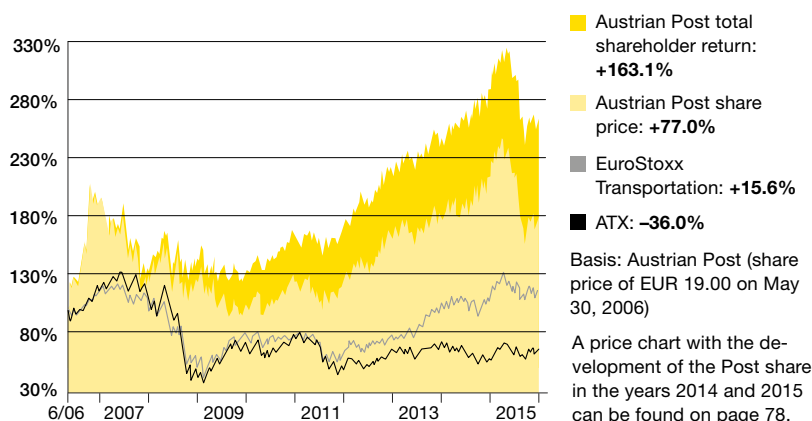
Post share in 2015

The price of the Austrian Post share was subject to an unsettled development. After starting the year at EUR 40.38, the value of the share rose strongly in the first half of the year. There was a significant correction in the second half of the year. Many analysts attribute this development to increasing macro uncertainties for the economy and the capital market, as well as to conditions in the postal sector, such as more pronounced volume declines in letter mail, and especially in Austria, intensified competition on the parcels market. The Post share closed out the year 2015 at EUR 33.63 per share (refer to the key indicators on page 79).

Solid corporate development in 2015

In spite of the difficult market environment, Austrian Post still presented solid business results for the 2015 financial year. Group revenue rose by 1.6% to EUR 2,401.9m. More specifically, both the Mail & Branch Network Division (+0.9%) and the Parcel & Logistics Division (+2.9%) posted growth. In terms of product groups, Letter Mail & Mail Solutions (+2.3%) and Branch Services (+0.6%) generated revenue increases, whereas Direct Mail (-0.5%) and Media Post (-1.7%) reported a decline. The Parcel & Logistics Division showed a varied regional development. Significant revenue increases were generated in Austria (+7.4%) and South East and Eastern Europe (+6.6%), whereas the revenue and earnings development in Germany (subsidiary trans-o-flex) was below expectations. Operating EBIT rose to EUR 198.0m in 2015. Special effects impacted the business results of Austrian Post in 2015, as in 2014. On balance, impairment losses of EUR 131.9m were recog-

TOTAL SHAREHOLDER RETURN OF 163.1% SINCE THE IPO





nised, of which the lion's share relate to the subsidiary trans-o-flex Group which is held for sale. There was also a positive net effect to the amount of EUR 23.0m, arising from the claims related to non-wage costs paid in previous periods. On balance, EBIT totalled EUR 89.0m. Adjusted earnings per share were at EUR 2.10 and reported at EUR 1.06. Austrian Post continues to boast a stable basis for its business operations thanks to an equity ratio of 39.8% and liquid resources of EUR 357m.

Convincing long-term total shareholder return

From a long-term perspective, the Post share ranks among the most attractive stocks on the Vienna Stock Exchange, and is clearly on par with its international counterparts. The notable total shareholder return of 163.1% since 2006 has given Austrian Post an outstanding reputation in the financial community. The Management Board will propose to the Annual General Meeting scheduled for April 14, 2016 to distribute a dividend of EUR 1.95 per share for the 2015 financial year.

In addition to the solid long-term performance of the Post share and the sustainable dividend policy, the company's strong position on its domestic market and the clearly-defined strategic orientation are arguments in favour of the company. The investment profile is rounded off by a strong balance sheet and solid cash flow, serving as a reliable basis for future investments.

Recognised transparency

Austrian Post is a solid, predictable and reliable partner for its shareholders. It keeps its promises, and its corporate governance clearly emphasises transparency and open communications in its corporate governance activities. Accordingly, it has gained a high level of investor confidence over the past years. This is underlined by the numerous awards and prizes won by Austrian Post, which has almost become a tradition. These include first place in the Vienna Stock Exchange Awards, the New Yorker ARC Award or the Austrian Annual Reporting Award granted by the business magazine "trend". ■

AWARD-WINNING

Austrian Post is number one in Austria. This not only applies to its market shares. The company can justifiably claim the leadership position in numerous other categories. This is reflected in a series of awards Austrian Post received once again in 2015:

ANNUAL REPORT 2014

- » trend Austrian Annual Report: Overall winner, and winner in all four individual categories for the first time
- » Austrian Public Reporting Award: 2nd place for publicly traded companies

VIENNA STOCK EXCHANGE AWARDS 2015

- » 1st place: Main category ATX
- » 3rd place: Journalist Prize

MISSION:SUSI

- » Austrian Event Award
 - » IAB Webad
 - » Guinness World Records
 - » German Event Award BEA
- More information on page 70

ADVERTISING SPOT "BETTER NO LETTER"

- » Austrian National Award for Advertising
- » Cannes Corporate Award

"ÖKOPROFIT"

- » Styria Letter Centre
- » Vienna Letter Centre
- » Freight Logistics Centre East

"POST AM ROCHUS"

- » Pre-certificate in Silver from the Austrian Sustainable Building Council (ÖGNI)
- More information on page 69

FOOD4ALL@HOME

- » Spring Award
 - » Austrian Logistics Prize
- More information on page 49

SILVER BEST RECRUITERS SEAL

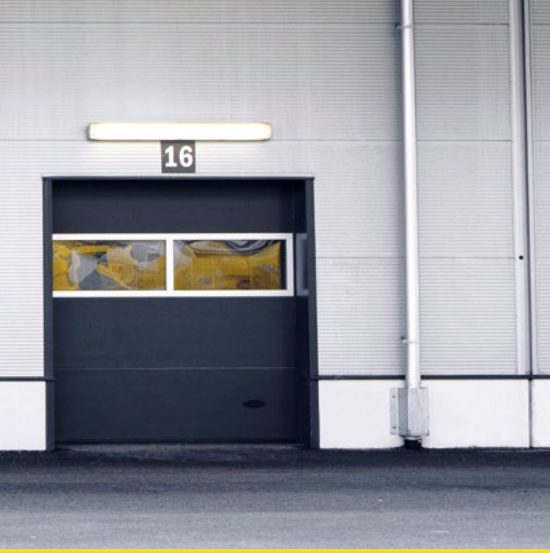
PROCURE2PAY

- » E-Procurement Award



From left: Gábor Petter, Christoph Berger, Göksal Belliki,
Manuel Dörr, Sascha Hirtl – mail carriers in Vienna





ALWAYS DELIVERED SAFELY

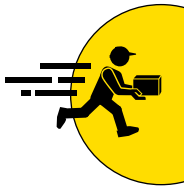
Digital communication is not the solution for everything and anything. Some messages simply work better on paper. Austrian Post has just the right offering for this purpose, for both private customers as well as for the advertising industry. Thanks to its innovative solutions, it successfully defies the ongoing decline of conventional letter mail volumes. **CHALLENGE ACCEPTED.**

THE RENAISSANCE OF PRINT

Digital media are irresistibly permeating our everyday lives. At the same time, this trend apparently also reveals the added value of printed paper in contrast to the digital information overload. Print stands for security and respect in communication.



Austrian companies are increasingly relying on print media again for their advertising.



Print media adds impetus

The renaissance of print is taking place particularly in the field of advertising. Leaflets, flyers and catalogues have long ceased being only a transmitter of information, but serve as vital catalysts. They appeal to a reader's emotions, and in this way create new needs, in turn generating higher retail sales.

Many companies now increasingly use print to complement their digital advertising activities. The most important ingredient of success is quality. Images, haptics and high quality contents affect people.

This understanding has impacted almost all sectors. It is hardly surprising that even Internet retailers have discovered the value of print advertising, intentionally adding printed catalogues as emotional contrasts to their online offering.

You can rely on paper – the right to a printed invoice

60% of the Austrian population prefers to have important personal and sensitive documents on paper. This was confirmed by an Austrian Post survey carried out in 2015. On the one hand, the popularity of paper-based documents is due to emotional reasons. Paper conveys a feeling of security and reliability. On the other hand, people have a need to maintain an overview and control of the situation. Finally, printed materials are associated with customer-friendliness, official status and data protection. For this reason, many companies intentionally communicate with their customers by letter, which is also confirmed by the Austrian Post survey. Accordingly, the majority of invoices and documents continue to be sent by post.

Even if the volume of traditional letter mail once again declined in 2015, one thing is clear: letters remain the medium of choice for high quality and really important communication. This strongly suggests that the paperless world of tomorrow is actually an idea from yesterday.

Absentee voting is a good choice

There is hardly any situation in which high quality communication is in demand as much as in the case of elections, especially when it comes to absentee voting per mail. Many Austrians now take absentee voting for granted. In addition to increased capacities, the many services required

by Austrian Post to make absentee voting possible are based on a great deal of experience. The triumphal spread of postal voting is mainly a further indication of people's confidence in letters as a medium of communication, and thus also in Austrian Post, which makes such a convenient form of direct democracy possible in the first place. Austrian Post provides a whole range of complex services in connection with absentee voting, from the announcement of electoral rolls, hung up in residential building entrances, and delivering absentee ballots to installing additional letterboxes:

1. Election notification

The public announcement of an upcoming election, which includes the respective electoral rolls at a given address, is hung up in thousands of residential buildings.

2. Election information and absentee ballot request form

Mail circulars provide information about the election, the relevant polling station and the possibility to submit an absentee ballot request form.

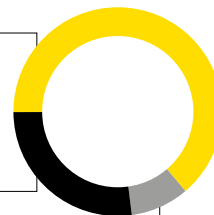
GROWTH POTENTIAL FOR AUSTRIAN POST

The number of postal voters is expected to increase.

64% CAN IMAGINE VOTING BY MAIL

27% ALREADY VOTED BY MAIL

9% NOT SPECIFIED



Source: IFES study 2015, n=500

3. Production of voting cards and official reply envelopes

A complexly designed envelope including return system and voting card ensures the secure mailing of absentee ballots without traceability.

4. Mailing of ballots to applicants

The personalised voting cards are shipped to the applicants via registered mail.

5. Collection and handing over of absentee ballots to the election commission

Austrian Post temporarily increases its letter mail distribution capacities to ensure that all absentee ballots are quickly delivered to the election commission. The company also offers extensive additional services to municipalities relating to the collection and transport of voting cards.

The best choice for Austrian Post

A 2015 IFES study illustrated the future potential of absentee voting. About one-quarter of all eligible voters has already cast their votes by mail. Two-thirds of the remaining voters can imagine resorting to absentee voting in the future. "The offer to cast votes by mail makes an important contribution to expanding democratic decision-making," Josef Höfler, Key Account Management, says convincingly.

Austrian Post also relies on this modern concept within the company. Since 2011 shareholders of Austrian Post have been able to conveniently cast their votes on resolutions of the Annual General Meeting by mail without great effort. In any case, absentee voting is well received by shareholders. 871 of them took advantage of this possibility at the Annual General Meeting 2015. ■



"Absentee voting makes an important contribution to democratic decision making."

JOSEF HÖFLER,
KEY ACCOUNT MANAGEMENT

"IN CONTRAST TO ONLINE ADVERTISING, PAPER DOES NOT GET ON YOUR NERVES."

Martin Wolf, Head of Direct Mail & Dialogue Marketing Sales, speaks about the rediscovery of paper in advertising.



Our day-to-day life is being increasingly impacted by digital media. This also applies to advertising e.g. e-mail newsletters and Google ads. How important is paper today for a company's communications?

MARTIN WOLF: There is no doubt that the media landscape has been significantly transformed, and is still undergoing change. However, I am sure that paper will continue to play a major role in advertising. In particular, print advertising is an efficient driver of e-commerce sales, which was recently confirmed by studies. In our business we see that companies are once again increasingly relying on print media. That is why I believe there is still growth potential in this area.

Digital advertising offers numerous advantages compared to conventional means of advertising such as measurability, speed and simple personalisation options. How can print media counteract these benefits?

At first glance it may seem that you are right. However, a closer look reveals that printed advertising contents reach customers much more effectively than digital media. Take the example of flyers, which dominate by far when it comes to advertising recall, purchasing incentives and likability. They are the most popular advertising medium in Austria, both for the retail sector and consumers. 84% of the Austrian population reads addressed direct mail items. Show me a single B2C newsletter which can match this!

What are the reasons for paper's high impact?

In contrast to online advertising, paper does not get on your nerves and is viewed in a relaxed atmosphere at home. In this way, it contributes to slowing down everyday life and thus fulfils a basic need of many people. Moreover, most consumers associate paper with high quality, whereas online advertising tends to be seen as annoying.



TRADITION UPHELD

Austrian Post took an innovative approach in 2015 with its Postcard App in order to promote the continuation of a beloved medium. In contrast, the issuing of commemorative stamps is by no means a new thing. It enables Austrian Post to repeatedly immerse itself in the world of art.



Rustic elegance:
a new stamp links
completely different
Austrian traditions.

Holiday greetings via smart phone

However, Austrian Post also helped another old cult classic to achieve renewed popularity. The starting point was the realisation that a printed postcard simply pleases people more than a photo sent per e-mail or instant messaging service. This is true for most people although we live in an age when an increasing amount of communication is carried out digitally.

The Postcard App enables Austrian Post to intelligently fuse the advantages of digital and print media for private customers. The app makes it extremely easy for users to design individual postcards on their mobile phones. With just a few clicks, snapshots turn into personal holiday greetings. Users have a large number of layouts and options at their disposal. There are virtually no limits to a person's creative freedom. Videos or audio messages can also be sent via QR code. After the picture is sent via smart phone, the postcards are printed by Austrian Post and mailed to the designated recipient. In this way, digital comfort in mailing is ideally linked with the emotional added value of physical delivery.

Best regards from Austrian Post! ■

Two classics as a complete work of art

In designing the commemorative stamp issued together with the traditional Austrian company Swarovski, designers fused Alpine customs with the elegance of the Swarovski collection. This was a difficult but by no means impossible endeavour, as the result demonstrated. A stamp was created in the shape of an Alpine "Lederhose" (traditional leather trousers). It turned out to be a small work of art in 3D for which Alcantara leather and Swarovski crystals were processed. "The combination of Swarovski crystals with a Lederhose is actually obvious. Both are traditional symbols of the Alpine world. Through this commemorative stamp, we have combined two characteristic Austrian traditions in a completely new way to create a very special miniature work of art," says a proud Günter Schmied, Philately.



TAKE A SNAPSHOT, SEND IT, BRING JOY TO OTHERS.
The Postcard App can be downloaded free of charge for Android and iPhones. More information on the app and its functions at:
www.post.at/postkarten-app



The KUVERT is considered to be an “outreach jumbo” among Austria’s advertising media.

EXPERTISE MAKES THE DIFFERENCE

Long-term experience and many new ideas make Austrian Post the preferred partner for implementing efficient mailing campaigns.

Resurgence of an evergreen

In recent years increasing digitalisation has given a boost to advertising flyers. In contrast to digital advertising, such direct mail items score points thanks to their impressive advertising impact. 97% of recipients actually take a look at the leaflets, and 82% remember its contents (Source: Market Agent Flugblatt App Study 2015, Gallup Branchenmonitor LEH 2015). Accordingly, flyers rank among the most effective means of advertising in Austria.

The KUVERT is the leading source of information

Parallel to the flyer, the Austrian Post KUVERT continued to fly high in 2015, increasing its reach to 37.8%. In the meantime, 2.2m Austrians already use it to inform themselves about the best retail offers (Source: CAWI-Print 2015). 52% even keep the KUVERT for up to three days (Source: exclusive report in 2015 by Media.at GmbH). The KUVERT bundles machine-processable leaflets in one advertising envelope, thus ensuring

FLYER FAR AHEAD

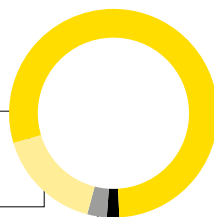
Advertising recall

82% FLYER

17% TV ADVERTISING

3% INTERNET ADVERTISING

2% E-MAIL NEWSLETTER



Source: Gallup Branchenmonitor LEH 2015

SIMPLE, EFFICIENT, SUSTAINABLE. The lead management platform of Austrian Post promises more efficiency in cross-media advertising campaigns. Here all advertising channels can be coordinated and evaluated online.



greater order in letterboxes. In addition, it also serves as a successful advertising medium, reliably delivered twice a week to Austrian letterboxes. “Today the KUVERT is an integral part of the search for the latest offers and information of up to 3.2 million Austrian households. With our ‘jumbo tool for outreach’, we are unmatched in the Austrian media landscape when it comes to awareness and popularity,” states Anita Edlinger, Head of Direct Mail Cover.

The advertising flyer on the Internet

The success of the KUVERT led Austrian Post to introduce a further product innovation for the advertising market in 2015, namely Kuvert digital. Companies can autonomously upload their advertising contents before they are advertised on Austria’s Internet media with the highest reach. In the process, they are only shown to a pre-defined target group. The companies only incur costs if the produced pages are actually looked at. In this way these firms can implement their online campaigns in an efficient, low-risk manner, addressing the desired target group with pinpoint accuracy.

Turbocharging the shipping of mail

Speed is usually mentioned with respect to the perceived advantages of online communication. An electronic newsletter can be prepared and disseminated within a very short time. The same now applies to printed mailings thanks to the Rapid Response service of Austrian Post. Austrian Post has transferred the speed of the Internet to the “real world” thanks to this new offering. The service is based on a user-friendly online tool, with which the customer can quickly and independently design a direct mail. This is subsequently printed and mailed in a cost-effective manner. The recipient gets it in 48 hours at the most. This could set a new record.

The best offer with one click

In 2015 Austrian Post acquired an 80% stake in Aktionsfinder.at, the digital distribution platform for leaflets, which highlights more than 150 leaflets and 10,000 retail offers every day. Users can browse through digital flyers via this portal, or targetedly search for offers. Each month the portal attracts close to one million visits and 29m downloads of flyers.

The service provided by Aktionsfinder is also available as a smart phone app. “We are strongly positioned in the business of unaddressed advertising through the medium of physical flyers. With the stake acquired in Aktionsfinder, the platform for leaflets, we are expanding our offering for our customers by adding a digital compo-

nent,” explains Nicole Lendl, Head of Communication, Product Management & Business Development Mail Solutions and Member of the Management Board of Aktionsfinder.

The new generation of direct mail items

When it comes to addressed direct mail, Austrian Post’s marketing concept “Pimp my Campaign” shows how much advertising can achieve with comparatively little effort. The concept is based on the principle that individualisation and emotionalisation decisively enhance the effectiveness of direct mails. Target group relevant product offers, image and text worlds are the factors of success. It all sounds expensive, but in fact it isn’t, as Heinrich Hammerschmidt, Marketing Direct Mail & Dialogue, assures us. “Thanks to modern digital printing machines, image and text elements can be easily ex-

AKTIONSFINDER.

It does not matter where you are – with the Aktionsfinder App you can find the best and nearest offers on your smart phone in an instant.



CIRCULARS MADE EASY WITH FEIBRA



The Austrian Post subsidiary feibra implemented an online service in 2015 enabling the targeted placement of advertising circulars. The advertising customer assumes responsibility for planning on his own by using a geomarketing application. Individual delivery areas for mailing are selected on an Austrian map. Taking account of socio-demographic data, individual areas near a specified branch office as well as entire districts or federal provinces can be selected for distribution. In this way the advertising customer precisely pinpoints his target group, thus limiting waste coverage. In turn, this helps him to optimally invest his advertising budget.

BUSINESS GOES THROUGH THE STOMACH

Business breakfasts, an important part of Austrian Post’s middle-market initiative (“Mittelstandsoffensive”), have already turned into a sort of institution for SMEs. These events are not only designed to explain what is worth knowing about the advertising offers of Austrian Post, but also involve networking and an exchange of ideas in a relaxed atmosphere. Prominent guests from the world of politics and business also like to attend the business breakfasts held at eight regional hotspots in Vienna and the federal provinces.



“We reach 3.2m households with the KUVERT. As a result we are unsurpassed in Austria.”

ANITA EDLINGER,
HEAD OF DIRECT MAIL COVER

changed, and produced in a customised manner tailored to the recipient. The low extra costs are far outweighed by the added value generated by individualised mailings in a campaign," he says. A precise target group analysis comprises another building block of an effective direct mail campaign. Austrian Post also provides highly competent consulting services for its customers, pointing to renowned, well-known companies and campaigns which have been equally successful. Customers such as Leiner, CARE and EVN already allowed their direct mail campaigns to be "pimped" with the support of Austrian Post, achieving response rate increases of up to 600%. "Appreciation and personal communication with our private donors is very important to us," explains Alexandra Zirkovic, Fundraising Consultant for CARE Austria. "After all, they are the ones who contribute a large share of the funds at our disposal. Our mailing, in which we cooperated with the 'pimp my campaign' initiative, went exceptionally well, and we are also very satisfied with the results," she adds.

Direct mails without waste coverage

"Customer expectations placed on our direct mail campaigns are rising. At the same time, they are more cautious in their use of existing advertising budgets," states Thomas Mistlbachner, Marketing Direct Mail & Dialogue. "Accordingly, efficiency in advertising is currently high on the priority list." The response of Austrian Post is two products i.e. Info.Post Select and Branchen.Mail Select. They entail pinpointed, partly addressed target group-oriented mailings with minimal waste coverage. The appropriate destination addresses are selected after the campaign target group is defined. Austria's largest address shop as well as additional information, for example supplied by the household data base of Austrian Post with over three million entries, serves as the basis for choosing the destination addresses.

In addition, Austrian Post offers the possibility of two-day delivery windows for direct mails. In this way, advertising customers can more effectively physically integrate their cross-media campaigns and plan staff capacities better, for example in their branch offices.

If it's really important, it should be done quickly

In the event disasters take place, every day counts for the affected people. The supplementary service called Sponsoring.Post Express enables NGOs to send out their mailings within only two working days. Moreover, in such cases Austrian Post offers reduced postage rates to these organisations. ■

"THE FLYER IS ESSENTIAL FOR US."

Theresia Scheuchenegger, catalogue and brochure specialist at IKEA, talks about the successful use of print media in customer communications.



Why does IKEA rely on the flyer as a means of communication?

THERESIA SCHEUCHENEGGER:

A flyer has a much longer useful life than digital advertising media. In daily e-mail exchanges, advertising messages are usually ignored or deleted with

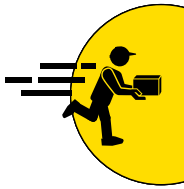
only a simple mouse click. The flyer's chances of ending up on a person's kitchen or couch table, lying there for a longer period of time and perhaps even being leafed through are much higher. For this reason, the flyer is an indispensable advertising medium for us.

In 2015, IKEA won the Austrian Post "Prospekt Award" in the furniture category, and was also among the top-ranked companies in previous years. What is so special about IKEA's print media advertising?

Our objective is to make the everyday lives of people easier. This is not only reflected in our practical furnishing ideas but also in our communications. In designing our catalogue, we make sure the layout enables readers to identify product advantages and furnishing tips at the first glance. In addition, we add value to our catalogue by giving product developers, designers and interior decorators the opportunity to express their opinions.

Why did you choose Austrian Post as your partner for the direct mailing campaigns?

On the one hand, reliability and trust play a major role. I can completely rely on Austrian Post. On the other hand, I value the competent support and quick order processing on the part of Austrian Post. This saves a lot of time and effort.



OFFICE 4.0 – HEAD START THROUGH MAIL SOLUTIONS

Efficient office management helps companies to optimise their business processes. They can save resources and thus a great deal of money.

Mail Solutions is the leading provider of innovative physical postal services and digital services for business customers. More specifically, it involves individual solutions over the entire useful life of documents, from acceptance, processing, archiving and distribution to mailing.

Input management

At first, printed documents such as letters, contracts and invoices are sorted, digitally recorded and collected alongside electronic documents to create “digital files” which different people in the company can access at the same time.

Document logistics

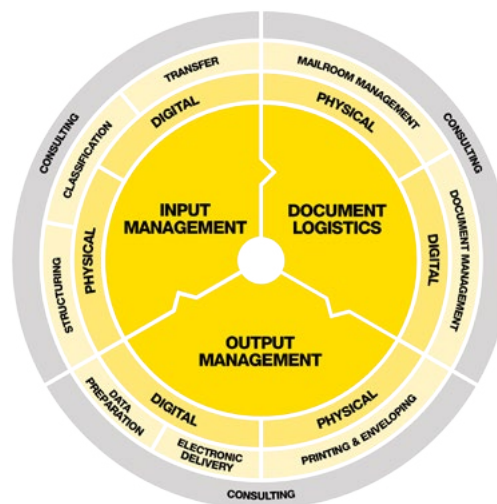
With Mail Solutions Austrian Post offers a variety of document processing services based on solutions for mailroom management, collection and delivery as well as document management. The focus is on optimally linking physical and digital documents before processing and storing them. Furthermore, Austrian Post provides its customers with comprehensive consulting services to optimise their document logistics.

Output management

The outgoing mail of a company can also be digitally managed with the help of Mail Solutions. Upon request, Austrian Post retrieves all relevant information from the customer system and prepares outgoing mail for shipment. “Depending on whether the addressee can be reached digitally or by mail, Austrian Post distributes the mail item – either electronically in a secure personalised letterbox, called e-letter, or printed and sent as a physical document by mail. On balance, we print a total of 370m A4 pages annually in this regard which are allocated to 120m mail items. Accordingly, Austrian Post operates the country’s largest transactional printing centre,” says Paul Hofer, Customer Service Output Management.

Potential is far from being exhausted

Many companies have not yet recognised the inherent potential of digital document management. “Firms fail to exploit the enormous poten-



tial in the input and processing of business documents because digital data and physical records are not merged,” explains Helmut Dobrovits, Product Management Document Logistics. The Mail Solutions business area already offers a broadly diversified range of services when it comes to innovation and technology. Austrian Post is expanding its systems on an ongoing basis in order to be able to offer state-of-the-art technology to its customers. In this way it will help to ensure that linking digital and analogue business processes will lead to greater efficiency in Austrian companies. ■

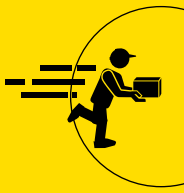
STRATEGIC PARTNERSHIPS

Cooperation with Fabasoft: Since October 2015 Austrian Post has been collaborating with Fabasoft, a leading European provider of cloud services, thus consolidating its leading market position as a complete provider of B2B solutions in the field of digital document logistics. Operating under the “Post Cloud Enterprise” brand, it now links cloud services with the digital implementation of all types of document-based business processes.

Acquisition of EMD: The acquisition of the scanning services provider EMD completes Austrian Post’s service portfolio in the field of intelligent input management by adding EMD’s tried and tested late scan services. EMD has been operating in the market for more than 30 years, positioning itself as a specialist for the digitalisation and microfilming of archives and historical documents. As a consequence of this cooperation, Austrian Post can now process all types of documents throughout Austria, whether they are an old archive, plans in A0 format, microfilms or folder-based archives.



Ricarda with her little cousin Katharina in a self-service zone in Vienna-Simmering



24/7 SHOPPING

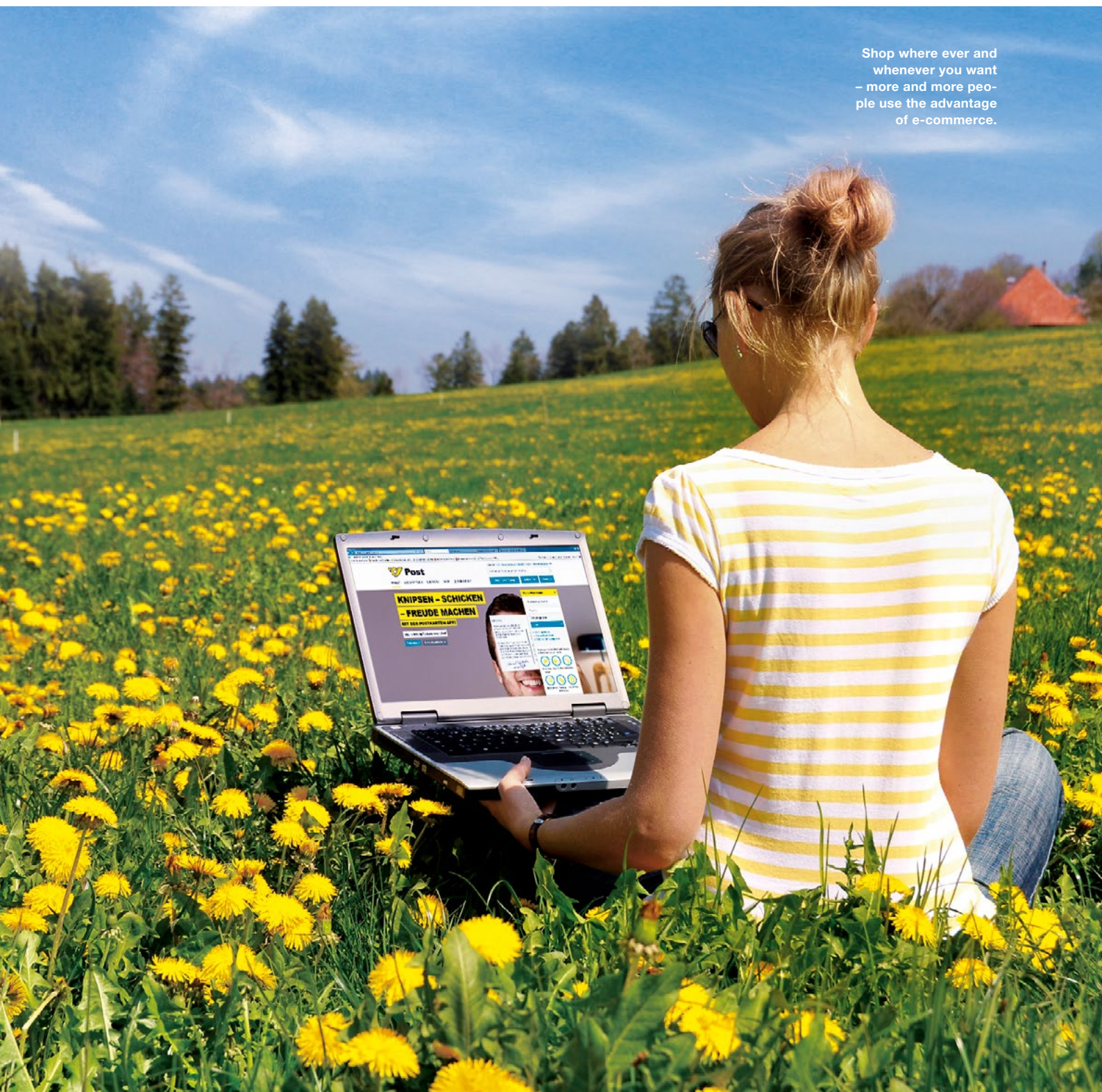
Consumer behaviour has completely changed over the past few years. People are doing more and more of their shopping online, and would like to hold the ordered goods in their hands on the same day. Comfort – the free choice of the delivery time and place – is also playing an increasingly important role. Austrian Post does not have to fear competition in a fiercely contested market due to its outstanding quality of service.

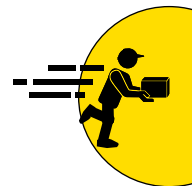
CHALLENGE ACCEPTED.

ONWARDS IN THE POST-MODERN AGE

The future in the retail sector is digital. The Web will never completely replace the boutiques, food stores and bookshops in our cities. But recent studies show that the potential of e-commerce is far from exhausted.

Shop where ever and
whenever you want
– more and more peo-
ple use the advantage
of e-commerce.





Austrian Post is playing a decisive role in the development of e-commerce on the Austrian market. It has clearly positioned itself as the market leader in parcel volumes over the past few years, and continues to be on the ball with respect to innovative solutions. And that is a good thing. This is because Austria's consumers continue to rely on doing things from a distance in terms of their purchasing behaviour. In 2015, the number of people in Austria engaged in so-called "distance selling" (online shopping) via the Internet or via catalogues climbed to almost five million. For the first time, the mail order business generated revenue exceeding EUR 7bn.

The data is derived from a review carried out by the Austrian Retail Association, which put a figure on distance selling in the year 2015. Accordingly, the increasing popularity of mobile phones plays a major role in the development of e-commerce. The number of individuals making purchases on their mobile phones rose by 60% to about one million from 2014 to 2015.

In particular, young people in the age group of 15–29 year-olds use their mobile phones to shop, comprising a 31% share of all people who do so. They browse and try out products in the stores and then compare prices on the Internet. The best offer stands out and is ordered before their attention is turned to the next object of comparison. Naturally, products repeatedly end up in their shopping carts – in real ones, mind you. Up until now, spontaneous purchases online have been difficult due to shipping times. It will be interesting to see how things develop in the future.

Very trendy

By the way, 38% of all the parcels delivered by Austrian Post contain fashion goods. That is why Austrian Post held a photo shooting in its Vienna Parcel Centre in October 2015 featuring eight fashion bloggers. They were not only impressed by the extraordinary location but also by the services of Austrian Post – and they should know what they are talking about. 91% of all parcels are successfully delivered by Austrian Post on the first attempt. Personal contact to the parcel carriers is another asset offered by Austrian Post. "My mail carrier already knows me. He always laughs when he gets me out of bed at seven in the morning," says one participant in the photo shooting with a smile. She is already looking forward to the next fashion delivery by Austrian Post.

Austrian Post takes good care of customers

Austrian Post continues to step on the gas with regard to its delivery quality. Online shopping may be so convenient at the beginning of the delivery chain, when goods are ordered. However, at the end the product has to reach the buyer quickly, and above all directly. This is precisely what consumers attach great importance to, now more than ever. Not only is price a decisive factor in purchasing decisions, but delivery times and the point in time in which consumers receive the ordered goods at the desired location are also increasingly important. ▶

WELCOME TO THE GLOBAL ECONOMY!

The volume of letters and parcels in global postal traffic is increasing in line with the upturn in e-commerce. The initiative "Interconnect" launched by the International Post Corporation (IPC) aims to improve the cooperation of international postal companies in order to more effectively manage growing shipment volumes.

According to IPC, about 70% of global e-commerce involves cross-border business transactions. A shipment within a country's borders can usually be traced by recipients at any time. In contrast, it frequently cannot be tracked along postal routes spanning national boundaries. Interconnect has operated as a link among individual logistics companies since 2015, enabling uninterrupted tracking, even in international postal traffic. Furthermore, IPC harmonises and expands the customer services of its partners on the basis of Interconnect, for example making it possible to process returns and offering different delivery options to recipients.

Austrian Post is also making an effort to expand its international network in a different area. Its two "Extraterritorial Offices of Exchange" located in Great Britain and Germany show that service à la Austrian Post is also in demand abroad. More specifically, the foreign branch offices of Austrian Post offer comprehensive services to business customers, for example to pick up mail items from customers, sort them and transport them to the respective country of destination. Due to the success of the Austrian Post branch office in Bonn, it was expanded in 2015 to four times its original capacity. A new office was also opened at London-Heathrow in collaboration with a local partner.



EXTRAORDINARY.
The parcel centre of Austrian Post in Vienna-Inzersdorf served as a unique location for a photo shooting of fashion bloggers.

Austrian Post can point to a whole range of innovative solutions ensuring greater customer comfort which have been successfully introduced in recent years. Examples are the expansion of its 24/7 offering featuring self-service zones and innovations like the practical pick-up box, or the possibility to directly select the desired branch office or pick-up station as the preferred delivery location.

But this is not all. At present Austrian Post is working on expanding its evening, express and Saturday delivery services. It is also carrying out experiments with “car-boot” delivery.

“Last but not least, shopping is an emotional act which also depends upon when the customer can actually hold the purchased product in his or her hands,” says Wolfgang Grausenburger, Head of Marketing Parcel Logistics, explaining why Austrian Post permanently works on implementing new measures to enhance customer comfort. “This point in time is a factor in the purchasing decision. That is why we strive to ensure that purchases reach the buyers as quickly as possible and with pinpoint accuracy. For this purpose we resort to a whole package of measures,” he adds.

1. Expansion of the network: Waiting in line is old news

One key part of the bundle of measures being implemented are the more than 300 self-service zones with packaging stations, franking machines and drop-off boxes, enabling customers to post mail items at any time. The 210 pick-up stations are available to customers around the clock, seven days a week. In 2015 one million shipments already reached their intended recipients in this manner. In addition, Austrian Post has already installed 13,416 pick-up boxes, with about 3,000 more in planning. In other words, self-service at Austrian Post ensures shorter distances and 24/7 availability. Long waiting times at the branch offices are a relic of the past.

Generally speaking, Austrian Post is excellently positioned thanks to its network of postal service points. Together with the 1,600 locations of its

partner company Hermes and 200 OMV petrol stations, customers in Austria now have 3,600 postal service points at their disposal. Accordingly, Austrian Post is the undisputed leader among all postal service providers operating in the country. “The dense network of postal service points offered by Austrian Post and the extensive range of its self-service offers as well as the delivery quality are the main reasons why we work together with the company,” explains Christoph Frank, Senior DE Transportation Manager of Amazon. “In this way customers in Austria can be sure that their orders will reach them punctually.”

2. New delivery solutions: Saturday service is well received

Austrian Post has been also delivering parcels in urban areas on Saturdays since October 2015. As a result, it is the only company in Austria operating in the CEP sector which offers delivery on six days of the week. Following the successful pilot project in the summer of 2015, the new service was smoothly integrated into normal business operations. For many customers, whether mail order houses or private customers, delivery on Saturdays is simply indispensable. “Even before the end of the pilot phase, it was obvious to us that Saturday delivery service would continue. This was particularly underscored by customer feedback,” explains Alfred Czasch, Head of Project Management Saturday Delivery. “The pilot project was not only a question of offering this service or not, but gaining an understanding of how to optimally provide this service.”

At present the new weekend service is offered by Austrian Post in urban areas. Nationwide rollout should be completed by the middle of 2016.

3. More interaction: Austrian Post is getting smarter all the time

In 2014, Austrian Post already launched its new app for smart phones. In the meantime, it has helped more than 300,000 users to receive their parcels. “The Post App has emerged as a key service tool for our customers,” states Christian Ludwig, Head of Product Strategy Digital Services. “This is one of the main reasons why its functions are being continually expanded and improved.” In addition to functions such as track and trace, site locators, rate calculator, and parcel redirection, the electronic “yellow slip” is particularly well-liked. The recipient receives electronic notification about the depositing of parcels on his smart phone or per e-mail beside receiving the printed form in his letterbox, and can subsequently pick it up directly from Austrian Post, for



“We knew from the very beginning that Saturday delivery was here to stay.”

ALFRED CZASCH, PROJECT
MANAGEMENT SATURDAY DELIVERY



example on the way home from work, without having to make a detour to go home first.

Parcel redirection is another online service provided by Austrian Post. The recipient is notified per e-mail or push message in advance when the delivery will take place within the pre-calculated time slot. If the designated time is inconvenient, the recipient can redirect the parcel, or is now given the possibility since 2015 to delay the delivery time by up to five days (with the exception of Saturdays) to the desired date.

In the future, it will also be possible to handle return parcels to mail order companies by using smart phones. The customer simply notifies the retailer that he wants to send one or more items back, and receives a QR code on his mobile phone. Then all he needs to do is print out a return label in the self-service zone of Austrian Post and the parcel is on its way back to the sender.

4. Customer proximity: Service lived and practised

Another success factor for Austrian Post is its high quality service. Some 1.2m inquiries are sent through various channels every year to the customer service centres of Austrian Post, in particular by phone or per e-mail and Facebook. This multi-channel approach enables Austrian Post to precisely respond to customers and their concerns where it is most convenient for them. "Good service is an important unique selling proposition for us compared to our competitors, thus comprising a decisive competitive factor. Competent consulting strengthens customer loyalty," states Andreas Konrad, Head of Customer Service. The service centres are not only points of contact providing assistance to customers, but also act as radar stations helping to identify future customer needs early on.

By the way, in 2015 the new Contact Centre in Vienna-Floridsdorf also introduced the possibility for personal consultations. Customers can clarify issues and resolve their concerns directly on site together with a service centre employee. This is real customer proximity!

Austrian Post as a link

In the future no stone will be left unturned in the retail sector. There's a lot going on, and motion is the order of the day for all players. Retail stores will have to manage the delicate balancing act between online and offline. Internet providers will expand their capacities in line with rising revenue. What about Austrian Post? In the field of e-commerce, the company services as a neuralgic interface linking the binary and real worlds. Its services keep everything going. ■

"NOT EVERYONE'S NEIGHBOUR IS A FARMER."

Johann Seitinger, Regional Minister for Agriculture and Forestry in the Provincial Government of Styria, talks about the good reasons in favour of Austrian Post's involvement in the online business selling food.



Fresh food produced by Styrian farmers has been marketed on the Internet with your support since December 2015. Has the e-commerce trend finally reached the food industry?
JOHANN SEITINGER: I think

so. Why should the agricultural sector not take advantage of the opportunity to conveniently sell its products via the Internet? It is an ideal platform, especially if people want to purchase something special such as high quality food directly from farmers. After all, not everyone's neighbour is a farmer. Up until now the mailing of fresh food failed to get off the ground due to technical and logistics obstacles, for example the problem of cooling. However, we have now overcome these obstacles with the help of Austrian Post.

Why did food suppliers select Austrian Post to be their logistics partner?

Naturally short delivery times play a crucial role in shipping fresh food. Austrian Post delivers the food to customers no later than one day after the online order was placed. Moreover, the deliveries are carried out in a CO₂ neutral manner, which perfectly fits this offering. Most people who attach importance to eating high quality food purchased directly from farms are also environmentally conscious. Bringing naturally produced food to customers in a sustainable manner is ideal.

Are there any other sticking points with respect to food logistics?

One of the key issues will certainly be the capability to expand the product line to create an even more appealing, high quality offering, especially with regard to organic food. Furthermore, product sizes have to be adapted to new forms of cohabitation. One example I can think of is single-person households. Finally, we have to continually work on further optimising logistics to enhance customer friendliness.



Number one in customer service: 95% of Austrians are satisfied with the services provided by Austrian Post.

DARLING OF THE PUBLIC

One would think that a recipient does not care who handles his mail item. But this is far from the truth! Austrians place great emphasis on high quality in delivery services. They know very well who they want to trust their mail items to. In this regard Austrian Post is clearly a step ahead of its main competitors.

Austrian Post is the undisputed market leader in Austria. It transports more than 76% of all private customer parcels and about 31% of B2B parcels. The well-developed branch network of Austrian Post is not the only reason for this. In addition to a very high delivery quality, the company is also given top grades for its service. This was demonstrated by a study carried out by the IFES Institute in 2015, which evaluated which parcel service providers in Austria best fulfil customer expectations regarding service.

The study clearly showed that Austrian Post's efforts to achieve greater customer satisfaction have paid off. 95% of the people interviewed gave Austrian Post a "good", "very good" or "excellent" rating. The company's efforts to ensure personal delivery as well as the type of notification about parcels which have arrived achieved particularly good grades. Austrian Post was rated best compared to its competitors in almost all areas covered by the survey. It was also given 90 out of 100 points with respect to "friendliness".

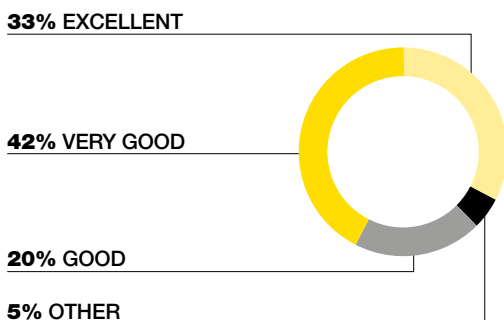


The clear-cut results of the study even surprised the opinion researchers at IFES. “We did not expect delivery quality to be so outstandingly important to the Austrians,” says IFES Managing Director Reinhard Raml in presenting the survey results. “Customer orientation is a decisive competitive factor today, also in logistics. Austrian Post is in an outstanding position thanks to the specific measures implemented in this area.”

Jörg Pribl, Head of End Customer Initiatives & Services at Austrian Post, is pleased with the company’s good performance. “Success is no coincidence. The results of the study show that our strategy is right on track thanks to its clear focus on customer orientation. In particular, taking account of developments in the field of e-commerce, we will continue to invest in tailor-made customer solutions in order to remain the top postal company in Austria.”

Austrian Post is not only the preferred choice frequently for private customers when it comes to logistics services, but also for many mail order houses and other companies as well. “Austrian Post is a reliable and service-oriented partner for us. This brings decisive advantages for our customers, because Austrian Post delivers quickly and reliably, even to remote places. The focus is always on customer benefits. These range from the speed and high delivery quality, even in the case of fragile items, to a high level of customer comfort,” says WEIN & CO CEO Heinz Kammerer. ■

PARCEL DELIVERY BY AUSTRIAN POST
CUSTOMER SATISFACTION



Source: IFES study 2015, n=500

“AUSTRIAN POST IS AT EVERY DOORSTEP EVERY DAY THROUGHOUT AUSTRIA.”

Stefan Heiglauer, Head of Parcel Logistics Austria, focuses on the services which make Austrian Post unique in Austria.



Competitors strongly intensified their business operations on the Austrian market in 2015. Does Austrian Post have to be afraid of new competition?

STEFAN HEIGLAUER: Yes, there is more competition in the parcel market. We principally

do not underestimate our competitors. In this way we always react adequately to changes and are able to expand our services. We are excellently positioned in Austria, and boast a whole range of competitive advantages, for example a dense branch network, strong human resources featuring a delivery staff of 9,000 mail carriers, and a good infrastructure. We are number one on the market thanks to the high quality and diversity of our services. These are major strengths which another company first has to try and match. Our customers highly value all this, as shown by the record achieved in 2015 of 80m parcels delivered by Austrian Post.

What can Austrian Post do better than other competitors?

We are familiar with the realities on the ground, and know our customers. After all, we are present every day at every doorstep throughout Austria. Furthermore, we offer numerous service solutions to our customers to enhance the comfort and convenience of the delivery process for them, for example the Post App and pick-up box. In Austria we enjoy the reputation of being a high-end provider. By the way, our CO₂ neutral delivery also contributes to this positive image.

However, the competition never sleeps. Can Austrian Post rest on its laurels and the good reputation it has?

We do not want to and won’t do it. We are continually developing our offering and steadily introducing new innovations. Almost all areas of our work are impacted. This was our approach in the past which we have no intention of changing in the future. Each year we invest EUR 30–40m to enhance customer satisfaction. In this way we will stay number one on the market.

BRAVE NEW WORLD OF SHOPPING

How Austrian Post responded to changed customer needs with a new branch office concept – and how its customers reacted.



From water dispenser to a distinct fragrance: the new branch office concept of Austrian Post has thought of everything.





Austrian Post's current pilot project, "A feel-good branch office", is now testing the branch office concept of the future in Vienna-Simmering. Consumers in a shop have long expected to be offered much more than just the opportunity to shop. Austrian Post wants to offer this "added value" in its branch offices. New customer-friendly facilities help customers enjoy their stay in the branch office, making the way to the post office a gratifying experience.

A sense of well-being means you're halfway there

If shopping on one's computer or smart phone can be done conveniently from home, what added value can retail stores possibly offer a consumer compared to his own four walls? Austrian Post focused on this question when developing its new branch office concept, which is being tested in a branch office in Vienna's 11th district since May 2015. Implementation of the concept first involved upgrading and redesigning the branch office's looks and installing a fully-equipped self-service zone. A spacious lounge with comfortable seats and books, a coffee and water dispenser and a "mini post office" for kids contributes to subjectively shortening waiting times for customers. In addition, WLAN, the branch office's own radio programme and infoscreens ensure that people will not get bored there.

"In our feel-good branch office, we focus on saving time. We cannot completely eliminate waiting times, but we want to make our customers'

stay there as pleasant as possible, which in turn often unexpectedly generates added value for them," claims Nicole Hackl, Project Management Branch Office Sales, in describing the reasoning underlying the new concept.

Feeling good (also) comes through the nose

"Moreover, we want to create a positive aura. For this purpose we chose an unconventional approach for the Simmering site," Hackl continues. Austrian Post had its own aroma concept developed. None other than the star perfume creator Lorenzo Dante Ferro, who has already worked for Kylie Minogue and the Pope, was entrusted with this task. "It may sound as if I am exaggerating, but a good fragrance is simply a must," Project Manager Nicole Hackl concludes.


Farewell to queues!

What good are comfortable seats in a cosy lounge if one had to stand in line by the counter? Austrian Post has an answer to this question, i.e. a ticket system allowing the customer to freely move around while waiting until his number is displayed on the infoscreen. In many Austrian Post branch offices there is only a single queue for all counters. This new ticket system which has been well received by customers takes this approach a step further.

Moving in the right direction

The feel-good branch office concept of Austrian Post precisely captures the spirit of the times. This success is reflected in the results of a customer survey carried out in the new Vienna-Simmering branch office in the middle of 2015. 58% of the 630 people interviewed rated their visit more favourably than before the changes were made, and more than 70% subjectively felt that their waiting time was shorter.

Austrian Post considers the positive survey results as a clear mandate. Now selected measures will be gradually implemented in other large, highly frequented branch offices. The redesigning of the Vienna Fleischmarkt post office has already been concluded. ■



THE TEN COMMANDMENTS OF WELL-BEING.

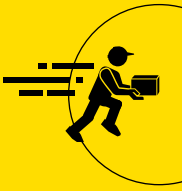
- Ticket system
- Sitting area
- Bookshelves
- Coffee and water dispenser
- Children's corner
- WLAN
- Radio programme
- Shopping carts
- Infoscreens
- Aroma concept



"We want to make our customers' stay in the branch office as pleasant as possible."

NICOLE HACKL, PROJECT MANAGEMENT BRANCH OFFICE SALES





MAIL WITHOUT A SPEED LIMIT

Customers increasingly ask for customised solutions, and markets are becoming more globalised. Austrian Post is well positioned logistically and with respect to its international network, enabling it to meet growing demands for the highest quality service. So that it stays that way, it is keeping pace with the times, continuously investing in its high-tech, state-of-the-art logistics infrastructure.

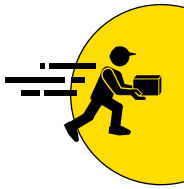
CHALLENGE ACCEPTED.



Six billion letters and 80m parcels annually – a lot of logistics know-how is required to manage such huge mail volumes.

ALWAYS A STEP AHEAD

Courage is a good driver of innovation. This particularly applies to the logistics sector which is expected to face major challenges in the coming years. For Austrian Post, it is crucial to pose the right questions today in order to be equipped in time to meet the demands of tomorrow.



E-commerce is showing unbridled growth. More and more goods are being shipped by mail from shops to people's households (and in some cases back again). The customers are calling for more comfort than ever before. In addition to 6b letters, Austrian Post transports 80m parcels each year, a figure which is expected to increase in the medium term. A great deal of effort is already required in order to be able to process this huge quantity of mail items. The perfect interaction of people and technology is essential. But this is far from being all that is needed.

The triad of success

There is no doubt that technology is particularly important in the field of logistics. However, technology by itself is not a guarantee for success. Operational processes have to be continually scrutinised, re-invented and perfected. "Optimisation" is the catchword, and simultaneously a commonplace occurrence in the company. Since 2015, all branch offices have been supplied by the Austrian Post subsidiary Systemlogistik. Its Operations Manager Marianne Ramser explains the advantages of this insourcing measure. "We provide customised fulfilment solutions to all our customers. The next logical step was to exploit our logistics competence for the benefit of our parent company's branch network. In any case, we ensure greater efficiency and reduce costs by maximising the value creation of Austrian Post." In addition to targeted optimisation, Austrian Post also continuously strives to identify the requirements of its customers and business partners in a timely manner, ideally before they do it themselves. The result of this discovery process is Austrian Post's ability to provide just the right service.

The triad of success consists of technology, optimisation and service. The employees of Austrian Post develop many innovations on their own. However, to really be able to remain in the

forefront in all areas, they also work together with partners from the scientific and business communities to develop new solutions before quickly and resolutely implementing them. In other words, Austrian Post stays in motion. This is one of the reasons why it is the undisputed market leader in Austria, looking ahead to the future with optimism.

When innovation becomes routine

The logistics centres of Austrian Post require particularly complex automation solutions. These facilities already operate at a very high technological level. Nevertheless, the company will never be able to claim that it has gone as far as it can. There is always more to do in this area. As a consequence, innovation has long become standard procedure at Austrian Post. The new sorting machines for small letters are only one of the many technological advances which are regularly introduced at Austrian Post. These devices achieve an hourly throughput of up to 46,000 mail items. Austrian Post installed 20 of these powerhouses in 2014 and 2015, thus further accelerating processing of mail items. Another novelty is the automatic "sequencing" of small letters, which has been rolled out throughout Austria in the meantime. These automatic sequencing machines order mail items in accordance with the specific delivery routes of the mail carriers. Up until now this was done manually in a time-consuming process. The time saved is now at the disposal of mail carriers for other tasks (refer also to page 67).

Customer service as the overriding objective

Ultimately all technological and optimisation measures are designed to pursue the objective of further improving the service and product offering for Austrian Post customers. The company already enjoys a substantial competitive advantage, not least because of the customer service. Thanks to its technological edge, Austrian Post also benefits from starting points for the development of new technologies and services. Austrian Post exploits these advantages every day. ■



ALWAYS ON THE BALL. Austrian Post is always on the ball when it comes to technology, efficiency and customer service in order to remain the number one in a highly competitive market.

TO BE OR NOT TO BE IN SPECIALITY LOGISTICS

Does everything really have to get faster? The answer is a clear-cut “yes” – in any case when it involves the transport of goods that have to remain fresh.



Food is delivered fresh and securely thanks to the Post insulation box.

Austrian Post has long operated in the diversified field of speciality logistics, for example through its German subsidiary trans-o-flex which specialises in the temperature-controlled transport of pharmaceuticals. Last year Austrian Post got off to a flying start in a completely different segment. Since April 2015, it has been the only provider in Austria to offer food delivery on a nationwide basis. Austrian Post brings food freshly and securely to the customer’s doorstep already on the day after the order was placed, and even on the same day in urban areas thanks to its same-day delivery service.

“Fast food” from Austrian Post

A lot of energy had to be invested in developing a suitable concept before the nationwide delivery of food could be successfully rolled out. In 2015, the decisive breakthroughs were achieved by Austrian Post in cooperation with the University of Applied Sciences Upper Austria, Steyr, the software developer RISC and the Pfeiffer Trading Group. Not only were addresses in urban areas supplied with food for the first time within the context of the “food4all@home” pilot project, but households throughout Upper Austria. “We managed to lure experts from a wide range of disciplines on board to jointly develop a system enabling food to be delivered quickly, securely and conveniently,” explains Karina Osterkorn, Head of Strategic Logistics Projects at Parcel Logistics Austria.

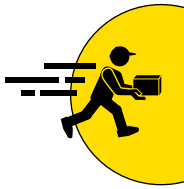
The coolest box in the country

In the course of the project, it turned out that delivering food with refrigerated vehicles would not fulfil the economic objectives of the concept. The project partners developed a specially designed transport box in order to be able to

“We developed a system to make food delivery quick and safe.”

KARINA OSTERKORN,
HEAD OF STRATEGIC LOGISTICS PROJECTS,
PARCEL LOGISTICS AUSTRIA





transport food via “normal” postal channels. Individually deployable cold packs keep the contents at a temperature of 3 to 5 degrees Celsius over a period of up to 48 hours. The measurements of the insulation box in accordance with the Eurostandard along with its secure sealing mechanism make it possible to sort, transport and deliver the box as a conventional parcel. As a result, the project partners found a perfect solution for food delivery, both from an economic and ecological perspective. This is because the boxes can be used again and again.

Efficiency on the last mile

Another element in the holistic system “Food à la Post” is a last mile logistics concept developed by RISC to analyse the traffic situation “on the last metres” of the shipment and more precisely plan delivery routes on this basis. By the way, the choice of the optimal route saves fuel and thus also has a positive impact on the environment.

In the pole position with Austrian Post

The Pfeiffer Trading Group aims to secure a head start in shipping food by cooperating with Austrian Post. Experts expect significant growth in this segment in the years to come. Of course, other players have come to the same conclusion, and launched their own food delivery service. However, Austrian Post is the only company in the country offering nationwide delivery at reasonable costs. Thanks to its existing infrastructure, Austrian Post boasts a significant developmental edge it will exploit in working together with other retailers. “We are equipped to handle larger volumes, and are open to cooperating with new partners at any time,” Karina Osterkorn emphasises.

Fresh without CO₂

Not only do the big players want to get a piece of the online pie. This was demonstrated in 2015 by ECOM Consulting, which sells food over the Web via its Internet platforms *biologisch.kaufen*, *gustino.kaufen* and *abhof.kaufen*. The delivery of food takes place in a CO₂ neutral manner by Austrian Post, an ideal partnership in the eyes of Managing Director Christian Lochner. “The service of Austrian Post featuring CO₂ neutral delivery and the reusable Post cooling boxes perfectly fits our concept. Our customers appreciate this, which in turn added impetus to our business.”

There’s no getting around Austrian Post

Food logistics is only one of many areas in which the retail sector in Austria benefits from cooper-

ating with Austrian Post. Unconventional paths, the willingness to experiment and innovation are frequently required to develop the optimal solution. Austrian Post’s *food4all@home* project shows that this bold strategy pays off.

Optimising the last mile

“Quick, flexible, inexpensive” is the order of the day, but not only for food shipments. Consumer expectations of holding products in their hands on the evening of the same day they were ordered online pose new challenges to logistics operations. In the near future spontaneous purchases on the Internet will be an everyday occurrence, for example a Blu-ray disc for video viewing in the evening, the latest sneakers for the upcoming night of partying or a packet of aspirin against irritating headaches. For Austrian Post, this development initially means that “last mile logistics” will have to be further improved. In addition to speed, convenient delivery of the mail item is in greater demand than ever before. “We are always look- ▶

PRIZE-WINNING PROJECT

Austrian Post was awarded two prizes in 2015 for its innovative food delivery project. One was the Austrian Logistics Prize granted by the Association for Network Logistics, the other the Spring Award for “Mobility of the Future” bestowed by the Federal Ministry of Transport, Innovation and Technology and the Austrian Research Promotion Agency (FFG).

ONE BOX HAS IT ALL

Food arrives cooled, fresh and securely with the Austrian Post insulation box.

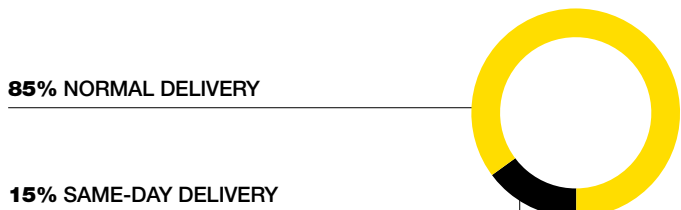
- Reusable container made of expanded polypropylene (EPP).
- External dimensions including cover according to the Eurostandard (60 x 40 x 41.8 cm)
- Usable inner volume of 52.7 litres
- Cooling of up to 48 hours by standard cold packs
- Flexible interior
- Food-safe
- Secure closing with special seals

SAME-DAY DELIVERY TAKES OFF

McKinsey expects the share of same-day parcel delivery on the Western European market as a percentage of the B2C business to rise to 15% of the total volume or by EUR 3.1bn by the year 2020.

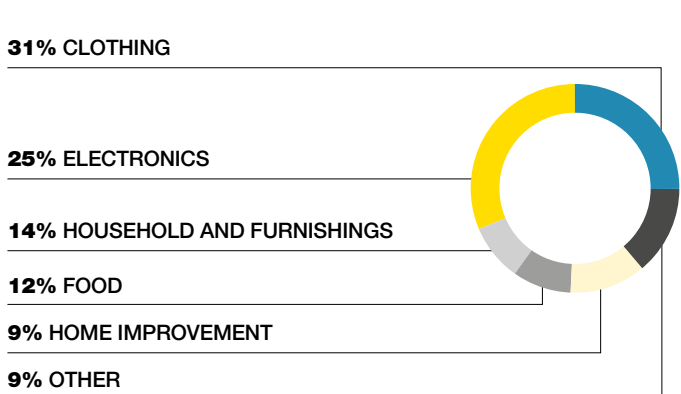
DELIVERY TYPE

PROJECTED SHARE IN 2020



PRODUCT GROUPS

PROJECTED SHARE IN 2020



Source: Euromonitor; McKinsey 2014

ing for new delivery options to more effectively accommodate the wishes of our customers,” says Friedrich Barth, Head of Sales Parcel Logistics. “For this reason, we are proactively focusing on optimising the last stage of our shipments, for example by informing the recipient in advance when he can personally accept his parcel.”

Speciality logistics scores points in Germany
 Speed, temperature control and security also



“At present we are focusing on optimising the last stage.”

FRIEDRICH BARTH,
 HEAD OF SALES PARCEL LOGISTICS

determine the level of customer acceptance when it comes to another product group, namely pharmaceuticals. Here Austrian Post operates in an interesting market niche thanks to its fully-owned subsidiary trans-o-flex.

Since 2002 trans-o-flex ThermoMed has been offering active temperature-controlled transport services in the temperature ranges which are of relevance to the pharmaceutical industry. After the EU guidelines on transporting pharmaceuticals contained in the “Good Distribution Practice of Medicinal Products” were toughened, trans-o-flex launched trans-o-flex ambient in 2014. Since then, its logistics network has been expanded in order to ensure quick and reliable active temperature-controlled transport in the range of 15 to 25 degrees Celsius, also to meet growing demand.

Network expansion continues

Following the principle decision to expand the trans-o-flex ambient network, further expansion steps took place in 2015. The Hannover, Jena, Cologne, Weinheim, Nuremberg and Alzenau sites were converted to the new system along with the central trans-shipment hub in Kassel. Active temperature-controlled shipments are now fed into the ambient network from these seven hubs. “In this way we created the essential pre-requisites for further growth,” states Christian Knoblich, Member of the Management Board and Director of Sales and Marketing at the trans-o-flex Logistics Group. “One of the most important advantages in expanding the network is the later pickup times from our customers, which comprise a key asset in this sector.”

Trans-o-flex is also making investments in its vehicle fleet and technological solutions to ensure the smooth transport of temperature-sensitive pharmaceuticals. Today some 2,000 vehicles are in use for trans-o-flex ambient. Customers have the possibility to check the temperature documentation of their delivery via the company’s customer platform.

Austrian Post as a pharmacy?

Austrian Post also generates synergies from the pharmaceutical expertise of trans-o-flex on behalf of the pharmaceutical wholesaler AEP, in which Austrian Post acquired a 45% stake in 2013. Today AEP serves more than 3,000 pharmacies throughout Germany. The most significant advantage it has over the competition is that AEP only delivers once a day from one central storage facility, enabling it to provide its services at more favourable rates.



SAFELY DELIVERED

Post.Wertlogistik is one of the two leading service providers for the absolutely safe transport of cash and other valuables in Austria.

In particular, banks and the retail sector take advantage of the comprehensive services in this segment which are offered by Austrian Post. In addition to the transport, pickup and delivery of cash, the company also takes care of the entire cash management, i.e. the counting, deposit and credit entry of the monies (coins and bills) entrusted to Austrian Post for handling.

Moreover, Post.Wertlogistik boasts a high security storage facility for valuable goods in the Vienna area, and organises the international transport of valuable goods in cooperation with specialist companies.

In 2015, the Austrian Post subsidiary was also contracted to deliver the exam packs for the national school-leaving and university entrance tests known as the “Matura”, a recent vote of confidence on the part of public authorities. ■

“I AM SURE AUSTRIAN POST WILL GET AN ‘A’ ON THE CENTRALISED MATURA EXAM.”

Gabriele Heinisch-Hosek, Federal Minister of Education and Women’s Affairs, talks about the complete and above all secure range of logistics services needed for the standardised national school-leaving exams known as the “Zentralmatura”.



The organisation of the “Zentralmatura” requires a series of highly complex logistics services. What do you think matters the most?

GABRIELE HEINISCH-HOSEK:

Above all, we have to be able to guarantee data protection of the

exam papers during the entire process, from the time they are sent to the printer’s for printing until they arrive in the schools. It is a fact that the documents pass through a great many hands. That is why we have to permanently monitor every transport step.

Why did you entrust Austrian Post with this task?

In handling the absentee ballots, Austrian Post repeatedly demonstrated that it can perfectly manage complex logistics services in line with particularly high security standards. In addition, it also boasts the required infrastructure and organisation to be able to perform these services in the first place, including high security storage facilities, vehicles with GPS tracking and experienced employees.

What makes this work so complicated?

The standardised exams take place in 683 schools throughout the country at the same time. This means we have to ensure that the exam packs are not only securely delivered to all schools but also get there on time. This is the only way to guarantee fairness for all school pupils. I am sure Austrian Post will get an “A” on the centralised Matura exam.

IN THE BEGINNING WAS THE IDEA

Party and innovation: startups celebrate their successes at the Pioneers Festival, and build up new networks. Austrian Post regularly participates.

In its ongoing search for new solutions, established processes at Austrian Post are taken apart, mixed up and put together to create new ones. Austrian Post also occasionally undergoes a reinvention or rejuvenation from the outside. The result is frequently a refreshing new idea.



then remixed to create a new whole. “In this process we have to repeatedly reinvent ourselves. It is a great feeling to see tangible results,” Götzl explains.

The team led by Herbert Hufsky uses the ideas put forward by ProLog to develop specific concepts which are subsequently put into practice. The ProLog employees are then entrusted with this task. “It is important that our employees are personally involved in the entire process, from the initial brainstorming to actual implementation. This not only facilitates the implementation but also promotes motivation,” Hufsky adds. “In addition, our young employees at ProLog can learn quite a lot about logistics.” In this connection the department sees itself as a talent factory in which young professionals are provided with the opportunity to contribute their ideas while profiting from further education and training.

As a ProLog Project Manager, Xaver Götzl has been in charge of implementing new logistics solutions at trans-o-flex since 2014. He has already got a few things moving together with his German colleagues. “We have achieved a lot but we will not rest on our laurels.”

But back to the beginning: once a week the ProLog team meets in Vienna. ProLog stands for “Process Optimisation Logistics.” The name speaks for itself. The department aims to keep on improving processes. Best practice examples from the entire Group support the team’s work. They are defined, analysed, taken apart and

Innovation is contagious

What do Austrian Post and startups have in common? Not much at all at first glance. However, if one takes a closer look, it is understandable why the company so strongly stood up for young enterprises at the last Pioneers Festival in Vienna. This is because the startups of today are the Austrian Post customers of tomorrow, as demonstrated by the business models of many of the newly-founded firms which still concentrate on selling their products on the Internet. Against this backdrop, Austrian Post once again participated as a supporting partner of the Pioneers Festival in Vienna in May 2015. More than 70 entrepreneurs submitted ideas for the “Post Start-up Challenge” ahead of time. 18 of them were invited to pitch their proposals. The winners were announced at the Pioneers Festival. They shared a package of direct mail and logistics services valued at EUR 150,000.

It is important to note that Austrian Post’s involvement in the Pioneers Festival is not simply a question of garnering publicity for itself. The company is continually on the lookout for new, innovative products and ideas, and hopes to become “infected” by the mentality of the startups.

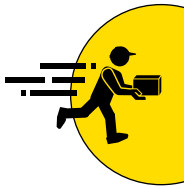
INSPIRING.
The Pioneers Festival has been held in Vienna once annually since 2012. It is a good opportunity for Austrian Post to be inspired by the creativity of young startups.



“Our young employees can learn quite a lot about logistics at ProLog.”

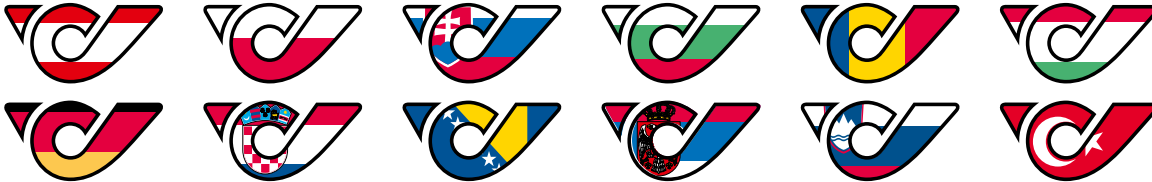
HERBERT HUFSKY,
HEAD OF LOGISTICS SERVICES & PROLOG





COMMITMENT WITH A FUTURE

Austrian Post operates in eleven countries in addition to Austria. The shipment of parcels is the most important driving force.



The transfer of know-how and experiences is just as crucial an element in the foreign business strategy of Austrian Post as investments in growth. At present Austrian Post sees attractive potential particularly in Turkey. It has held a 25% shareholding in the Turkish firm Aras Kargo since 2013, with the option of acquiring a further 50% stake in the company in 2016.

Austrian Post is not only investing money but also considerable innovative strength in this new market. For the most part, the required know-how is “Made in Austria”. Statistics provide room for optimism that this commitment will pay off. Dervis Kahraman, CFO of Aras Kargo, puts things in a nutshell: “Annual per capita parcel revenue in Turkey is currently only a fraction of the comparable figure for Western Europe. In other words, we have a lot of catching up to do.” In recent years Austrian Post has steadily increased its market share in the CEE parcel business. “E-commerce is also gaining in popularity here. We are ahead of our local competitors in many ways thanks to our expertise in shipping parcels,” explains Carsten Wallmann, Head of Turkey and CEE Parcel, emphasising the solid strategic underpinning of the company’s business operations in its international markets.

Qualitative and quantitative growth

Austrian Post is pursuing two strategic approaches with its foreign subsidiaries. Its international engagement focuses on both a qualitative and quantitative level.

On the one hand, existing facilities are being modernised, and on the other hand, new sites are being built up. In 2015 alone Austrian Post created more than 5,600 m² of additional office, sorting and storage space, and further capacity increases are planned. At the same time, Austrian Post aims to generate a further increase in shipment volumes and deal with the growing share of e-commerce in CEE by offering sophisticated last mile solutions. Both mail and the parcel segment

pave the way in Croatia: “Our mail subsidiary Weber Escal succeeded in raising its addressed letter mail volumes by an impressive 63%,” says a pleased Wolfgang Einer, Head of CEE Mail. In the parcel segment, Overseas Trade created an attractive new option, offering delivery within a time window of two hours at the customer’s request. Moreover, this Austrian Post subsidiary in Croatia launched a new logo within the context of the rebranding initiative for all CEE parcel subsidiaries. The rebranding drive was implemented by Austrian Post in Slovakia in 2014, followed by Croatia and Hungary in 2015. The remaining CEE subsidiaries will conclude their rebranding in 2016. Accordingly, all Austrian Post parcel subsidiaries in the CEE region will appear as one unified brand.

Long-term commitment

The “gold rush” in CEE has long been over. However, this does not change Austrian Post’s strategy in this region. The company considers its international business activities to be a long-term investment in the future. This not only applies to South East and Eastern Europe. Austrian Post is more or less present in all other European markets via its participation in the EURODIS network. The B2B network of EURODIS links 35 leading transport companies to create an efficient combined freight distribution service for parcels and pallets. ■

CUSTOMER-ORIENTED MAIL SOLUTIONS WITHIN GERMANY AND TO THE WHOLE WORLD

AUSTRIAN POST International Deutschland GmbH based in Bonn supports its business customers with individual solutions for the mailing of their business mail, direct mail, press releases and the dispatching of small-sized goods. API provides comprehensive consulting and services for the entire mailing process for Germany, Austria or around the world thanks to its long-standing know-how, high quality and reliability.



Mail carrier Marianne Reiss out and about on her jet flyer in Vienna's 21st district



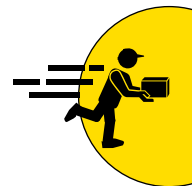
GREEN IN MOTION

Austrian Post is focusing on a prudent use of resources. This not only reflects the societal trend, but above all a key demand of its customers. For this reason, Austrian Post resolutely strives to minimise its ecological footprint, and is the only company in the industry to offer CO₂ neutral delivery.

CHALLENGE ACCEPTED.

Each year the two photovoltaic facilities of Austrian Post produce 1.4m kWh.





THE GREEN WORLD OF YELLOW-BRANDED AUSTRIAN POST

Austrian Post is considered to be one of Austria's flagship companies. Thanks to its business operations and infrastructure, it makes an important contribution to the economic success of the country. At the same time, it bears considerable responsibility, not least when it comes to environmental protection and sustainability.

Environmental initiatives, new energy concepts, international partnerships and ongoing technological improvements make Austrian Post a pioneer with respect to sustainability. This also demonstrates that, in line with its slogan "Always on the Move", the company is also on the right environmental path. One example is its CO₂ NEUTRAL DELIVERY initiative. Within this context, Austrian Post has been determinedly striving since 2011 to sustainably reduce its ecological imprint. After all, the mail carriers at Austrian Post travel 290,000 kilometres each day to provide postal services to the Austrian population. In three days, they cover approximately the distance between the Earth and the moon and back. For this purpose the company naturally requires enormous amounts of energy in the form of fuel, electricity, district heat and gas. On balance, the greenhouse gas emissions of Austrian Post amount to about 70,000 tonnes of carbon dioxide annually. Austrian Post is pursuing a three-phase programme in order to reduce the volume of emis-

sions, making it possible to transport and deliver all letters, parcels and direct mail items within Austria in a CO₂ neutral manner without exception.

Austrian Post undergoes annual audits conducted by TÜV Austria Services GmbH. In this way, it makes sure that the CO₂ emissions of the company are calculated correctly and completely offset. Accordingly, Austrian Post guarantees CO₂ neutral delivery without any added costs incurred by its customers.

More than 100 years of electromobility

Austrian Post's vehicle fleet produces most of the company's CO₂ emissions. Naturally, the company is focusing its environmental protection activities on the field of mobility, in particular by expanding its e-vehicle fleet. The "Green Vienna" and "Model Region E-Mobility Post" projects serve as the basis for these efforts. The latter initiative foresees the expansion of Austrian Post's e-vehicle fleet to 1,300 by the end of 2016.

However, electromobility is by no means a new ►



AWARD-WINNING.

Austrian Post has already received a number of awards for its activities in the field of environmental and climate protection. In 2015 it was among the top five in the Carbon Disclosure Project and was rated 5th in the industry by oekom research as at January 29, 2016.



"My customers have a very positive attitude towards our innovations."

MARKUS KARALL, MAIL CARRIER IN VIENNA-PENZING

The electric-powered vehicles of Austrian Post are exclusively charged with “green” electricity.



THE THREE-PHASE CO₂ NEUTRAL DELIVERY PROGRAMME

AUSTRIAN POST IS THE ONLY COMPANY IN THE INDUSTRY IN AUSTRIA WHICH HAS COMPENSATED FOR ITS EMISSIONS OF GREENHOUSE GASES SINCE 2011 THANKS TO ITS CO₂ NEUTRAL DELIVERY INITIATIVE. THIS PROGRAMME HAS THREE PILLARS:

1. AVOID EMISSIONS AND INCREASE EFFICIENCY

Buildings:

- Monitoring of energy consumption
- Efficient lighting and room heating concepts

Vehicle fleet:

- Optimised route planning
- Modern vehicle fleet

2. ALTERNATIVE SOURCES OF ENERGY

Buildings:

- Conversion of the entire electricity procurement to “green electricity” and operation of two photovoltaic facilities on the roofs of the Vienna-Inzersdorf and Allhaming Logistics Centres (Upper Austria)

Vehicle fleet:

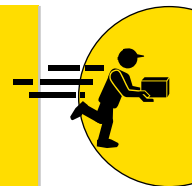
- Expansion of the e-vehicle fleet from 1,012 at year-end 2015 to 1,300 vehicles by 2016
- 52 environmentally compatible natural gas-powered vehicles

3. COMPENSATION

Finally, all emissions which cannot be avoided at the present time are offset in a third step. This takes place by supporting numerous climate protection projects.

development for Austrian Post, in contrast to many other companies. In 1913, the company already deployed its first e-vehicle. Today the Austrian Post fleet consists of 1,000 e-vehicles, and the electricity required to power the vehicles is derived exclusively from renewable energy sources generated in the photovoltaic facilities located on the roofs of the logistics centres in Vienna-Inzersdorf and Allhaming, Upper Austria. “The new electric quad vehicle ‘Jetflyer’ is one of the new pieces of equipment purchased by Austrian Post in the past year. The single-seat, four-wheel vehicle produced in Styria is not only safe on the roads but can also transport a load of up to 100 kg,” explains Markus Karall, letter mail carrier in Vienna-Penzing, commenting on the advantages of this futuristically-looking vehicle.

In the meantime, the entire letter mail delivery operations in Vienna’s 14th district are carried out using electric-powered vehicles. This helps to prevent noise and dust from arising, impressing many customers, as Markus Karall has experienced. “I have often heard comments such as, ‘Great vehicle’ or ‘Ingenious’. My customers have a very positive attitude towards this innovation!” This is not surprising at all. An increasing number of people are sincerely interested in ensuring climate-friendly mobility.



“ACHIEVE MORE WITH LESS ENERGY.”

Andreas Frey, Head of Facility Management at Austrian Post, talks about important milestones on the path to increased energy efficiency.

The greening of Vienna

Another climate protection project implemented by Austrian Post in the field of mobility is its “Green Vienna” programme. By the end of 2016, the entire delivery of letters and direct mail items to private customers will be converted to electric-powered vehicles or carried out on foot. This goal has already been attained in 14 of Vienna’s 23 districts. The funding programme “klima:aktiv mobil” of the Federal Ministry of Agriculture, Forestry, Environment and Water Management as well as the Climate and Energy Fund of the Austrian Federal Government are officially supporting Austrian Post’s ambitious efforts.

Joining forces for climate protection

In cooperation with the Austrian Federal Railways (ÖBB), Austrian Post has been working for a long time to strengthen electromobility, also with respect to public transportation. More specifically, it is involved in a lighthouse project of the ÖBB designed to sustainably link electromobility and public transportation with each other. The project called “eMORAIL” enables commuters to cover those stretches of their journey which are difficult or impossible to manage using public transportation in environmentally-friendly e-vehicles.

At the pilot site in Edlitz-Grimmenstein, Lower Austria, a commuter and Austrian Post share an electric-powered car. The commuter uses the vehicle for driving from his home to the train station and back. During the day Post employees deploy it for delivering letters and parcels. The commuter is free to use the vehicle the way he wants during the weekend.

As a follow-up to this project, Austrian Post launched “E-Mob 2.0” in 2015 in cooperation with EMIL-Carsharing in Salzburg. An e-powered Nissan van is available to Austrian Post for its delivery operations between 6 a.m. and 4 p.m., and can be used at all other times by private EMIL customers.

Efficient use of renewable energy

Austrian Post’s efforts extend beyond its activities to promote electromobility. Since 2012 the company has been relying on electricity generated by renewable energy sources for its buildings. The electricity required by Austrian Post’s e-vehicle fleet is derived from its two own photovoltaic facilities. It operates a photovoltaic plant on the flat roof of the Vienna-Inzersdorf Logistics Centre with an output of 882 kW_{peak}. The second plant located on the roof of the Allhaming Logistics Centre boasts an output of 496 kW_{peak}. Each year the company’s own pow-



Energy efficiency has long been a key focus of the company’s policy. What has been the biggest success in this area in recent years?

ANDREAS FREY: Above all the new photovoltaic facilities on the roofs of our logistics centres in Vienna and Allhaming have

provided considerable impetus to the issue of energy efficiency in the company. We have been able to make considerable progress in our building technology not least because of this reason. Examples are the ongoing conversion of logistic centre lighting systems to LED technology and replacement of old heating units and hot water systems with new, energy-efficient devices. In this way we have succeeded in significantly reducing our energy consumption. Naturally the financial aspect is important in addition to the positive environmental impact. The realisation that energy efficiency can lead to sustainable savings is presumably one of the most important accomplishments in recent years, further underlining the impact of our efforts in this area.

When do you think you will reach the limits of what can be done to enhance energy efficiency?

It will take a long time to reach this point. We continually focus on identifying potential energy savings, and regularly come across areas where we can further optimise energy consumption. In 2015 we took advantage of such opportunities to reduce energy use and developed appropriate measures we are now working on implementing.

Austrian Post is currently building its new corporate headquarters in Vienna. The building has already been granted a sustainability certificate in the construction phase. What were your priorities in the planning process?

From the very beginning the Post at Rochus project had its sights set on creating a modern and innovative working environment, in which we could achieve more with less energy. For this reason, we took many details into consideration with respect to the lighting concept as well as the heating, cooling and ventilation systems. They comprise the basis for the resource-saving operation of the building. We are also supporting our colleagues who ride their bicycles to work, for example by installing showers and secure bike racks.

er-generating capacity thus amounts to almost 1.4m kWh. This is not only good for the environment, but also has a positive impact on Austrian Post's business results. In the light of long-term increases in energy prices, the photovoltaic concept brings economic benefits as well.

Enough about producing energy. But what about consumption? In this regard Austrian Post focuses on the ongoing conversion of relevant logistics centres to the LED technology for lighting as a measure designed to enhance efficiency. In particular, this makes sense in the logistics centres due to their enormous size. This technology not only reduces energy consumption but leads to significant cost savings. Moreover, the climate protection agenda of Austrian Post also includes connecting buildings to existing district heating networks, and last but not least thermal renovation measures.

The future corporate headquarters of Austrian Post will serve as a "green lighthouse" for the company with respect to energy efficiency. The building in Vienna's third district will be ready for occupancy starting in the fall of 2017. In the construction phase it has already been granted the sustainability certificate of the Austrian Sustainable Building Council (ÖGNI). With this

certificate ÖGNI recognises the modules of an overall concept for greater sustainability, i.e. energy efficiency, lower emissions of pollutants, innovative cooling systems, bicycle parking and many other measures.

Recognition for environmental protection

Austrian Post has also gained public recognition for its efforts to promote environmental protection. The Vienna-Inzersdorf Logistics Centre has won several awards for participating in the City of Vienna's Ecological Project for Integrated Environmental Protection, known as EcoProfit. It supports corporate measures for the benefit of the environment which also bring economic advantages to the company itself. In 2015, the Freight Logistics Centre East also participated in the EcoProfit initiative for the first time, and the Vienna-Inzersdorf Parcel Centre will also be involved starting in 2016. The combination of environmental protection and economic benefits is also promoted in the Styrian capital city of Graz by a separate EcoProfit project. One of the award winners in 2015 was the Austrian Post Logistics Centre in Graz, which participated in the Graz-based programme for the very first time.

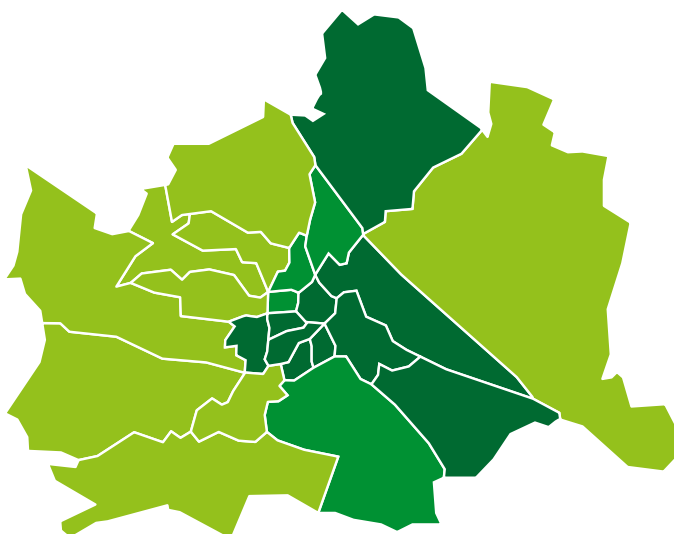
Environmental protection as an overall concept

Austrian Post is also focusing on the mobility of its employees. As many business trips as possible now involve travelling by train. By using the Austrian Federal Railways' network, Austrian Post is able to reduce CO₂ emissions by almost 57 tonnes annually, and collect countless "green points". These "green points" comprise the centrepiece of a bonus system used by ÖBB to support environmental protection projects, in Austrian Post's case the bird protection initiative "Make Way for the Eagle Owl".

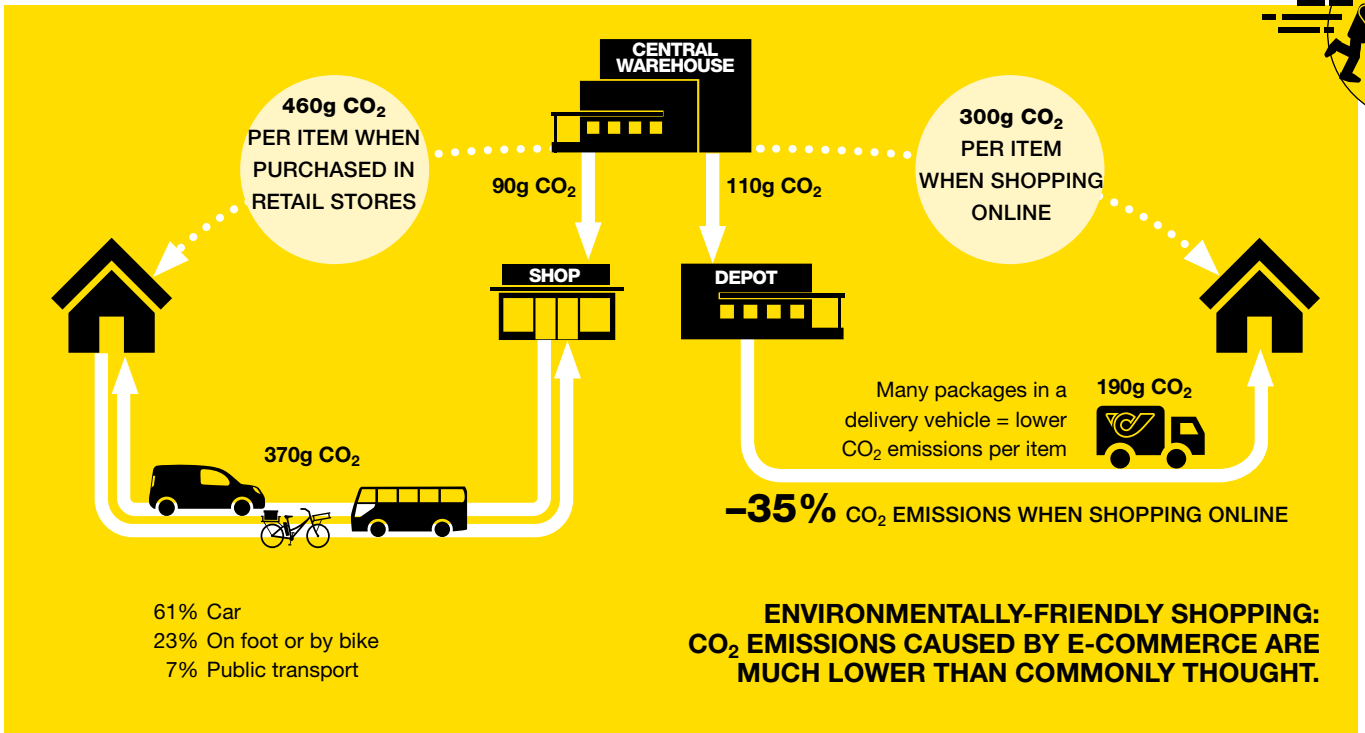
Efficient environmental protection is not achieved on the basis of individual measures, but results from the interaction of all business areas. This Group-wide concept requires a great deal of coordination. However, it is well worth the effort, not least because employees identify with the company's commitment to environmental protection, as the recent employee survey concluded. Opinion research has also shown that customers value Austrian Post's efforts to benefit the environment. That is reason enough for Austrian Post to do everything it can to meet new, ambitious sustainability-oriented challenges, and also carry out effective environmental protection measures in the future as well.

"GREEN VIENNA"

ALL LETTER MAIL AND DIRECT MAIL ITEMS FOR PRIVATE CUSTOMERS WILL BE CONVERTED TO "GREEN" BY 2016.



- Already converted
- "Green" since the end of 2015
- "Green" by the end of 2016



ONLINE SHOPPING: OUT OF LOVE FOR THE ENVIRONMENT!

As surprising as it may seem at first, e-commerce actually burdens the environment much less than is commonly thought. This is the conclusion of two recent studies which took a close look at CO₂ emissions generated as a result of online shopping.

In the first study carried out in 2015, the Austrian Federal Ministry for Transport, Innovation and Technology examined the climate scorecard of e-commerce. It showed that every online purchase reduces the average distance travelled by passenger cars by 7.2 kilometres, equalling CO₂ savings of more than 1,000g per purchase. A study conducted by the German Clean Tech Institute came to a similar conclusion: Shopping on the Internet reduces carbon dioxide emissions by an average of 35%. According to the study, a parcel services provider only travels 1.2 kilometres per shipment, much less than is normally driven when individuals go shopping. This means that short distances comprise a key factor in reducing CO₂ emissions in the retail business. “With our dense network of postal service points and our pick-up stations, pick-up boxes and the Post App, we help to keep distances short for our e-commerce customers,” says Klaus Hirmann, Customer Initiative Branch Net-

work. “We intentionally install our pick-up stations along highly-frequented routes and at the workplaces of our customers. Moreover, we are steadily expanding our product offering, for example by making it possible for customers to select the optimal pick-up station as an alternative delivery address when they shop on the Internet. In this way Austrian Post not only offers greater comfort in online shopping, but also directly makes an important contribution to climate protection,” he adds.



“We make an important contribution to climate protection by keeping distances short for e-commerce customers.”

KLAUS HIRMANN,
CUSTOMER INITIATIVE BRANCH NETWORK

EFFECTIVE. Online shopping reduces distances in private transport and thus CO₂ emissions. The CO₂ neutral delivery significantly reinforces this effect.



Branch office employee Robert Frühwirt and his customer Elisabeth in the Vienna branch office at Fleischmarkt





WORKING WELL AS A TEAM

Not only is the market environment of Austrian Post in a state of flux, but its working environment and corporate culture are subject to steady change. Austrian Post applies the most modern team and working models and places the highest demands on its corporate and leadership culture as a means of fulfilling the ever-changing requirements of employees and customers. The outstanding performance of its employees is what makes Austrian Post number one in Austria.

CHALLENGE ACCEPTED.

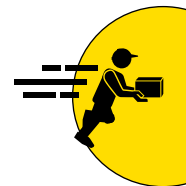
MOTIVATION IS THE MOST IMPORTANT DRIVING FORCE

A company is only as good as its employees. This particularly applies to a service company such as Austrian Post. That is not the only reason why it attaches particular importance to its human resources activities.



Austrian Post offers a diverse range of personal and professional opportunities to its employees on the basis of its further education and training offering.

For Austrian Post, keeping up with the times is only one side of the coin. Naturally it is important to continuously optimise the service and product offering for customers. However, Austrian Post also stays on the go for the benefit of its employees. It constantly introduces new measures to improve their working day and simultaneously offers a diverse range of professional development opportunities. This is because Austrian Post is aware of one thing: the willingness of its employees to contribute, accept and further develop new ideas is what enables the company to keep on moving. The measures taken by Austrian Post on behalf of its employees encompass almost all levels within



the company, and range from the reorganisation of work processes and introduction of high-tech tools to comprehensive further education and professional development programmes. Social support services are also not neglected. Austrian Post and its employees are well prepared, and will continue to face new challenges in the future with flexibility and a strong spirit of innovation.

Lifelong learning begins at the start of one's career

Austrian Post already starts with its young employees in offering further education and professional development programmes. The company launched a trainee initiative in 2011 enabling them to gain experience in different areas of the company on the basis of the rotation principle. In this way the trainees benefit from the experience of their colleagues, and can also build up a network in the company. 13 new trainees began their careers at Austrian Post at the end of September 2015.

A further offering for young people on the part of Austrian Post is the "apprenticeship with Matura" (secondary school diploma). "I have always been interested in technology and personal contact with people. For this reason, Austrian Post offers me the perfect apprenticeship position. Perhaps I will also continue my studies after my apprenticeship period is completed," explains Vivienne Rigo, an apprentice in a Viennese post office. Her statement puts in a nutshell the precise soft skills Austrian Post promotes in its job aspirants. Apprentices can look forward to a sound training as retail sales people with a focus on the field of telecommunications. By the way, every apprentice is presented with their own tablet at the beginning of their training period, and those who conclude their training with honours or very good results are given a language trip in an English-speaking country. At present, 65 young people throughout Austria are being trained by the company, which was awarded the "TOP teaching enterprise" quality stamp by the Vienna Economic Chamber at the end of 2014 in recognition of its high-quality training.

Austrian Post developed a four-week training programme designed to help new employees come to grips with their daily work in the branch offices and familiarise them with the most important processes and the basics of working there. In addition, new employees also independently prepare themselves on their computers for their first working day with the assistance of e-learning. The self-learning programme consists of several modules ideally getting them ready for their tasks in the branch offices.

Austrian Post at the university

The cooperation with students provides new impetus. Austrian Post supports the best Master's students for a period of two years within the context of the Centre of Excellence of the Vienna University of Economics and Business. There is extensive interest in this initiative, which is inspiring for both sides. Students gain insights into the organisation of a high-tech logistics company, whereas Austrian Post profits from new ideas regularly contributed by the participants.

Executives stay on the ball

The Executive Academy of Austrian Post has been in existence since 2012. The training programme includes a series of modules which convey precisely those competencies which employees with management responsibility require every day at Austrian Post. Moreover, executives at Austrian Post roll up their sleeves and spend one day each year working as mail and parcel carriers on the delivery staff, in the branch network, customer service, at feibra or Systemlogistik. "These days at the local level help us with our management responsibilities. They promote mutual understanding and also provide us with the opportunity to have direct contact with customers ourselves," says Martin Kersch, Application Development Group IT.

Post skills in demand by the federal public service

Austrian Post employees are well trained and motivated, a fact which is also valued by the public sector. Employees who have to reposition themselves on the job market due to the restructuring measures implemented by Austrian Post transfer to jobs in federal ministries or other public institutions, and are highly sought-after. The "Internal Labour Market" platform and the initiative "Post employees to the federal public service" focus exclusively on finding good new jobs for long-serving employees within and outside of the company. Trainings and coachings provide them with a head start as the foundation for their future career paths. ■



"These days at the local level promote mutual understanding."

MARTIN KERSCH,
APPLICATION DEVELOPMENT GROUP IT

In the Carinthian delivery bases of Eberndorf and Wolfsberg, letter mail distribution has already been converted to the concept of "Teamwork 2018". From left: Georg Kues, Bernd Zwantschko, Astrid Gasperlmaier and Roland Omelko



“TEAMWORK” – NEW CONCEPTS SHAPE THE FUTURE

Austrian Post aims to completely restructure its letter mail delivery operations by 2018. The cornerstones of the concept are smaller team structures within the same regional infrastructure and greater responsibility for individual employees. Austrian Post is also strengthening regional responsibility in its branch network.

The company has been working intensively on an organisational streamlining of its letter mail distribution for several years. A series of measures have already been successfully integrated into daily business operations. In 2015 the reorganisation already entered the next stage on the basis of a project entitled “Teamwork 2018”. Robert Modliba, Head of Production & Logistics Management, explains what is behind the Teamwork 2018 initiative. “We are now reducing administrative activities for our employees following the nationwide introduction of new

hardware such as mobile data recording devices and a change in processes such as the introduction of the collective advertising envelope KUVERT. In this way we also want to further develop our leadership structures, and optimally equip ourselves to deal with future market changes.”

Ambitious goal

Austrian Post is moving ahead ambitiously to implement this project. Plans call for an organisational restructuring of letter mail distribution throughout Austria within a period of only four



years. The focus is on establishing much smaller teams of about ten mail carriers, led by a so-called “playing captain”. He not only carries out management tasks but also serves as a mail carrier, and is thus very familiar with the everyday work of his colleagues. “Earlier a distribution manager was responsible for 25 to 30 people. The new structure enables the team leader to take much more time for each individual,” explains Georg Kues, mail carrier in Eberndorf, Carinthia, who has already gained experience with the new organisational structure. In turn, every ten teams are supervised by an area manager, whose job is to ensure the operational quality and efficiency of mail distribution in his area. Since the start of the implementation phase in 2015, 45 delivery bases have already been converted to the new system, with 49 more to be added in 2016.

Small teams are more tightly-knit

Austrian Post expects the new system to generate a number of improvements, also for the benefit of employees. Ultimately the closer proximity between employees and their executives will promote direct communication, in turn strengthening cooperation and motivation. Erwin Käfer, Assistant to the Area Manager for Eberndorf and Wolfsberg, confirms this effect. “It is good that the team leaders will assume responsibility in the future for part of the previous duties carried out by the distribution manager. In this way, he is as directly involved with his employees as possible.”

75% of letter mail distribution in Western Europe, for example in Germany, Switzerland, France, Denmark and Norway, is already implemented in line with the team organisational model. Austrian Post has optimised and expanded this system for the Austrian market.

New career opportunities through greater responsibility

The restructuring process will open up new career opportunities for Austrian Post employees. A total of 800 team leader, 80 area manager and 80 assistant positions will be created by 2018. Bernd Zwantschko has already begun his job as “playing captain”. He speaks from experience: “The new leadership structure puts a special emphasis on personal responsibility. At the same time, I continue delivering letters myself. This promotes acceptance by other members of the delivery staff, because they know I am one of them.” The former distribution manager Roland Omelko applied for the position of area manager, where he would like to make use of his previous experience. “I also want to be responsible for the

commercial planning, performance and quality controlling of a specific area, and do my best to ensure that letters in my area are delivered more efficiently.”

Optimised deployment planning

In addition to the introduction of the new team-oriented organisation, a new branch office structure has also been strengthening regional responsibility at Austrian Post since February 2015. A total of 518 company-operated branch offices have been organisationally merged to create 97 so-called “hubs” bundling regional planning tasks. The planning system is supported by software which precisely plans staff requirements and deployment in the individual branch offices based on calculated overtime. This facilitates the organisation and also reduces waiting time for branch office customers. The use of planning software is a good example of how Austrian Post employees and customers equally benefit from intelligent efficiency measures. ■

THE ONLY THING LEFT TO DO IS DELIVER THE MAIL

Austrian Post is putting an increasing number of electronic helpers at the disposal of its employees. User-friendliness and technical finesse ensure that these tools do not result in technological overkill but bring real benefits.

User-friendly handhelds

At the beginning of 2013, the delivery staff was equipped with mobile data recording devices. A completely revamped software interface was installed on these “handhelds” in 2015. Following this update, the devices are now much more user-friendly. They can be activated more quickly, boast a brighter display and an intuitive navigation.

Revvig up delivery trips

Automatic sequencing saves a lot of manual work. It supports the delivery staff in putting letters for their delivery routes in the right order (also refer to page 47). This system has been in operation in all six mail distribution centres since April 2015.

Smart software

In May 2015 Austrian Post rolled out new transport software for its goods transport operations. Since then, it has been used to plan and schedule about 1,000 delivery trips each day. The nationwide use of this state-of-the-art software serves as the basis for enhanced transparency and flexibility. In the future, route planning will become even more efficient with the help of complex simulations.

An app in any case

Distribution lists, plans and reports will soon be a relic of the past at feibra. A smart phone app deployed by the Austrian Post subsidiary bundles the entire range of tasks, from planning and quality management to reporting and administration.

The employee surveys serve as a yardstick for employee satisfaction in the Austrian Post Group.



THE MANY FACETS OF COMMITMENT

Employee satisfaction and business success are closely linked. Whoever wants to ensure motivation has to offer more than just a monthly paycheck.

Survey with consequences

Austrian Post carefully listens to its employees, and makes sure that a proper work-life balance is achieved. In 2015 41% of Austrian Post's staff took part in the employee survey, the second of its kind following the 2013 survey, to express their opinion about the company and make suggestions on how to improve day-to-day work. The organisers of the survey were also satisfied. "The response rate increased from 31% to 41% compared to 2013," says Verena Abu-Dayeh, Head of Human Resources Development. "We were particularly pleased that every third participant took advantage of the opportunity to make additional comments in the questionnaire. We see this as a sign of their extensive personal commitment."

The statistical results of the survey also speak for themselves. Higher marks were given to cooperation, workflows, professional development possibilities and overall satisfaction than in 2013.

This clearly demonstrates that Austrian Post takes employee feedback seriously and learns from it, a fact which is acknowledged by the staff. One example is the area of occupational health, in which greater emphasis has been placed on the visibility of the occupational health efforts since the last survey. The employees gave high grades to the safety measures implemented at work as well as the healthcare offering. For example, Austrian Post launched the project "A healthy heart and you" at the end of 2014. Some 4,500 employees were made aware of the importance of "heart health" within the context of health-related events. Health counseling at the delivery bases and 30 "health days" held at larger sites provided employees with valuable information about their own health and bodies as well as about nutrition and relaxation, for example with the help of Shiatsu techniques. Driver safety trainings were carried out once again in 2015 as a means of preventing traffic accidents.



SOCIAL COMMITMENT OF POSTAL PARTNERS.

Austrian Post works together with about 50 social welfare organisations. They offer postal services, employing socially disadvantaged people to carry them out, facilitating their (re-)entry in the job market.



311 employees participated in 29 training sessions and were schooled in safe and fuel-efficient driving.

After evaluating the 2015 survey results, the organisers have identified a need to take action in the future. “In particular, we see the potential to improve communication and leadership. These conclusions will serve as the starting point to further increase the satisfaction of our colleagues in the company,” Verena Abu-Dayeh adds.

Family comes first!

Ensuring the compatibility of career and family may easily entail huge efforts. Many parents depend on the understanding and goodwill of their employers. However, this has long been part and parcel of Austrian Post’s offering. Employees with families can rely on a number of measures, including the possibility of part-time work and active time-out management. This commitment was also confirmed by the Federal Ministry of Science, Research and Economy in 2013. Austrian Post is implementing the “careerandfamily” audit, a three-year programme designed to further improve the compatibility of family and career.

Applause for Austrian Post

Some Post employees also like to blow their horns during their leisure time, giving voice to their musical talents in one of seven Post bands or in one of the two company choirs. On balance, Austrian Post ensembles put 400 performers on the stage, but not only in the proverbial sense. The performances of employees during a Karl Kraus production in Vienna’s Burgtheater as well as the two appearances at the “Wiener Wies’n”, the Viennese equivalent of the Oktoberfest, and the Austrian Brass Music Festival in Vienna in June 2015, garnered enthusiastic applause.

Austrian Post employees are also supported by their employer when it comes to their sporting ambitions. In 2015, a total of 3,847 employees took part in 14 running events for which the company and post.sozial paid all the registration fees.

Austrian Post also promotes this type of shared leisure activities because it knows that this feeling of cohesion and team spirit also extends to the workplace.

Austrian Post is socially responsible

Austrian Post also wants to reinforce team cohesion in the company on the basis of its social commitment. The main platform is the association “post.sozial”, which was established ten years ago in order to bundle the numerous social

services provided by Austrian Post for its employees. Its services include financial assistance in emergency situations, lower-priced tickets for cultural and sporting events and holiday deals for colleagues. The holiday lodge of Austrian Post located in Bad Mitterndorf was reopened in 2015, just in time for the 10th anniversary of the association. The holiday lodges in Vienna and Mayrhofen were renovated. Close to 55,600 holiday nights were spent within the context of the post.sozial destinations in 2015.

Austrian Post’s social involvement also impacts society outside of the company. For example, Austrian Post has played a major role in the “Ö3 Wundertüte” charity campaign since 2005. A total of 388,000 used mobile phones were collected in 2015 within the context of this initiative, resulting in donations of EUR 582,000 for the emergency aid funds of “Licht ins Dunkel” (“Light into the Darkness”) and Caritas. In addition to numerous other charitable projects (see box), Austrian Post was also involved in refugee relief efforts. Within the context of the “Welcome packs for refugees” campaign, the company assumed responsibility for delivering close to 12,000 parcels containing contributions in kind from the entire country to the Austrian Workers’ Samaritan Federation – naturally mailed free of charge. Post.sozial also set up a separate bank account for donations, thus providing assistance quickly and unbureaucratically on the basis of existing structures. ■



THE SOCIAL PROJECTS AUSTRIAN POST STRONGLY SUPPORTS:

- Gift parcels for the Christ Child
- Christmas in the Shoebox
- Radio station Ö3 Wundertüte charity campaign
- Austria Reads – Meeting Point Library
- Children’s Business Week
- Vienna Daughters’ Day
- Pickle jar campaign of Caritas to fight hunger in the poorest countries in the world
- Welcome packs

THE NEW “POST AT ROCHUS”

AUSTRIAN POST’S NEW HEADQUARTERS IN THE ROCHUSMARKT AREA CREATES AN IDEAL POLE POSITION FOR A SPRINT INTO THE FUTURE.

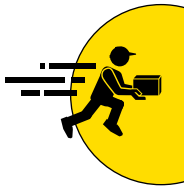
The new building complex should be ready for occupancy in the fall of 2017. The building offers commercial space for consumer goods, restaurants, shops and other services covering about 8,000 m² of usable floor space, amongst other purposes, and will provide Austrian Post employees with a modern working environment featuring state-of-the-art technical equipment. The ground-breaking ceremony for the eight-storey building designed to house about 1,100 employees took place in the spring of 2015. The team of architects from the firms Schenker Salvi Weber and feld72 has developed an innovative overall concept for “Post at Rochus”. The working areas in the new corporate headquarters are designed to support the multifaceted tasks carried out by employees. The structure for such “activity-based” work is based on an open office concept. In addition to conventional workplaces, quiet zones will be set up for concentrated individual work, along with communication rooms for discussions or short meetings as well as possibilities for informal exchanges of views and relaxation. In this way an optimal environment will be created to systematically promote cooperation and communication.

Achieving more together: team spirit was the driving force behind the world record set by Post employees.



POST EMPLOYEES SET A WORLD RECORD

575 kilometres in 43 hours and 9 minutes: Austrian Post made sports history in the summer 2015 by organising the biggest employee relay race in the world. The underlying motivation was to ensure the timely delivery of a birthday present sent by 8-year-old Susi in Vorarlberg to her friend Johanna in Vienna.



“TEAM SUCCESS DEPENDS ON EVERY INDIVIDUAL.”

Austrian professional skier and TV presenter Armin Assinger talks about his role as a motivator for Mission:Susi.



Mr. Assinger, you motivated the runners in Mission:Susi to achieve such an outstanding performance, which ultimately led to a world record. What is the importance of team spirit for individual achievements?

ARMIN ASSINGER: During my career as an athlete, motivation by the team and naturally the spectators were always enormously important factors. Being able to perform at your very best involves pushing yourself to the limit. In this situation, you are grateful that people cheer you and get you to keep at it.

Would you say that sports can provide an important impetus for motivation in everyday life?

Definitely! Sportiness is carried over into other areas of one's life. That is why I consider it a good thing that Austrian Post promotes the athletic activities of its employees. There are a number of other initiatives in addition to Mission:Susi. Sport gave me so much which I profit from even today, for example self-confidence, team spirit, concentration and above all personal motivation.

How did you motivate the runners taking part in Mission:Susi to push themselves beyond their own limits?

To get straight to the point, the runners were all very motivated from the very beginning. However, it was important for me to once again make them aware of the objective of this mission, and to make it clear to them that they were part of a team whose success depended on each one of them.

The Post relay team started from Klösterle in Vorarlberg shortly after midnight on June 27, 2015 to carry out “Mission:Susi” and headed in the direction of Vienna. What stood between them and their destination were almost 600 kilometres, an altitude of 4,000 metres and thousands of people cheering the runners along the route or accompanying them in groups. 43 hours later, Anna Lutz reached the finishing line at Schönbrunn Palace. “The atmosphere along the route was really great. I will certainly never forget this day,” she enthusiastically stated after her leg of the relay.

Austrian Post CEO Georg Pölzl was also thrilled after this successful mission. “I am incredibly proud of the outstanding achievements of our people on this weekend. But it fills me with even greater pride to see what our employees on the delivery staff, in the branch offices, logistics centres and management succeed in doing day in and day out.”

By the way, Mission:Susi was entered into the Guinness Book of Records. This world record was not only made possible by the accomplishments of the 79 relay runners. Hundreds of helpers and organisers formed a strong team, demonstrating that great things can be achieved together. ■





FACTS & FIGURES





AUSTRIAN POST

Austrian Post is Austria's leading logistics and postal service provider, generating annual revenue of EUR 2.4bn and employing a staff of about 23,500 people. Its core business activities encompass the transport and delivery of letters, direct mail items, print media and parcels as well as diverse logistics solutions.

The branch network of Austrian Post offers its customers high quality postal, banking and telecommunications products and services throughout the country. The company makes an important contribution towards safeguarding and securing the communications and logistics infrastructure of the country thanks to its reliable, nation-wide supply of postal services to the Aus-

trian population and economy. Austrian Post is the undisputed market leader in Austria for the delivery of letters and parcels. Moreover, Austrian Post operates in eleven international markets, especially in the parcel and logistics growth segment. The focus of its strategic activities is the consistent orientation to the needs of customers in order to further strengthen its market leadership position in its core business and exploit opportunities in growth markets at the same time. Strict cost discipline is continuously given top priority in all the company's activities in order to ensure the resolute orientation on enhancing efficiency in all processes, also in the future. ■



• **12.6%**

was the **EBITDA margin** in 2015, reflecting the focus on cost discipline and profitability.



• **EUR 167.2M**

This **free cash flow** provides a good basis to finance future investments and dividend payments.



• **39.8%**

comprised Austrian Post's **equity ratio** at year-end 2015, highlighting the company's solid balance sheet structure and low level of debt.

STRATEGIC CORNERSTONES

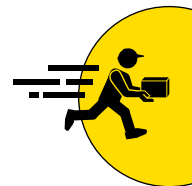
FOUR CORE STRATEGIES HAVE SUCCESSFULLY GUIDED AUSTRIAN POST ON ITS GROWTH PATH SINCE 2010.

■ **1. DEFENDING MARKET LEADERSHIP IN THE CORE BUSINESS**

■ **2. PROFITABLE GROWTH IN SELECTED MARKETS**

■ **3. ENHANCING EFFICIENCY AND INCREASING FLEXIBILITY OF THE COST STRUCTURE**

■ **4. CUSTOMER ORIENTATION AND INNOVATION**



¹ The assets and liabilities of the trans-o-flex Group are held for sale as at December 31, 2015.



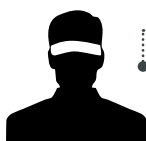
MAIL & BRANCH NETWORK

BUSINESS ACTIVITIES

- Letter mail
- Direct mail
- Media post
- Branch network services

The core business activities of the Mail & Branch Network Division encompass the collection, sorting and delivery of letters, postcards, addressed and un-addressed direct mail items and newspapers as well as parcels within the context of the combined delivery of mail items. Moreover, Austrian Post offers postal and telecommunications products and financial services in cooperation with its partners BAWAG P.S.K. and Telekom Austria AG as well as retail products required for sending mail items and various online services. The service portfolio is complemented by new services for business and advertising mail, such as address and data manage-

ment, mailroom management, intelligent scanning and response management. A total of 3,600 postal service points are now available to customers throughout Austria, including around 500 company-operated branch offices, approximately 1,300 postal partners, 200 OMV petrol stations and 1,600 Hermes parcel shops. In addition, the offering of self-service zones is being steadily expanded. At the end of 2015 customers already had approximately 300 self-service zones at their disposal. Each year Austrian Post delivers 860m letters, 590m addressed direct mail items, 3.5bn unaddressed mail items, 400m print media and 290m regional media. ■



95.9%

of all **letters** handled by Austrian Post already reach their intended recipients on the next working day, demonstrating the high customer orientation based on outstanding performance.



21,680

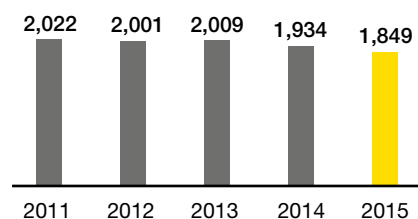
mail drop-off points ensure a functioning nationwide communications infrastructure.



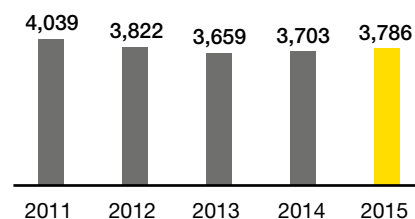
61.5_M

customers visit Austrian Post's postal service points per year. Taking the 8,124 mail carriers into account, Austrian Post has 105 million customer contacts annually.

ADDRESSED MAIL ITEMS IN AUSTRIA
MILLIONS



UNADDRESSED MAIL ITEMS IN AUSTRIA
MILLIONS





PARCEL & LOGISTICS



The Parcel & Logistics Division offers its services in nine European countries. In international markets, this consistently takes place via the company's own subsidiaries. The main business of the division is transporting parcels and EMS (Express Mail Service) items for private and business customers.

Austrian Post delivers about 80m parcels and EMS items on its domestic market of Austria each year. Accordingly, it is the leading service provider for the delivery of mail order parcels, offering nationwide delivery of the highest quality.

The portfolio also includes a broad spectrum of specialty logistics solutions, for

example so-called combined freight (the joint transport of individual parcels and entire pallets), temperature-controlled logistics (transport of temperature-sensitive goods in the range of 2–8°C and 15–25°C) and contract logistics.

In recent years Austrian Post has further expanded its competencies along the entire logistics value chain, and is now successfully providing a broad range of value-added services. Accordingly, Austrian Post offers customised fulfilment solutions such as warehousing, commissioning, returns management and webshop logistics, as well as the transport of valuable goods and cash. ■

BUSINESS ACTIVITIES

- **Parcels**
- **Combined freight**
- **Temperature-controlled logistics**
- **Fulfilment**
- **Value logistics**

80M

parcels and EMS items are delivered by Austrian Post to households and companies in the country, making it the Austrian market leader.



509,228

parcels were delivered in Austria on just one day in December 2015, thus surpassing the previous single-day record from 2014 by about 40,000 parcels.

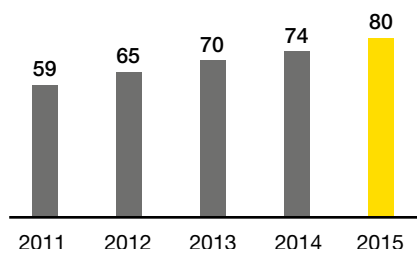


91%

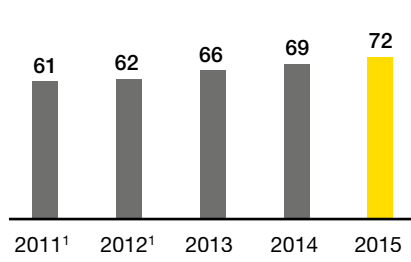
of all parcels are successfully handed over to the recipient on the first delivery attempt.



PARCELS & EMS ITEMS IN AUSTRIA
MILLIONS



INTERNATIONAL COMBINED FREIGHT
PARCELS AND PALLETS IN MILLIONS



¹ Values adjusted for the Benelux subsidiaries (disposal in 2012)



INVESTOR RELATIONS

Austrian Post has been listed on the Vienna Stock Exchange since May 2006, and has been able to show a solid performance, also in the past and somewhat turbulent years, on global financial markets. This development was primarily driven by the clear investment story which the company has always consistently maintained, even in a challenging market environment. Solid, predictable and reliable – this is the way Austrian Post wants to appear to its investors. The clearly formulated objective at the time of the Initial Public Offering of generating sustainable and attractive dividends on the basis of a solid business model has been repeatedly fulfilled year after year. In 2015, the share

price of Austrian Post, along with the share prices of comparable international postal companies, was shaped by the volatility prevailing on global financial markets and the accelerated pace of e-substitution. A competitor's entry into the Austrian parcel market also burdened the price of the Austrian Post share, which closed the year at EUR 33.63. Austrian Post paid an attractive dividend for the 2014 financial year, in line with its clearly-defined capital market positioning. The Management Board will propose a dividend payout to its shareholders of EUR 132m for the 2015 financial year to the Annual General Meeting. This corresponds to a dividend of EUR 1.95 per share. ■



5.8%

comprises the **dividend yield** as of the end of December 2015 in light of the proposed dividend of EUR 1.95 per share.



15

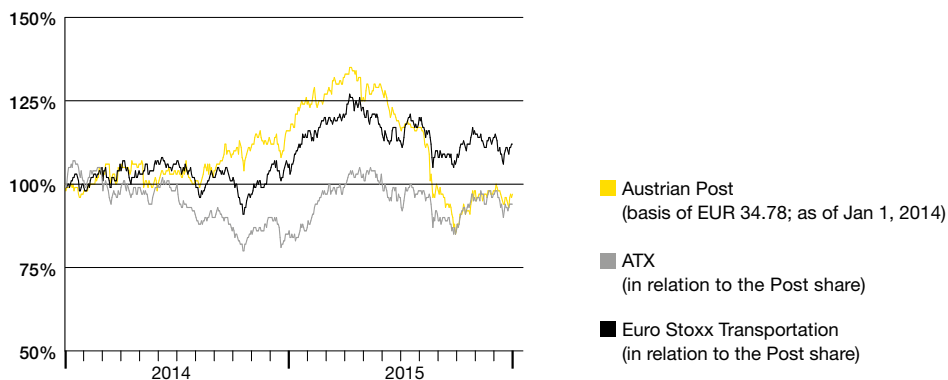
investment banks regularly monitored the performance of Austrian Post during the 2015 financial year, providing the company with valuable feedback.



163.1%

represents the **total yield** (total shareholder return) of the original shareholders up until the end of 2015 on the basis of the issue price of EUR 19.00 on May 30, 2006

DEVELOPMENT OF THE POST SHARE (LAST 24 MONTHS)





EMPHASIS ON TRANSPARENCY

Austrian Post attaches considerable importance to active communications with investors and analysts. More than 140 meetings were held in 2015 with representatives of the financial community in Austria and in international financial centres such as London, Paris, Frankfurt, Warsaw, New York, Los Angeles and Toronto.

COMMUNICATION WITH PRIVATE SHAREHOLDERS

Private investors also made use of Austrian Post's offer to establish a comprehensive two-way dialogue. Numerous private shareholders informed themselves about the company, for example at the GEWINN trade fair in Vienna. In order to provide information to school pupils, potential future employees and shareholders, Austrian Post was again represented also at the GEWINN InfoDay for pupils.

SUSTAINABLE INVESTMENT

Austrian Post's renewed acceptance for listing on the Austrian sustainability index VÖNIX of the Vienna Stock Exchange for 2015/16 confirms the sustainable manner in which the company operates from a capital market perspective. Austrian Post also scored top marks internationally in the oekom Research assessment, which particularly praised the company's environmental and climate protection objectives and measures. Moreover, the disclosure scoring in the Carbon Disclosure Project improved from 91B to 99B.

SHARE AND DIVIDEND INDICATORS

		2014	2015	Change 2014/2015
Earnings per share ¹	EUR	2.17	1.06	-51.2%
Dividends per share	EUR	1.95	1.95 ²	-
Dividend payout	EUR m	131.7	131.7 ²	-
Free cash flow per share (before acquisitions/securities)	EUR	2.25	2.64	17.5%
Dividend yield ³	%	4.8%	5.8%	-
Total shareholder return (annual performance + dividends) ⁴	%	+21.6%	-11.9%	-
Total shareholder return since the IPO	%	+188.3%	+163.1%	-
Share price performance	%	+16.1%	-16.7%	-
PE (price/earnings) ratio at the end of December	-	18.6	31.7	70.4%
Share price at the end of December	EUR	40.38	33.63	-16.7%
High/low (closing price)	EUR	40.51/33.40	46.99/29.70	-
Market capitalisation at the end of December	EUR m	2,727.8	2,271.8	-16.7%
Shares in circulation at the end of December	Shares	67,552,638	67,552,638	-
Free float	%	47.2%	47.2%	-

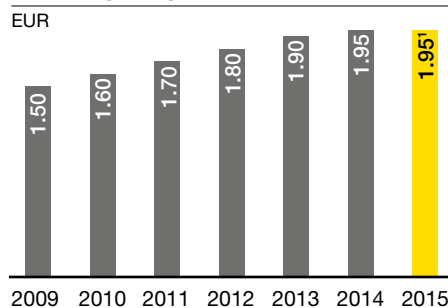
¹ Undiluted earnings per share in relation to 67,552,638 shares

² Proposal to the Annual General Meeting on April 14, 2016

³ Dividends per share divided by the share price at year-end of the respective financial year

⁴ Change in the share price year-on-year plus dividend payment in the respective year (excluding reinvestment of the dividends)

DIVIDENDS PER SHARE



¹ Proposal to the Annual General Meeting on April 14, 2016



CORPORATE GOVERNANCE

The term “corporate governance” stands for responsible corporate management and control geared towards the long-term creation of value. Key aspects of good corporate governance include the efficient cooperation between the Management Board and Supervisory Board, respect for the interests of shareholders as well as openness and transparency in corporate communications. Accordingly, corporate governance at Austrian Post encompasses all business areas in the company. It promotes the confidence in the management and supervision of the company on the part of investors, financial markets, business partners, employees

and the general public, and is an essential basis for sustained corporate success. Austrian Post continually subjects its information and work processes to a critical analysis in the spirit of actively practised corporate governance. In particular, the mode of operation of the Management Board and Supervisory Board is assessed within the context of regular evaluation processes and adjusted in line with the results. Corporate governance at Austrian Post is oriented to the Austrian Corporate Governance Code, which serves as an indispensable benchmark on the Austrian capital market for the business management of publicly listed companies. ■



26

Management Board meetings, five Supervisory Board sessions, three meetings each of the Audit and Parcel & Logistics Committees took place in 2015.



1

company in Austria – Austrian Post – offers shareholders the possibility to cast their votes at the Annual General Meeting per absentee ballot.

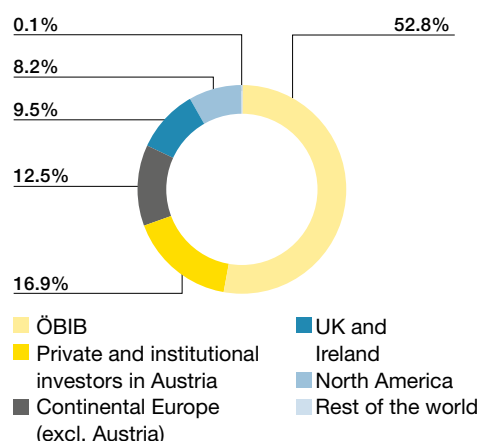


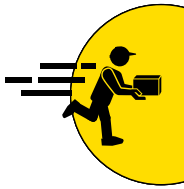
50%

of the Supervisory Board members elected by the Annual General Meeting are **women**.

SHAREHOLDER STRUCTURE OF AUSTRIAN POST BASE: 67.6M SHARES

A shareholder ID survey carried out in January 2016 concluded that, in addition to the main shareholder ÖBIB, 40% of all Austrian Post shares are held by European investors (unchanged compared to the previous analysis in January 2015). All in all, **16.9%** of these shares are held by private and institutional investors in Austria (+1.6 percentage points), **12.5%** in Continental Europe (–2.6 percentage points) and **9.5%** in Great Britain (–0.4 percentage points). A total of **8.2%** of the shares (+1.5 percentage points) are currently held by North American investors (USA and Canada), whereas investors in the rest of the world account for **0.1%** (unchanged).





COMPLIANCE



Austrian Post attaches great importance to ensuring complete compliance with all regulations applying to the company. A comprehensive set of internal rules and a diverse range of measures provide the basis for lawful and proper conduct on the part of the company and its employees. In recent years Austrian Post has resolutely pursued its goal of developing a strong, Group-wide compliance culture. The underlying conviction is that compliance makes an important contribution to corporate development and value creation. One specific consequence of a vibrant compliance culture is to avoid

liability risks or prevent the company and its employees from suffering other detrimental legal repercussions. In addition, a widespread awareness of which legal or internal rules must be complied with helps all employees to breathe life into the corporate values and further advance the corporate culture. Last but not least, compliance is an important factor for Austrian Post in its efforts to be perceived by its customers, business partners, shareholders as well as the general public as a fair and reliable partner acting in a transparent manner. ■

515

employees have completed the new **e-learning programme** on the issue of **capital market compliance**.



237

employee inquiries on the topics of the acceptance and granting of gifts, donations and sponsoring as well as the Code of Conduct and Ethics of Austrian Post were answered by the Compliance Help Desk.



726

employees attended 77 classroom training sessions focusing on the revised Group guidelines on the “Acceptance and Granting of Gifts, Invitations and Other Advantages”.



COMPLIANCE ORGANISATION

Austrian Post’s International Compliance Day was already held for the third time in the fall of 2015. The annual Group-wide compliance risk assessment is another integral part of the compliance programme.

BUSINESS COMPLIANCE

In addition to the revised internal rules on the “Acceptance and Granting of Gifts, Invitations and Other Advantages”, new Group guidelines on donations and sponsoring were adopted in 2015. A new campaign on the issue of compliance awareness was launched.

CAPITAL MARKET COMPLIANCE

The compliance management system of Austrian Post was improved once again as a consequence of the conversion from a manual insider register to an electronic data base solution. The training concept was also upgraded.

ANTITRUST COMPLIANCE

At the end of 2015 the decision was made to integrate antitrust compliance as an additional priority in the compliance management system of Austrian Post. A manual on antitrust compliance and target group-oriented training measures are planned for 2016.



SUSTAINABILITY

Austrian Post believes that the sustainable orientation of its business operations will open up major opportunities for the entire company. In order to proactively exploit these opportunities, the company has implemented a wide range of measures based on the Group-wide mission statement. It encompasses three core values: customer orientation, profitability and sustainability and finally communication and appreciation. These core values should be lived by all employees in their daily work and comprise the basis for all types of decisions. Sustainable corporate management will practically arise by itself if the company succeeds in consistently orienting its activities to the core values contained in the mission statement.

The sustainability strategy of Austrian Post based on its mission statement encompasses the four dimensions of economy, employees, society and the environment. Precise goals and measures were determined for each of these areas, which are carefully and closely aligned to each other. Key issues for Austrian Post range from ensuring a reliable supply of postal services and the company's social commitment to appreciation and support for its employees, maximum resource efficiency and a sustainable creation of value. Only a profitable company can make a long-term contribution to sustainability. Furthermore, all relevant stakeholders are involved as much as possible in the sustainable structuring of corporate management. ■



14

Viennese districts were already converted by the end of 2015. Mail and direct mail items to private customers are delivered exclusively **by foot** or using **e-powered** vehicles.



1,012

electric-powered vehicles were already operated by Austrian Post throughout the country at year-end 2015.

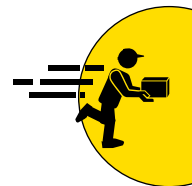


84

different nationalities make up the staff of Austrian Post.

SUSTAINABILITY REPORTING

Austrian Post has been publishing sustainability reports for years in order to document its activities in this field and provide public access to this information. In addition to its annual Sustainability Magazine, it compiles a GRI Sustainability Report whose contents and structure are oriented to the Global Reporting Initiative. This is done to ensure comparability and transparency for its stakeholders. The sustainability reports of Austrian Post are available on the Internet at www.post.at/csr.



DIMENSIONS OF SUSTAINABILITY – BENEFITS FOR ALL STAKEHOLDERS

CSR

- EMPLOYEES** – Austrian Post is clearly aware of its responsibility to its employees. Motivated and productive employees are the basis for corporate success. High value must be placed on the factor “employees”, especially in a service company.
- SOCIETY** – Austrian Post bears a considerable responsibility to society as a universal services provider with the capacity to ensure the reliable, nationwide supply of postal services. Because of its importance to the country, Austrian Post is also committed to sustainably taking an active part in society.
- ENVIRONMENT** – Austrian Post operates in a resource-intensive business and thus continually strives to identify optimisation potential to minimise its ecological footprint. Austrian Post also plays a pioneering role internationally thanks to its CO₂ NEUTRAL DELIVERY initiative.
- ECONOMY** – Only an economically successful company can seriously assume its corporate social responsibility on a long-term basis and at the same time make an appropriate contribution to fulfilling social and ecological needs.

80,787

kilometres represent the distance covered by Austrian Post employees in 2015 at various running events (with the exception of Mission:Susi; refer to page 70).



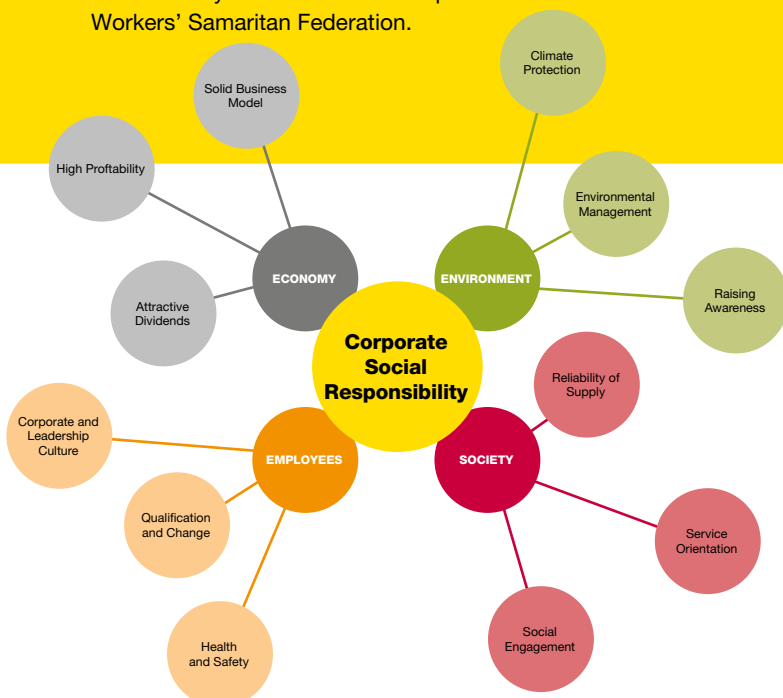
51

of all 1,281 postal partners are involved in social projects.



3,000

“Gift parcels for the Christ Child” were sent before Christmas by Austrian Post in cooperation with the Austrian Workers’ Samaritan Federation.



SUSTAINABILITY STRATEGY

Within the context of its sustainability strategy, Austrian Post plans and acts in four focus areas i.e. employees, society, environment and economy, each featuring corresponding objectives and measures closely attuned to each other and in harmony with the company’s strategic targets. This is the only way the company can be managed in a future-oriented and sustainable manner.

SOLID PERFORMANCE IN 2015

Revenue:
Increased revenue in both the Mail & Branch Network Division and the Parcel & Logistics Division

Operating and reported EBIT:
Improvement in operating earnings, earnings development impacted by special effects

Free cash flow:
Strong basis for future investments

Dividends:
Attractive dividend yield of 5.8%

Equity ratio:
Solid balance sheet structure with low level of debt

INCOME STATEMENT	2014	2015	Change 2014/2015
EUR m			
Revenue	2,363.5 ¹	2,401.9	1.6%
Raw materials, consumables and services used	-737.5 ¹	-749.6	-1.6%
Staff costs	-1,109.5	-1,106.0	0.3%
Other operating expenses	-317.0	-344.0	-8.5%
Results from financial assets accounted for using the equity method	-0.1	1.1	>100%
EBITDA	333.8	302.7	-9.3%
Depreciation, amortisation and impairment	-136.9	-213.7	-56.1%
Operating EBIT excl. special effects	192.9	198.0 ²	2.6%
Reported EBIT	196.9	89.0	-54.8%
Profit for the period	146.8	71.6/142.2 ²	-51.3%
Earnings per share in EUR ³	2.17	1.06/2.10 ²	-51.2%

CASH FLOW	2014	2015	Change 2014/2015
EUR m			
Cash flow from operating activities	232.2	216.2	-6.9%
Investments in property, plant and equipment (CAPEX)	-82.6	-104.7	26.8%
Cash flow from acquisitions/divestments	-2.0	-6.8	>100%
Free cash flow before acquisitions/securities	151.7	178.3	17.5%
Dividends in EUR	1.95	1.95 ⁴	0.0%

SELECTED PERFORMANCE INDICATORS	2014	2015	Change 2014/2015
EUR m			
EBITDA margin ⁵	14.1%	12.6%	-
EBIT margin ⁶	8.3%	3.7%/8.2% ²	-
Equity ratio	42.1%	39.8%	-
ROE	25.8%	12.5%/24.9% ²	-
Gearing ratio ⁷	14.2%	4.4%	-
Capital employed ⁸	733.8	577.0	-21.4%
ROCE ⁹	26.5%	13.6%/30.2% ²	-

¹ The presentation of revenue and raw materials, consumables and services used in the Parcel & Logistics Division were adjusted. Exported services were recognised according the net method (previously reported as revenue and expenses for services used).

² Excl. special effect of EUR -108.9m before taxes

³ Undiluted earnings per share in relation to 67,552,638 shares

⁴ Proposal to the Annual General Meeting on April 14, 2016, dividend payment on April 28, 2016

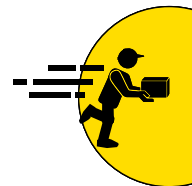
⁵ EBITDA margin = EBITDA/revenue

⁶ EBIT margin = EBIT/revenue

⁷ Return on equity = Profit for the period/equity on January 1 less dividend payment

⁸ Gearing ratio = Net debt/equity

⁹ Return on capital employed = EBIT/average capital employed



GLOSSARY

ABSENTEE (OR POSTAL) VOTING is a form of democratic participation in which votes are cast by mail.

BUSINESS TO BUSINESS (B2B) refers to business transactions among companies.

BUSINESS TO CONSUMER (B2C) In contrast to B2B, the private customer and enduser is the recipient of a mailing from a business.

COMPLIANCE stands for adherence to all laws and guidelines relevant to a company and the accompanying measures.

CONSUMER TO CONSUMER (C2C) refers to the business relationships among private individuals.

CORPORATE GOVERNANCE The rules and principles of responsible management and control in the interests of all stakeholders; the standards for Austrian companies are laid out in the Austrian Corporate Governance Code.

DELIVERY BASES are hubs in a distribution network serving as bases from which delivery staff serve their postal delivery areas.

DIRECT MAIL is an advertising mail item addressed to potential customers which features substantially less divergence loss in comparison to unaddressed advertising.

E-COMMERCE refers to merchandise trading which takes place completely via the Internet.

E-MOBILITY encompasses every form of mobility using electrically-powered vehicles.

E-SUBSTITUTION refers to the international trend towards declining letter mail volumes caused by the increased use of electronic forms of communication.

FOOD LOGISTICS refer to a niche of specialty logistics focusing exclusively on food delivery.

LOGISTICS CENTRE High-tech facilities of Austrian Post sorting large volumes of letters and/or parcels as fast as possible with the help of state-of-the-art conveyor and sorting systems before transporting the mail items to the delivery bases.

PHILATELY is the art of collecting stamps, intensively focusing on historical and exquisite postage stamps.

POSTAL SERVICE POINTS Some 1,800 company-operated branches or partner-operated postal service points ensure nationwide postal service throughout Austria.

POSTAL PARTNER OFFICES operated, for example, by food stores, tobacconists, municipal offices or petrol stations, offer postal and financial services.

SELF-SERVICE ZONES enable 24/7 use of postal services, and often include so-called pick-up stations for (registered) letters and parcels in addition to packing, franking and posting.

INDEX

Business model p. 20, 74

Climate protection p. 19, 57 ff., 83

CO₂ NEUTRAL DELIVERY p. 19, 57 f., 83

Customer benefits p. 38 f., 40 f.

Earnings 2015 p. 15, 22 f.

Food logistics p. 39, 48 ff.

Handhelds p. 67

Innovation p. 21, 31, 38, 46 f., 48 f., 52, 57 f.

Investor Relations p. 78, 87

Management Board p. 10 ff.

Market environment p. 17 f., 78

New products/services p. 18, 20, 38

Performance indicators p. 79, 84

Pick-up station p. 38, 61

Post App p. 14, 38, 41, 61

Postal partner offices p. 68, 76, 83

Post share p. 15, 22 f., 78, 80

Self-service zones p. 21, 38, 76

Shareholder structure p. 80

Speciality Logistics p. 21, 48 ff., 77

Stakeholders p. 82 f.

Strategy p. 10 ff., 17 ff., 20 ff., 53, 74, 82 f.

Sustainability p. 79, 82 f.

Total shareholder return p. 15, 22 f., 78 f.

Trends p. 3, 12 ff., 17 f., 20, 26, 39,

INTERNATIONAL PRESENCE

COUNTRY	COMPANY	FIELD OF ACTIVITY
AUSTRIA	Österreichische Post AG	Letter mail Parcel delivery, express mail services (EMS), combined freight Unaddressed and addressed direct mail Media post Electronic services
	feibra GmbH	Unaddressed and addressed business mail
	Systemlogistik Distribution GmbH	Warehousing, Fulfilment
	Post.Wertlogistik GmbH	Value logistics
	Scanpoint GmbH	Scanning/archiving of documents
	D2D GmbH (30%)	Printing and mailing of documents
	Aktionsfinder GmbH (80%)	Digital advertising flyer platform
	EMD GmbH	Intelligent input management and archive digitalisation
BULGARIA	M&BM Express OOD (76%)	Unaddressed and addressed direct mail, letter mail, hybrid mail, express parcel service
BOSNIA AND HERZEGOVINA	24-VIP d.o.o.	Express and parcel service, combined freight
GERMANY	trans-o-flex Logistics Group GmbH ¹	Combined freight, warehouse logistics, value added services, temperature-controlled logistics
	Austrian Post International	Letter mail, addressed and unaddressed direct mail, media post, shipments of goods, value-added services
CROATIA	Overseas Trade d.o.o.	Express and parcel service, combined freight
	Weber Escal d.o.o.	Unaddressed and addressed direct mail, hybrid mail, letter mail
MONTENEGRO	City Express Montenegro d.o.o.	Express and parcel service, combined freight
POLAND	PostMaster PL	Unaddressed direct mail
ROMANIA	PostMaster RO	Unaddressed and addressed direct mail, hybrid mail, letter mail
SERBIA	City Express d.o.o.	Express and parcel service, combined freight
SLOVAKIA	Slovak Parcel Service s.r.o. (SPS), In Time s.r.o.	Express and parcel service, combined freight
TURKEY	Aras Kargo a.s.	Express and parcel service, documents
HUNGARY	trans-o-flex Hungary Kft.	Express and parcel service, combined freight

¹ The assets and liabilities of the trans-o-flex Group are held for sale as at December 31, 2015.

CONTACT

Österreichische Post AG

Headquarters
Haidingergasse 1
1030 Wien
T: +43 (0) 577 67 0
E: info@post.at
I: www.post.at

Investor Relations

Harald Hagenauer
T: +43 (0) 577 67 30401
F: +43 (0) 577 67 30409
E: investor@post.at
I: www.post.at/ir

Corporate Communications

Manuela Bruck
T: +43 (0) 577 67 24099
F: +43 (0) 577 67 28039
E: info@post.at
I: www.post.at/pr

CSR – Sustainability

Daniel-Sebastian Mühlbach
E: co2neutral@post.at
I: www.post.at/co2neutral

Compliance

Judith Pilles
T: 0800 202 224¹
E: compliance.helpdesk@post.at

Private customers

Post customer service
T: 0810 010 100¹

Business customers

T: 0800 212 212¹
I: www.business.post.at

Stamp collector's service

T: 0800 100 197¹
I: www.philatelie.at

Austrian Post

Online Annual Report 2015

I: www.post.at/gb2015/en

If you want to know more about Austrian Post (annual reports, quarterly reports etc.), we would be happy to put you on our distribution list. Please contact: T: +43 (0) 577 67 30401

E: investor@post.at

I: www.post.at/ir

¹ For Austria

FINANCIAL CALENDAR 2016

March 10	Annual Report 2015, announcement: 7:30–7:40 a.m. CET
April 4	Record date for participation at Annual General Meeting
April 14	Annual General Meeting 2016, Vienna
April 26	Ex-date
April 27	Record date (determination of entitled stocks in connection with with dividend payments)
April 28	Dividend payment day
May 13	Interim report for the first quarter of 2016, announcement: 7:30–7:40 a.m. CET
August 11	Half-year financial report of 2016, announcement: 7:30–7:40 a.m. CET
November 11	Interim report for the first three quarters of 2016, announcement: 7:30–7:40 a.m. CET

ANNUAL REPORT 2015 | ÖSTERREICHISCHE POST AG | MAGAZINE

**THE NUMBER ONE
ALWAYS
ON THE MOVE**



ANNUAL REPORT 2015 | FINANCIAL REPORT

HIGHLIGHTS 2015

■ INCREASED REVENUE

- Revenue up 1.6% to EUR 2,401.9m
- Growth in the mail (+0.9) and parcel (+2.9%) businesses

■ SOLID OPERATING RESULT

- Operating EBIT of EUR 198.0m (+2.6%)
- Reported EBIT impacted by special effects

■ STRONG CASH FLOW

- Increase in the free cash flow before acquisitions/securities of EUR 178.3m
- Strong cash flow ensures ability to finance investments and dividends

■ HIGH EQUITY RATIO

- High level of cash and cash equivalents and low financial liabilities
- Equity ratio of 39.8%

■ ATTRACTIVE DIVIDENDS

- Continuation of attractive dividend policy
- Proposal of EUR 1.95/share to the Annual General Meeting

■ OUTLOOK 2016

- Revenue dependent on portfolio change
- Stable operating EBIT targeted

KEY FIGURES AUSTRIAN POST

		2013	2014	2015	Change 2014/2015
Income statement					
Revenue	EUR m	2,366.8	2,363.5 ¹	2,401.9	1.6%
Earnings before tax, depreciation and amortisation (EBITDA)	EUR m	304.5	333.8	302.7	-9.3%
EBITDA margin	%	12.9%	14.1%	12.6%	-
Operating EBIT excl. special effects	EUR m	-	192.9	198.0	2.6%
Reported EBIT (earnings before interests and tax)	%	186.0	196.9	89.0	-54.8%
EBIT margin	%	7.9%	8.3%	3.7%/8.2% ²	-
Earnings before tax (EBT)	EUR m	171.2	194.0	91.0	-53.1%
Profit for the period	EUR m	124.0	146.8	71.6/142.2 ²	-
Earnings per share	EUR	1.82	2.17	1.06/2.10 ²	-
Employees (average for period, full-time equivalents)		24,211	23,912	23,476	-1.8%
Cash flow					
Operating cash flow before changes in working capital	EUR m	304.8 ³	283.3	265.0	-6.5%
Cash flow from operating activities	EUR m	250.4	232.2	216.2	-6.9%
Investment in property, plant and equipment (CAPEX)	EUR m	-96.4	-82.6	-104.7	26.8%
Cash flow from acquisitions/divestments	EUR m	-69.0	-2.0	-6.8	<-100%
Free cash flow	EUR m	60.5	162.8	167.2	2.7%
Free cash flow before acquisitions/securities	EUR m	153.9	151.7	178.3	17.5%
Balance sheet					
Total assets ⁴	EUR m	1,640.2	1,671.0	1,613.0	-3.5%
Equity ⁴	EUR m	699.4	702.7	641.7	-8.7%
Non-current assets ⁴	EUR m	1,066.4	1,025.4	909.6	-11.3%
Current assets ⁴	EUR m	571.9	645.0	639.6	-0.8%
Assets held for sale	EUR m	1.9	0.6	63.8	>100%
Net financial debt	EUR m	112.4	99.7	28.1	-71.8%
Net debt/EBITDA		0.37	0.30	0.09	-
Equity ratio	%	42.6%	42.1%	39.8%	-
Return on equity (ROE)	%	21.2%	25.8%	12.5%/24.9% ²	-
Gearing ratio	%	16.1%	14.2%	4.4%	-
Capital employed	EUR m	753.4	733.8	577.0	-21.4%
Return on capital employed (ROCE)	%	25.4%	26.5%	13.6%/30.2% ²	-
Post share					
Share price at the end of December	EUR	34.78	40.38	33.63	-16.7%
High/low (closing price)	EUR	36.01/29.55	40.51/33.40	46.99/29.70	-
Dividends per share (for the financial year)	EUR	1.90	1.95	1.95 ⁵	-
Total shareholder return	%	17.2%	21.6%	-11.9%	-
Market capitalisation at the end of December	EUR m	2,349.5	2,727.8	2,271.8	-16.7%
Shares in circulation at the end of December	Shares	67,552,638	67,552,638	67,552,638	-
Free float	%	47.2%	47.2%	47.2%	-
Revenue by division (external sales)					
Mail & Branch Network Division	EUR m	1,510.3	1,487.7	1,501.7	0.9%
Parcel & Logistics	EUR m	855.6	875.0 ¹	900.2	2.9%
EBIT by division					
Mail & Branch Network Division	EUR m	281.8	270.0	284.7	5.4%
Parcel & Logistics	EUR m	-4.9	-19.5	-105.4	<-100%

¹ The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

² Adjusted for special effects

³ Reporting adapted for 2013: Non-cash changes in provisions which are considered as non-current as well as restructuring provisions are adjusted in the gross cash flow starting in the 2014 financial year. The cash flow statement for the 2013 financial year was correspondingly adapted.

⁴ Balance sheet structure following the adjusted presentation in 2013 of current tax assets and tax liabilities and the recognition of payments received in advance.

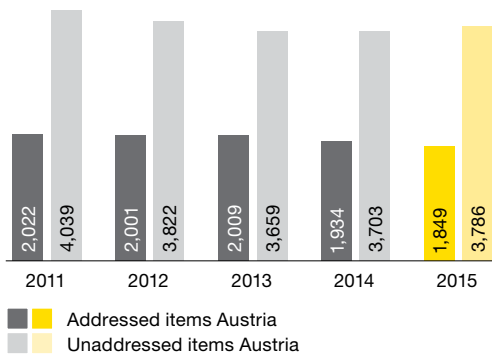
⁵ Proposal to the Annual General Meeting on April 14, 2016



DEVELOPMENT OF KEY INDICATORS

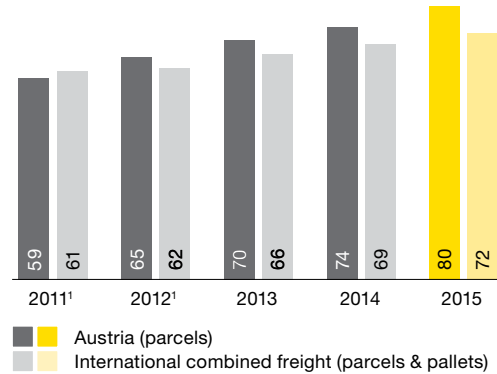
MAIL SHIPMENTS

Items million



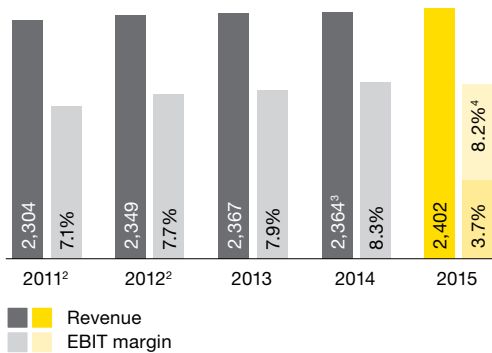
PARCEL SHIPMENTS

Items million



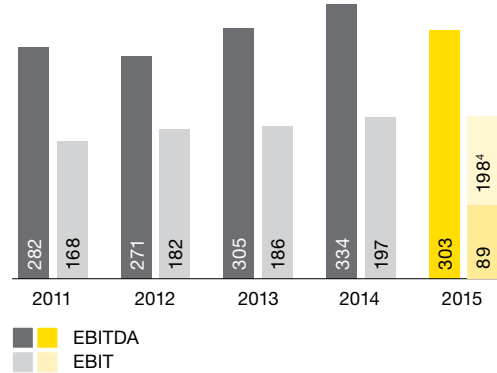
REVENUE AND EBIT MARGIN

EUR m, %



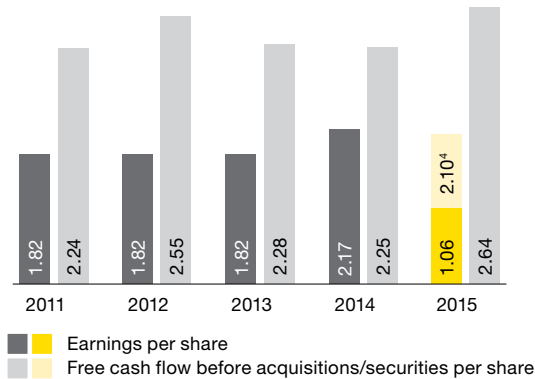
EBITDA AND EBIT

EUR m



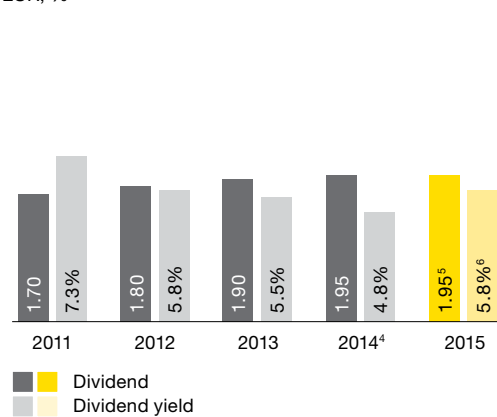
EARNINGS PER SHARE AND FREE CASH FLOW BEFORE ACQUISITIONS/SECURITIES

EUR



DIVIDEND AND DIVIDEND YIELD PER SHARE

EUR, %



¹ Values adjusted for the Benelux subsidiaries (disposal in 2012)

² Revenue adjusted for the Benelux subsidiaries and the meiller Group (the joint venture company MEILLERGHP is accounted for using the equity method as of 2011).

³ The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

⁴ Adjusted for special effects

⁵ Proposal to the Annual General Meeting on April 14, 2016

⁶ Dividend yield in relation to the share price at the end of the respective financial year

CONTENTS

6

INTRODUCTION BY THE MANAGEMENT BOARD

8–21

CORPORATE GOVERNANCE REPORT

- 8 Corporate Governance Code
- 10 Composition of the Management Board
- 11 Composition of the Supervisory Board
- 14 Mode of operation of the Management and Supervisory Boards
- 16 Remuneration
- 19 External evaluation
- 20 Report of the Supervisory Board

23–53

GROUP MANAGEMENT REPORT 2015¹

- 24 Group information and strategy
- 27 Business environment and legal framework
- 28 Business development and economic situation
- 41 Non-financial performance indicators
- 44 Significant events after the reporting period
- 45 Outlook 2016
- 46 Opportunities and risks of the company
- 51 Other disclosures

57–133

CONSOLIDATED FINANCIAL STATEMENTS 2015¹

- 58 Consolidated profit and loss account
- 59 Statement of comprehensive income
- 60 Consolidated balance sheet
- 61 Consolidated cash flow statement
- 62 Changes in equity
- 64 Notes to the consolidated financial statements
- 131 Statement of all legal representatives
- 132 Independent Auditor's Report

134–144

SERVICE

- 134 Glossary/index
- 136 History of Austrian Post
- 138 Addresses of subsidiaries
- 139 Contact
- 140 Overview of key indicators 2006–2015
- 142 Financial calendar 2016
- 143 Key share indicators
- 144 Imprint

¹ This part was subject to the statutory audit carried out by KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft (except for the chapter "Statement of all legal representatives").

INTRODUCTION BY THE MANAGEMENT BOARD

Ladies and Gentlemen, Dear shareholders!

Austrian Post can look back at a solid operating performance in the 2015 financial year. In spite of the challenging conditions, Group revenue rose 1.6% to EUR 2,401.9m. Both the parcel segment (+2.9%) and the mail business (+0.9%) generated revenue growth. Once again the basic trends shaping the letter mail and logistics markets in recent years continued in 2015. The volume of addressed mail items is under pressure both on a national and international level due to the substitution of conventional letter mail by electronic forms of communication. In contrast, parcel volumes to private customers are increasing, driven by the ongoing trend towards online shopping. In spite of intensified competition, we maintained our strong market position on our domestic market of Austria.

Good development on the domestic market

The Mail & Branch Network Division succeeded in achieving revenue growth of 0.9% in 2015 in a structurally shrinking market. This can be attributed to the upward adjustment of postal rates as of March 1, 2015 as well as the impetus provided by increasing handling of international cross border mail volumes. We resolutely moved ahead with the expansion of our self-service offering in the branch network. At the end of 2015, customers already had 300 self-service zones at their disposal equipped with modern franking machines, packing stations, drop-off boxes, and for the most part also with collection stations.

During the reporting period, the Parcel & Logistics Division generated revenue growth of 2.9% in the light of differing regional developments. The outstanding logistics and service quality of Austrian Post served as the basis for the volume increase of 8% to 80 m parcels. On our international markets, the parcel business in South East and Eastern Europe developed positively. In contrast,

the business development of the German trans-o-flex Group remained below expectations. Against this backdrop, we began to evaluate all possible strategic options at the beginning of the year. On this basis we decided to seek a strategic buyer and the trans-o-flex Group as held for sale to be shown in the books. This resulted in impairment losses (non-cash) of EUR 125.8m being reported.

Solid performance negatively impacted by impairments

Adjusted to take account of special effects, especially in connection with the trans-o-flex, operating EBIT of Austrian Post amounted to EUR 198.0m in 2015, whereas the reported EBIT totalled EUR 89.0m. In our operating business, we continued with the implementation of measures to optimise costs and enhance efficiency. Our investment activity mainly focused on a modern vehicle fleet and new equipment, furniture and fittings. Cash flow remained extremely sound despite the extensive investment programme, thus comprising a solid basis for the ability of Austrian Post to finance investments and dividends in the future. On this basis, we will propose to the Annual General Meeting that Austrian Post distribute a dividend amounting to EUR 1.95/ share for the 2015 financial year, thus continuing our attractive dividend policy, provided that approval is granted.

Stable development targeted

Generally speaking, the prevailing trends affecting the letter mail and logistics markets in recent years are expected to continue in 2016. Next year's revenue may be affected by portfolio changes. This could be a deconsolidation of trans-o-flex or an increase in our stake in the Turkish parcel services provider Aras Kargo, which will be decided in the course of the year. Apart from those two measures, Austrian Post aims to achieve a largely stable sales performance in 2016, while earnings will be impacted by revenue trends relating to letter mail and parcel volumes, but also by new, innovative business ideas and the implementation of the targeted efficiency enhancement programme. Austrian Post aims to



Management Board of Austrian Post: Peter Umundum, Walter Oblin, Georg Pözl and Walter Hitziger (from l. to r.)

maintain a stable development in 2016 with an operating result (EBIT) at the same level as in 2015.

Finally, we would like to thank all employees for their hard work and commitment. Their dedication made it possible for Austrian

Post to generate a good operating performance despite the prevailing headwinds. With this in mind, we look forward to being “always in motion” and entering the year 2016 full of energy and enthusiasm in order to decisively move ahead.

Vienna, February 26, 2016

Georg Pözl
Chairman of the Management Board
Chief Executive Officer

Walter Oblin
Member of the Management Board
Chief Financial Officer

Walter Hitziger
Member of the Management Board
Mail & Branch Network Division

Peter Umundum
Member of the Management Board
Parcel & Logistics Division

CORPORATE GOVERNANCE REPORT 2015 OF AUSTRIAN POST PURSUANT TO SECTION 243 AUSTRIAN COMMERCIAL CODE

This Corporate Governance Report describes the structures, processes and rules which Austrian Post considers to be the basis for well-functioning corporate governance. Austrian law, Austrian Post's Articles of Association and by-laws for corporate bodies of the company as well as the Austrian Corporate Governance Code (ÖCGK) comprise the legal framework for corporate governance at Austrian Post as a publicly listed company.

1 CORPORATE GOVERNANCE CODE

Austrian Post is unreservedly committed to complying with the current and valid version of the Austrian Corporate Governance Code. It contains a series of rules designed to ensure the responsible business management and control of a company oriented to the sustainable and long-term creation of value as well as a high level of transparency for the benefit of all stakeholders.

The Austrian Corporate Governance Code is publicly available on the Austrian Post website at www.post.at/ir or on the website of the Austrian Working Group for Corporate Governance at www.corporate-governance.at.

The code provides a framework for the management and supervision of a company. The main underlying principles in the code such as equal treatment of all shareholders, transparency, independence of the Supervisory Board, open communication between the Supervisory and Management Boards, avoiding conflicts of interest among corporate bodies and an efficient monitoring and oversight by the Supervisory Board and auditors are all designed to strengthen confidence on the part of investors in the company and Austria as a financial hub. The Austrian Corporate Governance Code, which goes beyond legal requirements, is based on the principle of voluntary compliance. Austrian Post fulfilled all rules and recommendations contained in the Austrian Corporate Governance Code during the 2015 financial year.

In accordance with Rule 62 of the Austrian Corporate Governance Code, Austrian Post regularly submits to an external evaluation of its compliance with the code and the accuracy of its related public reporting. The appraisal carried out for the 2015 financial year by the auditor, KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft, did not discover any facts which contradict the company's public declarations with respect to its adherence to the Austrian Corporate Governance Code. Austrian Post's adherence to the Austrian Corporate Governance Code with respect to the auditor was evaluated and confirmed by the law firm

CMS Reich-Rohrwig Hainz. The next external evaluation is scheduled to be carried out for the 2017 financial year.

Group auditing, risk management and compliance

The Internal Audit department at Austrian Post performs all important controlling and monitoring functions in the Group as part of an integrated overall system. This department promotes transparency, supplies facts for decision-making processes, presents solutions and promotes their sustainable implementation.

Risk management at Austrian Post enables the Group-wide identification and analysis of risks on the basis of strategic and operational targets. The proper functioning and suitability are evaluated by the auditor pursuant to C-Rule 83 of the Austrian Corporate Governance Code.

Austrian Post's Group-wide internal control system (ICS) makes use of process-integrated measures, mechanisms and controls. The ICS at Austrian Post is based on existing risk management and process structures in the company, encompasses the internal control activities relating to major risks and monitors the internal control implementation process. The Internal Audit department carries out an ex post examination of compliance with relevant regulations. Its findings serve as the basis for determining the effectiveness of the integrated control process and mechanisms.

Austrian Post has continuously expanded upon its compliance management system (CMS) launched in the year 2010. The aim is to sustainably consolidate the established Group-wide compliance culture in order to avoid liability risks and other legal disadvantages which could negatively impact the company and its employees. The conviction underlying these initiatives is that compliance makes a value-added contribution to the development of the company.

The focal points of Austrian Post's compliance management activities in 2015 were once again "anti-corruption" and "capital market compliance". Accordingly, a revised version of the guidelines on the acceptance and granting of gifts, invitations and other advantages was adopted and rolled out throughout the Group. The compliance team carried out extensive training measures (classroom training and a new e-learning programme) on these guidelines in 2015. In addition, a new compliance awareness campaign was launched. Guidelines on donations and sponsoring were also adopted, and in-depth information was provided to the affected employees. The training programme on capital market compliance was expanded once again. Classroom

training for employees in sensitive areas and members of project groups was implemented in addition to the e-learning tool for all members of confidentiality areas and regular infomails on relevant, topical issues and capital market law. Austrian Post pressed ahead with the ongoing integration of the compliance organisation in its subsidiaries, especially those in South East and Eastern Europe. Here emphasis was also placed on the issues of “anti-corruption” and “capital market compliance”. In order to achieve this integration objective, the “International Compliance Day” was held for the third time in 2015, this time at Austrian Post headquarters. Compliance officers from Austria and from Austrian Post’s international subsidiaries as well as top management representatives took part in the event. The focal points were the issues of criminal law on corruption, changes in the Austrian Stock Exchange Act, shared corporate values and compliance communications. At the end of 2015 the decision was made to establish “antitrust compliance” as an additional priority in the CMS of Austrian Post. The company plans to introduce a manual on antitrust compliance and develop a related training concept in 2016.

In accordance with legal regulations and the Austrian Corporate Governance Code (C-Rule 18a), the Management Board informed the Supervisory Board during the year under review about the precautions being taken to combat potential cases of corruption in the company.

Annual audit

KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft was appointed by the Annual General Meeting held on April 15, 2015, to serve as the auditor of the annual financial statements and consolidated annual financial statements of Austrian Post for the 2015 financial year in accordance with the recommendation submitted by the Supervisory Board. The audit fee invoiced by Deloitte Audit Wirtschaftsprüfungs GmbH in the course of the 2015 financial year for auditing the annual financial statements and consolidated annual financial statements of Austrian Post amounted to EUR 80,000 (excl. VAT). A total of EUR 142,800 (excl. VAT) was invoiced for carrying out the audits for Austrian Post subsidiaries. KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft received a remuneration of EUR 40,590 (excl. VAT) for other auditing services.

Shareholders

The share capital of Austrian Post is divided into a total of 67,552,638 non-par value shares. There are no voting rights restrictions or syndicate agreements applying to Austrian Post of which the company is aware. The principle of “one share – one vote” applies without exception. The Republic of Austria holds a 52.85% stake in Austrian Post via the Austrian privatisation and industrial holding company Österreichische Bundes- und Industriebeteiligungen GmbH (ÖBIB).

Austrian Post attaches considerable importance to ensuring that all shareholders are treated equally and provided with comprehensive information. Above and beyond the legally binding reporting and disclosure requirements (i.e. annual and quarterly reports, ad-hoc announcements, publication of directors’ dealings), Austrian Post regularly reports about ongoing developments at the company by means of press releases as well as analyst, press and shareholder conferences. All reports and releases as well as key presentations held at these conferences are available at www.post.at/ir. Austrian Post published five ad-hoc announcements in 2015, which, along with the shareholder structure, can be accessed online at www.post.at/ir.

Measures to promote the career advancement of women

Austrian Post aims to continually increase the share of women holding management positions, in order to ensure that they equally share responsibility and decision-making authority in the company. A total of four women are represented on the Supervisory Board, comprising 50% of the Supervisory Board members elected by the Annual General Meeting. Since April 15, 2015, Edith Hlawati und Edeltraud Stiftinger have served as Chairwoman and Deputy Chairwoman of the Supervisory Board of Austrian Post.

Equal opportunity at work and equal treatment of employees without distinction based on gender are a matter of course at Austrian Post. Particular attention is paid to pursuing a strict equal opportunity policy in the recruiting process. Women have been promoted to management jobs in numerous business areas, and held about 25% of senior management positions at Austrian Post in 2015. On balance, women comprise roughly 29% of the company’s workforce.

As an employer, Austrian Post attaches great importance to ensuring the compatibility of career and family. In November 2013, Austrian Post was given the basic “Career and Family Certificate” valid until 2016 by the Austrian Federal Ministry of Families and Youth. In addition to the existing offering and measures (flexible working time models, company kindergarten at corporate headquarters, inclusion of employees on leave in the internal information network), a comprehensive information platform on issues such as maternity leave and child care has been available on the Austrian Post Intranet since 2015.

A second impulse event on the topic of “Leadership beyond Limits” took place in May 2015. All participants from the two women’s programmes (2012 and 2013) were invited to take part. The focus of this event was “Culture.Change.Europe.” Numerous mentors from the two “Business Cross Mentoring” programmes as well as Evrim Aras (CEO Aras Kargo) took part in the podium discussion.

2 COMPOSITION OF THE MANAGEMENT BOARD

The Management Board of Austrian Post consists of four members. Information on the individual Management Board

members including their professional careers and current areas of responsibility is presented below. The division of responsibilities on the Management Board is defined in the by-laws adopted by the Supervisory Board and amended most recently in 2015.

Name (year of birth)	Position	First appointed	Current term of office ends	Additional functions (as at Dec. 31, 2015)
 Georg Pölzl (1957)	Chairman of the Management Board, Chief Executive Officer	Oct. 1, 2009	Sept. 30, 2019 ¹	–
 Walter Oblin (1969)	Member of the Management Board	July 1, 2012	June 30, 2020 ¹	Supervisory Board member of BAWAG Holding GmbH and BAWAG P.S.K.
 Walter Hitziger (1960)	Member of the Management Board	May 1, 2004	Dec. 31, 2016	Supervisory Board member of BAWAG P.S.K. Versicherung AG
 Peter Umundum (1964)	Member of the Management Board	April 1, 2011	March 31, 2016 ¹	–

¹ Taking account of the extension option

Professional career and areas of responsibility

Georg Pölzl

Georg Pölzl studied and graduated from Montan University of Natural Resources and Applied Life Sciences Austria in Leoben. His professional career started as a corporate consultant for McKinsey & Company. Subsequently, he was appointed to the Management Board of the mechanical engineering and plant building company Binder+Co AG. He then served as Managing Director of T-Mobile Austria, Vienna, for a total of nine years before moving to Germany to assume the position as special deputy of the Management Board of Deutsche Telekom with responsibility for implementing the successful restructuring programme at the company. He served as the Spokesman of the Management Board of T-Mobile Germany before being appointed Chairman of the Management Board of Austrian Post in 2009. His current term of office expires on September 30, 2019, taking account of the extension option.

In his capacity as Chief Executive Officer, Georg Pölzl is responsible for Strategy and Group Development, Corporate Communications, Investor Relations, Group Auditing and Compliance. His responsibilities also include Online & E-Commerce Innovation Management, Human Resources Management as well as End Customer Initiatives and End Customer Service. In October 2014, Georg Pölzl was named Professor for Strategic Company Manage-

ment at the School of Business, Economics and Social Science at the University of Graz.

Walter Oblin

Walter Oblin concluded his studies in mechanical engineering and business administration at the Graz University of Technology and also holds a Master of Science in Industrial Administration from Purdue University in Indiana (USA). He worked at McKinsey & Company in Vienna during the period 1994 to 2008, and was appointed to be a managing partner and member of the Management Board in 2000. During this time he primarily consulted international transport, infrastructure and logistics companies in dealing with strategic and operational changes. Following a managing board position with the German technology company SorTech AG, he joined Austrian Post in October 2009, where he was responsible for Strategy and Group Development until his appointment to the Management Board. His current term of office expires on June 30, 2020, taking account of the extension option.

Walter Oblin has management responsibility for Finance and Accounting, Finance of the Mail & Branch Network and Parcel & Logistics Divisions, Controlling and Treasury. In addition, he is also in charge of Information Technology, Central Procurement, Legal and Corporate Real Estate.

Walter Hitziger

Walter Hitziger studied industrial engineering and business administration at the Graz University of Technology before working for the beer company Steirerbrau AG – Steirische Brauindustrie AG (Gösser/Puntigamer) with responsibility for distribution logistics. He served as division manager for consulting at both Agiplan Planungsgesellschaft and Econsult Betriebsberatungsgesellschaft in Vienna in the years 1990–1997. From 1997 until his initial appointment to the Management Board of Austrian Post in May 2004, Walter Hitziger served as a member of the Management Board of bauMax Handels AG with responsibility for procurement and logistics. His current term of office expires on December 31, 2016.

Walter Hitziger is Director of the Mail & Branch Network Division and thus has management responsibility for six business areas of the Group – from the acceptance, sorting and delivery of letter mail and direct mail items to the branch network, value added mail services and online services. On an international level, Walter Hitziger is responsible for the mail activities of Austrian Post in the countries of South East and Eastern Europe, as well as for Austrian Post International Deutschland GmbH based in Bonn, Germany.

3 COMPOSITION OF THE SUPERVISORY BOARD

As at December 31, 2015, the Supervisory Board consists of a total of twelve members i.e. eight shareholder representatives elected by the Annual General Meeting and four employee representatives elected by the Central Works Council of Austrian Post. Elections were held at the Annual General Meeting of April 15, 2015 for all shareholder representatives to the Supervisory Board.

The following changes in the Supervisory Board took place in the course of 2015. Rudolf Kemler and Günter Leonhartsberger retired from their positions on the Supervisory Board as at the end of the Annual General Meeting held on April 15, 2015. Edeltraud Stiftinger and Herta Stockbauer were elected to the Supervisory









Peter Umundum





Following degree studies in computer science at the Graz University of Technology, Peter Umundum commenced his professional career in 1988 at Steirerbrau AG, where he assumed managerial responsibility for the Organisation and Computing Department. In 1994, he moved to Styria Medien AG as the head of IT and just two years later was appointed as the CEO of the subsidiary Media Consult Austria GmbH. In 1999, he acted as one of the founders and CEO of redmail. In 2001, Peter Umundum became managing director of the daily newspaper “Die Presse” and three years later he joined the executive management of the daily newspaper “Kleine Zeitung”. In 2005, he accepted a position at Austrian Post, where he served as a managing director of the Mail Division with responsibility for production and logistics as well as domestic and international subsidiaries. In its meeting held on May 6, 2015, the Supervisory Board reappointed Peter Umundum to serve on the Management Board of Austrian Post. His current term of office expires on March 31, 2021, taking account of the extension option.

Peter Umundum has management responsibility for the Parcel & Logistics Division, which operates its own subsidiaries in nine European countries. Moreover, he is also Chairman of the Supervisory Board of the European transport network EURODIS.

Board for the first time. Their terms of office end at the Annual General Meeting which will discharge the Management and Supervisory Boards for the 2019 financial year. The shareholder representatives Erich Hampel, Edith Hlawati, Peter E. Kruse, Chris E. Muntwyler, Markus Pichler and Elisabeth Stadler were re-elected to the Supervisory Board. Their terms of office end at the Annual General Meeting which will discharge the Management and Supervisory Boards for the 2017 financial year.

In the constituent meeting of the Supervisory Board held on April 15, 2015, Edith Hlawati was elected to serve as the Chairwoman of the Supervisory Board of Austrian Post, and Edeltraud Stiftinger as its Deputy Chairwoman.

Name (year of birth)	Nation- ality	First appointed	Main job	Mandates in publicly listed companies (as at Dec. 31, 2015)	Key positions held and focus of work
Shareholder representatives					
 Edith Hlawati (1957) Chairwoman	Austrian	April 26, 2007	Lawyer		Partner of the law firm Cerha Hempel Spiegelfeld Hlawati, Head of Banking & Corporate Finance; focus of work: stock corporation law, capital markets, banking and stock market law, mergers & acquisitions, takeover law and financing
 Edeltraud Stiftinger (1966) Deputy Chairwoman	Austrian	April 15, 2015	Managing Director Austria Wirtschafts- service GmbH		Head of Research and Development for Central Eastern Europe at Siemens AG; Managing Director ZIT Center for Innovation and Technology; economic and technology policy advisor to the Vienna City Councillor for Finance and Economic Affairs
 Erich Hampel (1951)	Austrian	April 22, 2010	Management consultant	Zagrebačka banka d.d. (Croatia)	Chairman of the Management Board and Chief Executive Officer at Bank Austria Creditanstalt AG, also Head of the CEE Division at UniCredit, Chairman of the Management Board and Chief Executive Officer at Creditanstalt AG, Governor of Österreichische Postsparkasse
 Peter E. Kruse (1950)	Swiss	April 24, 2014	Management consultant		Member of the Management Board of Deutsche Post World Net, responsible for DHL Express Europe, Deputy Chairman of the Management Board at Kühne & Nagel International AG (Switzerland)
 Chris E. Muntwyler (1952)	Swiss	April 22, 2010	CEO of Conlogica AG (Switzerland)	Panalpina World Transport AG (Switzer- land), National Express Group PLC (UK)	Management consulting in the fields of strategy development, change management, business management and process orientation. CEO of DHL Express (UK) Ltd., London and CEO of DHL Express Central Europe, Managing Director of DHL Worldwide Express GmbH (Switzerland and Germany) as well as Managing Director of Deutsche Post Express (Germany)
 Markus Pichler (1968)	Austrian	April 28, 2011	Head of Non- Energy Drink Beverages at Red Bull GmbH		Member of the Board of Directors with responsibility for Marketing & Communications at McDonald's Germany, Executive Vice President of Red Bull North America, Managing Director of Unibail-Rodamco Austria Management GmbH
 Elisabeth Stadler (1961)	Austrian	April 28, 2011	Chairwoman of the Managing Board and General Manager, Vienna Insurance Group AG (since Jan. 1, 2016) General Man- ager of DONAU Versicherung AG, Vienna Insurance Group (until March 30, 2016)		Member of the Management Board of Raiffeisen Versicherung AG and Financelife Lebensversicherung AG, Member of the Management Board of UNIQA Personenversicherung AG and Call Direct Versicherung AG, Chairwoman of the Executive Board of ERGO Austria International AG
 Herta Stockbauer (1960)	Austrian	April 15, 2015	Chairwoman of the Managing Board, BKS Bank AG	SW Umwelttechnik Stoiser & Wolschner AG, Oberbank AG, Bank für Tirol und Vorarlberg Aktienge- sellschaft	Responsibilities on the Managing Board of BKS Bank: Corporate Banking, Treasury/Own Business, Human Resources, Public Relations, Marketing, Investor Relations, Accounting and Sales Controlling, International Business (Croatia, Slovakia, Slovenia, Hungary)

Name (year of birth)	Nation- ality	First appointed	Main job	Key positions held and focus of work
Employee representatives				
 Helmut Köstinger (1957)	Austrian	April 14, 2005	Central Works Council (Chairman)	Chairman of the Union of Postal and Telecommunications Workers (GPF), Member of the Executive Board of the Austrian Trade Union Federation (ÖGB)
 Martin Palensky (1963)	Austrian	Feb. 22, 2002	Central Works Council (Deputy Chairman)	
 Andreas Schieder (1976)	Austrian	Oct. 19, 2010	Central Works Council	
 Manfred Wiedner (1963)	Austrian	March 3, 1999	Central Works Council	Second Deputy Chairman of the Union of Postal and Telecommunications Workers (GPF)

Diversity

In selecting members of the Supervisory Board, the main focus is on selecting individuals providing the relevant qualifications and personal competence. The Supervisory Board continuously puts a strong emphasis on these requirements in its proposals for the election of new Supervisory Board members.

Generally speaking, the Supervisory Board aims to optimally fulfil its supervisory, monitoring and advisory responsibilities based on the diversity of its members. In particular, diversity encompasses internationality and different professional and personal backgrounds. The share of women serving on the Supervisory Board is also a key aspect of diversity. From the perspective of diversity, it is important to note that three of the twelve Supervisory Board members are under the age of 50, and two members are not Austrian nationals. Four women serve on the Supervisory Board, or 50% of the shareholder representatives elected by the Annual General Meeting.

Independence

In accordance with C-Rule 53 of the Austrian Corporate Governance Code, the Supervisory Board of Austrian Post has defined the following criteria to determine the independence of Supervisory Board members, which are compliant with Appendix 1 of the January 2015 version of the Austrian Corporate Governance Code:

1. The Supervisory Board member shall not have served as a member of the Management Board or as a manager of the company or one of its subsidiaries in the past five years.
2. The Supervisory Board member shall not maintain or have maintained in the past year any business relations with the company or one of its subsidiaries to an extent of significance for the Supervisory Board member. This shall also apply to relationships with companies in which the Supervisory Board member has a considerable economic interest, but not to carrying out functions on corporate bodies. The approval of individual transactions by the Supervisory Board according to L-Rule 48 does not automatically mean the person is qualified as being not independent.
3. The Supervisory Board member shall not have been an auditor of the company, have owned a share in the auditing company or have worked there as an employee over the past three years.
4. The Supervisory Board shall not be a member of the Management Board of another company in which a Management Board member of this company is a Supervisory Board member.
5. The Supervisory Board member shall not serve as a member of the Supervisory Board for longer than 15 years. This does not apply to Supervisory Board members who are shareholders with a stake in the company or who represent such a shareholder's interests.
6. The Supervisory Board member shall not be a close relative (i.e. direct offspring, spouse, partner, parent, uncle, aunt, sibling, niece or nephew) of a Management Board member or of persons in one of the above-mentioned positions.

All shareholder representatives of Austrian Post are independent. Written declarations of their independence have been submitted in accordance with the above-mentioned criteria. No shareholder representative has a stake of more than 10% in the company, or represents the interests of such a shareholder.

There are no contracts between the Supervisory Board members and Austrian Post which would require consent or disclosure pursuant to Rules 48 and 49 of the Austrian Corporate Governance Code.

4 MODE OF OPERATION OF THE MANAGEMENT AND SUPERVISORY BOARDS

The Management Board is the managing body of the Austrian Post Group, and is bound to act in the company's best interests. It manages the business of the company on the basis of prevailing legal regulations, the Articles of Association and the by-laws. The

by-laws for the Management Board stipulate the assignment of responsibilities and cooperation within the Management Board. They also define the information and reporting obligations of the Management Board as well as a catalogue of measures requiring the formal approval of the Supervisory Board.

The Management Board discusses the current business development at Austrian Post, as well as strategic and operational issues within the context of meetings held at least every 14 days. At these meetings decisions are made requiring the approval of the entire Management Board. Moreover, the members of the Management Board continually exchange information about relevant activities and events with each other and with the responsible executives.

A so-called Executive Management Council provides support to the Management Board in running the company. This leadership team consists of approximately 50 top level employees, and plays an advisory and supporting role with respect to all operational and strategic issues affecting Austrian Post.

The Management Board regularly provides the Supervisory Board with timely and comprehensive information about all relevant issues relating to business development, including the assessment of the risk situation and risk management at Austrian Post and all key Group subsidiaries. In the spirit of good corporate governance, ongoing consultations take place between the respective chairmen of the Supervisory and Management Boards concerning those matters which fall under the jurisdiction of the Supervisory Board. In particular, this includes discussions on the strategy, business development and risk management at the company.

In 2015, the newly constituted Supervisory Board in 2015 resulted in several changes in its mode of operation. For example, a clearer distinction between the Audit Committee and the Supervisory Board was brought about, not least due to the principle of separate management of the two bodies. Moreover, a Parcel & Logistics Committee was set up in addition to the Audit Committee, underlining the strategic importance of current developments in this field.

The further development of the mode of operation of the Supervisory Board is also based on the self-evaluation of the Supervisory Board, which was externally supported by Neumann Leadership Holding GmbH. In accordance with the stipulations of the Austrian Corporate Governance Code (C-Rule 36), the Supervisory Board intensively dealt with the efficiency of its own work at two meetings. On the basis of the recommendations for action, the Supervisory Board moved ahead with intensifying the work of its committees, as mentioned above, and also initiated a training programme for the Supervisory Board where various issues are discussed with internal and external experts. In this connection, a particular focus designed to deepen the market knowledge of the Supervisory Board members were the discussions with experts and tours of facilities operated by the Turkish parcel services provider Aras Kargo in Istanbul. The Supervisory Board gained in-depth insight into operational processes as well as the Turkish business environment.

The **Executive Committee** is responsible for regulating the relationships between the company and the members of the Management Board, including granting approval to secondary employment, inasmuch as this does not fall within the jurisdiction of the entire Supervisory Board, the Remuneration or Nomination Committee. In addition, the Executive Committee maintains regular contact to the Chairman of the Management Board, discussing strategy and business development with him.

The **Nomination Committee** submits recommendations to the Supervisory Board with respect to filling vacant positions on the Management Board, and also deals with issues relating to succession planning. The Nomination Committee or the entire Supervisory Board submits specific proposals to the Annual General Meeting on filling vacant Supervisory Board positions.

The **Remuneration Committee** deals with the contents of employment contracts with Management Board members, ensures implementation of the remuneration rules contained in the Austrian Corporate Governance Code, and regularly evaluates the

policies governing remuneration of Management Board members.

The **Audit Committee** is responsible for auditing and preparing the approval of the company's annual financial statements, the auditing of the consolidated annual financial statements, the proposal on the distribution of profits, the Management Report and the Corporate Governance Report. Considerable importance is attached to monitoring reporting processes and the effectiveness of the internal control, internal audit and risk management systems. Another important task carried out by the Audit Committee is to prepare the proposal of the Supervisory Board for selection of the auditor of the annual accounts, and the monitoring of the independence of the auditor.

The **Parcel & Logistics Committee** supports the Management Board in preparing complex decisions on fundamental strategic issues impacting the Parcel & Logistics Division. The committee convened three times during the 2015 financial year, and reported to the Supervisory Board about the division's business results and any recommendations.

	Executive Committee	Nomination Committee	Remuneration Committee	Audit Committee	Parcel & Logistics Committee
Edith Hlawati	✓	✓ (Chairwoman)	✓ (Chairwoman)		
Erich Hampel					
Peter E. Kruse					✓ (Chairman)
Chris E. Muntwyler					✓
Markus Pichler				✓	
Elisabeth Stadler				✓	
Edeltraud Stiftinger	✓	✓	✓	✓ (Chairwoman)	
Herta Stockbauer				✓	
Helmut Köstinger		✓		✓	✓
Martin Palensky					
Andreas Schieder					
Manfred Wiedner				✓	

Five meetings of the Supervisory Board were held in the course of the 2015 financial year. The focus of these regular sessions was the monitoring of the ongoing business development of Austrian Post and its subsidiaries as well as various transactions requiring Supervisory Board approval. Ongoing strategic development projects were discussed in detail during all Supervisory Board meetings. The priorities of the work carried out by the Supervisory Board in 2015 are contained in the Report of the Supervisory Board to the Annual General Meeting.

The Audit Committee convened three times. In its meeting on the financial statements and consolidated financial statements of Austrian Post, in which the auditors also took part, the Audit Committee properly carried out its responsibilities pursuant to

Section 92 Para. 4a Austrian Stock Corporation Act. Moreover, the Audit Committee intensively dealt with the quarterly (interim) financial statements for the 2015 financial year. The Audit Committee recommended to the Supervisory Board to propose the election by the Annual General Meeting of KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft as the auditor of the annual financial statements and consolidated annual financial statements of Austrian Post for the 2015 financial year. In the 2015 financial year, the Nomination Committee focused on drawing up a proposal to fill the position of "Member of the Supervisory Board and Director of the Parcel & Logistics Division", as well as preparing the corresponding resolution in the Supervisory Board. Furthermore, in line with the Public Appointments Act, the Nomination Committee prepared the announcement of a

vacancy and invitation for applications to fill the position of “Member of the Management Board and Director of the Mail & Branch Network Division”. In its work leading up to the 2015 Annual General Meeting, the Nomination Committee, expanded to include the Supervisory Board members Elisabeth Stadler, Erich Hampel and Manfred Wiedner, dealt with the proposal for new candidates for election to the Supervisory Board. The Remuneration Committee dealt with the variable remuneration paid to members of the Management Board as well as the contents of the employment contract of Peter Umundum, whose term of office was extended as Member of the Supervisory Board and Director of the Parcel & Logistics Division.

The average attendance of all members at Supervisory Board meetings was about 97%. No member personally attended fewer than half of the sessions. All members of the committees attended all the respective committee meetings.

5 REMUNERATION REPORT

The Remuneration Report describes the amount and structure of the income received by the members of the Management Board and Supervisory Board of Austrian Post.

MANAGEMENT BOARD REMUNERATION

EUR thousand	Fixed salary (incl. payments in kind)		Variable salary		Total remuneration (incl. payments in kind)	
	2014	2015	2014	2015	2014	2015
Georg Pözl	576	611	550	675	1,126	1,286
Walter Oblin	350	392	330	406	680	798
Walter Hitziger	451	451	440	528	891	979
Peter Umundum	350	373	330	406	680	779

The remuneration of the variable salary components is paid in the following year due to the fact that the extent to which stipulated targets have been achieved can first be determined at the end of the financial year. For this reason, the chart presents the variable salary granted to the Management Board members in 2014 and 2015 for the 2013 and 2014 financial years.

In case the employment contract of a Management Board member is terminated, the employment contract stipulates that the Management Board member is entitled to severance pay of up to an entire year's annual salary or the right to be covered by the Company Employee and Self-Employed Pension Plan Act. All members of the Management Board have concluded a pension fund agreement in accordance with the stipulations contained in model contracts (BGBl – Federal Law Gazette) under which Austrian Post is required to pay 10% of the individual's fixed annual gross salary

Management Board

The Supervisory Board assigned responsibility for determining the remuneration paid to the members of the Management Board to the Remuneration Committee.

The remuneration system is based on the fundamental idea of taking a three-tiered approach (fixed and variable salary components as well as a Long-Term Incentive Programme). The fixed salary is linked to the salary structure of publicly listed Austrian companies, and takes into account the range of duties and responsibilities assumed by each of the members of the Management Board.

The variable remuneration system is linked to a large extent to measurable, short-term performance indicators and also encompasses the achievement of qualitative performance targets. The variable salary component may not surpass the limit of 120% of the total annual fixed salary.

The total cash remuneration paid to the active members of the Management Board in 2015 amounted to EUR 3,842m.

into the pension fund each year. The Management Board members do not have any “change of control” clauses in their contracts.

The members of the Management and Supervisory Boards of Austrian Post are insured within the framework of Directors and Officers Liability Insurance with liability coverage to the amount of EUR 40m. The insurance covers judicial and extrajudicial protection against unfounded claims for damages as well as the settlement of such claims which may be considered as legally justified.

Any additional work carried out by a member of the Management Board outside of the company requires the approval of the Executive Committee of the Supervisory Board. This ensures that neither the time involved nor the remuneration granted for this work represents a conflict of interest with the Board member's responsibilities to Austrian Post.

The Long-Term Incentive Programme (LTIP) launched in 2010 for the Management Board takes account of the EU's recommendations on remuneration policies from April 2009, and is based on the performance-based allocation of shares. The underlying objective is to align the interests of company management with those of Austrian Post shareholders to achieve a medium- to long-term increase in in shareholder value. The LTIP is contingent upon each of the Management Board members making their own one-time investment for the duration of three years and a subsequent one-year retention period. The number of shares required

for the Management Board member's own investment is calculated on the basis of a pre-defined percentage of the gross fixed salary, divided by the reference average share price in the fourth quarter of the previous year. At the beginning of the programme, target values were defined for key performance indicators (total shareholder return, free cash flow and earnings per share), whereby each indicator is considered to be equally important. The success in achieving the pre-defined objectives is monitored over a three-year observation period. Payment for the LTIP for the years 2012–2014 took place in the 2015 financial year.

LONG-TERM INCENTIVE PROGRAMME FOR THE YEARS 2012–2014

	LTIP 2012–2014 Own investment			LTIP 2012–2014	
	Required number of shares	Equivalent value in EUR thousand ¹	Number of shares held up to Dec. 31, 2015	Equivalent value in EUR thousand ²	Payment in EUR thousand
Georg Pölzl	20,156	440	26,054	865	1,114
Walter Oblin	9,071	198	9,099	302	520
Walter Hitziger	12,094	264	12,100	402	693
Peter Umundum	9,071	198	9,827	326	520

¹ Basis: average share price in Q4 2011

² Basis: average share price Q4 2015

Principles underlying the remuneration of senior management

The principles governing the remuneration paid to the Management Board have also been adapted for the company's senior management. Their salaries contain fixed and variable components based on the achievement of financial and non-financial targets as well as individually defined objectives.

In addition, a Long-Term Incentive Programme exists for senior managers, in which selected members of various management levels of the Group are entitled to participate. The LTIP links pre-defined, measureable, long-term and sustainable criteria (total shareholder return, free cash flow and earnings per share) and is contingent upon participants making their own corresponding investment. The achievement of objectives is monitored over a period of three years.

Supervisory Board

Remuneration of the Supervisory Board for the previous financial year is determined annually by the Annual General Meeting, which also decides on the fee for attending meetings. At present, the fee totals EUR 300 per session for each Supervisory Board member. Furthermore, travel expenses incurred by the members are covered. The Annual General Meeting held on April 15, 2015, resolved to grant an annual fixed sum totalling EUR 15,000 for the 2014 financial year applying to each of the members of the Supervisory Board, whereas EUR 25,000 was awarded to the

Chairman of the Supervisory Board and EUR 20,000 to the Deputy Chairwoman. Remuneration is made on a pro-rata basis if a member did not belong to the Supervisory Board for the entire financial year. Payment is generally made immediately after the Annual General Meeting.

The total remuneration granted to the Supervisory Board in the 2015 financial year (including attendance fees) amounted to EUR 163,356 broken down as follows:

SUPERVISORY BOARD REMUNERATION 2015

EUR	Remuneration granted for 2014 and paid in 2015	Attendance fees
Capital representatives		
Edith Hlawati, Chairwoman since April 15, 2015 (Deputy Chairwoman on April 15, 2015)	20,000	2,700
Edeltraud Stiftinger (Deputy Chairwoman since April 15, 2015)		2,700
Rudolf Kemler ¹ (Chairman up until April 15, 2015)	25,000	900
Erich Hampel	15,000	1,800
Peter E. Kruse (since April 24, 2014)	10,356	3,000
Günter Leonhartsberger ¹ (up until April 15, 2015)	15,000	600
Chris E. Muntwyler	15,000	3,000
Markus Pichler	15,000	2,700
Elisabeth Stadler	15,000	3,000
Herta Stockbauer (since April 15, 2015)		2,100
Employee representatives		
Helmut Köstinger		4,200
Martin Palensky		1,800
Andreas Schieder		1,800
Manfred Wiedner		3,000

¹ Supervisory Board remuneration and attendance fees are transferred to ÖBIB.

The employee representatives perform their duties on the Supervisory Board on an honorary basis, and are compensated for their involvement in the Central Works Council in accordance with their respective employment contracts. They are only entitled to receive attendance fees. They may only be discharged of their responsibilities by the Central Works Council, but this may occur at any time.

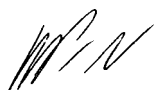
In accordance with Section 48d Austrian Stock Exchange Act, purchases or sales of shares by Management Board and Supervisory Board members (“directors’ dealings”) must be reported to the Financial Market Authority (FMA) within five working days after the day on which the transaction was concluded, and published on the FMA website. At the end of 2015, a total of 59,080 Austrian Post shares were owned by members of the Management Board and Supervisory Board.

SHAREHOLDINGS

Number of shares	Dec. 31, 2014	Purchase	Sale	Dec. 31, 2015
Management Board				
Georg Pölzl	26,054	0	0	26,054
Walter Oblin	9,099	0	0	9,099
Walter Hitziger	12,100	0	0	12,100
Peter Umundum	9,827	0	0	9,827
Supervisory Board				
Markus Pichler	1,000	1,000		2,000

Vienna, February 23, 2016

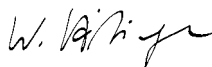
The Management Board



Georg Pölzl
Chairman of the Management Board
Chief Executive Officer



Walter Oblin
Member of the Management Board
Chief Financial Officer



Walter Hitziger
Member of the Management Board
Mail & Branch Network Division



Peter Umundum
Member of the Management Board
Parcel & Logistics Division

REPORT OF THE SUPERVISORY BOARD OF AUSTRIAN POST FOR THE 2015 FINANCIAL YEAR

The 2015 financial year was a challenging year for Austrian Post. Business developed positively in spite of the difficult conditions. The main trends prevailing in the postal and logistics sector continued to impact Austrian Post over the past year. Direct mail volumes increased slightly whereas conventional letter mail volumes declined once again in 2015. Private parcel volumes showed an upward trend thanks to the growing importance of online shopping, but competition perceptibly intensified. The B2B segment is characterised by a restrained economic situation against the backdrop of ongoing competitive intensity and price pressure.

Austrian Post successfully mastered these challenges during the past financial year, and is well positioned to sustainably safeguard its competitiveness and earnings strength.

The Supervisory Board fulfilled its obligations and performed the tasks incumbent upon it as stipulated by legal regulations, the Articles of Association of Austrian Post and the internal rules of procedure for the Supervisory Board. We regularly advised the Management Board in its efforts to manage the company, and monitored its activities. The Management Board provided the Supervisory Board with comprehensive written and verbal reports about the business development and financial position of the Group and its subsidiaries, medium-term planning, investment and acquisition projects. On the basis of the Management Board's reports, we discussed in detail the business development and strategic decisions of importance to the company. The Supervisory Board discussed discrepancies between the planned and actual performance on a case by case basis and intensively dealt with them. Moreover, as the Chairwoman of the Supervisory Board, I was in regular contact with the Management Board and the Chairman of the Management Board in particular, and informed myself about the current business situation.

Changes in the Supervisory Board

The Supervisory Board mandates of Rudolf Kemler and Günter Leonhartsberger expired at the end of the Annual General Meeting held on April 15, 2015. Edeltraud Stiftinger and Herta Stockbauer were elected to the Supervisory Board for the first time on the basis of the recommendations made by the Supervisory Board and its Nomination Committee. Their terms of office end at the Annual General Meeting which will discharge the Management and Supervisory Boards for the 2019 financial year. The following shareholder representatives were re-elected to the Supervisory Board: Erich Hampel, Edith Hlawati, Peter E. Kruse, Chris E. Muntwyler, Markus Pichler and Elisabeth Stadler. There were no changes in the employee representatives serving on the Supervisory Board.

In the constituent meeting of the Supervisory Board held on April 15, 2015, Edith Hlawati was elected to serve as the Chairwoman of the Supervisory Board of Austrian Post, and Edeltraud Stiftinger as its Deputy Chairwoman. Edeltraud Stiftinger (Chairwoman) and Herta Stockbauer (Deputy Chairwoman) along with Elisabeth Stadler and Markus Pichler were elected to serve on the Audit Committee. Herta Stockbauer was also nominated as the financial expert for the Audit Committee pursuant to Section 92 Para. 4a Austrian Stock Corporation Act. Edith Hlawati and Edeltraud Stiftinger were elected as the members of the Remuneration Committee. The Nomination Committee consists of Edith Hlawati, Edeltraud Stiftinger and Helmut Köstinger. At the constituent meeting, the Supervisory Board members once again declared their independence in accordance with the stipulations contained in the Austrian Corporate Governance Code. On behalf of the Supervisory Board, I would like to thank the former Chairman Rudolf Kemler as well as Günter Leonhartsberger for their longstanding work characterised by expertise and responsibility for the benefit of Austrian Post.

Key topics and mode of operation of the Supervisory Board and its committees

The revenue and earnings development of the company was presented at all four Supervisory Board meetings, which also focused on the quarterly results of Group subsidiaries and important strategic projects.

The Supervisory Board meeting held on March 11, 2015, primarily dealt with the annual financial statements and consolidated financial statements of Austrian Post for 2014 along with preparations for the Annual General Meeting 2015. In light of the fact that the term of office of Peter Umundum expired on March 31, 2016, the process was initiated to fill the position of Member of the Management Board and Director of the Parcel & Logistics Division. Peter Umundum was confirmed in this position at the Supervisory Board session held on May 6, 2015, and reappointed until March 31, 2019 with an extension option for an additional two-year period. The strategic focal points in the meetings were the evaluation of strategic options for trans-o-flex, the further development of the ongoing partnerships with A1 Telekom Austria and BAWAG P.S.K., the entry of DHL on the Austrian parcel market and the corresponding response of Austrian Post. The business development of the Turkish parcel services provider Aras Kargo and preparations for a potential exercising of the call option in 2016 were also the subjects of discussion at the May 6, 2015 meeting of the Supervisory Board. In addition, we also dealt with negotiations between Austrian Post and the Federal Ministry of Finance to reach a settlement on the issue of post-employment benefit contributions, deductibles on care benefits and accounting of pension benefits. The

resolution on accepting the settlement offer of the Federal Ministry of Finance was passed at the Supervisory Board meeting held on November 11, 2015, which also dealt with extending formal approval of Austrian Post's budget for the 2016 financial year, and a report on medium-term planning for the period 2017-19. In addition, the process to fill the position of Member of the Management Board and Director of the Mail & Branch Network Division was initiated and concluded in March 2016. At the meetings in March and May, we also intensively dealt with the efficiency and mode of operation of the Supervisory Board. The results were discussed in detail with the help of an external consultant. It was confirmed that the Supervisory Board is independent, and consists of highly competent members. The cooperation within the Supervisory Board was considered to be open and constructive. Potential for optimisation was identified in intensifying the work carried out by the Supervisory Board committees. Against this backdrop, we implemented a more pronounced separation of the Supervisory Board plenum and the Audit Committee, for example by ensuring different chairpeople for both bodies. In addition, a Parcel & Logistics Committee was set up to underline the strategic importance of pending decisions in the parcel segment. The logistics experts Peter E. Kruse and Chris E. Muntwyler were elected to serve on this committee along with the employee representative Helmut Köstinger. Moreover, we launched a training programme for the Supervisory Board on the basis of the recommendations for action derived from the self-evaluation process. Its objective is to help shed light on various specialised topics with the help of external and internal experts. Training sessions in August and November 2015 enabled the Supervisory Board to gain new insights into international letter mail markets and e-commerce. The third training, focusing on Turkey, took place in December 2015 within the context of a two-day trip to Istanbul by the Supervisory Board, which visited the Turkish parcel services provider Aras Kargo, in which Austrian Post acquired a stake, and intensively exchanged views with the local management and different experts on a variety of strategic issues as well as the economic and political situation.

In three meetings, the Audit Committee of the Supervisory Board duly carried out the responsibilities assigned to it. It monitored accounting processes, the audit and the effectiveness of the internal control system, the risk management system and the internal audit system. The auditors and the Audit Committee could also exchange information without the presence of the Management Board. The quarterly results were thoroughly analysed by the Audit Committee. The Supervisory Board was continually provided with information about the results of the Audit Committee meetings. In accordance with Section 270 Para. 1a of the Austrian Commercial Code, KPMG Austria GmbH credibly demonstrated its impartiality towards the Audit Committee.

In the 2015 financial year, the Nomination Committee focused on its proposal to fill the position of the Management Board and Director of the Parcel & Logistics Division and preparing the resolution of the Supervisory Board on the appointment. It also prepared the job announcement for the position of Member of the Management Board and Director of the Mail & Branch Network Division in accordance with the stipulations contained in the Public

Appointment Act. The Remuneration Committee dealt with the employment contract of Peter Umundum and the variable remuneration paid to the entire Management Board.

The Parcel & Logistics Committee convened three times, dealing with complex strategic issues relating to the Parcel & Logistics Division. The committee regularly reported about the results and relevant recommendations to the Supervisory Board.

Consolidated and annual financial statements for 2015

KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft was appointed by the Annual General Meeting held on April 15, 2015, to serve as the auditor of the company's annual financial statements and consolidated annual financial statements for the 2015 financial year.

The annual financial statements and consolidated annual financial statements of Austrian Post as at December 31, 2015, were audited by KPMG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft and were granted an unqualified auditor's opinion. The Management Report and Group Management Report are consistent with the company and consolidated annual financial statements. All documentation relating to the annual financial statements, the profit appropriation proposal as submitted by the Management Board, the Corporate Governance Report and the auditor's report were thoroughly discussed in the Audit Committee together with the auditors and subsequently presented to the Supervisory Board.

The Supervisory Board examined all the documents in accordance with Section 96 of the Austrian Stock Corporation Act, and did not discover any inconsistencies or objections. As a result, it formally approved the results of the audit. The Supervisory Board formally approved the annual financial statements for the 2015 financial year, which are hereby adopted in accordance with Section 96 Para. 4 of the Austrian Stock Corporation Act, and declares its acceptance of the IFRS consolidated financial statements, the Management Report, the Group Management Report and the Corporate Governance Report pursuant to Section 245a of the Austrian Commercial Code.

The Supervisory Board concurs with the Management Board's proposal to distribute a basic dividend of EUR 131,727,664.10 from the net profit amounting to EUR 132,967,882.19 and to carry forward the balance of EUR 1,240,238.09 to the new account.

Finally, on behalf of the entire Supervisory Board, I would like to express my gratitude and appreciation to all the members of the Management Board as well as all employees for their successful work during the past financial year. In particular, special thanks are also owed to the customers and shareholders of Austrian Post for their trust and confidence in the company.

March 9, 2016

Edith Hlawati m.p.
Chairwoman of the Supervisory Board

23-55

GROUP MANAGEMENT REPORT 2015

1 GROUP INFORMATION & STRATEGY	24
1.1 Business operations and organisational structure	24
1.2 Market areas and market position	25
1.3 Group strategy and management	26
1.3.1 Objectives and strategy	26
1.3.2 Management and control	26
2 BUSINESS ENVIRONMENT AND LEGAL FRAMEWORK	27
2.1 Economic environment	27
2.2 Market environment	27
2.3 Legal framework	28
3 BUSINESS DEVELOPMENT AND ECONOMIC SITUATION	28
3.1 Changes in the consolidation scope	28
3.2 Revenue and earnings situation	29
3.2.1 Revenue development	29
3.2.2 Earnings development	32
3.3 Assets and finances	35
3.3.1 Balance sheet structure	35
3.3.2 Cash flow	37
3.3.3 Liquidity/net debt	38
3.3.4 Investments and acquisitions	39
3.4 Value-oriented indicators	40
3.4.1 Capital employed	40
3.4.2 Ratios	40
4 NON-FINANCIAL PERFORMANCE INDICATORS	41
4.1 Employees	41
4.1.1 Health and occupational safety	41
4.1.2 Professional training and career development	41
4.1.3 Diversity and equal opportunity	41
4.2 Environment	42
4.3 Research and development/Innovation management	42
4.4 Delivery quality	43
4.5 Customer satisfaction	43
4.6 Reliability of supply	44
5 SIGNIFICANT EVENTS AFTER THE REPORTING PERIOD	44
6 OUTLOOK 2016	45
7 OPPORTUNITIES/RISKS OF THE COMPANY	46
7.1 Main risks and uncertainties	46
7.2 Top risks	47
7.3 General and other risks	48
7.4 Overall view of the company's risk situation	50
7.5 Main opportunities	50
8 OTHER DISCLOSURES	51
8.1 Internal control system and risk management	51
8.2 Information pursuant to Section 243a Austrian Commercial Code	53

1 GROUP INFORMATION AND STRATEGY

1.1 BUSINESS OPERATIONS AND ORGANISATIONAL STRUCTURE

The Austrian Post Group is the leading logistics and postal services provider in the country – hereinafter Austrian Post, Group or Post called – and also has a strong position internationally with subsidiaries in twelve European countries. Its about 23,500 employees generate annual revenue of EUR 2.4bn. Austrian Post’s core business consists of transporting and delivering letters, direct mail items, print media and parcels as well as providing various logistics services. A total of about 3,600 postal service points are now available to customers throughout Austria, including approx. 500 company-operated branch offices, 1,300 postal partners, 200 OMV petrol stations and 1,600 Hermes parcel shops. Moreover, Austrian Post offers its customers about 300 self-service zones, equipped with modern franking machines, packing stations, drop-off boxes and in some cases with pick-up stations.

Austrian Post operates under two divisions i.e. the Mail & Branch Network and Parcel & Logistics divisions. The Corporate Division mainly deals with Group administration, but also includes innovation management and development of new business models. These three divisions correspond to the reportable segments stipulated in IFRS 8.

The core business of the Mail & Branch Network Division ranges from the collection, sorting and delivery of letters, postcards, addressed and unaddressed direct mail items, newspapers and parcels to the sale of postal and telecommunications products as

well as of financial services in cooperation with its partners BAWAG P.S.K. and A1 Telekom Austria AG. Austrian Post also offers various online services to its customers. The service portfolio is complemented by new services for business and advertising mail, such as address and data management, intelligent scanning and response management. In 2015, Austrian Post delivered 860m letters, 590m addressed direct mail items, 3.5bn unaddressed direct mail items, 400m print media and 290m regional media in Austria.

The Parcel & Logistics Division provides services in nine European countries. In international markets, the service is provided through the company’s own subsidiaries. The main business of the division is transporting parcels and Express Mail Service (EMS) items for private and business customers. Austrian Post delivered about 80m parcels and EMS items in Austria in 2015, making it the leading service provider in the delivery of mail order parcels, offering nationwide services of the highest quality. The portfolio also includes a broad spectrum of specialty logistics solutions, for example so-called combined freight (the joint transport of individual parcels and pallets), temperature-controlled logistics (transport of temperature-sensitive goods in the range of 2 to 8 and 15 to 25 degrees Celsius), and contract logistics. In recent years, Austrian Post has further expanded its competencies along the entire logistics value chain, and is now successfully providing a broad range of value-added services. Accordingly, Austrian Post offers customised fulfilment solutions such as warehousing, commissioning, returns management and webshop logistics, as well as the transport of valuable goods and cash.

AUSTRIAN POST

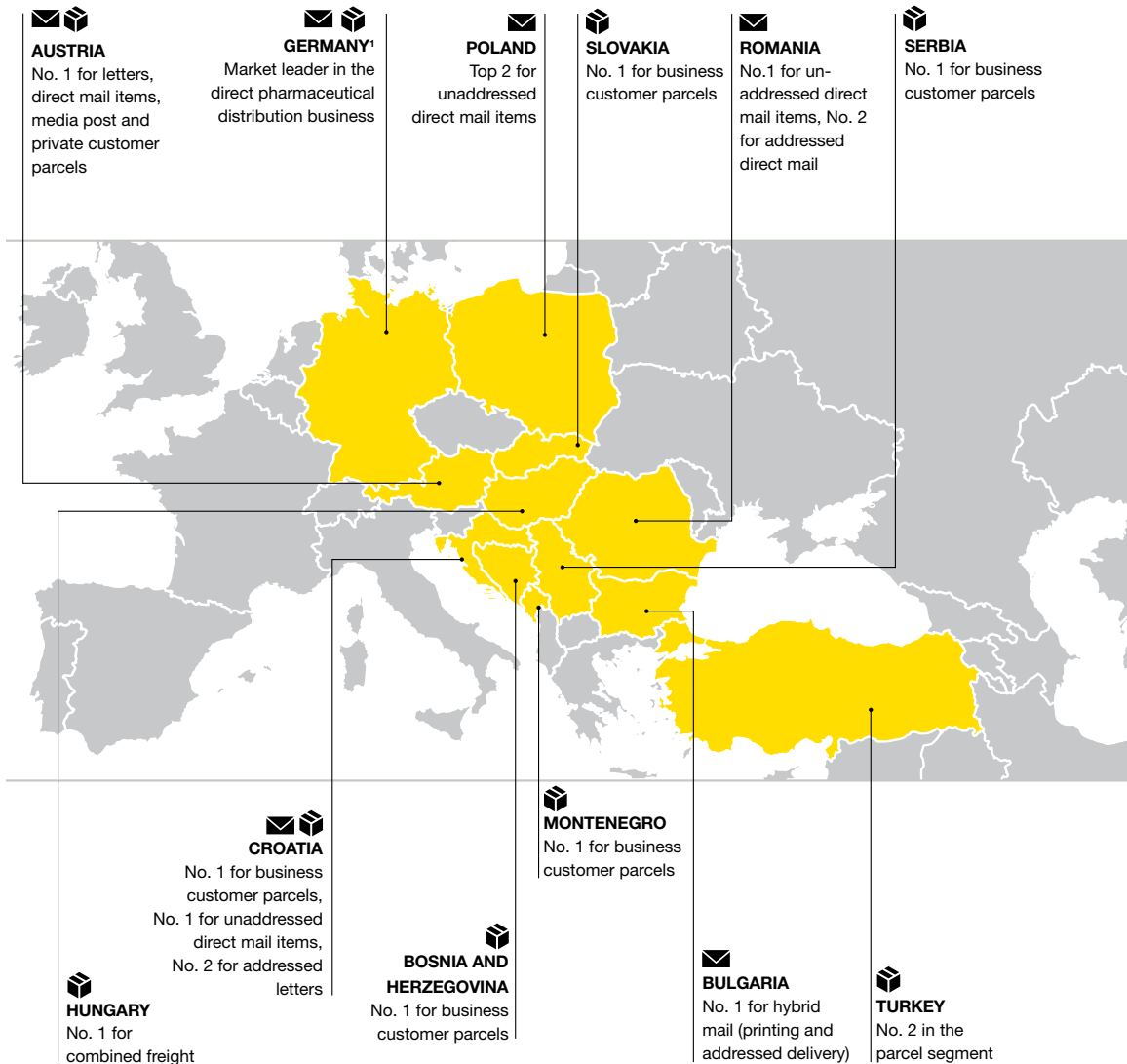
Corporate		Mail & Branch Network	Parcel & Logistics
Chief Executive Officer Georg Pölzl	Chief Financial Officer Walter Oblin	Management Board Member Walter Hitziger	Management Board Member Peter Umundum
Responsibilities <ul style="list-style-type: none"> • Strategy & Group Development • Corporate Communications • Human Resources Management • Investor Relations, Group Auditing & Compliance • End Customer Initiatives and End Customer Service • Online & E-Commerce Innovation Management 	Responsibilities <ul style="list-style-type: none"> • Group Accounting • Corporate Controlling • Finance of the Mail & Branch Network Division • Finance of the Parcel & Logistics Division • Group Treasury • Group IT • Group Procurement and Fleet • Legal • Corporate Real Estate 	Responsibilities <ul style="list-style-type: none"> • Collection, sorting and delivery of letter mail, direct mail items and media post in Austria and CEE/SEE • Geomarketing • Address Management • KUVERT • Document Management • Postal Service Points (branch offices and postal partners) • Online Services 	Responsibilities <ul style="list-style-type: none"> • Collection, sorting and delivery of parcels and pallets in Austria and CEE/SEE • Pharmaceutical Logistics • Combined freight transport in Germany • Value Logistics • Value-added Logistics Services • Logistics Services Parcel • Online Services

1.2 MARKET AREAS AND MARKET POSITION

Austrian Post and its Group subsidiaries operate in twelve countries in the fields of letter mail and direct mail as well as in the parcel and logistics business. About 70% of the revenue is currently generated on the domestic market, where Austrian Post plays a leading role in the delivery of letter mail, direct mail and newspapers as well as parcels. In particular, Austrian Post has been able to continually increase its market share of the growing parcel delivery business in recent years. Austrian Post has a market share of about 76% in the private parcel business where growth is driven by the trend towards online shopping. In the field of business parcels (B2B), Austrian Post has been able to increase its market share consistently to 31% in 2015. (Source: Kreutzer Fischer & Partner, 2016)

On an international level, the Group subsidiaries of Austrian Post also have good market positions. Austrian Post is the market leader in the delivery of unaddressed direct mail items in Croatia and Romania, and is also the number one provider in the field of hybrid mail on the Bulgarian market. The Group is number 1 in the business parcel (B2B) segment in Slovakia, Croatia, Serbia, Montenegro and Bosnia and Herzegovina. In addition, the trans-o-flex Group is the market leader for direct pharmaceutical distribution in Germany. The joint venture Aras Kargo a.s., Turkey, acquired in 2013 is number 2 in the Turkish parcel delivery sector. (Source: internal market estimates)

The following illustration provides an overview of Austrian Post's market position in its most important regions:



¹ The assets and liabilities of the trans-o-flex Group are held for sale as at December 31, 2015.

1.3 GROUP STRATEGY AND MANAGEMENT

1.3.1 Objectives and strategy

Current developments in the international postal and logistics markets pose major challenges to Austrian Post but also open up new opportunities. Against this backdrop, the company defined four strategic pillars in the year 2010, and has resolutely pursued this path on the basis of a large number of initiatives and measures. In this regard Austrian Post focuses its business operations towards achieving three main business targets over the medium-term:

1. Proven business model: The volume of addressed mail items is expected to decline further as a consequence of electronic substitution. At the same time, Austrian Post is taking advantage of growth opportunities in other areas. The objective is to generate stable revenue or a slight revenue increase on average in the coming years on the basis of the growing parcel business and new service offerings. In 2016, the revenue forecast depends on a potential change in the business portfolio. A largely stable development is targeted in the company's existing business operations.

2. High profitability: A sound level of profitability is of considerable importance with respect to the company's sustainable development. In recent years Austrian Post achieved its goal of generating an EBITDA margin of about 12%. A stable development of operating earnings is targeted again in 2016, driven by existing revenue trends, new, innovative business ideas and the implementation of the planned efficiency enhancement programme.

3. Attractive dividend policy: Maintaining an attractive dividend policy is an essential element of the corporate philosophy. Each year Austrian Post aims to distribute at least 75% of the Group's net profit to shareholders. Since the Initial Public Offering in 2006, Austrian Post generated value growth of 163.1% up until the end of 2015, as measured by the total shareholder return.

Four core strategies were defined based on these targets. Dedicated implementation of these core strategies serves as a guiding compass for Austrian Post. They have remained a stable benchmark over time, whereas the thematic priorities for implementation are adapted to current conditions on an annual basis:

1. Defending market leadership in the core business:

Austrian Post is the market leader in the domestic mail and parcel segments. An important strategic pillar consists of the company's efforts to maintain or further expand upon this strong position, especially in the field of parcel delivery. For this reason, Austrian Post attaches great importance to maintaining the high quality of its services.

2. Profitable growth in selected markets: Austrian Post relies on a focused growth strategy in order to compensate for declining addressed mail volumes. The priority is on the parcel and logistics business, in which Austrian Post is exploiting growth opportunities, mainly in South East and Eastern Europe. In the mail business, the company is particularly expanding its presence in the Mail Solutions area.

3. Enhancing efficiency and increasing flexibility of the cost structure: Austrian Post focuses on continually enhancing efficiency in all areas. Regular investments in modernising the logistics infrastructure play a significant role in consolidating the company's cost leadership. Process and staff costs are also being evaluated and optimised on an ongoing basis.

4. Customer orientation and innovation: Austrian Post will only be successful on a long-term basis with attractive offerings fulfilling specific customer requirements. That is why the company is focusing on ongoing product and service innovations to consistently enhance customer convenience and benefits.

1.3.2 Management and control

A comprehensive management and control system takes account of the entire corporate structure. In this regard, Austrian Post clearly focuses on revenue, EBITDA/EBIT and free cash flow, but also attaches considerable importance to the profitability of its investments (return on investment) in new facilities and infrastructure as well as in its strategic investments. This is the only way to ensure that the right decisions are made at the right time.

In Austrian Post's reporting system, periodic reports such as monthly and quarterly reports on the latest business developments are crucial components in the decision-making process and operational management. These reports summarise key performance indicators for the entire Management Board and senior executives. The control parameters are oriented towards the strategic cornerstones of the Group. With respect to "defending market leadership in the core business" and "profitable growth in selected markets", revenue and earnings indicators of the divisions are used to monitor the extent to which the company is achieving its targets. When it comes to "enhancing efficiency and increasing flexibility of the cost structure", the focus is on the biggest expense items and managing the network of postal service points. Non-financial performance indicators such as the number of postal service points, customer satisfaction and the promotion of new self-service solutions are used as management tools with regard to "customer orientation and innovation".

All in all, these steps enable Austrian Post to concentrate its efforts on ensuring adherence to unified standards and a clear earnings orientation at the top management level. At other reporting levels,

these parameters are complemented by specific divisional productivity and quality indicators. A high level of consistency and the resultant transparency among the different management units should support the growth of new business segments and focus

attention on the issue of cost efficiency in all areas. In recent years, Austrian Post has not only been able to finance required investments and acquisitions from its own cash flow, but has also managed to ensure an attractive dividend policy.

2 BUSINESS ENVIRONMENT AND LEGAL FRAMEWORK

2.1 ECONOMIC ENVIRONMENT

A slight recovery of the global economy is perceptible. The International Monetary Fund (IMF) expects a global economic growth rate of 3.1% for 2015, which is expected to climb to 3.4% in 2016. According to the IMF, the biggest growth risks are currently the economic slowdown in China, a tightening of monetary policy in the USA, the strong US dollar and the potential escalation of existing geopolitical tensions. In the eurozone, the economic recovery is largely on track. The IMF anticipates eurozone growth of 1.5% in 2015 compared to only 0.9% in 2014, with a growth rate of 1.6% expected in 2016. (Source: IMF, January 2016)

The Austrian economy grew by only 0.8% in 2015, the fourth straight year below the 1% threshold. The weakness of the global economic environment dampened foreign trade, and investments first picked up steam in the course of the year. Private consumption only rose marginally from the prior-year level due to the high unemployment rate and a weak income development. In spite of the lack of momentum, the economy is expected to show stronger growth in the years to come, in light of the fact that domestic demand will profit from increased consumption. Austrian GDP is predicted to expand by 1.6% in 2016. (Source: Austrian Institute of Economic Research – WIFO, December 2015)

However, the markets in South East and Eastern Europe, which are of importance to the Austrian economy, developed somewhat more favourably. The IMF expects economic growth to reach a level of 3.0% in the CEE region in 2015. Turkey (+3.0%), Romania (+3.4%) and Hungary (+3.0%) are all anticipated to generate growth rates of 3% or higher. The German economy is forecast to expand by 1.6% in 2016 following 1.5% growth in 2015. (Source: IMF, January 2016)

2.2 MARKET ENVIRONMENT

In addition to the overall economic environment, the business development of Austrian Post is influenced by the following international trends, which pose risks but also offer new opportunities.

The electronic substitution of traditional letter mail, which impacts all postal companies, is continuing and the trend is essentially irreversible. The decreases vary on an international basis. Austrian Post assumes a baseline scenario featuring a drop of 3–5% annually in addressed mail volumes. The 3% annual reduction in letter mail volumes in recent years and 4% in 2015 was below the average for the European postal sector. In contrast, the volume of direct mail items strongly depends on the intensity of advertising activities by companies. The markets for addressed and unaddressed advertising mail show a differentiated volume development. Several customer segments are under pressure due to the increasing activities of online shops, whereas other segments are generating growth. Current studies show that, in addition to online advertising, multi-channel communication and interactive marketing will also tend to grow in importance.

Parcel volumes in the private customer segment are increasing due to the growing importance of online shopping. On the basis of this trend, Austrian private customer parcel volumes climbed by 7.2% in 2015 compared to the previous year. At the same time, competition is intensifying. In contrast, the number of parcels in the B2B segment climbed by 1.2% following decreases in previous years. (Source: Kreutzer Fischer & Partner, 2016)

In turn, the development of the international parcel and freight business is dependent on general economic trends, international trade flows and related price developments. Competitive intensity and price pressure remain high in this area. Trade flows and the required logistics services are becoming increasingly globalised. For this reason, international shipments are another important factor impacting the growth of the European courier, express and parcel (CEP) market. Austrian Post subsidiaries in CEE are also profiting from the more dynamic overall economic growth in the region and the need to catch up in the field of e-commerce.

Another relevant trend is the increasing importance of climate protection and the resulting growing demand for the environment-friendly transport of goods. Austrian Post is meeting these demands by offering the CO₂ neutral delivery of mail items in its domestic market of Austria. This is designed to prevent the

negative impact on the global climate as a consequence of its business operations, on behalf of both the company and its customers.

2.3 LEGAL FRAMEWORK

The legal framework for Austrian Post's business operations is mainly based on the Austrian Postal Market Act, which took full effect on January 1, 2011.

- Austrian Post remains the universal service provider in Austria even after full-scale market liberalisation, guaranteeing high quality postal services throughout Austria. As legally stipulated, the regulatory authorities began their evaluation in 2016 to determine whether other postal service companies can provide universal postal services.
- The Universal Postal Service Obligation is limited primarily to mail posted at the legally stipulated access points, i.e. postal service points or letterboxes. This safeguards the supply of basic postal services to the Austrian population and economy. Postal

services for mail items brought to sorting centres by large customers, with the exception of newspapers, are not considered to be an integral component of universal postal services.

- An adjustment in postal rates was approved by the relevant regulatory authorities, i.e. the Post Control Commission and the Austrian Regulatory Authority for Broadcasting and Telecommunications (RTR) on September 15, 2014. An inflation-related price increase for mail took place on March 1, 2015 following the previous product and price reform in 2011.
- A change in the Postal Market Act took effect on November 27, 2015. This enables Austrian Post to offer, in addition to letter mail (with strict delivery time standards), so-called non-priority letter mail within the context of universal postal services. The delivery time of these non-priority letters is regularly allowed to take up to four days.

3 BUSINESS DEVELOPMENT AND ECONOMIC SITUATION

3.1 CHANGES IN THE SCOPE OF CONSOLIDATION

The following significant acquisitions and divestments took place in the 2015 financial year:

Austrian Post sold its stake in the German printing services company MEILLERGHP effective February 20, 2015. Austrian Post previously owned a 65.0% shareholding and Swiss Post 35.0% of the joint venture company. On February 7, 2014, MEILLERGHP submitted an application for judicial reorganisation insolvency proceedings, which were terminated on February 15, 2015.

Effective March 31, 2015, Austrian Post disposed of its 100% stake in feibra Magyarország Kft., which specialises in distributing unaddressed and addressed direct mail items as well as magazines in Hungary. As of December 31, 2014, the assets and liabilities of the company had been classified as a disposal group and correspondingly recognised and disclosed separately in the consolidated balance sheet.

Austrian Post acquired a 60% stake in Aktionsfinder GmbH, effective June 1, 2015. As of this date, the company is recognised as a fully-consolidated subsidiary in the consolidated financial statements of Austrian Post. Aktionsfinder GmbH operates the Internet portal Aktionsfinder.at. This platform ranks among the biggest web portals for advertising flyers in Austria, enabling the electronic downloading of flyers, promotions and offers distributed in Austria. Austrian Post acquired a further 20% stake in Aktionsfinder GmbH effective October 1, 2015 for a cash payment of EUR 0.3m. Accordingly, Austrian Post's shareholding in the company increased from 60% to 80%.

The 100% stake in the Slovak company Kolos s.r.o. owned by Austrian Post was sold effective August 5, 2015. The company specialises in the delivery of unaddressed mail items as well as addressed direct mail and letters in Slovakia.

Austrian Post acquired a 100% stake in EMD – Elektronische- u. Mikrofilm-Dokumentationssysteme Ges.m.b.H, effective October 1, 2015. EMD has been operating as a specialist for the digitalisation and microfilming of archives and historical documents for more

than 30 years. Thanks to this acquisition, Austrian Post has expanded its service portfolio in the field of intelligent input management.

The changes in the scope of consolidation are described in detail in Note 4.2 of the consolidated financial statements.

3.2 REVENUE AND EARNINGS

3.2.1 Revenue development

Group revenue of Austrian Post rose by 1.6% in the 2015 financial year to EUR 2,401.9m compared to the previous year. Both the Parcel & Logistics Division as well as the Mail & Branch Network Division contributed to this revenue growth, expanding by 2.9% and 0.9% respectively.

The Mail & Branch Network Division accounted for 62.5% of total Group revenue, whereas the Parcel & Logistics Division generated 37.5% of revenue. The share of revenue of the Corporate Division was below 0.1%.

On balance, revenue of the Mail & Branch Network Division was up 0.9% to EUR 1,501.7m during the reporting period. The Parcel & Logistic Division generated revenue of EUR 900.2m in 2015, comprising a rise of 2.9% from the prior-year level.

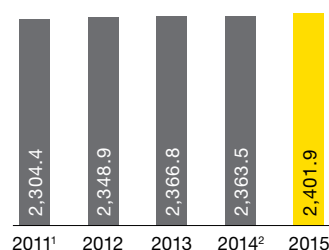
Revenue of the Corporate Division amounted to EUR 0.1m (revenue with third parties) during the year under review.

The Corporate Division principally provides Group management services internally. These services include the management of commercial properties owned by the Group, IT support services, financing and administrative activities as well as the administration of the Internal Labour Market of Austrian Post. The Corporate Division also includes innovation management and development of new business models.

With respect to its geographical segments, Austrian Post generated 73.3% of its revenue in Austria, 21.9% in Germany and 4.8% in South East and Eastern Europe in the 2015 financial year.

REVENUE DEVELOPMENT

EUR m



¹ Figures adjusted for the subsidiaries in the Benelux (sale in 2012) and the meiller Group (the joint venture company MEILLERGHIP was accounted for using the equity method since 2011).

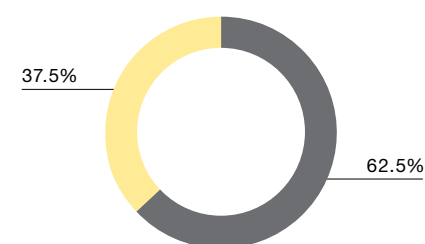
² The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

GROUP REVENUE DEVELOPMENT

EUR m	2013	2014 ¹	2015	Change 2014/2015 %	Change 2014/2015 EUR m
Revenue	2,366.8	2,363.5	2,401.9	1.6%	38.5
Calendar working days in Austria	251	250	251	–	–

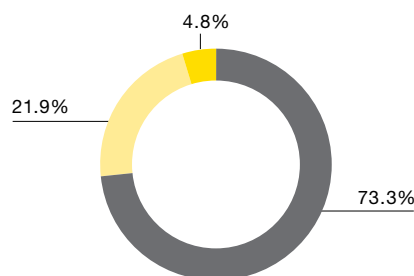
¹ The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

REVENUE BY DIVISION 2015



■ Mail & Branch Network
■ Parcel & Logistics

REVENUE BY REGION 2015



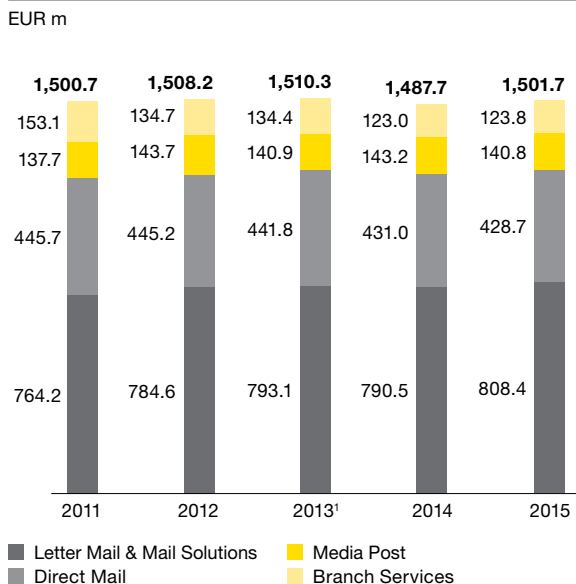
■ Austria
■ Germany
■ South East & Eastern Europe

REVENUE DEVELOPMENT OF THE MAIL & BRANCH NETWORK DIVISION

EUR m	2013 ¹	2014	2015	Change 2014/2015 %	EUR m
Revenue with third parties (external)	1,510.3	1,487.7	1,501.7	0.9%	14.0
Letter Mail & Mail Solutions	793.1	790.5	808.4	2.3%	17.9
Direct Mail	441.8	431.0	428.7	-0.5%	-2.2
Media Post	140.9	143.2	140.8	-1.7%	-2.4
Branch Services	134.4	123.0	123.8	0.6%	0.7
Revenue with other segments (intra-Group)	75.1	79.4	84.1	6.0%	4.7
Total revenue	1,585.4	1,567.1	1,585.8	1.2%	18.7

¹ The presentation of revenue was adjusted so that cross-segment business relationships among subsidiaries or between subsidiaries and Austrian Post are no longer included in the revenue with third parties (formerly external sales).

MAIL REVENUE BY PRODUCT GROUP



¹ The presentation of revenue was adjusted so that cross-segment business relationships among subsidiaries or between subsidiaries and Austrian Post are no longer included in the revenue with third parties (formerly external sales).

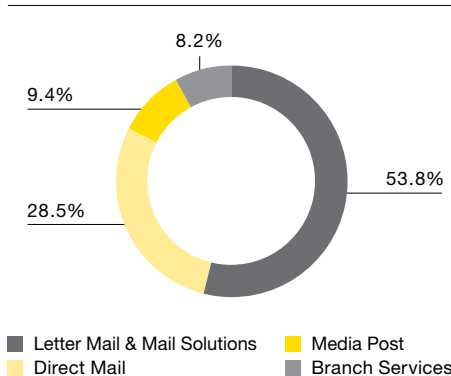
Revenue of the Mail & Branch Network Division totalled EUR 1,501.7m in 2015. Of this amount, 53.8% can be attributed to the Letter Mail & Mail Solutions business, whereas Direct Mail accounts for 28.5% of total divisional revenue and Media Post, i.e. the delivery of newspapers and magazines has a 9.4% share. Branch Services accounts for 8.2% of divisional revenue. Generally speaking, revenue development is strongly influenced by election effects. Overall, the positive revenue effects related to elections were slightly above the previous year. Elections in 2015 mainly took place in the first half of the year, whereas additional revenue was also generated in the second half-year as a result of the provincial elections in Vienna and Upper Austria.

In the 2015 financial year, Letter Mail & Mail Solutions revenue at EUR 808.4m climbed 2.3% from the previous year. The basic trend towards declining mail volumes related to the substitution of letters by electronic forms of communication continued. In contrast, the upward adjustment of postal rates as of March 1, 2015 and impetus provided by the international cross border mail volumes had the opposite effect.

Revenue in the Direct Mail business fell by 0.5% to EUR 428.7m during the reporting period. This decline is mainly due to the sale of two mail subsidiaries in Hungary and Slovakia. In general, the Direct Mail business is influenced by the overall economic environment and the level of customer advertising expenditure, and is thus subject to greater fluctuations. The individual customer segments in the Direct Mail business were also subject to differing volume trends. The advertising activities of big retailers in the unaddressed direct mail segment developed positively during the period under review. In contrast, the volume of addressed advertising mail decreased, which can be attributed to the discontinuation of one-time mailings and the reduced advertising activities of individual customer segments, for example mail order customers.

Media Post revenue was down 1.7% in 2015 to EUR 140.8m, which was mainly due to the general decline in the business with daily, weekly and monthly newspapers and magazines.

MAIL REVENUE BY PRODUCT GROUP 2015



Branch Services revenue at EUR 123.8m in the year under review represented a rise of EUR 0.7m from the previous year. This increase is primarily the result of a change in the invoicing model of certain retail goods. Revenue from mobile telephony products

and financial services in cooperation with the company's banking partner BAWAG P.S.K. continued to decline, though a positive trend for mobile telephony products was evident in the fourth quarter in comparison to the prior-year period.

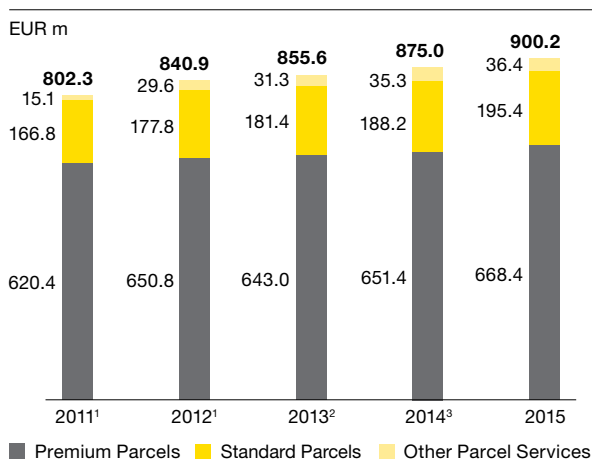
REVENUE DEVELOPMENT OF THE PARCEL & LOGISTICS DIVISION

EUR m	2013 ¹	2014 ²	2015	Change 2014/2015 %	EUR m
Revenue with third parties (external)	855.6	875.0	900.2	2.9%	25.2
Premium Parcels	643.0	651.4	668.4	2.6%	17.0
Standard Parcels	181.4	188.2	195.4	3.8%	7.1
Other Parcel Services	31.3	35.3	36.4	3.0%	1.1
Revenue with other segments (intra-Group)	9.4	8.8	8.2	-6.7%	-0.6
Total revenue	865.0	883.7	908.4	2.8%	24.6

¹ The presentation of revenue was adjusted so that cross-segment business relationships among subsidiaries or between subsidiaries and Austrian Post are no longer included in the revenue with third parties (formerly external sales).

² The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

PARCEL REVENUE BY PRODUCT GROUP



¹ Figures adjusted for the Benelux subsidiaries divested in 2012.

² The presentation of revenue was adjusted so that cross-segment business relationships among subsidiaries or between subsidiaries and Austrian Post are no longer included in the revenue with third parties (formerly external sales).

³ The presentation of revenue in the Parcel & Logistics Division was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

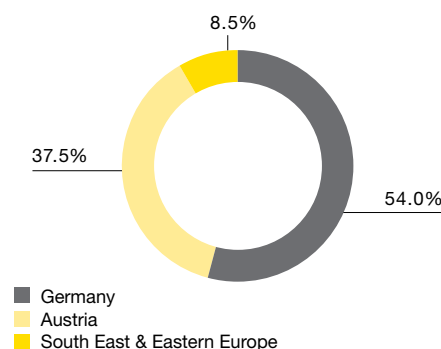
Revenue of the Parcel & Logistics Division rose by 2.9% in a year-on-year comparison to EUR 900.2m. The Premium Parcels business (parcel delivery within one working day) contributes the largest share of this division at about 74% of revenue. Premium Parcels generated revenue of EUR 668.4m in the reporting period, comprising a rise of 2.6% (+4.7% in the fourth quarter of 2015). In addition to the good development of business parcels in Austria, above-average growth was also achieved in higher value parcels for private customers. Generally, the business customer segment is highly competitive, which, combined with weak economic growth, results in high price pressure.

Standard Parcels, which mainly involves shipments to private customers in Austria, posted revenue of EUR 195.4m, an increase of 3.8% from the previous year. The basis for this growth is the ongoing online shopping trend resulting in growing parcel volumes of online retailers to private customers. Intensified competition and a struggle for market shares are also perceptible in this area.

Other Parcel Services, which includes various additional logistics services such as fulfilment, warehousing and cash logistics, generated revenue of EUR 36.4m in the period under review, a rise of 3.0% from the previous year.

From a regional perspective, 54.0% of total revenue in the Parcel & Logistics Division was generated in Germany, compared to 37.5% in Austria and 8.5% by the subsidiaries in South East and Eastern Europe.

PARCEL REVENUE BY REGION 2015



trans-o-flex Group fell by 0.5% due to the challenging competitive situation. In contrast, revenue in Austria rose by 7.4% in 2015, driven by the trend towards online shopping and a market share

increase in the business parcel segment. On balance, the subsidiaries in South East and Eastern Europe posted a substantial revenue increase of 6.6%.

3.2.2 Earnings development

CONSOLIDATED INCOME STATEMENT

EUR m	2013	2014 ¹	2015	Change 2014/2015 %	EUR m
Revenue	2,366.8	2,363.5	2,401.9	1.6%	38.5
Other operating income	69.7	134.4	99.2	-26.2%	-35.3
Raw materials, consumables and services used	-753.3	-737.5	-749.6	-1.6%	-12.1
Staff costs	-1,073.5	-1,109.5	-1,106.0	0.3%	3.5
Other operating expenses	-298.6	-317.0	-344.0	-8.5%	-27.0
Results from financial assets accounted for using the equity method	-6.6	-0.1	1.1	>100%	1.3
Earnings before interest, tax, depreciation and amortisation (EBITDA)	304.5	333.8	302.7	-9.3%	-31.1
Depreciation and amortisation	-83.5	-84.9	-85.0	-0.1%	-0.1
Impairments	-35.1	-52.0	-128.7	>100%	-76.7
Earnings before interest and tax (EBIT)	186.0	196.9	198.0²/89.0	-54.8%	-107.8
Other financial result	-14.8	-2.8	2.0	>100%	4.8
Earnings before tax (EBT)	171.2	194.0	91.0	-53.1%	-103.0
Income tax	-47.2	-47.2	-19.5	58.7%	27.7
Profit for the period	124.0	146.8	142.2²/71.6	-51.3%	-75.3
Earnings per share (EUR) ³	1.82	2.17	2.10 ² /1.06	-51.2%	1.11

¹ The presentation of revenue in the Parcel & Logistics Division and raw materials, consumables and services used was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

² Adjusted for special effects

³ Undiluted earnings per share in relation to 67,552,638 shares

Staff costs comprise a major factor in the cost structure of Austrian Post's operating income. Accordingly, 45.8% of the total operating expenses incurred by Austrian Post in 2015 can be attributed to staff costs. The second largest expense item, accounting for 31.1% of operating expenses, is raw materials, consumables and services used, of which a large part relates to external transport services. Other operating expenses comprise 14.3% of the total costs, whereas 8.9% is attributable to depreciation, amortisation and impairments.

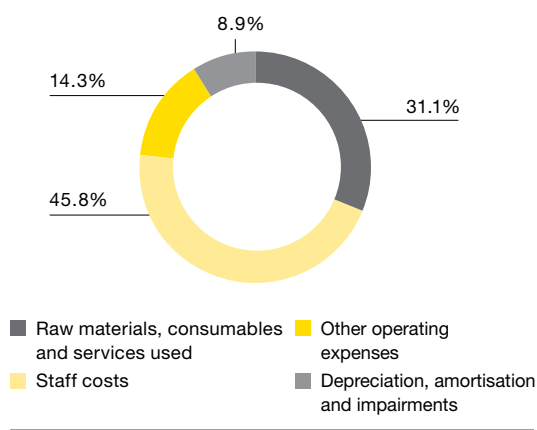
Other operating income during the period under review fell to EUR 99.2m, compared to EUR 134.4m in the previous year. In 2014 Austrian Post reported a deconsolidation gain of EUR 62.4m in connection with the commercial realisation of Austrian Post's former headquarters in Vienna's inner city. Other operating income in 2015 includes the repayment claims related to non-wage costs

for civil servants paid in previous periods. The net effect taking account of expenses for any compensation payments reported under other operating expenses amounted to EUR 23.0m.

Raw materials, consumables and services used were up by 1.6% during the period under review, rising to EUR 749.6m. The cost of materials declined, primarily as a consequence of lower fuel prices. In contrast, costs for retail goods increased due to the higher volumes. Costs for services used increased in 2015, which was attributable to the development of transport expenditures relating to increased parcel volumes in Austria as well as in South East and Eastern Europe.

Austrian Post's staff costs amounted to EUR 1,106.0m in the 2015 financial year, comprising a slight decline of 0.3%. The operational staff costs for salaries and wages included in this amount declined

ALLOCATION OF EXPENSES 2015



from the previous year, which shows that the consistent implementation of ongoing measures to improve efficiency and the staff structure succeeded in compensating for inflation-related cost increases. On balance, the average number of employees (full-time equivalents) working for the Austrian Post Group amounted to 23,476 people in 2015 compared to 23,912 employees in 2014.

In addition to the ongoing operational staff costs, staff costs also include various non-operational costs such as termination benefits and changes in provisions, which are primarily related to the specific employment situation of civil servants at Austrian Post. All in all, these costs amounted to EUR 50m and were higher than in 2014. Termination benefits (including the change in the provisions for termination benefits) during the reporting period were significantly above the comparable level in the previous year due to extensive termination benefit measures. In contrast, staff-related provisions for social plans, employee under-utilisation and the voluntary transfer of employees to the federal public service as well as various restructuring provisions only rose slightly in 2015. In 2014, adjustments to the parameters for interest-bearing staff-related provisions (discount rate, salary increases and employee turnover) had resulted in a negative effect of EUR 22.5m.

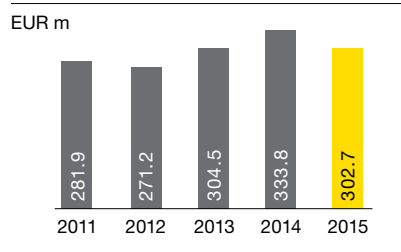
Other operating expenses climbed by 8.5% to EUR 344.0m. This development is due to higher maintenance and repair expenses as well as the above-mentioned costs for any compensation payments, amongst other factors. Moreover, impairment losses of EUR 3.7m were recognised on trade receivables of the German distribution companies.

The results of the financial assets accounted for using the equity method amounted to EUR 1.1m in 2015, compared to minus EUR 0.1m in 2014. This item includes the positive earnings contribution of the Turkish company Aras Kargo a.s. as well as the negative earnings contribution of the German start-up company AEP GmbH, which, however, made a positive contribution to earnings in December 2015 for the first time. The results from financial assets accounted for using the equity method also includes a loss of EUR 0.5m reported in connection with the sale of

the joint venture company MEILLERGHP, which was divested effective from February 20, 2015. The loss is exclusively related to the currency translation reserves of MEILLERGHP.

Earnings before interest, tax, depreciation and amortisation (EBITDA) of the Austrian Post Group amounted to EUR 302.7m, compared to the prior-year level of EUR 333.8m. This difference is mainly due to the positive contribution to EBITDA arising from the sale of Austrian Post's former corporate headquarters in 2014 for EUR 62.4m. The year 2015 included claims related to non-wage costs paid in previous periods less any compensation payments, with a net effect of EUR 23.0m. The EBITDA margin of the Austrian Post was 12.6% in 2015.

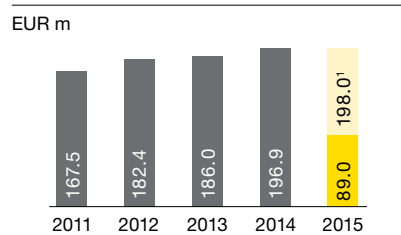
EBITDA



Total depreciation, amortisation and impairment losses in the reporting period amounted to EUR 213.7m, compared to EUR 136.9m in the previous year. In 2015, this item included impairment losses on goodwill and assets at the German trans-o-flex Group to the amount of EUR 122.1m, and an impairment loss totalling EUR 6.1m recognised for goodwill of the Romanian subsidiary PostMaster s.r.l. In 2014, the main impairment losses related to the trans-o-flex Group and the Polish subsidiary PostMaster Sp. z o.o. to the amount of EUR 48.6m.

Taking account of depreciation, amortisation and impairments, earnings before interest and tax (EBIT) amounted to EUR 89.0m. The EBIT reported for 2015 was considerably impacted by the two above-mentioned special effects. On balance, impairment losses amounted to EUR 131.9m, for the most part relating to the trans-o-flex Group which is held for sale. Moreover, there was a positive special net effect of EUR 23.0m from the claims related to non-wage costs paid in previous periods. Leaving aside these special effects, operating EBIT of Austrian Post totalled EUR 198.0m, comprising an EBIT margin of 8.2%.

EBIT



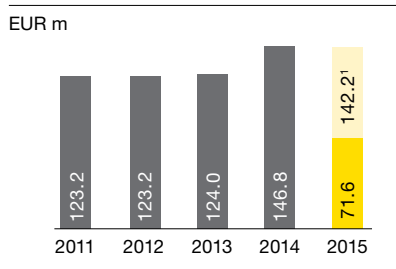
¹ Adjusted for special effects

The other financial result improved from minus EUR 2.8m in 2014 to a plus of EUR 2.0m in 2015. This development can be mainly attributed to interest income of EUR 3.3m related to the early termination of a cross-border leasing transaction of various postal sorting facilities in March 2015. In addition, the interest expense from the ongoing compounding of interest for interest-bearing provisions decreased due to the lower applicable actuarial interest rate compared to the previous year.

The reported net earnings were also impacted by the previously-mentioned special effects. Earnings before tax in 2015 amounted to EUR 91.0m, compared to the prior-year level of EUR 194.0m. The tax expenses was down to EUR 19.5m from EUR 47.2m in 2014. After deducting income tax, the Group's profit for the period (profit after tax) amounted to EUR 71.6m, compared to EUR 146.8m in the previous year. This corresponds to undiluted

earnings per share of EUR 1.06 for the 2015 financial year. Excluding the above-mentioned special effects after taxes, the comparable profit for the period amounts to EUR 142.2m, or earnings per share of EUR 2.10.

PROFIT FOR THE PERIOD



¹ Adjusted for special effects

EBITDA AND EBIT BY DIVISION

EUR m	2013	2014	2015	Change 2014/2015 %	EUR m	Margin 2015
Total EBITDA	304.5	333.8	302.7	-9.3%	-31.1	12.6%
Mail & Branch Network	320.7	311.0	322.9	3.8%	12.0	20.4%
Parcel & Logistics	42.8	41.4	37.9	-8.4%	-3.5	4.2%
Corporate/Consolidation	-58.9	-18.5	-58.1	<-100%	-39.5	-
Total EBIT	186.0	196.9	89.0	-54.8%	-107.8	3.7%
Mail & Branch Network	281.8	270.0	284.7	5.4%	14.7	18.0%
Parcel & Logistics	-4.9	-19.5	-105.4	<-100%	-85.9	-
Corporate/Consolidation	-90.9	-53.6	-90.3	-68.5%	-36.7	-

From a divisional perspective, the Mail & Branch Network Division generated an EBITDA of EUR 322.9m in the 2015 financial year, corresponding to a rise of 3.8% or EUR 12.0m. This increase is mainly due to the revenue increase of 1.2% as well as to strict cost discipline. EBIT of the division at EUR 284.7m was up 5.4% from the previous year. Whereas impairment losses on goodwill for subsidiaries in South East and Eastern Europe amounted to EUR 9.7m in 2014, impairment losses of EUR 6.1m were reported for the mail subsidiary in Romania during the period under review.

EBITDA of the Parcel & Logistics Division amounted to EUR 37.9m in 2015, compared to EUR 41.4m in the 2014 financial year. Negative effects relating to the trans-o-flex Group impacted the earnings situation in both reporting periods. Revenue and earnings of trans-o-flex continued below expectations in 2015, which is why

Austrian Post decided to examine all strategic options for the further development of the trans-o-flex Group in 2015. On balance, impairment losses of EUR 125.8m were recognised for the trans-o-flex Group which is held for sale, in contrast to impairment losses of EUR 38.9m reported for trans-o-flex in 2014. As a result, EBIT of the Parcel & Logistics Division was minus EUR 105.4m in the reporting period. Excluding this special effect (non-cash), the Parcel & Logistics Division generated an operating EBIT of EUR 20.4m.

The Corporate Division (including Consolidation) encompasses all non-allocable expenses for central departments in the Group as well as staff-related provisions assigned to it. In addition, the division encompasses innovation management and the development of new business models. The positive net effect of EUR 23.0m from the claims related to non-wage costs paid in previous periods

resulted in an EBIT of minus EUR 90.3m. The 2014 results of the Corporate Division amounting to minus EUR 53.6m included the proceeds from the sale of Austrian Post's former corporate headquarter totalling EUR 62.4m.

3.3 ASSETS AND FINANCES

Austrian Post pursues a conservative balance sheet policy and financing structure. This is demonstrated by the high equity ratio, low financial liabilities and the solid level of cash and cash equivalents invested with the least possible risk.

3.3.1 Balance sheet structure

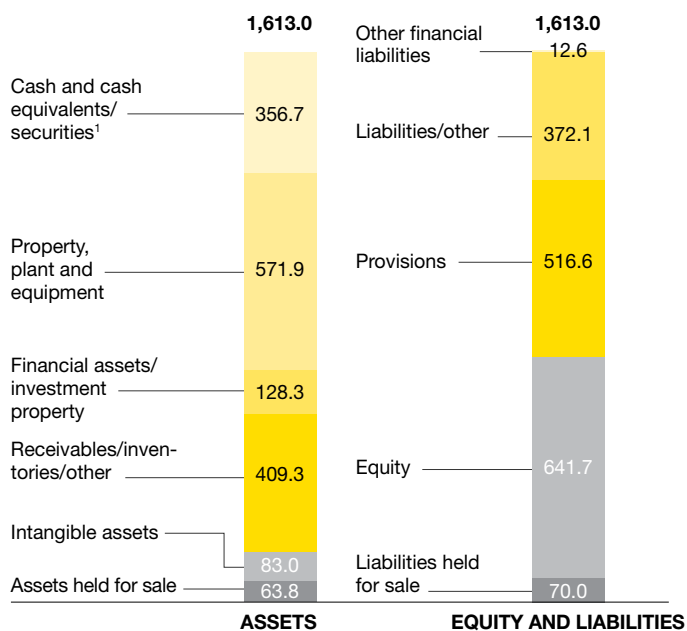
The balance sheet total of Austrian Post amounted to EUR 1,613.0m as of December 31, 2015. On the assets side, property, plant and equipment comprise the largest single balance sheet item at EUR 571.9m. Impairment losses of EUR 122.1m were reported on goodwill and assets in connection with the held for sale trans-o-flex Group. This was the primary reason for the decline in intangible assets to EUR 24.8m and the reduction in goodwill to EUR 58.2m. The assets held for sale of the trans-o-flex Group of EUR 63.8m and the liabilities of EUR 70.0m are reported separately in the balance sheet.

The analysis of the balance sheet reveals that Austrian Post boasts financial resources (cash and cash equivalents) totalling EUR 299.6m as at December 31, 2015. Other financial assets, including financial investments in securities of EUR 57.2m, amounted to EUR 71.8m at the balance sheet date. The securities owned by Austrian Post feature an investment grade or comparable credit rating, which is why it is assumed that these assets could be converted into cash in a very short time. Accordingly, the financial resources including securities at the disposal of Austrian Post amounted to EUR 356.7m at the end of 2015. The payment

of a dividend in April 2015 of EUR 1.95 per share or a total of EUR 131.7m for the 2014 financial year is already taken into account.

The equity and liabilities side of the balance sheet is characterised by a high equity ratio of 39.8% as at December 31, 2015, corresponding to equity of EUR 641.7m. Non-current liabilities amounted to EUR 384.9m at the end of the reporting period, whereas current liabilities were at EUR 516.3m. The provisions included in liabilities totalled EUR 516.6m at the end of December 2015, including provisions for employee under-utilisation of EUR 183.2m.

BALANCE SHEET AS AT DECEMBER 31, 2015



¹ In the balance sheet, securities are recognised as other financial assets.

BALANCE SHEET STRUCTURE BY ITEM

EUR m	Dec. 31, 2013 ¹ adjusted	Dec. 31, 2014	Dec. 31, 2015	Structure Dec. 31, 2015
Assets				
Property, plant and equipment, intangible assets and goodwill	839.7	769.9	654.9	40.6%
Investment property	33.5	51.8	60.5	3.7%
Financial assets accounted for using the equity method	50.3	53.3	53.2	3.3%
Inventories, trade and other receivables	397.4	464.2	409.3	25.4%
Other financial assets	77.2	67.1	71.8	4.4%
thereof financial investments in securities	65.0	53.1	57.2	–
Cash and cash equivalents	240.2	264.1	299.6	18.6%
Assets held for sale	1.9	0.6	63.8	4.0%
	1,640.2	1,671.0	1,613.0	100%
Equity and liabilities				
Equity	699.4	702.7	641.7	39.8%
Provisions	517.3	540.5	516.6	32.0%
Other financial liabilities	21.0	17.7	12.6	0.8%
Trade and other payables	402.6	409.5	372.1	23.1%
Liabilities classified as held for sale	0.0	0.6	70.0	4.3%
	1,640.2	1,671.0	1,613.0	100%

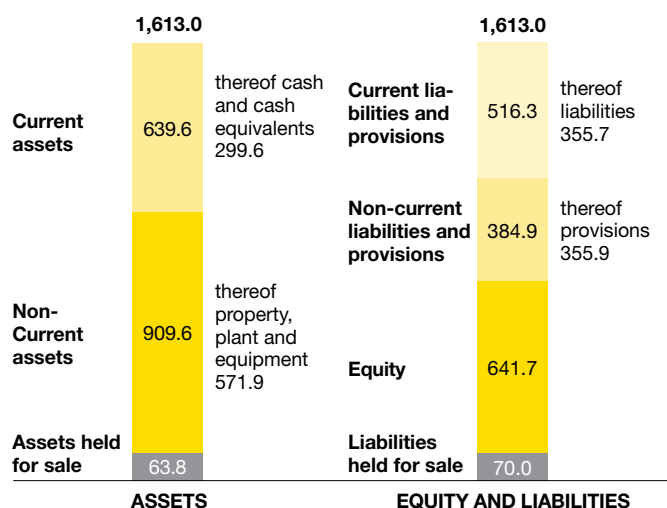
¹ Balance sheet structure following the adjusted presentation of current tax assets and tax liabilities and the recognition of payments received in advance as well as the combining of balance sheet items.

The analysis of the balance sheet structure by terms shows that non-current assets predominate on the assets side, accounting for 56.4% of total assets or EUR 909.6m. An important non-current asset item is property, plant and equipment, intangible assets and goodwill at EUR 654.9m. The principal current asset items include trade and other receivables at EUR 288.8m as well as cash and cash equivalents including securities of EUR 299.6m. The financial

resources of Austrian Post (including EUR 57.2m in securities) amounted to EUR 356.7m as at December 31, 2015. Assets held for sale totalled EUR 63.8m.

On the equity and liabilities side, the balance sheet total mainly consists of equity (39.8%), non-current liabilities (23.9%) and current liabilities (32.0%) as well as liabilities classified as held for sale (4.3%). The non-current liabilities totalling EUR 384.9m largely consist of provisions (to the amount of EUR 355.9m). Current liabilities and provisions of EUR 516.3m primarily relate to liabilities of EUR 355.7m (including trade payables of EUR 177.3m). Liabilities classified as held for sale amounted to EUR 70.0m.

BALANCE SHEET STRUCTURE BY TERM



3.3.2 Cash flow

The gross cash flow totalled EUR 265.0m in the 2015 financial year compared to EUR 283.3m in 2014. The cash flow from operating activities of EUR 216.2m was EUR 16.0m lower than in the previous year. This difference is mainly due to higher tax payments as well as a rise in trade receivables. This effect was partially offset by an increase in liabilities.

The cash flow from investing activities reached a level of minus EUR 49.0m in 2015, which was significantly lower than in 2014. This development mainly related to the sale of Austrian Post's former corporate headquarters in Vienna's first district, for which the outstanding balance of the purchase price of EUR 60.0m was paid in the first quarter of 2015. Cash outflows for the acquisition of property, plant and equipment (CAPEX) amounted to EUR 104.7m

during the reporting period, above the level of EUR 82.6m in the previous year. CAPEX included payments of about EUR 33m for the construction of Austrian Post's new corporate headquarters. In relation to acquisitions and divestments, the cash flow totalled minus EUR 6.8m in 2015. This figure included the cash outflow for the acquisition of the companies Aktionsfinder and EMD as well as the cash proceeds from the sale of the mail subsidiaries in Hungary and Slovakia. Moreover, a cash flow-reducing effect of EUR 4.4m was reported due to changes in the securities portfolio.

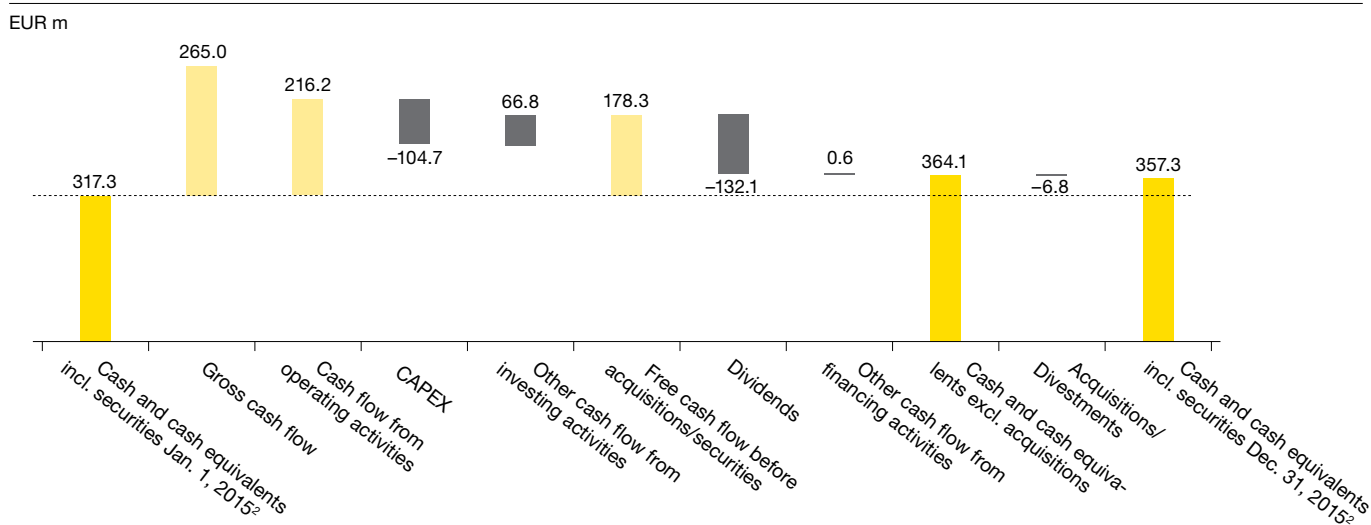
In aggregate, free cash flow during the reporting period was EUR 167.2m, up from EUR 162.8m in the previous year. Free cash flow before acquisitions/securities reached EUR 178.3m, thus higher than the prior-year figure. This provides a good basis for Austrian Post's ability to finance investments and dividends in the future.

CASH FLOW

EUR m	2013 ¹	2014	2015
Gross cash flow	304.8	283.3	265.0
Cash flow from operating activities	250.4	232.2	216.2
Cash flow from investing activities	-189.9	-69.4	-49.0
thereof CAPEX	-96.4	-82.6	-104.7
thereof cash flow from acquisitions/divestments	-69.0	-2.0	-6.8
thereof acquisition/disposal of securities	-24.3	13.0	-4.4
thereof other cash flow from investing activities	-0.2	2.1	67.0
Free cash flow	60.5	162.8	167.2
Free cash flow before acquisitions/securities	153.9	151.7	178.3
Cash flow from financing activities	-135.4	-138.8	-131.3
thereof dividends	-123.6	-129.7	-132.1
Change in cash and cash equivalents	-74.8	24.0	36.0
Change in cash and cash equivalents before securities	-50.5	11.0	40.3
Change in cash and cash equivalents before acquisitions/securities	18.5	13.0	47.1

¹ Reporting adapted for 2013: Non-cash changes in provisions which are considered as non-current as well as restructuring provisions are adjusted in the gross cash flow starting in the 2014 financial year. The cash flow statement for the 2013 financial year was correspondingly adapted.

DEVELOPMENT OF FINANCIAL RESOURCES AND SECURITIES IN 2015¹



¹ Financial resources including financial investments in securities as at December 31, 2015 include reversals of impairments on securities to the amount of EUR 0.9m. These reversals were reported in other comprehensive income without recognition to profit and loss, and are therefore not included in the cash flow.

² Includes financial resources by disposal group of EUR 0.1m as at January 1, 2015 and EUR 0.5m as at December 31, 2015 pursuant to IFRS

An analysis of the development of financial resources including securities in 2015 shows the following: financial resources totalled EUR 317.3m on January 1, 2015. The cash flow from operating activities generated by Austrian Post amounted to EUR 216.2m in 2015. After deducting investments made in 2015, the cash flow before acquisitions and securities was EUR 178.3m. This more than covered dividends of EUR 132.1m distributed in 2015. On balance, financial resources including securities, which also encompass the financial resources of the trans-o-flex Group, totalled EUR 357.3m.

3.3.3 Liquidity/Net debt

Austrian Post Group reported a net debt position of EUR 28.1m as at the end of 2015. The decrease in net debt by EUR 71.6m can be mainly attributed to the increase of cash and cash equivalents and a reduction in interest-bearing provisions.

Accordingly, the ratio of net debt to EBITDA fell to 0.09 as at the end of December 2015. The gearing ratio was only 4.4% at the end of the reporting period.

LIQUIDITY/NET DEBT

EUR m	Dec. 31, 2013 ¹ adjusted	Dec. 31, 2014 ¹ adjusted	Dec. 31, 2015
Interest-bearing debt	443.1	440.7	396.2
thereof other financial liabilities and interest-bearing liabilities	24.9	21.0	12.6
thereof interest-bearing provisions	418.2	419.7	383.6
Interest-bearing assets	-328.8	-341.1	-374.3
thereof securities	-65.0	-53.1	-57.2
thereof other financial assets and interest-bearing receivables	-23.7	-23.8	-17.5
thereof cash and cash equivalents	-240.2	-264.1	-299.6
Assets held for sale	-1.9	-0.6	-63.8
Liabilities classified as held for sale	0.0	0.6	70.0
Net debt	112.4	99.7	28.1
Net debt/EBITDA	0.37	0.30	0.09
Gearing ratio²	16.1%	14.2%	4.4%

¹ The assets and liabilities held for sale were reclassified from capital employed to net debt.

² Gearing ratio = Net debt/capital and reserves

On the basis of the existing liquidity and the solid cash flow from operating activities, Austrian Post is able to self-fund its current financing requirements. The company does not plan to make any substantial use of borrowed capital at the present time.

Within the context of its dividend policy, Austrian Post aims to achieve a dividend payout ratio of at least 75% of the Group's net profit attributable to the shareholders in the coming years, assuming a continuation of its successful business development and that no extraordinary circumstances arise.

3.3.4 Investments and acquisitions

In the 2015 financial year, capital expenditure at Austrian Post Group reached a level of EUR 113.4m, a rise of EUR 21.8m from the previous year. This includes EUR 107.8m in investments for property, plant and equipment and EUR 5.6m for investments in intangible assets. The investments in property, plant and equipment include expenditures for construction of the new corporate headquarters to the amount of EUR 32.7m.

The focus of Austrian Post's investment programme is prepayments and assets under construction (27.9%). In addition to prepayments for delivery vehicles, the lion's share can be attributed to the new corporate headquarters scheduled for completion in 2017.

Naturally, replacement investments for new equipment, furniture and fittings and hardware (21.8%) and in the vehicle fleet (21.3%) also comprise a significant share of the annual investment volume.

Moreover, 16.2% of total investments were for property, buildings and investment property, along with 5.1% designed to modernise sorting facilities and conveyor technology. These investments serve the purpose of increasing efficiency and productivity, but are also

necessary to fulfil the high quality standards in Austria. In addition, Austrian Post invested in software licenses (4.9%) and in modernising its branch network (2.8%).

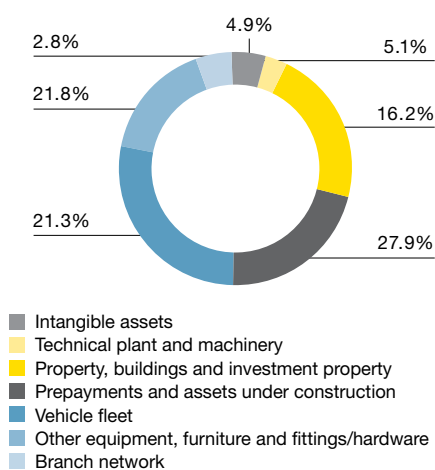
New and replacement investments are subject to a detailed profitability assessment. Replacement investments are first made if the newer technology enables increased productivity achieving an ongoing reduction in costs for the company's own or external staff or in the purchase of transport services or if the investments come at the optimal time so that life-cycle costs, especially maintenance costs for existing property, plant and equipment, exceed the costs for newer facilities.

Investments are also subject to an internal approval and authorisation process by a committee during the various planning phases as well as in the procurement phase. This committee consists of area or department managers, one or all members of the Management Board and the Supervisory Board of Austrian Post depending on the total volume involved. In addition to actual and target comparisons, an investment review and evaluation takes place at the end of the investment phase, particularly in the case of large projects.

In addition to the return on investment (ROI), which serves as the main decision-making parameter for investments and acquisitions, the amortisation period and the present value of the investments are taken into consideration, both in the planning phase and in monitoring performance.

The cash outflow for the acquisition and sale of subsidiaries (including non-controlling interests) as well as for financial assets accounted for using the equity method amounted to EUR 7.0m in 2015, compared to EUR 6.0m in 2014. Generally, every acquisition presupposes a unified Group-wide selection process. The decision-making basis is a due diligence test followed by an evaluation based on the discounted cash flow method and if applicable a plausibilisation of the determined values based on the comparable value method.

INVESTMENTS BY CATEGORY IN 2015



3.4 KEY FINANCIAL PERFORMANCE INDICATORS

3.4.1 Capital employed

The capital employed by Austrian Post Group fell by EUR 156.8m at the end of 2015 to EUR 577.0m. This decline is mainly due to the reduction of intangible assets and goodwill, primarily as a consequence of the impairment losses in connection with the held for sale trans-o-flex Group. Moreover, there was an increase in non interest-bearing debt in contrast to the increase in trade receivables.

The aim of Austrian Post is to optimise the capital employed in accordance with specific conditions in the postal sector. Against this backdrop, investments are made extremely selectively and

purposefully, primarily to enable productivity increases. Goodwills are continually tested for impairment and written down in case there are indications of impairment. Financial assets accounted for using the equity method are affected by the ongoing profits/losses of the related stakes.

The main priority of Austrian Post's receivables management is to continually monitor outstanding receivables. Management is regularly informed about the level of outstanding receivables in order to be able to take appropriate measures if necessary. Payment terms may be switched to advanced payment or payment in cash in case the customer is designated as a risk or a bank guarantee may be demanded.

CAPITAL EMPLOYED

EUR m	Dec. 31, 2013 ^{1,2} adjusted	Dec. 31, 2014 ² adjusted	Dec. 31, 2015
+ Intangible assets and goodwill	223.8	172.1	83.0
+ Property, plant and equipment	615.9	597.7	571.9
+ Financial assets/Investment property	33.5	51.8	60.5
+ Financial assets accounted for using the equity method	50.3	53.3	53.2
+ Inventories	17.1	16.7	15.9
+ Trade and other receivables ³	310.5	368.9	297.6
- Non interest-bearing debt	-497.8	-526.9	-505.1
Capital employed	753.4	733.8	577.0

¹ The balance sheet structure adjusted for current tax assets and tax liabilities and recognition of payments received in advance was used to calculate these indicators.

² The assets and liabilities held for sale were reclassified from capital employed to net debt.

³ Less interest-bearing receivables

3.4.2 Ratios

The EBITDA margin of Austrian Post decreased, on the basis of the reported EBIT, from 14.1% in 2014 to 12.6% in 2015. The EBIT margin in 2015 was 3.7%. Excluding the previously-mentioned

special effects, the EBIT margin was 8.2%. The return on equity in 2015 equalled 12.5%. Adjusted to take account of the special effects, the return on equity was 24.9%. The return on capital employed was 13.6%. On the basis of the adjusted EBIT, the return on capital employed rose to 30.2%.

RATIOS

	2013	2014	2015
EBITDA margin ¹	12.9%	14.1%	12.6%
EBIT margin ²	7.9%	8.3%	3.7%/8.2% ³
ROE ⁴	21.2%	25.8%	12.5%/24.9% ³
ROCE ⁵	25.4%	26.5%	13.6%/30.2% ³

¹ EBITDA margin = EBITDA/revenue

² EBIT margin = EBIT/revenue

³ Adjusted for special effects

⁴ Return on equity = Profit for the period (equity on Jan. 1 less dividend payment)

⁵ Return on capital employed = EBIT/average capital employed

4 NON-FINANCIAL PERFORMANCE INDICATORS

4.1 EMPLOYEES

The average number of full-time employees at the Austrian Post Group totalled 23,476 people during the period under review, comprising a decrease of 436 employees from the prior-year

period. Most of Austrian Post's staff (full-time equivalents) is employed by the parent company Österreichische Post AG (a total of 17,983 full-time equivalents). A total of 5,493 people (full-time equivalents) are employed by the subsidiaries.

EMPLOYEES BY DIVISION

Annual average, full-time equivalents	2013	2014	2015	Share in %
Mail & Branch Network	17,955	17,331	16,877	71.9%
Parcel & Logistics	4,191	4,611	4,754	20.3%
Corporate	2,065	1,970	1,845	7.9%
Total	24,211	23,912	23,476	100.0%

4.1.1 Health and occupational safety

For Austrian Post as a service company, motivated and healthy employees are crucial. In order to maintain the ability of employees to work, also until they reach an advanced age, the company must ensure a safe and motivating working environment. Both the company and employees must take responsibility for preserving employee health. Accordingly, Austrian Post works on designing workplaces and processes oriented to worker protection standards, and also offers a variety of activities to employees to support them in preserving their own health.

In 2015, the focus was on continuing the project called "A healthy heart and you". Employees were provided with interesting information about their own health and body as well as about nutrition, relaxation techniques etc. at health consultations and "health day" events.

4.1.2 Professional training and career development

The target group- and competence-oriented training and professional development of employees comprise an important part of Austrian Post's human resources activities. The measures implemented consist of specialised instruction, continuing education courses as well as coaching and training in all areas of the company.

In an initial step, executives are called upon to identify employee potential and enhance their skills on the basis of individual career development. Accordingly, Austrian Post has made it a priority since 2012 to instruct management staff within the framework of the Executive Academy. The objective is to support executives and

key employees to implement management guidelines within the framework of a customised programme. The four target group-oriented programmes to further develop executive skills were continued in 2015.

4.1.3 Diversity and equal opportunity

Within the context of its diversity management, Austrian Post explicitly strives to promote the diversity of its employees and constructively seeks to benefit from the diversity of its staff. On the one hand, this applies to externally perceptible differences such as gender, ethnic background, age or disability. On the other hand, it also applies to subjective differences such as religion and lifestyle. Austrian Post not only aims to respect individual differences among employees, but particularly highlight and embrace them in the spirit of promoting mutual esteem and respect. The objectives are to create a productive overall working environment in the company, prevent the social discrimination of minorities and improve equality of opportunity. The company attaches considerable importance to ensuring equal opportunity at work in all business areas, and thus decisively opposes any kind of discrimination, mobbing and sexual harassment. Austrian Post already signed the Charter of Diversity in 2013, and has made its contribution since then as part of its voluntary commitment to promote greater tolerance, fairness and respect within the context of its diversity management efforts. Austrian Post also takes its role of being a family-friendly employer seriously, and promotes the compatibility of career and family on the basis of a series of measures and offerings. For this reason, Austrian Post was given the basic "work and family" certificate, issued by the Federal Ministry of Families and Youth for the period 2013–2016.

4.2 ENVIRONMENT

Austrian Post is aware of its responsibility towards the environment. For this reason, it continually strives to identify optimisation potential in order to minimise its ecological footprint. In 2015, Austrian Post once again delivered all letters, parcels and direct mail items in Austria in a CO₂ neutral manner, without exception, as part of its CO₂ NEUTRAL DELIVERY initiative. This initiative is being implemented in a three-phase programme. The top priority is always to avoid emissions in the company's own core processes. This primarily applies to its buildings and the vehicle fleet, and is achieved on the basis of optimised route planning, a modern vehicle fleet, driver training in fuel-saving driving techniques, the monitoring of energy consumption in buildings and the optimisation of floor space in buildings. In a second step, Austrian Post increasingly relies on alternative sources of energy. In this regard, Austrian Post once again significantly expanded its fleet of electric-powered vehicles in 2015, which already consisted of more than 1,000 e-vehicles at the end of the year. The "Green Vienna" project is designed to ensure that all letters and direct

mail items to private customers are to be exclusively delivered by foot or by using e-vehicles by the end of 2016. This already applies to 14 districts in Vienna. Furthermore, since 2012 Austrian Post has only been using electricity generated from renewable energy sources, and operates photovoltaic facilities on the roof of the Mail Logistics Centre Vienna and the Allhaming Logistics Centre which generate about 1.4m kWh annually. Third, all greenhouse gas emissions which cannot be avoided at the present time are compensated by support provided to recognised and certified climate protection projects in Austria and abroad with a high ecological and socio-economic value. The entire initiative is regularly verified by independent experts at TÜV AUSTRIA.

The chart shows that energy and fuel consumption and thus the quantity of CO₂ emissions have declined compared to the previous year. A slight rise in CO₂ emissions was reported in 2013, which can be attributed to improved data analysis for energy consumption and higher fuel consumption as a consequence of an increase in the number of kilometres driven.

ENVIRONMENTAL INDICATORS

	2012	2013	2014	Change 2013/2014	
				%	Nominal
Total CO₂ emissions (t)	70,834	71,899	70,672	-1.7	-1,227
Total energy consumption (kWh million)	149.5	151.4	142.2	-6.1	-9.2
Total fuel consumption (litre million)	14.3	14.8	14.7	-0.7	-0.1

The sustainability reports of Austrian Post are prepared in accordance with the guidelines contained in the Global Reporting Initiative (GRI). The Sustainability Report 2014 corresponded to the reporting standard GRI G4 (core option) and was subject to a limited assurance audit by Ernst & Young Wirtschaftsprüfung m.b.H. The environmental indicators published for 2014, i.e. CO₂ emissions, energy consumption and fuel consumption, were also included in its audit. The environmental indicators for the 2015 financial year will be published in the Sustainability Report 2015 scheduled to be issued in September 2016.

4.3 RESEARCH AND DEVELOPMENT/INNOVATION MANAGEMENT

An important success factor in changing markets is the development and market launch of innovative products and the expansion of the existing product portfolio of the core business. In the 2015 financial year, Austrian Post implemented a broad range of such solutions, both in its online and other services.

Austrian Post further developed solutions offered within the context of its mail and parcel services, especially in the field of electronic mail and mobile services ("Post App"). The online services of Austrian Post are characterised by a high degree of security and trustworthiness. The Mail Solutions business is focusing on innovative system solutions to optimise business processes of business customers and enhance their advertising efficiency. In this regard the emphasis is on dual shipment and receiving (digital/physical), intelligent input management, effective mailroom management, digital document management, output management, dual delivery and effective CRM applications (geo-marketing, address management, etc.). In 2015, Austrian Post acquired an 80% stake in the digital flyer platform Aktionsfinder to complement the physical part of its business. Furthermore, in the field of logistics services, Austrian Post is continually developing tailor-made customer solutions for warehousing and fulfilment as well as various "value added services". These solutions together with innovative online services are designed to ensure greater efficiency and flexibility and generally a more customer-oriented optimisation of communication and distribution.

In addition to its own development activities, Austrian Post has also been cooperating with prominent Austrian universities and academies of applied sciences since the year 2013. The objective of this collaboration is to further intensify its focus on innovation and to be able to rely on sound scientific research findings in the development of products and services.

4.4 DELIVERY QUALITY

Austrian Post aims to be a provider of high-quality postal services. In particular, strict legal regulations relating to the Universal Postal Service Obligation stipulate the following high standards relating to delivery speed for letters and parcels: delivery of 95% of all letters on the next working day and 90% of all parcels within two working days. In 2015, Austrian Post once again managed to outperform the minimum legally stipulated standards, delivering 95.9% of all letters on the next working day after posting.

For parcel delivery services as defined by the Universal Service Obligation (primarily private parcels), Austrian Post delivered 98.1% of all parcels within two working days in 2015, significantly surpassing the statutory target. Austrian Post also achieved an above-average delivery quality in European comparison with respect to international mail (inbound).

With respect to the first-time delivery success rate for registered letters and parcels, the good performance of the previous year for letters and parcels was surpassed. The first-time delivery success rate is a very important factor determining the level of customer satisfaction. Accordingly, 91.0% of registered parcels and 78.0% of registered letters were successfully delivered on the first attempt in 2015.

4.5 CUSTOMER SATISFACTION

Customer satisfaction with the services of Austrian Post was measured on a quarterly basis during the reporting period. The market research partner on this project was the renowned Institute for Empirical Social Research (IFES). By means of a representative survey with a sample size of n = 1,000 per wave, the “Customer Satisfaction Index” (CSI) encompassing customer satisfaction and customer loyalty is determined. The average CSI in 2015 was good, at a level of 69 index points, once again one point higher than in the previous year. Thus overall customer satisfaction with Austrian Post has increased by five points since 2011. The index only fluctuated by two index points slightly over the four quarters of the year. In the third quarter, a value of 70 points was achieved for the first time since the beginning of the customer satisfaction survey. The postal service points, shipment and delivery services were given particularly high ratings. Young people continually rank among the most satisfied customers.

In particular, both mail and parcel delivery services were given very high grades, whereas the delivery staff itself is ranked as outstanding. In particular, the perception of parcel shipping significantly improved in 2015, which can likely also be attributed to the self-service zones which enjoy growing popularity. The branch network is also steadily improving, according to the people surveyed, particularly with respect to waiting times, atmosphere and location.

Measuring customer satisfaction in accordance with the CSI scale considers 50 index points or less to represent a critical level 51 to 60 points as moderately content, more than 61 points is considered to be good and higher than 71 means very good. An outstanding level of customer satisfaction is for 81 points up to the highest possible score of 100.

DELIVERY QUALITY

	2013	2014	2015
Delivery time			
E+1 letter mail delivery time	95.5%	96.3%	95.9%
E+2 parcel delivery time in Austria ¹	96.6%	97.5%	98.1%
Delivery success rate			
First-time delivery success for letter mail (registered)	77.4%	77.4%	78.0%
First-time delivery success for parcels (E+2)	87.9%	88.7%	91.0%

E+1 – day of posting + one working day; E+2 – day of posting + two working days
¹ Adjustment of figures for 2013 due to a change in the computational logic

4.6 RELIABILITY OF SUPPLY

In addition to its obligation to provide the highest quality postal services for every household throughout Austria at a uniform price, the definition of the Universal Postal Service Obligation in Austria requires Austrian Post to operate a nationwide network of at least 1,650 postal service points. In the spirit of optimally serving its customers, Austrian Post also surpasses the statutory requirements in this respect. On balance, its network encompassed 1,785 postal service points at the end of 2015, making it one of the largest private customer networks in the country. Austrian Post is always in close proximity to its customers.

In light of the fact that the postal sector is continually subject to major changes, the new market conditions require Austrian Post to make customer-oriented adjustments to its business operations in order to ensure that the Austrian population is supplied with postal services on a long-term basis. One important measure is the conversion of the branch network, which was decisively continued in the past year. A key aspect is the very successful postal partner concept. A total of 1,281 postal partners, including food stores, petrol stations, tobacconists, municipal offices and many others ensure optimal regional accessibility to Austrian Post's services.

5 SIGNIFICANT EVENTS AFTER THE REPORTING PERIOD

All material events after the balance sheet date, such as pending litigation, claims for damages, other obligations or contingent losses, and for which IAS 10 prescribes adjustments or disclosure, have been recognised to the extent known to the company.

6 OUTLOOK 2016

Stable development targeted

On the basis of the available economic data, a positive economic development is expected for the core region in which Austrian Post operates. Prospects are improving for Austria, Germany and most countries of South East and Eastern Europe. However, current forecasts are uncertain due to the geopolitical environment and prevailing fiscal policies.

Generally speaking, the basic trends impacting the letter mail and logistics markets in recent years are expected to continue in 2016. Volumes of addressed mail are under pressure on both a national and international level, whereas parcel volumes to private customers are rising, driven by increasing online orders. In addition to the current basic trends in the mail and parcel business, the revenue forecasts for Austrian Post in 2016 also considerably depend on a potential change in its portfolio. This concerns a deconsolidation of the trans-o-flex Group or a potential increase in the stake held by Austrian Post in the Turkish parcel services provider Aras Kargo, which will be decided in the course of the year. With the exception of these two measures, Austrian Post is striving to maintain a largely stable revenue development in 2016.

In the mail business, the basic trend of e-substitution i.e. the substitution of traditional letter mail by electronic forms of communication is likely to continue, resulting in further volume declines. This downward trend is also anticipated for 2016, accompanied by a drop in mail volumes within the predicted range of minus 3–5%. The direct mail business will continue to show a differentiated development in the individual customer segments, with a decrease perceptible for addressed direct mail items in particular.

The development of the Parcel & Logistics Division is impacted by differing trends in the private and business parcel segments. Considerable growth continues to be anticipated in the private customer parcel segment due to the steadily growing online business. At the same time, intensified competition is expected as a result of the positive development in this market segment. In turn, this could impact parcel prices and volumes and thus the company's business development. In contrast, subdued economic growth prospects are unlikely to provide much impetus to the business parcel segment.

Efficiency enhancement to safeguard earnings

Austrian Post is optimising its structures and processes nationally and internationally in its mail and parcel logistics operations in order to further enhance efficiency in all the services it provides. In addition to technological improvements and route optimisation measures, the focus in mail logistics is also on nationwide team-work models in the delivery organisation. In the Parcel & Logistics Division, Austrian Post is also expanding its quality leadership on the Austrian market. Both delivery quality and the improvement of the service offering are guarantees for a high level of customer satisfaction.

The earnings development of Austrian Post will be impacted by the revenue trends of letter mail and parcel flows in 2016, but also by innovative new business ideas and the implementation of the targeted efficiency programme. On balance, Austrian Post aims to achieve a stable development in 2016, with an operating EBIT at the prior-year level.

Continuation of the attractive dividend policy

The operating cash flow generated by Austrian Post will continue to be used prudently and in a targeted manner to finance sustainable efficiency increases, structural measures and future-oriented investments. With this in mind, operational capital expenditure (CAPEX) of about EUR 80m is planned in 2016, focusing on sorting technologies, logistics and customer solutions. In addition, Austrian Post is in the process of building its new corporate headquarters in Vienna's third district. The project is expected to be completed in 2017. The Management Board will propose to the Annual General Meeting scheduled for April 14, 2016 to approve the distribution of a dividend amounting to EUR 1.95 per share for the 2015 financial year. Thus, the company is once again continuing its attractive and predictable dividend policy on the basis of a solid balance sheet structure and the generated cash flows. Austrian Post adheres to its objective of distributing at least 75% of the Group's net profit to its shareholders.

7 OPPORTUNITIES AND RISKS OF THE COMPANY

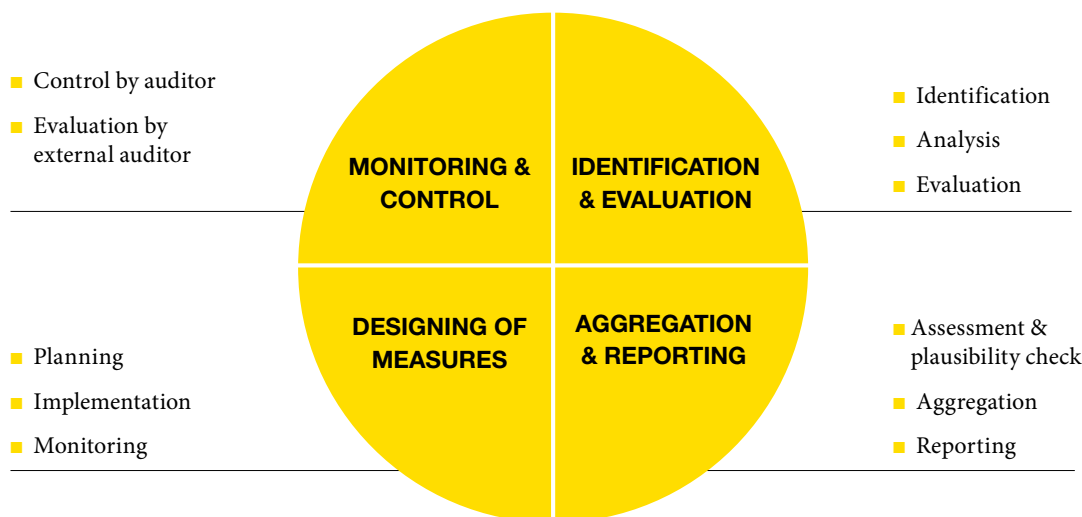
7.1 MAIN RISKS AND UNCERTAINTIES

7.1.1 Risk management

Austrian Post operates a comprehensive risk management system integrating all business units and subsidiaries. The objective of risk management is to identify risks at an early stage and manage them

by taking appropriate measures designed to minimise any potential deviation from the company’s business targets. Risks are identified, evaluated, monitored and documented in their overall context by a Group-wide risk management system in accordance with uniform principles. The Management Board defines the risk strategy and policy of the company and sets out a framework for the risk management system.

RISK STRATEGY AND POLICIES



The most important steps in the risk management process are presented below:

1. Identification and evaluation: Risks are defined as the potential deviation from planned medium-term corporate results. The risk manager analyses the risk situation of the respective business area on a quarterly basis. An employee is assigned responsibility to evaluate and monitor each identified risk. Risks are quantified to the greatest possible extent with respect to the potential consequences and probability of occurrence. Non-quantifiable risks are evaluated on the basis of pre-defined qualitative criteria. In addition, the central risk management team cyclically examines the risk situation of the individual business areas on the basis of proactive risk assessments and workshops. The results of the identification and evaluation process are documented in the corresponding IT application of the risk management system.

2. Aggregation and reporting: The central risk management team gathers information and reviews the identified and evaluated risks. The financial effects of potential overlapping are taken into account in the aggregation process. Subsequently, the risks are analysed by the Risk Management Committee and subject to a plausibility check. This Risk Management Committee consists of representatives of the controlling, legal, strategy and accounting departments as well as representatives of the operating units. The results are integrated in the quarterly report of the central risk management team to the Management Board focusing on risks and their development. Risks which unexpectedly arise are immediately reported to the Management Board on an ad-hoc basis. The Supervisory Board and Audit Committee are also regularly informed about the risk situation.

3. Designing of measures: The control of risks is based on defining appropriate measures aimed to avoid or reduce risks, or else transfer them to third parties. The business areas examine the measures on the basis of a cost-benefit analysis, and subsequently implement them. These measures are monitored and adjusted within the context of a quarterly analysis undertaken by the risk manager.

4. Monitoring and control: In conformity with the Austrian Corporate Governance Code, the reliability and performance of the risk management system is subject to an annual evaluation by the auditor. Moreover, the concept, suitability and effectiveness of the risk management system were assessed by an external auditor.

7.2 TOP RISKS

7.2.1 E-substitution of traditional letter mail

Traditional letter mail is being increasingly replaced by electronic media. This trend, in particular the one towards electronic mail delivery, will continue in the future. This development, which is being promoted by legislation, could lead to a significant decline in mail volumes and earnings. A 1% decrease in revenue in the letter mail segment leads to a negative revenue effect of about EUR 7m annually, which in turn correspondingly reduces earnings in the short and medium term due to the fixed cost structure of the company's operations. The possibility cannot be excluded that a change in legal regulations with regard to the delivery of government mail will put responsibility for delivering some of these mail items in the hands of competitors and not only Austrian Post.

Austrian Post is counteracting the volume decline resulting from the greater use of electronic media by developing new products and services. Diversifying business operations into different markets enables Austrian Post to more effectively spread or minimise risks in individual sectors.

7.2.2 Structural change in direct mail

Due to the ongoing weak economic development in recent years, an increasing trend towards market concentration in the retail sector (e.g. mergers, bankruptcies) was evident. As a result, a structural change in the types of advertising and direct mail volumes could take place, for example a reduction in the use of advertising flyers. In turn, this could lead to a perceptible decline in the business with direct mail items which would negatively impact the earnings situation of Austrian Post.

7.2.3 Strategic investments

A key feature of Austrian Post's business strategy is to achieve growth through selective acquisitions and cooperation agreements. In this regard, it is important to identify suitable acquisition targets and to successfully integrate acquired companies. The opportunities and risks relating to strategic investments largely depend on political, economic and legal factors. In addition, market price risks as well as fluctuating foreign currency exchange rates, for example for Turkish lira in the case of Aras Kargo a.s., can impact the intrinsic value of these strategic investments. The profitability and any required impairment losses reported for the strategic investments can impact the earnings situation of Austrian Post.

7.2.4 Staff costs and structure of employment contracts

The business model of Austrian Post is characterised by a high staff cost structure. A 1% change in wages and salaries corresponds to an average of EUR 8m annually.

Furthermore, a large number of Austrian Post employees have the status of civil servants, which means that they are subject to public sector employment laws and all their particular features. This leads to peculiarities with respect to the way these employees are deployed in line with existing labour regulations. For this reason, the prevailing legal regulations do not allow the company to make capacity adjustments for most of its employees in the event of volume declines. Similarly, no adjustments in wage or salary levels are permitted in case of less favourable market conditions. Therefore, public sector employment regulations result in less cost flexibility.

Against the backdrop of a liberalised market, the Austrian Post Group is increasingly confronted with the limits of its flexibility with regard to making good use of the civil servants it employs. The solution to this problem is the key to the dialogue being carried out with the responsible lawmakers.

Ongoing changes made to civil service laws, to the extent that these new regulations do not take the special competitive situation of Austrian Post into account, could result in an additional burden on Austrian Post and unexpected additional costs to be borne by the company over which it has no influence.

7.3 GENERAL AND OTHER RISKS

Similar to other companies, Austrian Post is subject to a series of risks related to the particular sector and market environment in which it operates. These risks are minimised in an economic manner on the basis of state-of-the-art measures but cannot be completely eliminated.

7.3.1 Operating risks

Market and competitive risks

Austrian Post generates most of its revenue in Austria. If current economic growth forecasts have to be revised downwards, this would force a change in the planning assumptions upon which the company operates and thus limit the reliability of its planning.

In addition, the company generates a considerable share of its revenue from a small number of large customers. The sustained and successful existence of these large customers is an important prerequisite in ensuring the stable development of Austrian Post. Moreover, large customers are not contractually required to have their mail handled by Austrian Post, and could decide on a medium-term basis to contract the delivery of at least part of their mail items to competitors on the postal service market.

The parcel business, in which Austrian Post has a leading position in the Austrian market, is dependent on the economic development of its customers as well as increased competition, which arises on the basis of market penetration of alternative providers. The possibility of a further decline in revenue cannot be excluded. For this reason, the company is striving to maintain customer loyalty by offering an attractive range of services.

In the branch network, Austrian Post is partly dependent on strategic partners such as BAWAG P.S.K. Risks affecting these partnerships over which Austrian Post has no influence could negatively impact the earnings situation of the company. Austrian Post strives to continually coordinate such risks with its business partners and jointly counteract them insofar as possible.

The international mail and parcels market is characterised by increasing competitive intensity. In particular, this could lead to price declines for letter mail which could not be offset by volume growth. In order to compensate for potential losses of revenue, Austrian Post is intensifying its efforts to implement efficiency enhancement projects.

All the above-mentioned market and competitive risks could lead to significant volume decreases and thus to a corresponding drop in earnings.

Procurement risks

Procurement risks of Austrian Post are mainly limited to fluctuations in fuel prices. A rise in fuel prices could have minor negative effects on the earnings situation of Austrian Post.

Technical risks

To a significant degree, Austrian Post is dependent upon the use of complex technical systems. Its postal services rely heavily on the support provided by data processing systems, modern communications media and other technical equipment. Against this backdrop, Austrian Post has made extensive investments in recent years designed to modernise its distribution and delivery network. In this regard, the performance of the company is closely linked with the efficiency of a small number of key operational sites. Should the case arise that technical systems temporarily or permanently fail or unauthorised data access or data manipulation occurs or collective strikes take place for longer periods, these developments could potentially lead to disruptions in Austrian Post's business operations, a loss of reputation, customer defections or additional expenses.

To systematically deal with insurable risks, the Austrian Post Group operates an internal insurance management system. Its main tasks are to continually evaluate insurance solutions available on the market, focus on portfolio management with respect to insurance policies which are concluded and optimise processes in handling and settling claims. Safety and security measures and guidelines have been defined as a means of dealing with all contingencies and ensuring smooth business operations.

Austrian Post is pursuing an outsourcing strategy to fulfil its computing and data processing requirements. Austrian Post ensures the availability of outsourcing resources by its service level management as well as by concluding appropriate contractual agreements. Contractual partners are required to show proof of relevant and valid certifications.

7.3.2 Financial risks

Financial risks of Austrian Post encompass liquidity risk, credit, counterparty and interest rate risk. The foreign exchange risk, for example in connection with fluctuations in the value of the

Turkish lira, can negatively affect earnings. However, Austrian Post carries out about 95% of its business in euros, which limits the risk from exchange rate fluctuations. Furthermore, Austrian Post continuously evaluates whether the use of currency hedging instruments would benefit Austrian Post.

A more detailed presentation of financial risks is included in the notes to the consolidated financial statements of Austrian Post.

Within the context of its international expansion, Austrian Post has recognised a considerable level of goodwill and non-depreciable trademark rights in the balance sheet. Pursuant to IAS 36, goodwill is subject to an impairment test at least once annually. If there are indications of impairment, goodwill and non-depreciable trademarks must be written down.

7.3.3 External risks

Regulatory and legal risks

The full-scale liberalisation of the Austrian postal market took place on January 1, 2011 when the new Postal Market Act took effect. This development carries the risk of future shifts in market share. The legal framework for the full-scale liberalisation of the postal sector was also defined in this new Postal Market Act. In many cases, this Postal Market Act does not prescribe equal treatment between Austrian Post and its competitors, but places an additional burden on Austrian Post.

The Universal Postal Service Obligation requires Austrian Post to provide a minimum offering of postal services of comparable quality across the country, and ensure a nationwide distribution network of at least 1,650 postal service points. Austrian Post is only allowed to convert company-operated post offices manned by its own staff to postal partner offices following a regulatory approval process. The possibility that Austrian Post will be required to continue operating unprofitable postal branches, at least in the short term, cannot be excluded.

At present, Austrian Post does not assume that it will be obliged to grant its competitors access to all its services on an unbundled basis. If this did indeed happen, these firms could potentially provide services in segments of the postal market which are particularly lucrative, and rely on partial services provided by Austrian Post at regulated prices in less lucrative business segments. This could also potentially have a significantly negative effect on earnings.

The public relations activities of Austrian Post have made it a priority to engage in an ongoing dialogue with all its stakeholders with respect to the issue of liberalisation. The company considers itself responsible for making people aware of the unresolved issues in connection with compensation for Universal Postal Services, and the problems arising as the result of an asymmetric market liberalisation.

Austrian Post is subject to legal restrictions by regulatory authorities in setting its business terms and conditions (including postal rates) in providing universal postal services. For this reason, the company only has limited flexibility to impose price adjustments for the universal postal services as a means of reacting to market changes. A difference in the definition of the limits to Universal Postal Services between regulatory authorities and the company could be reflected in the design of the product portfolio and pricing policies.

In the past, Austrian Post was subject to antitrust investigations and processes evaluating the legitimacy of its agreements and business practices in the light of existing antitrust regulations. Other legal risks may arise as the consequence of unexpected court cases initiated by competitors, customers or suppliers.

In order to optimally avoid as far as possible any potential adverse effects on earnings resulting from regulatory and legal risks, Austrian Post strives to expand its value-added chain and product portfolio in its core processes, as a means of offering its customers even better services and achieving an optimisation of service quality. Moreover, Austrian Post intends to generate increased revenue in the already liberalised areas.

According to the Postal Services Structure Act of 1996, changes in civil service laws for civil servants are fundamentally applicable to those civil servants working for Austrian Post. Thus, revisions to civil service laws could have a direct effect on the cost structure of the company. In principle, further risks arising from varying interpretations of the Postal Services Structure Act can also not be excluded. The corresponding reform of the salary system was implemented in 2015 with respect to determining the correct reference date for salary increments for civil servants. Therefore, it remains unlikely that there will be an outflow of resources embodying economic benefits in connection with this issue on the Balance sheet date of December 31, 2015.

An agreement was reached in 2015 to settle the differing legal interpretations between the federal government and Austrian Post with respect to the calculation of pension contributions to be paid by the company for civil servants who are still working, as well as for the care allowance and the invoicing of pension contributions. For this reason, additional payments on the part of Austrian Post above and beyond the existing agreement are no longer expected.

Environmental risks

As the process of climate change continues, there could be an increase in the number and severity of natural catastrophes. Weather-related phenomena such as strong rain, hail, landslides and floods could occur more frequently. Among the consequences and after-effects are damage to property and injury to people. This could lead to higher repair and maintenance costs. Furthermore, Austrian Post is legally obliged to ensure the nationwide supply of basic postal services. Additional financial obligations could arise if postal services cannot be maintained over a given period of time due to natural catastrophes.

For a detailed presentation of environmental risks, refer to the Sustainability Report 2014 of Austrian Post according to GRI G4.

7.4 OVERALL VIEW OF THE COMPANY'S RISK SITUATION

The above-mentioned risks are continually being monitored by the company and it will respond if required. However, from today's perspective, none of these risks threaten the continuing existence of the company.

7.5 MAIN OPPORTUNITIES

The changes which Austrian Post faces can also lead to outperformance of pre-defined business targets. For this reason, risk management also focuses on identifying and managing opportunities which arise. The objective is to show opportunities and exploit potential by implementing suitable measures. The identification, evaluation, management and reporting of opportunities take place in line with the above-mentioned process.

The identification of opportunities is carried out by the planners in the business areas (on a bottom-up basis). Opportunities are also verified and supplemented by the Strategy & Group Development

business unit (on a top-down basis). For this reason, Austrian Post implements an ongoing evaluation of opportunities in order to be able to leverage the existing potential. A new strategic project to identify opportunities entitled "Post2016" was launched in 2013. This encompasses various sub-projects aimed at more precisely recognising potential which can be exploited. These projects are also designed to once again point out important opportunities arising for Austrian Post in the light of its four core strategic pillars.

The first strategic thrust – **Defending market leadership in the core business** – the expansion and adaptation of Austrian Post's product portfolio in the Mail & Branch Network Division in accordance with customer requirements is considered to be an opportunity. New online initiatives are designed to expand the range of services offered by Austrian Post. The ongoing trend towards e-substitution is already taken into account in Austrian Post's planning, in which case the moderate decline in mail volumes in Austria compared to original expectations is seen as an opportunity. The potential is leveraged on the basis of new and more attractive delivery models in the parcel segment, such as same day-delivery.

On the basis of the second strategic pillar – **Profitable growth in selected markets** – opportunities arise with respect to Austrian Post's strategic international shareholdings in the growth markets of South East and Eastern Europe. In particular, Turkey is a fast-growing market, which offers potential to Austrian Post thanks to the strategic stake it holds in Aras Kargo. Potential further technological developments could enhance Austrian Post's opportunities in Turkey.

With respect to the third cornerstone of Austrian Post's strategy – **Enhancing efficiency and increasing flexibility of the cost structure** – projects such as "Operational Excellence" and other procurement initiatives could provide added impetus and are seen as opportunities. New team structures in delivery as well as the use of state-of-the-art sorting technologies in mail and parcel logistics could lead to a further increase in efficiency.

The fourth strategic thrust – **Customer orientation and innovation** – enables Austrian Post, for example, to exploit the potential derived from the expansion of its on-line and self-service offering as well as by new e-commerce business models.

8 OTHER DISCLOSURES

8.1 INTERNAL CONTROL SYSTEM AND RISK MANAGEMENT WITH REGARD TO THE ACCOUNTING PROCESS

As an international postal and logistics services provider, Austrian Post Group is subject to a variety of operational risks in carrying out its business operations. The company proactively deals with these risks. The focus on its core business activities along with decades of experience in the business have enabled Austrian Post to identify risks at an early stage, evaluate them and quickly implement suitable precautionary measures.

8.1.1 Controlling environment

The Group financial accounting system is comprised of the organisation joining the local-level accounting departments of Group companies and of Group Accounting at Austrian Post.

Subsidiaries compile comprehensive and correct IFRS-compatible individual financial statements in a timely manner on the basis of the unified accounting and valuation rules in force. The individual financial statements in accordance with IFRS are the starting point for processing within the context of Corporate Consolidation, which is responsible for compiling the consolidated financial statements. Its duties and responsibilities mainly focus on the structured transfer of the reported data stemming from subsidiaries, the carrying out of consolidation and elimination measures, the analytical processing of the data compiled in the consolidated accounts and the corresponding preparation of financial reports.

The organisation structuring the preparation of the consolidated accounts is based upon a schedule requiring strict adherence. The deadlines in the schedule are specified and published to cover the entire year. In addition, the subsidiaries receive an information bulletin issued by the Group on a quarterly basis, containing detailed information and Group guidelines on selected subjects relating to the compilation of quarterly financial statements. Detailed time schedules and work plans are drawn up for both local-level organisational units and by Group Accounting for the purposes of preparing the financial statements and financial reporting in line with the deadlines established for the compilation and publication of monthly and quarterly financial statements.

8.1.2 Risk assessment

To avoid erroneous depictions of transactions, measures comprised of a hierarchy of individual levels and designed to secure quality have been implemented. Their objective is to ensure the proper reporting of the IFRS accounts compiled for individual companies and incorporated into the consolidated financial statements. These measures include the automatic checks (validations) performed in SAP SEM-BCS as well as manual checks by employees in the subsidiaries as well as staff members working for Corporate Consolidation.

Group-Consolidation takes the financial accounts compiled by the subsidiaries and subjects them to several levels of comprehensive plausibility and data checks. These measures are designed to ensure that the transactions undertaken by the subsidiaries have been correctly reported, and are thus suitable for consolidation and for the compilation of the Group's consolidated financial statements.

The carrying out of quality checks at all levels is a prerequisite for the authorisation to publish the Group's consolidated financial statements.

8.1.3 Control measures

The consolidated financial statements of Austrian Post are compiled on a monthly basis and use a simultaneous consolidation method carried out in SAP SEM-BCS. The entering of the notes to the accounts and the calculation of deferred taxes are also performed in SAP SEM-BCS.

The unified methods of accounting and evaluation applied throughout the Group are contained in the Group manual. Revisions to IFRS are monitored by Group Accounting on an ongoing basis and published on a quarterly basis as IFRS updates in the Group information letters. The incorporation of the updates into the Group manual and subsequent publication of the updated version of it are carried out once a year.

In addition to the Group manual, there are guidelines and specialised concepts on selected Group processes, particularly changes in the consolidation scope and acquisitions. Centralised processes for

data entry and data changes have been defined for the master data area (comprising SAP SEM positions, SAP Group account charts and customer data).

The consolidation processes are described in the consolidation manual, which provides a comprehensive overview of the processes to be employed when using SAP SEM-BCS to compile the Group's consolidated financial statements, of quality assurance measures, and of the system of reporting used in Group Accounting. The consolidation of business operations forms the basis of the documentation and specification of the methods of consolidation used by Austrian Post.

SAP R/3 is predominantly used to compile the accounts for individual companies according to IFRS. The transition to IFRS is accomplished employing parallel (dual) SAP accounting. The transfer of reporting data in SAP SEM-BCS is undertaken using automatic uploads.

8.1.4 Information and communications

For monitoring and control purposes, the consolidated financial statements are subject to controlling on an EBIT-based reconciliation. In this process, reconciliation from individual financial statements to Group financial statements is carried out, taking into account bookings as well as eliminations in the Group.

Top management is provided with preliminary data from the consolidated financial statements to enable them to fulfil their monitoring and control duties.

The following reports are issued in the context of preparing the consolidated financial statements:

- Report to the Supervisory Board
- Monthly report including strategy cockpit
- Interim reports
- Report on the performance of subsidiaries
- Data analysis and evaluation

The quarterly reports to the Supervisory Board are primarily for the Management Board and Supervisory Board of Austrian Post.

Other internal reports are also prepared containing detailed comments on selected financial statement items, earnings reconciliations and performance indicators in addition to the

reports for the Supervisory Board and the legally stipulated notes and interim financial reports pursuant to IAS 34.

The monthly report provides an overview of key financial and performance indicators of the company. Indicators are prepared, especially on sales and staff data, based on the four strategic areas of action and the related benchmarks. The other internal reporting structure is oriented to the monthly reports.

Another important aspect of the internal reporting system of the Austrian Post Group is data analysis and evaluation. This includes calculating the consolidated cash flow as well as the related detailed notes, as well as a calculation of key earnings and value-based indicators and liquidity figures.

The Controlling Department of Austrian Post prepares a monthly report on strategic investments focusing on the business development of Austrian Post's subsidiaries.

The Investor Relations department is in charge of reporting to shareholders of Austrian Post, in line with the stipulations contained in the Austrian Corporate Governance Code. Communications are conveyed through the Investor Relations website at www.post.at/ir as well as through direct discussions with investors. Published information is made available to all investors simultaneously. In addition to legally stipulated publications, i.e. the annual financial report and annual report, the interim report for the first quarter, half-year financial report and interim report for the first three quarters, investors are also provided with extensive additional information on the Austrian Post investor relations website, including investor presentations, share price information, ad-hoc announcements and the financial calendar.

8.1.5 Monitoring

The focal point of Austrian Post's operational risk management is the identification, evaluation and control of major risks which arise from the company's core business. This process is coordinated by key managers in the divisions. The division-oriented organisation is structured into two divisions operating on the market, the Mail & Branch Network Division and the Parcel and Logistics Division, as well as the Corporate Division which mainly provides central administrative services.

The subsidiaries within Austrian Post are assigned to the various divisions in accordance with the particular focus of their business

activities. The major business risks in these operational units are continuously identified and monitored, serving as the basis for determining appropriate risk management measures, e.g. back-ups or emergency plans.

A unified risk management system has been set up for the entire Austrian Post Group, encompassing all organisational units and important subsidiaries and an internal control system for all important processes. This risk management system is basically oriented to the COSO Standard Enterprise Risk Management – Integrated Framework.

Additional key instruments to control and counteract risks include Group-wide guidelines for dealing with major risks, planning and control processes as well as ongoing reporting. These guidelines encompass, for example, the definition of limits and monitoring of adherence to these limits as well as compliance with internal rules designed to limit financial risks and the strict adherence to the principle of having two pairs of eyes oversee all business transactions.

These guidelines represent an integral part of the company's internal control system, and are designed, amongst other things, to ensure proper internal and external financial reporting. The planning and control processes serve as an early warning system, and simultaneously as the basis to evaluate the effectiveness of the controlling measures being implemented. In addition to the report to the Management Board containing the main indicators, there are also monthly performance reviews in the operating units, which continue on a hierarchical manner in line with the integrated planning and reporting processes. In addition to vertical integration, the main feature of the planning and reporting processes is the convergence between internal and external reporting. Moreover, in the planning phase reporting already focuses on the opportunities and risks related to the plausibility of achieving planning targets.

The Internal Control System serves as part of the risk management system and encompasses risk-oriented procedures integrated into day-to-day business operations. Accordingly, appropriate measures support project implementation or are carried out within the context of upstream or downstream operations. The ICS is based on precise information on accounting and financial reporting processes and also encompasses upstream processes. Changes in the company's organisation and business processes have direct effects on the ICS, which must be directly adapted to actual conditions. The particular business unit is responsible for carrying

out controls. The effectiveness of the ICS is regularly evaluated by Group Auditing.

8.2 INFORMATION PURSUANT TO SECTION 243A AUSTRIAN COMMERCIAL CODE

The share capital of Austrian Post amounts to EUR 337,763,190 and is divided into 67,552,638 non-par value shares with a nominal value of EUR 5 per share. There are no voting rights restrictions or syndicate agreements applying to Austrian Post of which the company is aware.

Through Österreichische Bundes- und Industriebeteiligungen GmbH (ÖBIB; formerly Österreichische Industrieholding AG, ÖIAG), the Republic of Austria has a 52.85% shareholding in Austrian Post, based on the number of outstanding shares (a total of 67,552,638). Austrian Post is not aware of any other shareholders holding more than 10% of the company's shares.

As far as the company knows, there are no shareholders who possess shares with special controlling interests. Employees who are shareholders of Austrian Post exercise their voting rights on an individual basis. No regulations exist with regards to the appointment or dismissal of members of the Management Board or the Supervisory Board, or as regards changes to be made to the company's Articles of Association which can be directly inferred from the Austrian Stock Corporation Act or also with respect to ÖBIB from federal law, with which the federal law regulating the reorganisation of the legal status of Österreichische Industrieholding Aktiengesellschaft and Post und Telekombeteiligungsverwaltungsgesellschaft (ÖIAG Act 2000) and federal law on measures to ensure the stability of the financial market (Financial Market Stabilisation Act) will be changed (ÖBIB Act 2015).

Authorised capital

In accordance with Section 5a of the Articles of Association of Austrian Post, the Management Board is authorised until April 14, 2020 to undertake the following, provided that the Supervisory Board so approve: the increasing of the share capital, in accordance with Section 169 Austrian Stock Corporation Act, by a further EUR 33,776,320 through the issuance of up to a further 6,755,264 new, ordinary bearer shares (non-par value shares) in exchange for cash and/or contributions in kind. This amendment to the Articles of Association was entered in the commercial register on June 11, 2015.

Conditional capital

In accordance with Section 5b of the Articles of Association of Austrian Post, the company's share capital was increased in accordance with Section 159 Austrian Stock Corporation Act, by up to EUR 16,888,160 through the issuance of 3,377,632 non-par value bearer shares. The capital increase may only be used for the purpose of granting conversion and subscription rights to creditors of financial instruments pursuant to Section 174 Austrian Stock Corporation Act as well as for the purpose of granting share options to employees and top executives of the company or associated companies. The Management Board is authorised, contingent upon approval by the Supervisory Board, to determine further terms and conditions of the conditional increase in capital. This amendment to the Articles of Association was entered in the commercial register on June 11, 2015.

Share buy-back programme

The 9th Annual General Meeting of Austrian Post held on April 15, 2016 authorised the Management Board pursuant to Section 65 Para 1 (4) and (8), Para 1a and 1b Austrian Stock Corporation Act to acquire non-par value bearer or registered shares of the company, with this to amount to up to 10% of the company's share capital over a period of 30 months starting on April 15, 2015, on or outside stock exchanges, and with these to be offered for purchase in such cases to individual shareholders or to a single shareholder, especially ÖBIB, at a lowest equivalent value of EUR 20 (twenty euros) per share, and at a highest equivalent value of EUR 60 (sixty euros) per share.

The trading in treasury shares is excluded as the objective of the acquisition. The authorisation can be exercised in two or more partial amounts and for the purposes of realising one or more objectives of the company, by a subsidiary (Section 228 Para 3 Austrian Commercial Code) or by a third party acting on a paid commission basis on behalf of the company. The acquisition by the Management Board may especially be performed in cases in which the shares are to be offered to employees, senior managers and members of the Management Board of the company or of one affiliated with it in conjunction with an employee participation programme, a stock option programme and/or for purposes of being issued to a private foundation enabling employee participation.

The Management Board can resolve to make this acquisition on an exchange. In such cases, the Supervisory Board has to be subse-

quently informed of this resolution. An acquisition not made via an exchange requires the prior approval of the Supervisory Board. In a case of an acquisition not made on the exchange, this acquisition can be undertaken in a way excluding the proportionate right of sale (converse exclusion of right of procurement).

The Management Board is authorised for a term of five years starting with approval of the resolution pursuant to Section 65 Para 1b Austrian Stock Corporation Act, with the approval of the Supervisory Board but without requiring the Annual General Meeting's passing of a resolution, to pass a resolution stipulating that treasury shares are to be sold or used in a way other than their sale via an exchange or via the making of a public offer, appropriately adhering to the rules established for the exclusion of subscription rights held by shareholders, especially with respect to shares to be offered to employees, senior managers and members of the Management Board of the company or of one affiliated with it in conjunction with an employee participation programme or with a stock option programme and/or issued to a private foundation constituted for purposes of employee participation. The Management Board is also authorised to establish the conditions of sale. The authorisation can be exercised in two or more partial amounts and for the purposes of realising one or more objectives by the company, a subsidiary (Section 228 Para 3 Austrian Commercial Code) or by a third party acting on a paid commission basis on behalf of the company.

The Management Board is also authorised to reduce the share capital with the consent of the Supervisory Board, and if necessary. This is to be undertaken through the withdrawal of treasury shares and does not require the Annual General Meetings passing a resolution, in accordance with Section 65 Para 1 (8) last sentence and Section 122 Austrian Stock Corporation Act. The Supervisory Board is authorised to resolve upon amendments to the Articles of Association arising from the withdrawal of shares.

Income bonds

The Management Board was also authorised, with the consent of the Supervisory Board, to issue, up to April 14, 2020, financial instruments, as defined by Section 174 Austrian Stock Corporation Act, with these especially including convertible bonds, income bonds and profit participation rights, featuring a total nominal amount of up to EUR 250,000,000. This authorisation comprises the rights of exchange of and/or subscription rights for up to 3,377,632 shares of the company, and is configured in a way

permitting the shares to be reported as equity. This issuance is to be allowed to be undertaken in one or more tranches and in a variety of combinations, also incorporating the direct rendering of a guarantee for the issuance of financial instruments by an affiliated company, and with this extending to the granting of rights of exchange of and/or subscription rights for the shares of the company.

To satisfy rights of exchange and/or subscription, the Management Board is entitled to make use of conditional capital or treasury shares, or a combination of both.

The price and conditions of issuance of financial instruments are to be set by the Management Board with the approval of the Supervisory Board. The setting of this price is to adhere to recognised financial and mathematical methods of calculation and the share

price of the company, within the context of a recognised pricing procedure.

The Management Board is authorised to exclude shareholders' subscription rights to the financial instruments, as stipulated in Section 174 Austrian Stock Corporation Act, contingent upon approval of the Supervisory Board.

There are no significant contractual agreements to which the company is a party, which would take effect, cause major changes or expire in the event of a change in ownership resulting from a takeover.

No compensation agreements exist between the members of the Management Board and Supervisory Board or with employees in case of a public takeover offer.

Vienna, February 26, 2016

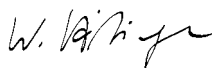
The Management Board



Georg Pözl
Chairman of the Management Board
Chief Executive Officer



Walter Oblin
Member of the Management Board
Chief Financial Officer



Walter Hitziger
Member of the Management Board
Mail & Branch Network Division



Peter Umundum
Member of the Management Board
Parcel & Logistics Division

57-133

CONSOLIDATED FINANCIAL STATEMENTS 2015

CONSOLIDATED PROFIT AND LOSS ACCOUNT	58
STATEMENT OF COMPREHENSIVE INCOME	59
CONSOLIDATED BALANCE SHEET	60
CONSOLIDATED CASH FLOW STATEMENT	61
CHANGES IN EQUITY	62
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS	64
1 Information on the company	64
2 Summary of accounting principles	64
3 Changes in accounting and valuation methods	64
4 Consolidation scope	67
5 Currency translation	71
6 Accounting policies	72
7 Estimates and future-oriented assumptions	81
8 Income statement disclosures	84
8.1 Segment reporting	84
8.2 Other operating income	86
8.3 Raw materials, consumables and services used	87
8.4 Staff costs	87
8.5 Depreciation, amortisation and impairment losses	88
8.6 Other operating expenses	89
8.7 Other financial result	89
8.8 Earnings per share	90
9 Balance sheet disclosures	90
9.1 Goodwill	90
9.2 Intangible assets	93
9.3 Property, plant and equipment	94
9.4 Investment property	98
9.5 Joint ventures and associates	99
9.6 Other financial assets	102
9.7 Inventories	102
9.8 Trade and other receivables	103
9.9 Cash and cash equivalents	103
9.10 Assets and liabilities held for sale	104
9.11 Equity	105
9.12 Provisions	106
9.13 Other financial liabilities	109
9.14 Trade and other payables	110
9.15 Income tax	110
10 Financial instruments and related risks	113
11 Other disclosures	122
STATEMENT OF ALL LEGAL REPRESENTATIVES	131
INDEPENDENT AUDITOR'S REPORT	132

CONSOLIDATED PROFIT AND LOSS ACCOUNT FOR THE 2015 FINANCIAL YEAR

EUR m	Note	2014 adjusted ¹	2015
Revenue	(8.1)	2,363.5	2,401.9
Other operating income	(8.2)	134.4	99.2
Total operating income		2,497.9	2,501.1
Raw materials, consumables and services used	(8.3)	-737.5	-749.6
Staff costs	(8.4)	-1,109.5	-1,106.0
Depreciation, amortisation and impairment losses	(8.5)	-136.9	-213.7
Other operating expenses	(8.6)	-317.0	-344.0
Total operating expenses		-2,300.9	-2,413.2
Profit from operations		197.0	87.9
Results from financial assets accounted for using the equity method	(9.5)	-0.1	1.1
Financial income		4.2	7.1
Financial expenses		-7.1	-5.1
Other financial result	(8.7)	-2.8	2.0
Total financial result		-3.0	3.1
Profit before tax		194.0	91.0
Income tax	(9.15)	-47.2	-19.5
Profit for the period		146.8	71.6
Attributable to:			
Shareholders of the parent company		146.5	71.4
Non-controlling interests		0.4	0.1

¹ Adjustments: refer to Note 3.2 Changes in the presentation of the consolidated financial statements

EARNINGS PER SHARE

EUR	Note	2014	2015
Basic earnings per share	(8.8)	2.17	1.06
Diluted earnings per share	(8.8)	2.17	1.06

STATEMENT OF COMPREHENSIVE INCOME FOR THE 2015 FINANCIAL YEAR

EUR m	Note	2014	2015
Profit for the period		146.8	71.6
Items that may be reclassified subsequently to the income statement:			
Currency translation differences – investments in foreign businesses	(9.11)	-1.0	0.6
Changes in the fair value of financial assets available for sale	(9.11)	1.2	0.9
Tax effect of changes in the fair value	(9.15)	-0.3	-0.2
Financial assets accounted for using the equity method – share of other comprehensive income	(9.5)	2.1	-5.0
Total items that may be reclassified		2.0	-3.8
Items that will not be reclassified subsequently to the income statement:			
Revaluation of defined benefit obligations	(9.11)	-15.7	6.1
Tax effect of revaluation	(9.15)	4.0	-1.5
Financial assets accounted for using the equity method – share of other comprehensive income	(9.5)	-0.1	-0.6
Total items that will not be reclassified		-11.9	3.9
Other comprehensive income		-9.9	0.2
Total comprehensive income		137.0	71.7
Attributable to:			
Shareholders of the parent company		136.6	71.6
Non-controlling interests		0.4	0.1

CONSOLIDATED BALANCE SHEET AS OF DECEMBER 31, 2015

EUR m	Note	Dec. 31, 2014	Dec. 31, 2015
Assets			
Non-current assets			
Goodwill	(9.1)	112.2	58.2
Intangible assets	(9.2)	59.9	24.8
Property, plant and equipment	(9.3)	597.7	571.9
Investment property	(9.4)	51.8	60.5
Financial assets accounted for using the equity method	(9.5)	53.3	53.2
Other financial assets	(9.6)	60.7	36.8
Trade and other receivables	(9.8)	21.0	11.4
Deferred tax assets	(9.15)	68.6	92.9
		1,025.4	909.6
Current assets			
Other financial assets	(9.6)	6.4	35.0
Inventories	(9.7)	16.7	15.9
Trade and other receivables	(9.8)	352.0	288.8
Current tax assets		5.8	0.3
Cash and cash equivalents	(9.9)	264.1	299.6
		645.0	639.6
Assets held for sale	(9.10)	0.6	63.8
		1,671.0	1,613.0
Equity and liabilities			
Equity			
	(9.11)		
Share capital		337.8	337.8
Capital reserves		130.5	91.0
Revenue reserves		260.3	238.2
Other reserves		-26.6	-25.5
Equity attributable to the shareholders of the parent company		702.0	641.5
Equity attributable to non-controlling interests		0.7	0.2
		702.7	641.7
Non-current liabilities			
Provisions	(9.12)	387.7	355.9
Other financial liabilities	(9.13)	14.6	4.5
Trade and other payables	(9.14)	20.8	23.7
Deferred tax liabilities	(9.15)	8.3	0.9
		431.4	384.9
Current liabilities			
Provisions	(9.12)	152.8	160.7
Current tax liabilities		19.3	14.4
Other financial liabilities	(9.13)	3.1	8.1
Trade and other payables	(9.14)	361.2	333.2
		536.3	516.3
Liabilities classified as held for sale	(9.10)	0.6	70.0
		1,671.0	1,613.0

CONSOLIDATED CASH FLOW STATEMENT FOR THE 2015 FINANCIAL YEAR

EUR m	Note	2014	2015
Operating activities			
Profit before tax		194.0	91.0
Depreciation, amortisation and impairment losses	(8.5)	136.9	213.7
Results from financial assets accounted for using the equity method	(9.5)	0.1	-1.1
Provisions non-cash		68.7	26.7
Taxes paid		-42.8	-52.3
Other non-cash transactions	(11.1)	-73.6	-12.9
Gross cash flow		283.3	265.0
Trade and other receivables		-2.0	-26.3
Inventories		0.5	0.2
Provisions		-37.8	-36.0
Trade and other payables		-11.8	13.2
Cash flow from operating activities		232.2	216.2
Investing activities			
Purchase of intangible assets		-9.3	-5.4
Purchase of property, plant and equipment/investment property		-82.6	-104.7
Cash receipts from disposal of assets		12.2	69.2
Acquisition of subsidiaries	(11.1)	-0.7	-3.0
Sale of subsidiaries	(4.2)	0.0	1.3
Purchase of financial assets accounted for using the equity method	(9.5)	-1.3	-5.0
Acquisition of financial investments in securities		0.0	-10.4
Cash receipts from sales of financial investments in securities		13.0	6.0
Loans granted		-4.6	-0.4
Dividends received from financial assets accounted for using the equity method	(9.5)	1.4	0.7
Interest received		2.4	2.8
Cash flow from investing activities		-69.4	-49.0
Free Cash flow		162.8	167.2
Financing activities			
Changes of other financial liabilities		-3.8	2.1
Dividends paid		-129.7	-132.1
Interest paid		-1.4	-1.0
Acquisition of non-controlling interests		-4.0	-0.3
Cash flow from financing activities		-138.8	-131.3
Net increase/decrease of cash and cash equivalents		24.0	36.0
Cash and cash equivalents at January 1		240.2	264.2
Cash and cash equivalents at December 31		264.2	300.1

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

2014 financial year EUR m	Share capital	Capital re- serves	Revenue reserves	Revalua- tion reserves	Other reserves Revalua- tion of financial instruments	Currency translation reserves	Equity attributable to shareholders of the parent company	Non- con- trolling inter- ests	Equity
Balance at January 1, 2014	337.8	130.5	245.5	-5.5	-1.3	-9.9	697.1	2.3	699.4
Step acquisition of a subsidiary	0.0	0.0	-3.3	0.0	0.0	0.0	-3.3	-0.7	-4.0
Dividends paid	0.0	0.0	-128.4	0.0	0.0	0.0	-128.4	-1.3	-129.7
Profit for the period	0.0	0.0	146.5	0.0	0.0	0.0	146.5	0.4	146.8
Currency translation differences – investments in foreign businesses	0.0	0.0	0.0	0.0	0.0	-1.0	-1.0	0.0	-1.0
Changes in the fair value of financial assets available for sale	0.0	0.0	0.0	0.0	1.2	0.0	1.2	0.0	1.2
Revaluation of defined benefit obligations	0.0	0.0	0.0	-15.7	0.0	0.0	-15.7	0.0	-15.7
Financial assets accounted for using the equity method – share of other comprehen- sive income	0.0	0.0	0.0	-0.1	0.0	2.1	2.0	0.0	2.0
Tax effect	0.0	0.0	0.0	4.0	-0.3	0.0	3.7	0.0	3.7
Other comprehensive income	0.0	0.0	0.0	-11.9	0.9	1.1	-9.9	0.0	-9.9
Total comprehensive income	0.0	0.0	146.5	-11.9	0.9	1.1	136.6	0.4	137.0
Balance at December 31, 2014	337.8	130.5	260.3	-17.3	-0.5	-8.8	702.0	0.7	702.7

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

2015 financial year EUR m	Share capital	Capital re- serves	Revenue reserves	Revalua- tion reserves	Other reserves Revalua- tion of financial instruments	Currency translation reserves	Equity attributable to shareholders of the parent company	Non- con- trolling inter- ests	Equity
Balance at January 1, 2015	337.8	130.5	260.3	-17.3	-0.5	-8.8	702.0	0.7	702.7
Step acquisition of a subsidiary	0.0	0.0	-0.4	0.0	0.0	0.0	-0.4	0.0	-0.4
Sale of a financial asset accounted for using the equity method	0.0	0.0	-0.9	0.9	0.0	0.0	0.0	0.0	0.0
Change in reserves	0.0	-39.5	39.5	0.0	0.0	0.0	0.0	0.0	0.0
Dividends paid	0.0	0.0	-131.7	0.0	0.0	0.0	-131.7	-0.6	-132.3
Profit for the period	0.0	0.0	71.4	0.0	0.0	0.0	71.4	0.1	71.6
Currency translation differences – investments in foreign businesses	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.1
Currency translation differences – recycling to profit and loss	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.5
Changes in the fair value of financial assets available for sale	0.0	0.0	0.0	0.0	0.7	0.0	0.7	0.0	0.7
Changes in fair value of available for sale financial assets – reclassification in profit or loss	0.0	0.0	0.0	0.0	0.2	0.0	0.2	0.0	0.2
Changes in fair value of available for sale financial assets – reclassification to profit and loss	0.0	0.0	0.0	0.0	0.2	0.0	0.2	0.0	0.2
Revaluation of defined benefit obligations	0.0	0.0	0.0	6.1	0.0	0.0	6.1	0.0	6.1
Financial assets accounted for using the equity method – share of other comprehen- sive income	0.0	0.0	0.0	-0.6	0.0	-5.5	-6.2	0.0	-6.2
Financial assets accounted for using the equity method – recycling to profit and loss	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.5
Tax effect	0.0	0.0	0.0	-1.5	-0.2	0.0	-1.7	0.0	-1.7
Other comprehensive income	0.0	0.0	0.0	3.9	0.7	-4.4	0.2	0.0	0.2
Total comprehensive income	0.0	0.0	71.4	3.9	0.7	-4.4	71.6	0.1	71.7
Balance at December 31, 2015	337.8	91.0	238.2	-12.5	0.2	-13.2	641.5	0.2	641.7

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE 2015 FINANCIAL YEAR

1 INFORMATION ON THE COMPANY

Austrian Post and its subsidiaries are logistics and service companies in the letter mail and parcel segments. The core business activities of the Austrian Post Group include the provision of postal and parcel services and specialised logistics such as combined freight and value logistics as well as the carrying out of services in telecommunication services and financial transactions in cooperation with its business partners A1 Telekom Austria AG and BAWAG P.S.K. Moreover, the service offering also encompasses data and output management as well as document collection, digitalisation and processing.

The headquarters of Austrian Post are located in Vienna, Austria. The mailing address is Austrian Post, Haidingergasse 1, 1030 Vienna. The company is registered in the company register at the Vienna Commercial Court under the registry number FN 180219d.

2 SUMMARY OF ACCOUNTING PRINCIPLES

The consolidated financial statements of Austrian Post for the 2015 financial year have been prepared in accordance with the International Financial Reporting Standards (IFRS) valid as at December 31, 2015, as issued by the International Accounting Standards Board (IASB) and adopted by the European Union and the additional requirements of Section 245a Austrian Commercial Code (UGB).

The consolidated financial statements of Austrian Post consist of the consolidated income statement, the statement of comprehensive income, the consolidated balance sheet, the consolidated cash flow statement, the consolidated statement of changes in equity and the notes to the consolidated financial statements. The consolidated financial statements are presented in euros. All amounts are stated in millions of euros (EUR m) unless otherwise stated. When aggregating rounded amounts and percentages, rounding differences may occur due to the use of automated calculation aids.

3 CHANGES IN ACCOUNTING AND VALUATION METHODS

3.1 Revisions to International Financial Reporting Standards

3.1.1 Mandatory application of new and revised standards

The following new and revised standards were binding for the first time during the 2015 financial year:

Mandatory application of new standards		Effective date ¹
IFRIC 21	Levies	June 17, 2014
Mandatory application of revised standards		Effective date ¹
Diverse	Improvements to IFRSs (2011–2013)	Jan. 1, 2015

¹ To be applied in the financial year beginning on or after the effective date

IFRIC 21 – Levies clarifies when to recognise a liability for statutory levies which do not fall within the scope of another IFRS. In the Austrian Post Group, this standard applies to the property tax, the full amount of which is recognised at the beginning of the financial year. However, this only relates to shifts of expenses for other taxes during the year. For this reason, the application of this standard will not have any effects on these consolidated financial statements. Similarly, no material effects resulted on the interim reports of Austrian Post.

3.1.2 Standards which are published but not yet applied

The following standards have been endorsed or are in the process of endorsement by the European Union. However, mandatory application of these standards will first take place in the future.

New standards not yet applied		Endorsement EU	Effective date EU ¹
IFRS 9	Financial Instruments	planned H1 2016	planned Jan. 1, 2018
IFRS 15	Revenue from Contracts with Customers	planned Q2 2016	planned Jan. 1, 2018
IFRS 16	Leases	not yet decided	planned Jan. 1, 2019
IFRS 14	Regulatory Deferral Accounts	European Commission decided not to endorse this standard.	

Revised standards not yet applied		Endorsement EU	Effective date EU ¹
IAS 19	Defined Benefit Plans: Employee Contributions	Dec. 17, 2014	Feb. 1, 2015
Diverse	Improvements to IFRSs (2010–2012)	Dec. 17, 2014	Feb. 1, 2015
IAS 16, 41	Agriculture: Bearer Plants	Nov. 23, 2015	Jan. 1, 2016
IAS 16, 38	Clarification of Acceptable Methods of Depreciation and Amortisation	Dec. 2, 2015	Jan. 1, 2016
IFRS 11	Accounting for Acquisitions of Interests in Joint Operations	Nov. 24, 2015	Jan. 1, 2016
Diverse	Improvements to IFRSs (2012–2014)	Dec. 15, 2015	Jan. 1, 2016
IAS 1	Disclosure Initiative	Dec. 18, 2015	Jan. 1, 2016
IAS 27	Equity Method in Separate Financial Statements	Dec. 18, 2015	Jan. 1, 2016
IFRS 10, 12, IAS 28	Investment Entities: Applying the Consolidation Exception	planned Q2 2016	planned Jan. 1, 2016
IAS 12	Recognition of Deferred Tax Assets for Unrealised Losses	planned Q4 2016	planned Jan. 1, 2017
IAS 7	Disclosure Initiative	planned Q4 2016	planned Jan. 1, 2017
IFRS 10, IAS 28	Sale or Contribution of Assets between an Investor and its Associate or Joint Venture	postponed	postponed

¹ To be applied for the financial year beginning on or after the effective date

IFRS 9 – Financial Instruments contains regulations for recognition, measurement, elimination and hedge accounting. The accounting approach stipulated in IFRS 9 fully replaces the accounting of financial instruments previously included in IAS 39 – Financial Instruments: Recognition and Measurement. In particular, rules pertaining to the classification and valuation of financial assets were revised. In the new standard the classification and valuation of financial instruments now depends on the business model and contractual cash flows. Depending on the type of financial asset and these two criteria, subsequent measurement is implemented at amortised cost, at fair value through profit or loss or at fair value directly in equity. New rules were also introduced for the accounting treatment of impairment losses on financial assets. They now stipulate the recognition of expected losses (expected loss model). At present, the financial assets of the Austrian Post Group primarily consist of financial investments in securities, strategic shareholdings, trade receivables as well as cash and cash equivalents. Taking into account of the business model, the type of the existing financial assets and the relatively low credit risk, the application of IFRS 9 will not likely have any material impact on the consolidated financial statements of Austrian Post.

The aim of IFRS 15 – Revenue from Contracts with Customers is to bundle a large number of regulations contained in various standards and interpretations. The core principle of IFRS 15 is that the revenue which is recognised depicts the transfer of promised goods or services to customers as contractually stipulated in an amount that reflects the consideration to which the entity expects to be entitled. The core principle is implemented within the context of a five-step model framework. This model stipulates that the transfer of control (control approach) determines the time or period of realising revenue, replacing the previous risk and reward model (transfer of risks and rewards). In addition, the scope of the required explanatory notes in the consolidated financial statements is expanded. The Austrian Post Group is still evaluating the consequences of the new standard on the presentation of its profit, asset and financial position.

The new IFRS 16 – Leases replaces the previous regulations contained in IAS 17 and the related interpretations. In particular, the accounting treatment of lease agreements by the lessee is redefined. The lessee now recognises a liability for every leasing relationship to the amount of the future leasing payments. At the same time, the right of use is capitalised to the present value of future lease payments and subsequently written off as an expense on a straight-line basis. Accordingly, the previous distinction made between the operating and finance lease no longer applies. For the lessor, the rules contained in the new standard are similar to the previously valid regulations of IAS 17. Moreover, IFRS 16 contains rules on leaseback transactions as well as the required explanatory notes in the consolidated financial statements. In light of the fact that Austrian Post Group companies are lessees in operating lease agreements, the application of IFRS 16 will have the above-mentioned effects on the presentation of the profit, asset and financial position of the Austrian Post Group. Refer to Note 11.2 Other obligations with respect to the existing operating lease agreements.

The objective of IFRS 14 – Regulatory Deferral Accounts is to increase the comparability of the consolidated financial statements of companies that provide rate-regulated goods or services and are first-time adopters of International Financial Reporting Standards. Accordingly, the application of IFRS 14 will not have any effects on the consolidated financial statements of Austrian Post. Moreover, the European Commission decided not to incorporate this standard into EU law.

Unless otherwise stated, the future application of the following changed standards is not likely to have any material impact on the consolidated financial statements of Austrian Post:

The revised IAS 19 – Employee Benefits clarifies that employee contributions will continue to be deducted in the period in which service costs are recognised if the amounts of these contributions are independent of the number of years of service to the business entity.

The amendments to IAS 16 – Property, Plant and Equipment and IAS 38 – Intangible Assets clarifies that revenue-based depreciation and amortisation methods are not permissible for property, plant and equipment and are only permissible in exceptional cases with respect to intangible assets.

The revision to IFRS 11 – Joint Arrangements regulates the accounting of interests acquired in joint operations which fulfils the definition of a joint operation pursuant to IFRS 3 – Business Combinations. In such cases, the business entity acquiring the interests should apply the principles for the accounting of business combinations in accordance with IFRS 3. In such cases, the disclosure obligations in IFRS 3 also apply.

The revisions made to IAS 1 clarify that disclosures in the notes to the consolidated financial statements should not be obscured by aggregation or immaterial information. Furthermore, it contains clarification on how shares in the other comprehensive income of companies consolidated according to the equity method should be reported in the statement of comprehensive income. The order in which information is presented should no longer be in accordance with a pre-determined order but take account of the clarity and comparability of the disclosures.

The revision to IAS 27 – Separate Financial Statements once again allows the equity method to be applied in separate financial statements as an accounting option for shares held in other companies.

Revisions made to IFRS 10, IFRS 12 and IAS 28 serve to clarify issues relating to the application of the consolidation exemption pursuant to IFRS 10 when the parent company fulfils the definition of an “investment company”.

Amendments made to IAS 12 stipulate that unrealised losses arising from the depreciation of debt instruments which are recognised at fair value lead to deductible temporary differences and thus to the recognition of deferred tax assets. This applies regardless of whether the company actually has the intention to remain in possession of the securities until a recovery in their value.

Within the context of the initiative to improve disclosure requirements i.e. the so-called Disclosure Initiative, IAS 7 was amended so that additional disclosures are to be made on changes to financial liabilities whose cash flows are reported in the cash flow from financing activities. The required disclosures can be presented as a reconciliation of balance sheet items.

The changes in IFRS 10 and IAS 28 eliminate an inconsistency among standards, especially relating to the recognition of profit and losses from the disposal (or contribution) of assets in an associated company or joint venture.

3.2 Changes in the presentation of the consolidated financial statements and adjustments to prior-year figures

To improve comparability and to ensure a uniform presentation of similar business transactions within the Austrian Post Group, the accounting treatment of export services of Slovak Parcel Service s.r.o. was changed in the 2015 financial year. So far, these business transactions were recognised in accordance with the gross method. The entire revenue with third parties was reported in the income statement, and related expenses were included in the item “Raw materials, consumables and services used”.

However, in the evaluation of the chances and risks of this business relationship, the presentation as intermediary business in accordance to IAS 18 more effectively reflects the economic substance of the business transaction. Accordingly, only commission revenue from the services rendered is recognised as revenue (net method). The presentation was correspondingly changed in the current consolidated financial statements, and the comparable figures for the previous year were adjusted.

The effects of this adjustment on the income statement are as follows:

EUR m	2014	2015
Revenue	-7.0	-7.4
Total revenue	-7.0	-7.4
Raw materials, consumables and services used	-7.0	-7.4
Total operating expense	-7.0	-7.4
Profit from operations	0.0	0.0

The effects of this adjustment on segment reporting are as follows:

2014 EUR m	Parcel & Logistics	Group
Revenue with third parties	-7.0	-7.0
Total revenue	-7.0	-7.0
2015 EUR m	Parcel & Logistics	Group
Revenue with third parties	-7.4	-7.4
Total revenue	-7.4	-7.4

This change will not have a material impact on the consolidated income statement and the consolidated cash flow statement. Therefore, any adjustments of values in the balance sheet and in the opening balance as of January 1, 2014, are not reported.

4 CONSOLIDATION SCOPE

4.1 Principles of consolidation

All companies in which Austrian Post has a controlling interest (subsidiaries) are fully consolidated in the consolidated financial statements of Austrian Post. Full consolidation of the subsidiary begins at the point in which Austrian Post gains control, and ends when control is terminated. The first-time inclusion of acquisitions in the consolidated financial statements is carried out in accordance with the acquisition method as stipulated in IFRS 3. In accordance with the acquisition method, the respective acquisition costs correspond to the fair value of the consideration transferred (e.g. cash and cash equivalents, other assets, contingent consideration, equity instruments) which are offset against the fair value of the identifiable assets acquired and liabilities assumed. Positive differences are recognised as goodwill, whereas negative differences are reported in profit and loss. Auxiliary acquisition costs are recognised in profit and loss.

Companies which are jointly managed according to IFRS 11 (joint ventures) as well as companies in which a significant influence can be exercised (associates) are included in the consolidated financial statements using the equity method. Pursuant to the equity method, investments are recognised at cost and subsequently increased or reduced by the respective changes in equity in proportion to the particular stake held by Austrian Post. Negative changes in equity are recognised in excess of other non-current interests (e.g. loans) at amortised cost inasmuch as they in substance form part of the net investment in the associate or joint venture.

All intercompany assets, liabilities and equity as well as operating income and expenses in connection with business transactions between subsidiaries are eliminated in the consolidation.

4.2 Changes in the consolidation scope

In addition to the parent company Austrian Post, a total of 29 domestic subsidiaries (December 31, 2014: 24) and 28 foreign subsidiaries (December 31, 2014: 31), are included in the consolidated financial statements. Furthermore, three domestic companies (December 31, 2014: three) and three foreign companies (December 31, 2014: four) are consolidated according to the equity method.

The following changes in the consolidation scope and business combinations within the Austrian Post Group took place in the 2015 financial year:

Company name	Interest from	to	Date of transaction	Comment
Mail & Branch Network				
MEILLERGHP GmbH	65.0%	0.0%	Feb. 2, 2015	Disposal
feibra Magyarország Kft.	100.0%	0.0%	March 31, 2015	Disposal
Aktionsfinder GmbH	0.0%	60.0%	June 1, 2015	Acquisition
Post 107 Beteiligungs GmbH	0.0%	100.0%	June 13, 2015	Foundation
Kolos s.r.o.	100.0%	0.0%	Aug. 5, 2015	Disposal
Austrian Post International Deutschland, GmbH (Austrian Post International Deutschland, GmbH) ^{1, 2}	100.0%	0.0%	Aug. 28, 2015	Merger
Aktionsfinder GmbH	60.0%	80.0%	Oct. 1, 2015	Step acquisition
EMD – Elektronische- u. Mikrofilm-Dokumentationssysteme Ges.m.b.H.	0.0%	100.0%	Oct. 1, 2015	Acquisition
Parcel & Logistics				
trans-o-flex Netzwerk Group GmbH	0.0%	100.0%	April 28, 2015	Foundation
Business operation of one distribution company	–	–	June 1, 2015	Acquisition of business operations
trans-o-flex Belgium Real Estate B.V.B.A.	100.0%	0.0%	Aug. 27, 2015	Disposal
Business operation of one distribution company	–	–	Oct. 1, 2015	Acquisition of business operations
Corporate				
Post 301 Beteiligungs GmbH	0.0%	100.0%	July 23, 2015	Foundation
Post E-Commerce GmbH	0.0%	100.0%	July 31, 2015	Foundation

¹ The subsidiaries listed in parenthesis were merged with the initially listed subsidiary and are therefore no longer included in the consolidation scope.

² After the merger with Austrian Post International GmbH, the absorbing entity Scanpoint Deutschland GmbH was subsequently renamed to Austrian Post International GmbH.

Mail & Branch Network

MEILLERGHP GmbH

Austrian Post sold its stake in the joint venture MEILLERGHP GmbH, Germany, effective February 20, 2015. The disposal of the shareholding in MEILLERGHP GmbH, which had been accounted for using the equity method, resulted in a loss of EUR 0.5m, which is recognised under results from financial assets accounted for using the equity method. The loss arose exclusively due to the reclassification of the currency translation reserves attributed to MEILLERGHP GmbH from other comprehensive income to the income statement.

feibra Magyarország Kft.

As at December 31, 2014, the assets and liabilities of the company were classified as a disposal group pursuant to IFRS 5 and correspondingly recognised in the consolidated balance sheet. 100% of the stake held by Austrian Post in feibra Magyarország Kft., Hungary, was sold effective March 31, 2015. The disposal of the disposal group resulted in a loss of EUR 0.4m, which is recognised under other operating expenses, of which EUR 0.6m can be attributed to the reclassification of negative currency translation reserves from other comprehensive income to the income statement.

Aktionsfinder GmbH

Austrian Post acquired a 60% stake in Aktionsfinder GmbH, Salzburg, effective June 1, 2015. As of this date, the company is recognised as a fully-consolidated subsidiary in the consolidated financial statements of Austrian Post. Aktionsfinder GmbH operates the internet portal Aktionsfinder.at. This platform ranks among the biggest web portals for advertising flyers in Austria, enabling the electronic downloading of flyers, promotions and offers distributed in Austria.

As part of the purchase price allocation, the internet portal of the company was reported as an intangible asset totalling EUR 0.2m, and goodwill to the amount of EUR 1.7m was recognised using a cost-based valuation approach. On balance, the remaining fair values of the identifiable assets and liabilities of the company are immaterial. Goodwill results from the expected growth potential in this young business segment and from sales synergies within the Austrian Post Group.

EUR m	Fair value
Calculation of goodwill	
Total amount of consideration transferred	1.8
Non controlling interests based on total net identifiable assets acquired and liabilities assumed	0.1
Total net identifiable assets acquired and liabilities assumed	-0.1
Goodwill	1.7
Breakdown of cash outflow/inflow	
Total amount of consideration transferred	-1.8
Cash consideration	0.1
Net cash outflow/inflow	-1.7

Austrian Post acquired a further 20% stake in Aktionsfinder GmbH effective October 1, 2015 for a cash payment of EUR 0.3m. Accordingly, Austrian Post's shareholding in the company increased from 60% to 80%. In accordance with IFRS 10, transactions which lead to a change in ownership interest but not to a loss of control are to be recognised as an equity transaction. The total net amount of the identifiable assets acquired and liabilities assumed amounted to EUR 0.1m as at October 1, 2015. Accordingly, the Austrian Post Group reported a reduction in equity attributable to non-controlling interests to the amount of EUR 19.2k, and a decline in the revenue reserves to the amount of EUR 0.3m. Furthermore, the pro rata liability from the put option to the amount of EUR 0.1m was set off against the revenue reserves.

Austrian Post was granted a call option for the acquisition of the remaining 20% stake in Aktionsfinder GmbH. Accordingly, Austrian Post is entitled to acquire 20% of the shares either in the period March 1, 2018 to June 30, 2018 or March 1, 2019 to June 30, 2019. In return, Austrian Post granted a put option to the shareholders, which entitles them to exercise within the period July 1, 2019 to September 30, 2019. The purchase prices stipulated in the option agreements are variable and are based on the future revenue and earnings development of the company. The call and put options are classified as a financial asset and liability in accordance with IAS 32. The valuation of the call options resulted in a value of zero. The accounting of the put option is carried out according to the so-called present access method, in which case a liability to the amount of EUR 0.2m is recognised and set off against the equity of the Austrian Post Group.

Kolos s.r.o.

100% of the stake held by Austrian Post in Kolos s.r.o., Slovakia, was sold effective August 5, 2015. The disposal of the company resulted in a profit of EUR 0.3m, which is recognised under other operating income, of which EUR 0.1m can be attributed to the reclassification of positive currency translation reserves from other comprehensive income to the income statement.

EMD – Elektronische- u. Mikrofilm-Dokumentationssysteme Ges.m.b.H.

Austrian Post acquired a 100% stake in EMD – Elektronische- u. Mikrofilm- Dokumentationssysteme Ges.m.b.H, Haid bei Ansfelden, effective October 1, 2015. As of this date, the company is recognised as a fully consolidated subsidiary in the consolidated financial statements of Austrian Post. The company specialises in the digitalisation and microfilming of archives and historical documents.

As part of the purchase price allocation, customer relationships to the amount of EUR 1.1m and goodwill totalling EUR 1.1m were activated. On balance, the remaining fair values of the identifiable assets and liabilities of the company are immaterial. Goodwill results from the related earnings expectations with the company and from synergies within the context of the existing scanning business of the Austrian Post Group.

EUR m	Fair value
Calculation of goodwill	
Total amount of consideration transferred	3.5
thereof: financial liabilities (contingent residual purchase price liability)	2.2
Total net identifiable assets acquired and liabilities assumed	-2.4
Goodwill	1.1
Breakdown of cash outflow/inflow	
Total amount of consideration transferred	-3.5
Contingent purchase price liability	2.2
Cash consideration	0.1
Net cash outflow/inflow	-1.2

The payment of the contingent purchase price depends on reaching defined earnings targets, and is recognised at the fair value of EUR 2.1m as at December 31, 2015.

Parcel & Logistics

Operating activities of two distribution companies

Austrian Post acquired a total of two distribution companies in Germany in the course of the 2015 financial year, all within the context of a takeover of their operating activities. The two distribution companies are comprised of Distributions GmbH – 22, Kassel and Distributions GmbH, Koblenz. In the course of the acquisitions, only the employees and existing customer relations were acquired. According to the management's assessment, these operating activities were acquired in accordance with IFRS 3. Therefore, the acquisition is to be classified as a business combination. Both companies are distribution partners of the trans-o-flex Group, and their sites serve the regions Hessen and Koblenz. The acquisition enables the optimisation of operating costs and synergies among logistics locations in the trans-o-flex Group.

Goodwill to the amount of EUR 0.4m was recognised as part of the purchase price allocation. The remaining fair value of the identifiable assets and liabilities of the company are immaterial. Goodwill results from the expected synergies arising from integrating these business operations in the trans-o-flex Group. The actual cash outflow totalled EUR 0.5m.

EUR m	Fair value
Calculation of goodwill	
Total amount of consideration transferred	0.3
Total net identifiable assets acquired and liabilities assumed	0.1
Goodwill	0.4

trans-o-flex Belgium Real Estate B.V.B.A.

100% of the stake held by Austrian Post in trans-o-flex Belgium Real Estate B.V.B.A., Belgium, was sold effective August 27, 2015. The disposal of the company resulted in a profit of approximately EUR 0.1m, which is recognised under other operating income. At the time of the disposal, the assets of the company mainly related to one property in Turnhout. Accordingly, proceeds from the sale were recognised under cash receipts from the disposal of assets in the consolidated cash flow statement.

5 CURRENCY TRANSLATION

The reporting currency of the Austrian Post Group is the euro. The annual financial statements prepared by Group companies in foreign currencies are translated into euros in accordance with the concept of a functional currency as laid down in IAS 21. The functional currency is determined by the primary economic environment in which the company mainly generates and uses cash and cash equivalents. The euro is both the functional currency of Group companies located in Austria and in those countries which are members of the European Economic and Monetary Union. The functional currency of the other companies is the respective local currency.

Business transactions in foreign currencies

Transactions of Group companies in foreign currencies are accounted for using the functional currency at the reference exchange rate on the date of transaction. The subsequent valuation of monetary items take place at the valid European Central Bank reference rate on the balance sheet date. Foreign exchange gains and losses arising at the balance sheet date are reported as a net profit or loss.

Translation of financial statements of foreign business operations

The modified closing rate method is used in the translation of the financial statements of Group companies in which the euro is not the functional currency. All balance sheet items with the exception of equity items are translated at the reference rate of the European Central Bank on the balance sheet date, whereas equity items are translated at the prevailing rate on the date of acquisition or formation. Income and expense items are translated at the average reference rates for the financial year in question. The resultant currency translation differences are directly recognised in equity.

For the consolidated cash flow statement of the Austrian Post Group, the cash flow of subsidiaries whose functional currency is not the euro is directly determined in euro for simplification purposes. Potential currency translation differences affecting cash and cash equivalents are considered to be immaterial.

The movements in foreign exchange rates against the euro used in translation were as follows:

1 EUR	Reference rate at balance sheet date		Average annual rate	
	Dec. 31, 2014	Dec. 31, 2015	2014	2015
Bosnian convertible mark	1.9558	1.9558	1.9558	1.9558
Bulgarian lew	1.9558	1.9558	1.9558	1.9558
Croatian kuna	7.6580	7.6380	7.6344	7.6137
Polish zloty	4.2732	4.2639	4.1843	4.1841
Romanian leu	4.4828	4.5240	4.4437	4.4454
Serbian dinar	120.9583	121.6261	117.3882	120.7599
Turkish lira	2.8320	3.1765	2.9065	3.0255
Hungarian forint	315.5400	315.9800	308.7061	309.9956

6 ACCOUNTING POLICIES

The annual financial statements of Austrian Post subsidiaries included in the consolidated financial statements are based on uniform accounting and valuation methods. The preparation of the consolidated financial statements is made under the historical cost convention, with the exception of certain items, which are reported at their fair value. The balance sheet date of all subsidiaries is December 31, 2015.

6.1 Revenue recognition

Revenue is recognised when the service was rendered, the main opportunities and risks were transferred to the buyer, the proceeds can be reliably measured and it is probable that future economic benefits will flow to the entity. Contracted services which have not yet been provided by Austrian Post as at the balance sheet date such as postage stamps and franking machine imprints are shown as deferred income. Revenue is reduced by possible sales reductions, and reported without including the value added tax as well as after eliminating intercompany transactions.

6.2 Income tax

Information on tax groups and fiscal unities

There are two tax groups in the Austrian Post Group pursuant to Section 9 Austrian Corporate Income Tax Act 1988, as well as a fiscal unity for income tax purposes between selected Group companies in Germany, in which the taxable earnings of these Group members or fiscal unities flow. This leads to a joint tax assessment of the actual corporate income tax and an offsetting of deferred tax assets and deferred tax liabilities within the corporate groups or fiscal unity pursuant to IAS 12.74, as they comprise a uniform taxable entity.

Calculation of deferred taxes

Deferred taxes are calculated in accordance with the balance sheet liability method for all temporary differences arising between the carrying amounts in the IFRS consolidated financial statements and the corresponding tax values. Furthermore, the probable utilisable tax advantage from existing tax loss carryforwards is included in the calculation. Deferred tax assets are recognised if it is likely that the tax advantage from them can be utilised. Deferred taxes on tax loss carryforwards are reported to the extent that taxable income will be available in the foreseeable future. Deferred taxes arising from non-tax-deductible goodwill and temporary differences related to shareholdings are not recognised in the financial statements, as recognition criteria according to IAS 12 are not fulfilled.

Deferred taxes are calculated on the basis of the prevailing tax rates in the individual countries at the balance sheet date or which have been publicly announced as applicable at the point in time in which the deferred tax assets and tax liabilities are realised. For Group companies in Austria, the calculation of deferred taxes is based on a corporate tax rate of 25%.

The following table shows the corporate tax rates applied in calculating deferred taxes for foreign companies:

Country	Tax rate	Country	Tax rate
Bosnia and Herzegovina	10%	Poland	19%
Bulgaria	10%	Romania	16%
Germany	28.1–33.5%	Serbia	15%
Croatia	20%	Slovakia	22%
Montenegro	9%	Hungary	10%

6.3 Earnings per share

The basic earnings per share are calculated on the basis of the profit for the period attributable to the shareholders of Austrian Post divided by the weighted average of the outstanding shares in 2015. Newly issued shares or shares repurchased during a specific period are taken into account on a pro rata basis for the period of time in which they are still outstanding shares. To calculate the diluted earnings per share, the average number of shares is increased by the expected issue of shares for no consideration. The profit for the period is adjusted to take account for the dilution effects from the share-based payment programmes.

A dilutive effect on the earnings per share could potentially arise from the existing share-based remuneration programme of Austrian Post. In light of the fact that the participating Management Board members decided for remuneration in cash, which was also defined as the form of payment for the participating executives, no dilutive effects will arise from the current share-based remuneration programme.

6.4 Goodwill and allocation to cash generating units (CGU)

Goodwill is reported as intangible asset at acquisition costs less accrued impairment losses. Goodwill from the acquisition of a foreign operation will be recognised in its functional currency and translated into the reporting currency using the reference rate of the European Central Bank on the balance sheet date. Impairment tests are carried out in accordance with the principles described in Note 6.9 Impairment pursuant to IAS 36. Reversals of write-downs are not permitted. Goodwill is allocated to the respective cash generating units. As a rule, an operating company or group within the Austrian Post Group corresponds to a cash generating unit. In individual cases, the allocation of goodwill takes place on the level of business areas within an operating company.

6.5 Intangible assets

Intangible assets acquired in return for payment are reported at cost and are amortised on a straight-line basis over a period of three to ten years, depending on their economic useful lives or the contract period. Trademark rights are usually considered having indefinite useful lives, due to the fact that there is no foreseeable end to their economic benefit. Intangible assets with indefinite lives and goodwill are not subject to amortisation, but are subject to annual impairment testing.

The recognition of internally generated intangible assets takes place as the general criteria for recognition as well as the special application guidelines of IAS 38 are considered to be fulfilled. In this case, the creation process is divided into a research and a development phase. The initial recognition takes place to the amount of the directly attributable intangible assets starting at the time in which these internally generated intangible assets fulfil the criteria contained in IAS 38. In the Austrian Post Group, this primarily applies to internally developed software.

In case of any indication for impairment, intangible assets are tested for impairment in accordance with the principles described in Note 6.9 Impairment pursuant to IAS 36.

6.6 Property, plant and equipment

Property, plant and equipment assets are carried at historical cost less depreciation and impairment losses. Depreciation rates are linked to the expected useful lives of the particular items.

Depreciation is calculated on a straight-line basis in accordance with the following useful lives, which are applied uniformly throughout the company:

Useful lives	Years
Buildings	up to 50
Technical plant and machinery	5–10
Vehicle fleet	2–8
IT- and technical equipment	3–5
Other equipment, furniture and fittings	5–20

Impairment tests are carried out for property, plant and equipment in accordance with the principles described in Note 6.9 Impairment pursuant to IAS 36 in case there are any indications of impairment.

6.7 Measurement of fair value pursuant to IFRS 13

The measurement of fair values at Austrian Post is carried out pursuant to the stipulations contained in IFRS 13. According to this standard, the fair value is defined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. In this connection, the companies have to define the following points: the particular assets or liabilities being measured; for a non-financial asset, the measurement assumptions (assumption of the highest and best use of the asset); the preferred (or most advantageous) market in which such an orderly transaction would take place for the asset or liability; the appropriate valuation technique (depending on the available data); and the particular level in the measurement hierarchy to which this data (input factors) are assigned.

Depending on the particular asset and the available input data, market-based as well as cost-based and income-based valuation techniques are used. Highest priority is attached to the use of observable input factors.

6.8 Investment property

Investment property is property held to earn rental income and/or for the purpose of capital appreciation, and which could be sold on an individual basis. Recognition of the owner-occupied portion of the property is carried out in accordance with the percentage of use. Investment property is carried in the balance sheet at acquisition cost less accumulated depreciation, which is performed on a straight-line basis, applying useful lives of between 20 and 50 years.

The fair values of the investment properties included in the notes to the consolidated financial statements were primarily determined by experts at Austrian Post, using the stipulations contained in IFRS 13. Measurement is primarily carried out on the basis of an income-based valuation approach (in particular present value techniques). As a rule, the income approach is used, while the discounted cash flow method is employed in the event of more complex investment property. These involve Level 3 valuations in line with IFRS 13 (fair value hierarchy). The inputs used especially encompass object-related planning data, yield curves and market yields. Market-based approaches (in particular the comparative value method) are used for properties being developed, in which case Level 2 valuations apply from the perspective of IFRS 13. The inputs used mainly involve price information from comparable transactions in active markets

6.9 Impairment pursuant to IAS 36

At every balance sheet date, the company evaluates whether there are any indications of a potential impairment on the carrying amount of intangible assets, property, plant and equipment and investment property. If such indications exist, an impairment test is carried out. In addition, intangible assets with indefinite lives as well as goodwill are subject to annual impairment tests even if there are no indications for impairment.

Goodwill as well as individual assets whose recoverable amount cannot be separately determined on a stand-alone basis, are assigned to cash generating units (CGU) for the purpose of the impairment tests. The recoverable amount of a particular asset or the CGU is determined within the context of an impairment test and compared to the carrying amount. The recoverable amount is the higher amount of the fair value less costs to sell and the value in use. The recoverable amounts are determined by using the net present value method. The discount rate is calculated as the weighted average cost of capital (WACC) in accordance with the capital asset pricing model (CAPM). Corresponding surcharges in the discount rate are considered in the depiction of country, currency and price risks. In case of non-euro cash flows, the recoverable amount is estimated in the respective functional currency and translated into euros using the reference rate of the European Central Bank on the balance sheet date.

An impairment loss is recognised if the carrying amount is higher than the recoverable amount. If the reasons for impairment no longer apply, then the write-down is reversed (except for goodwill). The increased carrying amount resulting from a reversal of impairment may not exceed amortised historical costs. Impairment losses and reversals of impairment are reported in the income statement under the item depreciation, amortisation and impairment losses.

6.10 Impairment of interests that are accounted for using the equity method

At every balance sheet date, the company evaluates whether there are any indications of a potential impairment of net investments in associates and joint ventures in accordance with IAS 39. If such indications exist, an impairment test is carried out. An impairment loss is recognised if the carrying amount of the net investment is above the recoverable amount. If the recoverable amount subsequently increases, the write-down is reversed up to a maximum of the initial impairment. The pro-rata share of the impairment applying to the carrying amount of the interest in the associates is reported in the income statement under the results of investments consolidated at equity. The recognition of impairment losses on the carrying amounts of other items relating to the net investment depends on the nature of these items.

6.11 Finance leases

If all the major risks and rewards related to the leased assets are transferred to the Austrian Post Group (finance leases pursuant to IAS 17), these assets are capitalised as non-current assets at the lower of their fair value or the present value of the future minimum lease payments. The leased assets are depreciated over the expected useful life or the duration of the lease, if shorter. The future lease payment obligations arising from these leasing agreements are reported under financial liabilities.

6.12 Financial assets and liabilities

In the Austrian Post Group, financial assets and liabilities are assigned to the following classes, pursuant to IFRS 7: financial investments in securities, strategic and other stakes, derivative financial instruments, trade and other receivables, cash and cash equivalents, other financial liabilities, and trade and other payables. These financial assets and liabilities are classified as “measured at fair value through profit and loss”, “available for sale”, “loans and receivables” as well as “measured at amortised cost” in accordance with the categories laid down in IAS 39.

Financial assets and financial liabilities in the category “measured at fair value through profit and loss” are carried at fair value. Realised as well as unrealised valuation gains and losses are reported in the income statement. According to IFRS 3, derivative financial assets and liabilities and contingent residual purchase price liabilities are assigned to this category in the Austrian Post Group.

Available for sale financial assets are carried at fair value. Unrealised gains and losses are separately disclosed under other comprehensive income until realised, taking account of deferred taxes. The carrying amounts of the available for sale financial assets are evaluated at every balance sheet date to determine if there is objective evidence of impairment. Impairment losses are recognised in the income statement. If the reason for impairment ceases to apply in the case of equity instruments, the impairment loss is reversed and recognised directly in equity, whereas in the case of debt instruments the reversal is included in the income statement. Sales and purchases are accounted for at the settlement date. Financial assets for which no regulated market exists, and whose fair value cannot be reliably measured using established valuation methods, are recognised at acquisition cost. In this case, impairment losses may generally not be reversed.

Financial assets in the category “loans and receivables” are recognised at amortised cost. The valuation is carried out at the fair value when recognised. Any existing difference between the acquisition costs and the repayment amount (e.g. for non-interest bearing or interest deviating from the prevailing market level) is accrued over the term to maturity using the effective interest rate method and included in the financial result. If there are any indications of impairment, they are written down to the present value of the expected future cash flows. In the Austrian Post Group, the share of irrecoverable receivables is determined on the basis of a maturity analysis, taking the customer and market structure into account. Moreover, impairments are carried out if, on the basis of objective evidence it is unlikely that the loan or receivable will be recovered. Objective evidence mainly encompasses overdue receivables as well as direct feedback from the sales and marketing departments and information from credit protection associations. Impairments are generally reported in an impairment account. If the reason for impairment ceases to apply, the write-down is reversed up to the amortised costs.

Financial assets in the category “measured at amortised cost” are carried at amortised cost. The liabilities are recognised upon inflow and stated at the amount actually received less transaction costs plus/minus a premium or discount. In the case of valuation at amortised cost, the difference between the amount received and the repayment amount is distributed over the term to maturity using the effective interest method and included in the financial result.

6.13 Derivative financial instruments

Derivative financial instruments are assigned to the category “measured at fair value through profit and loss” pursuant to IAS-39 and are carried at fair value at the time of acquisition and in subsequent periods. At the time of acquisition, as a rule the purchase price is considered to be the best possible approximation of the fair value and thus recognised as the acquisition cost. Unrealised valuation gains and losses from derivative financial instruments are reported in profit or loss.

The Austrian Post uses derivative financial instruments in isolated cases as a means of limiting and managing interest rate, currency and price risks. No transactions involving derivative financial instruments were concluded in the 2015 financial year. Furthermore, in connection with the acquisition of shares in a company, future exercisable rights to the acquisition of further interests (call options) are to be classified as derivative financial instruments pursuant to IAS 39. As of December 31, 2015, such rights existed in connection with the acquisition of Aras Kargo a.s and Aktionsfinder GmbH.

Derivative financial instruments for which the settlement takes place immediately in cash, are reported under the items trade and other receivables or trade and other payables. Derivative financial instruments in connection with the acquisition of shares in a company are reported as other financial assets.

6.14 Inventories

Inventories are stated at the lower amount of acquisition costs and net realisable value at the balance sheet date. The measurement of the inventories is implemented in accordance with the moving average cost formula. Any impairments resulting from obsolescence or inviability are taken into account in determining the net realisable value.

6.15 Non-current assets held for sale

Non-current assets are classified as held for sale if the related carrying amount is primarily realised by a disposal transaction and not by continued use. This prerequisite is only fulfilled if the disposal is considered to be highly likely and the non-current asset in its current state is available for immediate sale. The disposal of assets is highly likely, if the management has decided upon a plan for the sale of the assets and has actively begun searching for a buyer and implementing the divestment plan, and it can be assumed that the disposal process will be concluded within one year after such a classification.

Non-current assets held for sale are measured at the lower of the carrying amount and the fair value less costs to sell.

On the balance sheet date of December 31, 2015, trans-o-flex is classified as held for sale pursuant to IFRS 5. Refer to Note 9.10 Assets and liabilities held for sale.

6.16 Provisions for termination benefits, pensions and jubilee benefits

Provisions for termination benefits

Obligations for termination benefits of the Austrian Post Group encompass both a contribution-based system as well as a defined benefit system.

The provisions for termination benefits apply to legal and contractual entitlements on the part of employees. Civil servants normally have no entitlement to termination benefits. Employees working for Group companies in Austria are entitled to severance pay when they reach the legally stipulated retirement age as well as when their employment contracts are terminated by the employer. The amount of the severance pay depends on the number of years of service of the affected employees and the relevant salary at the time the employment is terminated. The provisions are calculated on an actuarial basis, using the projected unit credit method.

Termination benefits in respect to salaried employees who are working for Group companies in Austria and whose employment commenced after December 31, 2002, are fulfilled by regular contributions of the respective amounts to the employee benefit fund. Except for this, there is no other obligation for Austria Post Group.

Provisions for pensions

The benefit obligations of the Austrian Post Group encompass both a defined contribution-based system as well as a defined benefit system.

Provisions for defined benefit obligations are allocated for contractual entitlements of former employees. All these obligations are already in the state of being paid. Calculation of these obligations is carried out in accordance with actuarial principles in line with the project unit credit method. These obligations exclusively relate to the trans-o-flex Group recognised as held for sale in accordance with IFRS 5.

Defined contribution obligations exist towards members of the Management Board. The obligations are fulfilled on the basis of corresponding contributions paid to a pension fund.

There are no pension fund obligations on the part of Austrian Post to civil servants. Pension obligations to civil servants are principally fulfilled by the Republic of Austria. Due to legal regulations, Austrian Post is obliged to pay a pension contribution margin to the Republic of Austria. Since October 1, 2005, these contributions, including the civil servants' own employee contributions, have totalled between 15.8% and 28.3% of the remuneration paid to active civil servants and are reported as staff costs. Contributions on behalf of salaried employees are in line with the currently valid regulations of the Austrian General Social Security Act (ASVG).

Provisions for jubilee benefits

In some cases, Austrian Post is obliged to pay jubilee benefits to salaried employees and civil servants on the occasion of their reaching a specified length of service in the company.

Benefits of two months' salary after 25 years of service and of four months' salary after 40 years are paid out in Austria. Certain employees with at least 35 years of service at retirement age also receive a jubilee benefit amounting to four months' salary. Employees subject to the collective agreement for Austrian Post employees pursuant to the first part of Section 19 (3) Postal Service Structure Act, valid as of August 1, 2009 are entitled to an additional payment of one months' salary after 20 years of service on behalf of the company, which rises to one and a half months' salary after 25 years, two and a half months' salary after 35 years and three and a half months' salary after 40 years of employment with the company. Employees subject to the second part of the collective agreement are not entitled to any jubilee benefits. Obligations existed in Germany on the basis of company agreements, which, however, were terminated in the course of the 2015 financial year. Provisions still existing at this time were reversed.

The provisions for jubilee benefits are calculated in a similar manner to the provisions made for termination benefits and pensions, in accordance with the projected unit credit method.

Actuarial parameters

Within the context of regularly evaluating and ensuring the best possible estimation of actuarial parameters used in determining provisions for termination benefits, pensions and jubilee benefits, the Austrian Post Group used company-specific parameters in the 2015 financial year as the basis for calculating the relevant amounts of these provisions. The parameters are determined using uniform Group guidelines.

The following parameters were used as the basis for calculating provisions for termination benefits, pensions and jubilee benefits at December 31, 2014 and December 31, 2015:

	Termination benefits		Pensions		Jubilee benefits	
	2014	2015	2014	2015	2014	2015
Discount rate	2.0%	2.5%	1.9%	2.0%	2.0%	2.3%
Salary/pension increase	3.0%	3.0%	2%	1.8%	3.0%	3.0%
Employee turnover (graduated)	0.5–1.75%	0.33–1.72%	0%	0%	6.75–23%	6.86–27.10%

Retirement age	2014	2015
Female employees	60–67	60–65
Male employees	65–67	65
Civil servants	65–65	65

The weighted average duration of the defined benefit obligation amounts to 15 years for termination benefits (2014: 15 years), 12 years for pensions (2014: 13 years) and 13 years for jubilee benefits (2014: 14 years).

In order to determine the discount interest rate, an index for unsubordinated, fixed-interest industrial loans (Mercer Pension Discount Yield Curve) is used and then the relevant interest rate is determined on the basis of the duration of the individual obligations.

The salary increase applied is derived from future expected wage and salary increases based on the averages observed over past years as well as stipulations contained in legal regulations and the collective wage agreements, such as the bi-annual salary increase for civil servants.

The employee turnover rate is determined on the basis of the average observed over past years.

The effects of changes in actuarial parameters lead to actuarial gains and losses, which in the case of provisions for termination benefits and pensions are reported as other comprehensive income, whereas actuarial gains and losses from the provisions for jubilee benefits are reported as staff costs. The effects from the changes in the interest rate and changes in future salary increases are included as financial assumptions in the actuarial gains and losses. The actuarial gains and losses from the change of demographic assumptions include the effects from the adjustment of the allowance for employee turnover. The reconciliation of the present value of the individual obligations is presented in Note 9.12.1 Provisions for termination, pensions and jubilee benefits.

The interest expense from provisions for termination benefits, pensions and jubilee benefits are reported in the financial result. All other changes are reported as staff costs.

6.17 Provisions for under-utilisation

Provisions for under-utilisation are made for future staff costs applying to those employees who have tenure (primarily civil servants), who lose their jobs within the context of ongoing internal reorganisations designed to reflect changing market conditions and can only be utilised partially to perform services on behalf of the company or who cannot be utilised at all anymore. These employment statuses are onerous contracts pursuant to IAS 37, in which the unavoidable costs to fulfil the contractual obligations are higher than the expected economic benefit. The calculation of the amount allocated to provisions is based on the present value of the expenses up until each employee's retirement based on the application of an average level of under-utilisation and taking account of a fluctuation discount. If employees with tenure cannot be deployed by the company and cannot be leased to external companies in a cost-covering manner, provisions are determined by using a percentage cost deficit. All parameters are being continually evaluated and adjusted to reflect changing conditions.

The provisions for under-utilisation also encompass future staff costs for civil servants who are in the process of commencing retirement for reasons of physical disability. The provisions are calculated as the present value of the future staff costs for the period of the average expected time involved until retirement is approved.

The present value of the individual provisions is calculated using a discount rate and future salary increases. The interest expense is recognised under staff costs. The calculation of the parameters takes place in accordance with the approach described in Note 6.16 Provisions for termination benefits, pensions and jubilee benefits.

The following parameters are used in calculating the provisions:

Under-utilisation	2014	2015
Discount rate	0.75–1.50%	1.25–2.00%
Salary increases	2.75%	2.75%
Employee turnover	32.75%	31.70%
Under-utilisation	85.60%	85.60%

The change in these parameters led to a positive valuation effect of EUR 0.7m, which has been recognised as staff costs in the income statement.

The provision for under-utilisation also includes provisions for employees involved in the programme to potentially transfer them to various federal ministries. A framework agreement with the federal government was concluded in October 2013 enabling the potential transfer of Austrian Post employees to the federal public service. In this case, the staff costs of these employees will be refunded for a specified period of time, and their provisions are allocated until the end of the refund period

6.18 Other provisions

In accordance with IAS 37, contingent legal or constructive obligations to third parties resulting from past events, which are likely to require an outflow of economic benefits and which can be reliably estimated are recorded as other provisions. The provisions are recognised at the amounts capable of reliable estimation at the time of preparation of the annual financial statements. Provisions are not recognised in those cases where a reliable estimate is not possible. In the event that the present value of a provision determined on the basis of a market interest rate differs materially from the nominal value, the present value of the obligation is recognised.

Provisions for onerous contracts are recognised, if the unavoidable costs required to fulfil the contractual obligations are higher than the expected economic benefit.

Pursuant to IAS 37, restructuring provisions are recognised upon development of a formal, detailed restructuring plan and the restructuring measures have already begun or the restructuring plan has been publicly announced before the balance sheet date.

6.19 Share-based incentive programme

In December 2009, the Supervisory Board of Austrian Post decided to introduce a share-based payment programme. Such share-based payment programmes (Long Term Incentive Programme) were implemented for the members of the Management Board and for top executives in the 2010 to 2015 financial years. These programmes are a share-based and performance-oriented remuneration models whose tranches extend over a three-year period (performance period), the pre-requirement being a one-time own investment on the part of the participants. The performance period extends from January 1 of the year in which the particular tranche is issued until December 31 of the third year.

The Management Board members Georg Pölzl, Walter Hitzinger, Peter Umundum and Walter Oblin are taking part in the fourth, fifth and sixth share-based incentive programmes as at December 31, 2015.

The number of Austrian Post shares required to be purchased by members of the Management Board is oriented to a specified percentage of their gross fixed salaries divided by the reference price of the Austrian Post share for the fourth quarter of the respective year. The number of Austrian Post shares to be acquired by top executives is determined on the basis of the selected investment category in line with the terms and conditions of the share-based payment programme. The total sum of the required own investments for participation in the existing share-based payment programme as at December 31, 2015, amounted to 38,871 shares for members of the Management Board and 185,389 shares for top executives. The Austrian Post shares must be held uninterruptedly until the end of the subsequent financial year following the expiration of the performance period.

Remuneration takes place on the basis of so-called bonus shares as accounting figures. The number of bonus shares is linked to the extent to which pre-defined performance indicators are reached (earnings per share, free cash flow and total shareholder return). Target values for the performance indicators are defined at the beginning of each individual tranche, with each indicator considered to be equally important. The achievement of objectives is monitored over a period of three years. The total bonus is oriented to the achievement of the objectives defined on the basis of the previously mentioned parameters as well as the share price development of the Austrian Post share. The total bonus is subject to a specified ceiling, and limited to 225% of the bonus for the Management Board in case of 100% goal achievement. For top executives the bonus for each tranche ranges from a maximum of 125% to 225% but is limited to one year's gross fixed salary.

The number of bonus shares (accounting figures) of the individual tranches on the respective settlement dates can be broken down as follows:

	Dec. 31, 2014	31.12.2015
Number of bonus shares per tranche		
Tranche 2	2,340	0
Tranche 3	458,776	0
Tranche 4	378,975	371,419
Tranche 5	233,463	229,001
Tranche 6	0	113,674
	1,073,554	714,094

On the settlement date, the payment is made either in shares or in cash. All the members of the Management Board opted for the payment in cash, which was also decided for the executives participating in the programme. Accordingly, there is currently no obligation to carry out a settlement in the form of equity instruments. The payments are reported as share-based payments with a cash settlement.

The acquired services and the arising obligation are recognised at the fair value of the obligation on a pro rata basis to the extent of the performance rendered to date. Until this debt is settled, the fair value must be newly determined at every reporting date and on the settlement date. All changes in fair value are reported in profit and loss under staff costs. The fair value of the obligation is calculated by means of a specified model taking into account the performance indicators and the scope of the employee's achievements. This involves an income-based approach (present value technique) pursuant to IFRS 13 taking account of the expected goal attainment (based on company planning), employee turnover and an estimate of the future share price. The data used is to be considered as Level 3 inputs in accordance with the fair value hierarchy.

The fair value of the obligation is reported as a provision and can be broken down according to the respective settlement dates of the individual tranches as follows:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Carrying amount of provision		
Tranche 3	11.7	0.0
Tranche 4	7.8	12.0
Tranche 5	3.3	6.8
Tranche 6	0.0	1.3
	22.8	20.2

The total expense for the share-based payments in the particular reporting period can be broken down according to the individual branches as follows:

EUR m	2014	2015
Total expense		
Tranche 3	4.6	0.4
Tranche 4	5.3	4.2
Tranche 5	3.3	3.5
Tranche 6	0.0	1.3
	13.2	9.5

In the 2015 financial year, a total of EUR 0.1m was paid out completely in cash for Tranche 2 and EUR 12.1m for Tranche 3.

7 ESTIMATES AND FUTURE-ORIENTED ASSUMPTIONS

The preparation of consolidated financial statements in accordance with IFRS requires management to make estimates in the application of its accounting and valuation policies, and to make assumptions about future developments which materially influence the recognition and measurement of assets and liabilities, the reporting of other obligations at the balance sheet date and the recognition of income and expense for the financial year. In particular, there is a risk that the use of the following assumptions and estimates may lead to adjustments of assets and liabilities in upcoming financial years.

7.1 Provisions for termination benefits, pensions and jubilee benefits

The measurement of provisions for termination benefits, pensions and jubilee benefits is based on assumptions regarding the discount rate, retirement age, life expectancy, employee turnover and future salary increases.

If all other parameters remain constant, a change in the discount rate by +/-1 percentage point, a change in salary increases by +/-1 percentage point and a change in the employee turnover by +/-1 percentage point would have the following effects on the provisions:

EUR m	Discount rate		Salary		Employee turnover	
	-1%-point	+1%-point	-1%-point	+1%-point	-1%-point	+1%-point
Termination benefits	13.9	-11.6	-11.5	13.5	0.3	-0.9
Jubilee benefits	7.7	-6.9	-6.9	7.5	0.9	-1.0

The effects of the reclassified pension provisions pursuant to IFRS 5 are immaterial, as in the previous year.

7.2 Provisions for under-utilisation

The measurement of the provisions for under-utilisation is based on assumptions regarding the degree of under-utilisation, discount rate, future salary increases and employee turnover of the affected employees.

If all other parameters remain constant, a change in the degree of under-utilisation and employee turnover by +/-10 percentage points, or a change in the discount rate and salary increases by +/-1 percentage point in each case would have the following effects on the provisions:

EUR m	Under-utilisation		Discount rate		Salary increases		Employee turnover	
	-10%-points	+10%-points	-1%-point	+1%-point	-1%-point	+1%-point	-10%-points	+10%-points
Under-utilisation	-19.1	18.2	11.8	-11.5	-11.5	11.5	23.0	-23.9

7.3 Reference date for salary increases

In a decision handed down on November 11, 2014, the European Court of Justice concurred with the previous ruling made by the Austrian Administrative Court and determined that the legal regulations enacted in Austria in the year 2010 to end discrimination based on age in the salary system of civil servants violates EU law. In light of the fact that the issue of recognising previous employment periods not only affects the civil servants assigned to Austrian Post but also all civil servants working for the federal government, the Austrian Parliament subsequently reacted, and undertook a comprehensive reform of the remuneration system for the federal government on January 21, 2015. Austrian Post does not expect this to result in any payments in respect of the legal proceedings initiated by around 100 civil servants, which were still pending at the balance sheet date. For civil servants who are possibly not subject to the service law reform, a provision was already allocated in the previous financial year.

7.4 Reclamation of employer contributions related to the payroll accounting of civil servants

Austrian Post or its legal predecessor made contributions within the context of payroll accounting for the civil servants assigned to it in the period May 1, 1996 to May 31, 2008. Due to a ruling handed down by the Austrian Administrative Court in 2015, there was no obligation on the part of Austrian Post to make these payments.

As a result, contributions for the years 1997 to 2001 to the amount of EUR 28.2m were credited to Austrian Post by the Austrian Federal Finance Court. These employer contributions are reported under other receivables and other operating income. Conversely, Austrian Post has obligations for any compensation payments, which amount to EUR 5.2m on the basis of the best possible estimate and are recognised under other provisions and other operating expenses.

In view of these circumstances, repayment claims from pending appeal proceedings still exist, whose outcome is uncertain. This involves a contingent asset pursuant to IAS 37. Additional information could seriously prejudice Austrian Post's legal position. For this reason, Austrian Post is taking advantage of the safeguard clause stipulated in IAS 37.92 and will refrain from a complete disclosure of information in line with IAS 37.84-89. This contingent asset is in contrast to a contingent liability for obligations arising from any compensation payments.

7.5 Assets and liabilities in connection with business combinations

Within the context of acquisitions, estimates and assumptions are required in connection with the estimation of the fair value of the acquired assets and liabilities as well as contingent considerations.

All available information pertaining to the prevailing conditions at the date of acquisition is used for the initial accounting treatment of the acquired assets and liabilities at the end of the reporting period in which the business combination took place. If the available information is not yet complete, preliminary amounts are disclosed. Additional information about the facts and conditions prevailing at the time of acquisition and which become known during the valuation period (up to one year) leads to a retroactive adjustment of the reported preliminary amounts. Changes relating to events after the date of acquisition do not lead to adjustments during the valuation period.

The value of intangible assets is determined on the basis of a suitable valuation method, depending on the type of asset and the availability of information. As a rule, the income approach is used for customer relationships and trademark rights. The fair value of land and buildings is generally determined by independent experts in the Austrian Post Group. These valuations are significantly influenced by the discount rate used in addition to assumptions about the future development of the estimated cash flows.

Similar to the recognition of assets acquired and liabilities assumed, all available information about the underlying conditions at the date of acquisition is also used for the recognition of contingent considerations. In this case, additional information about the facts and conditions prevailing at the time of acquisition and which become known during the valuation period also leads to a retroactive adjustment of the reported preliminary amounts. Changes relating to events after the date of acquisition (for example achieving the desired earnings objectives) are not adjustments made during the valuation period, but lead to an adjustment of the purchase price liability recognised in profit or loss.

7.6 Impairment of intangible assets, goodwill and property, plant and equipment

The assessment of the recoverability of intangible assets, goodwill and property, plant and equipment is based on future-oriented assumptions. The underlying assumptions used to determine the recoverable amount within the context of impairment tests and the resulting sensitivities are described in the chapter on income statement disclosures under Note 9.1 Goodwill.

7.7 Financial instruments

Alternative financial valuation methods (i.e. income approach or multiple processes) using uncertain estimates are applied to evaluate the recoverability of equity capital instruments if no active market exists for these financial instruments. The underlying parameters used in the valuation of these financial instruments are partially based on future-oriented assumptions or require a selection of suitable peer group assumptions on their comparability. These equity capital instruments are recognised at amortised cost if a reliable determination of their fair value is not possible. The approach is described in Note 10 Financial instruments and related risks.

7.8 Income tax

The recognition and subsequent valuation of the current and deferred taxes are subject to uncertainties due to complex tax regulations in different national jurisdictions which are continually being changed. The management of Austrian Post assumes that it has made a reasonable assessment estimate of tax-related uncertainties. However, due to these existing tax uncertainties, there is the risk that deviations between the actual results and the assumptions made could have an effect on the recognised tax liabilities and deferred taxes.

Deferred tax claims to existing tax loss carryforwards are capitalised to the extent of the expected actual utilisability. The recognition of these tax claims is based on planning calculations on the part of the company's management concerning the level of taxable income and the effective utilisability, which in turn require discretionary decisions.

8 INCOME STATEMENT DISCLOSURES

8.1 Segment reporting

General information

At Austrian Post, reportable segments are identified around differences in products and services. The reporting segments "Mail & Branch Network", "Parcel & Logistics" and "Corporate" have been determined on the basis of the divisional structure of the internal organisation.

Mail & Branch Network

The core business of the Mail & Branch Network Division consists in the acceptance, sorting and direct and hybrid delivery of letters, advertising and print media. The required infrastructure consists of logistics centres, delivery bases, vehicles as well as company-operated branch offices and postal partners.

There are three kinds of mail items which are offered: Letter Mail, Direct Mail and Media Post. Letter Mail encompasses conventional, addressed letters. Direct Mail distinguishes between addressed and unaddressed direct mail items. The Media Post business area focuses on the delivery of addressed and unaddressed print media (newspapers and magazines) and regional media (newspapers).

The service offering is complemented by address, data and mailroom management, document scanning and response management. Furthermore, an extensive selection of retail and philatelic products, telecommunications and financial services are offered in the branch network with the business partners A1 Telekom Austria AG and BAWAG P.S.K.

Parcel & Logistics

The core business of the Parcel & Logistics Division consists of the acceptance, sorting and delivery of standard and express parcels. The transport of parcels takes place via a highly-integrated distribution network. The required infrastructure consists of delivery bases, logistics centres, warehouses and a delivery fleet. The service offering is complemented by specialty logistics services such as combined freight, pharmaceutical and temperature-controlled logistics, value logistics (transport and handling of cash), contractual logistics, fulfilment services and webshop logistics.

Corporate

The core business of the Corporate Division is to provide services typically rendered for the purpose of managing a corporate group. These services encompass the management of commercial properties owned by the Group, IT support services and administrative activities, including administration of the Internal Labour Market of Austrian Post. Furthermore, the Corporate Division also encompasses corporate innovation management and the development of new business models.

Consolidation

The elimination of transactions between segments is shown in the consolidation column. The consolidation column serves as a reconciliation from segment to Group figures.

INFORMATION ABOUT PROFIT OR LOSS

2014 financial year adjusted ¹ EUR m	Mail & Branch Network	Parcel & Logistics	Corporate	Consolidation	Group
Revenue with third parties	1,487.7	875.0	0.8	0.0	2,363.5
Revenue with other segments	79.4	8.8	181.1	-269.3	0.0
Total revenue	1,567.1	883.7	181.9	-269.3	2,363.5
Results from financial assets accounted for using the equity method	1.1	2.0	-3.2	0.0	-0.1
EBITDA	311.0	41.4	-18.6	0.0	333.8
Depreciation, amortisation and impairment losses	41.0	60.9	35.3	-0.2	136.9
thereof impairment losses recognised in profit or loss	9.9	39.8	2.4	0.0	52.0
EBIT	270.0	-19.5	-53.9	0.3	196.9
Other financial result					-2.8
Profit before tax					194.0
Segment investments	42.1	22.9	26.5	0.0	91.5

¹ Adjustments due to reporting change – refer to Note 3.2

2015 financial year EUR m	Mail & Branch Network	Parcel & Logistics	Corporate	Consolidation	Group
Revenue with third parties	1,501.7	900.2	0.1	0.0	2,401.9
Revenue with other segments	84.1	8.2	183.7	-276.1	0.0
Total revenue	1,585.8	908.4	183.8	-276.1	2,401.9
Results from financial assets accounted for using the equity method	-0.5	3.9	-2.3	0.0	1.1
EBITDA	322.9	37.9	-58.1	0.0	302.7
Depreciation, amortisation and impairment losses	38.2	143.3	32.3	-0.1	213.7
thereof impairment losses recognised in profit or loss	6.1	122.2	0.4	0.0	128.7
EBIT	284.7	-105.4	-90.4	0.1	89.0
Other financial result					2.0
Profit before tax					91.0
Segment investments	40.0	26.0	47.3	0.0	113.4

Intersegment transactions take place at arms-length transfer pricing.

Revenue with third parties refers to revenue with companies outside of the Austrian Post Group. Revenue with other segments refers to business relationships among the subsidiaries, business relationships between the subsidiaries and the parent company Austrian Post in which services are supplied across different segments and the invoicing of services within the parent company Austrian Post. Depreciation and amortisation including impairment losses result from assets assigned to the respective segment. Segment investments include investments in intangible assets, property, plant and equipment and investment property.

INFORMATION ABOUT GEOGRAPHICAL AREAS

2014 financial year adjusted ¹ EUR m	Austria	Germany	Other countries	Group
Revenue with third parties	1,721.5	524.3	117.7	2,363.5
Non-current assets other than financial instruments and deferred tax assets	654.1	123.4	57.5	835.0

¹ Adjustments: Refer to Note 3.2 Changes in the presentation of the consolidated financial statements

2015 financial year EUR m	Austria	Germany	Other countries	Group
Revenue with third parties	1,760.9	526.1	114.9	2,401.9
Non-current assets other than financial instruments and deferred tax assets	680.5	0.1	45.7	726.3

Revenue is shown according to the location of the company performing the service.

8.2 Other operating income

EUR m	2014	2015
Leases	26.2	27.6
Unchargeable expenses	12.9	12.4
Personnel leasing and administration	6.2	3.0
Disposal of property, plant and equipment	3.6	3.2
Damages	2.2	2.2
Work performed by the enterprise and capitalised	1.8	1.4
Pallet income	1.3	1.3
Result from sale of Postgasse 8	62.4	0.0
Recovery of contributions	0.0	28.2
Other	17.8	19.9
	134.4	99.2

Other operating income from rents and leases fully or partially relates to leased assets (property, plant and equipment and investment property). The corresponding assets are recognised in the balance sheet as at December 31, 2015 with a net carrying amount of EUR 150.0m (December 31, 2014: EUR 164.9m). For the most part, the underlying leasing relationships involve cancellable operating leases with an indexation of rentals. Austrian Post mainly derived rental income from non-cancellable lease agreements or those limited in duration during the 2015 financial year.

Future minimum lease payments from non-cancellable operating leases as at the balance sheet date are as follows:

EUR m	Dec. 31, 2014	Dec. 31, 2015
No later than one year	4.3	3.7
Later than one year and not later than five years	6.4	6.4
Later than five years	10.2	11.1
	21.0	21.3

Unchargeable expenses primarily involve transitory items set against equally high expenses.

The item “Reclamation of contributions” refers to repayment claims credited to Austrian Post from contributions made within the context of the payroll accounting of civil servants to the amount of EUR 28.2m. More detailed information is provided under Note 7.4 Reclamation of employee contributions related to the payroll accounting of civil servants.

8.3 Raw materials, consumables and services used

EUR m adjusted ¹	2014	2015
Materials		
Fuels	29.8	25.3
Merchandise	21.2	23.2
Stamps	2.1	2.0
Supplies and clothing	22.0	20.5
Spare parts and other raw materials and consumables	1.8	1.9
Changes of valuation	0.7	1.3
	77.6	74.2
Services used		
International postal carriers	71.4	71.5
Advertising distributors	43.1	40.8
Energy	17.8	16.8
Transport	477.3	492.9
Other	50.2	53.4
	659.9	675.4
	737.5	749.6

¹ Adjustments: refer to Note 3.2 Changes in the presentation of the consolidated financial statements

8.4 Staff costs

EUR m	2014	2015
Wages and salaries	840.2	827.9
Termination benefits	24.2	42.7
Pensions	0.2	0.2
Statutory levies and contributions	231.8	224.6
Other staff costs	13.0	10.5
	1,109.5	1,106.0

The breakdown of termination benefits is as follows:

EUR m	2014	2015
Management Board	0.1	0.4
Executive staff	0.2	0.2
Other employees	23.8	42.2
	24.2	42.7

In the 2015 financial year, contributions of EUR 3.1m (2014: EUR 2.7m) to the employee benefit fund in respect of defined contribution termination benefit obligations were recognised as an expense.

The average number of employees during the financial year was as follows:

	2014	2015
Blue-collar employees	3,499	3,655
White-collar employees	13,515	13,607
Civil servants	8,788	8,179
Trainees	86	98
Total number	25,888	25,539
Corresponding full-time equivalents	23,912	23,476

8.5 Depreciation, amortisation and impairment losses

EUR m	2014	2015
Impairment losses on goodwill	48.6	55.8
Amortisation of intangible assets		
Scheduled depreciation	11.8	10.5
Impairment losses	1.1	31.1
	12.9	41.6
Depreciation of property, plant and equipment		
Scheduled depreciation	70.2	71.8
Impairment losses	1.5	41.8
	71.7	113.5
Depreciation of investment property		
Scheduled depreciation	2.9	2.7
Impairment losses	0.9	0.0
	3.8	2.7
	136.9	213.7

For an explanation of impairment on goodwill, refer to the section on balance sheet disclosures under Note 9.1 Goodwill.

The increase in impairment losses on intangible assets and property, plant and equipment compared to the previous year is mainly due to the classification of the CGU trans-o-flex as held for sale. Disclosures in this connection are made in Note 9.10 Assets and liabilities held for sale.

Furthermore, impairment losses on intangible assets to the amount of EUR 0.4m also apply to commercial property rights which are no longer in use (Corporate segment). Impairment losses in the previous year to the amount of EUR 1.1m and EUR 1.0m in 2015 were reported on a software solution which no longer provides any economic benefits (Corporate segment).

In contrast to the previous year, no impairment losses were recognised for real estate held as investment property. In 2014, impairment losses were reported down to their fair value in accordance with valuation opinions.

8.6 Other operating expenses

EUR m	2014	2015
Leasing and rental payments	79.9	80.0
Maintenance	49.4	53.1
IT services	36.7	39.4
Travel and mileage	26.5	25.9
Contract and leasing staff	18.5	21.2
Communications and advertising	17.1	19.7
Consultancy	8.3	15.3
Waste disposal and cleaning	13.2	14.3
Unchargeable expenses	11.3	11.0
Revaluation of receivables	9.6	10.5
Damages	8.6	9.5
Insurance	8.5	8.5
Other taxes (excl. income taxes)	8.0	8.1
Telephone	3.9	3.8
Training and professional development	3.2	3.3
Losses from the disposal of property, plant and equipment	1.9	0.7
Other	12.5	19.8
	317.0	344.0

The revaluation of trade receivables led to an impairment loss relating to adjustments for loans to the distribution companies to the amount of EUR 3.7m (2014: EUR 6.0m). Other operating expenses include expenses for any compensation payments to the amount of EUR 5.2m. Further information is provided under Note 7.4 Reclamation of employer contributions related to the payroll accounting of civil servants.

8.7 Other financial result

EUR m	Note	2014	2015
Financial income			
Interest income		3.4	6.1
Income from securities		0.8	1.0
		4.2	7.1
Financial expenses			
Interest expense for other financial liabilities		-1.4	-1.0
Interest expense for provisions	(9.12.1)	-5.2	-3.8
Impairment losses on receivables from investments consolidated at equity	(9.5.1)	-0.4	0.0
Losses from disposal of securities and other bonds		0.0	-0.3
		-7.1	-5.1
		-2.8	2.0

In the 2015 financial year, the remaining amount of EUR 3.3m from a cross-border leasing transaction terminated as of March 10, 2015 and recognised as of this date under deferred income was correspondingly recognised in the income statement as interest income. More information is provided under Note 9.3 Property, plant and equipment.

8.8 Earnings per share

		2014	2015
Profit for the period attributable to equity holders of the parent company	(EUR m)	146.5	71.4
Adjusted profit for the period for the identification of diluted earnings per share	(EUR m)	146.5	71.4
Weighted average number of outstanding ordinary shares used in calculating basic earnings per share	(Shares)	67,552,638	67,552,638
Weighted average number of outstanding ordinary shares used in calculating diluted earnings per share	(Shares)	67,552,638	67,552,638
Basic earnings per share	(EUR)	2.17	1.06
Diluted earnings per share	(EUR)	2.17	1.06

9 BALANCE SHEET DISCLOSURES

9.1 Goodwill

EUR m	2014	2015
Historical costs		
Balance at January 1	241.8	235.0
Additions arising from acquisitions	0.6	3.2
Disposals	0.0	-4.6
Reclassification to "held for sale"	-6.3	-150.6
Currency translation differences	-1.1	0.1
Balance at December 31	235.0	83.1
Impairment losses		
Balance at January 1	81.2	122.8
Additions	48.6	55.8
Disposals	0.0	-3.2
Reclassification to "held for sale"	-6.3	-150.6
Currency translation differences	-0.7	0.1
Balance at December 31	122.8	24.9
Balance amount at January 1	160.6	112.2
Balance at December 31	112.2	58.2

Additions arising from acquisitions in 2015 refer to business combinations pursuant to IFRS 3 in connection with the acquisitions of Aktionsfinder GmbH, EMD GmbH and the business operations of two distribution companies. The disposals relate to the goodwill of the subsidiaries deconsolidated in the course of the 2015 financial year, namely feibra Magyarország Kft., Kolos s.r.o. and trans-o-flex Belgium Real Estate B.V.B.A. (refer to Note 4 Consolidation scope). The reclassification to held for sale in 2015 refers to trans-o-flex Group. Refer to Note 9.10 Assets and liabilities held for sale.

The following table shows goodwill by segments and cash generating units:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Mail & Branch Network		
feibra Group	30.9	30.9
PostMaster s.r.l.	8.0	2.0
Other < EUR 5m ¹	11.2	12.6
	50.2	45.6
Parcel & Logistics		
trans-o-flex	49.4	0.0
Slovak Parcel Service s.r.o. & IN TIME s.r.o.	5.2	5.2
Other < EUR 5m ¹	7.5	7.5
	62.0	12.7
	112.2	58.2

¹ Goodwill of under EUR 5m is classified as immaterial in relation to the entire carrying amount of goodwill.

The annual impairment test takes place at Austrian Post in accordance with the value-in-use concept. In this case, the recoverable amount of the CGU is determined on the basis of the value in use. In order to determine the value-in-use, the expected future cash flow is discounted to its present value with the help of the discounted cash flow method by using the weighted average cost of capital after tax. In order to determine the weighted average cost of capital after tax groups of comparable companies (peer group) are determined for all the CGU assigned to the same segment. Subsequently the discount rate before tax is determined on the basis of an iterative process. Fair value less disposal costs is also used as the basis of impairment for companies held for sale.

The cash flow forecasts in the planning period are based on the approved planning for the 2016 financial year and the medium-term business planning for a period of an additional three years (2017–2019). The cash flow forecasts are based on both the company's experience in the past as well as economic data collected outside of the company and sector-specific data if available. The amount starting in the year 2020 is accounted for assuming a perpetual annuity. The maximum amount for the growth rate set for the perpetual annuity is the long-term growth and inflation expectations of the countries and sectors in which the particular CGU generates its cash flow. As a rule, a growth rate of 1.0% (2014: 1.0%) is applied, whereas necessary retained earnings were taken into account. The main valuation assumptions underlying the determination of the recoverable amount were assumptions by the management about the expected short- and long-term revenue development, the discount rate applied and the expected long-term growth rate.

The following table shows the discount rates applied to the primary individual cash generating units:

	Dec. 31, 2014 Pre-tax WACC	Dec. 31, 2015 Pre-tax WACC
Mail & Branch Network		
feibra Group	7.9%	8.6%
PostMaster s.r.l.	11.7%	11.5%
PostMaster Sp. z o.o.	8.2%	–
Other < EUR 5m	8.0–12.2%	8.8–12.3%
Parcel & Logistics		
trans-o-flex	9.2%	–
Slovak Parcel Service s.r.o. and IN TIME s.r.o.	10.0%	10.5%
Other < EUR 5m	8.7–19.3%	11.0–19.4%

The following table shows the additions to the impairment losses on goodwill according to segments and cash generating units:

EUR m	2014	2015
Additions to impairment losses on goodwill		
Mail & Branch Network		
PostMaster s.r.l.	0.0	6.1
PostMaster Sp. z o.o.	9.7	0.0
	9.7	6.1
Parcel & Logistics		
trans-o-flex	38.9	49.8
	38.9	49.8
	48.6	55.8

The cash generating unit (CGU) PostMaster s.r.l., Bucharest, (Mail & Branch Network segment) ranks among the leading providers in Romania in the delivery of unaddressed and addressed mail items. Due to the ongoing difficult economic environment characterised by predatory competition, revenue and earnings expectations for 2015 were not fulfilled, and estimates for medium-term growth expectations were revised downwards. The impairment test carried out in the fourth quarter of 2015 led to recognition of an impairment loss on goodwill of EUR 6.1m which had been previously reported to the amount of EUR 8.0m. The impairment loss was reported under depreciation, amortisation and impairment losses in the consolidated income statement.

With respect to the impairment losses and the reclassification of trans-o-flex as held for sale pursuant to IFRS 5, refer to Note 9.10 Assets and liabilities held for sale.

In addition to the impairment test, sensitivity analyses pertaining to the primary valuation assumptions were also carried out for all significant cash generating units. The revenue expectations were reduced by one percentage point in the first sensitivity analysis, whereas the discount rate was raised by one percentage point in the second sensitivity analysis and the growth rate in perpetual annuity was set to zero in the third sensitivity analysis. Since 2015, growth-related profit retention effects are taken into account, thus no sensitivities arise here. The following additional impairment losses would arise ceteris paribus for the following significant cash generating units:

EUR m	Revenue expectations -1%-point		WACC +1%-point		Growth rate 0%	
	2014	2015	2014	2015	2014	2015
PostMaster s.r.l.	0.8	0.6	1.3	0.5	1.1	0.0
PostMaster Sp. z o.o.	0.3	-	0.2	-	0.1	-

9.2 Intangible assets

2014 financial year EUR m	Note	Customer relationships	Trademarks	Other intangible assets	Total
Historical cost					
Balance at January 1, 2014		76.2	29.2	66.3	171.7
Additions arising from acquisitions		0.8	0.0	0.1	1.0
Additions		3.6	0.0	4.8	8.3
Disposals		0.0	0.0	0.6	0.6
Transfers		0.0	0.0	0.4	0.4
Reclassification to "held for sale"	(9.10)	-0.3	0.0	-0.1	-0.5
Currency translation differences		-0.3	0.0	0.0	-0.4
Balance at December 31, 2014		79.9	29.2	70.8	180.0
Depreciation and impairment losses					
Balance at January 1, 2014		60.3	3.8	44.3	108.5
Additions	(8.5)	5.2	0.1	7.5	12.9
Disposals		0.0	0.0	0.5	0.5
Reclassification to "held for sale"	(9.10)	-0.3	0.0	-0.1	-0.5
Currency translation differences		-0.3	0.0	0.0	-0.3
Balance at December 31, 2014		65.0	3.8	51.2	120.1
Carrying amount at January 1, 2014		15.9	25.4	21.9	63.3
Carrying amount at December 31, 2014		15.0	25.4	19.6	59.9
2015 financial year					
EUR m	Note	Customer relationships	Trademarks	Other intangible assets	Total
Historical cost					
Balance at January 1, 2015		79.9	29.2	70.8	180.0
Additions arising from acquisitions		1.1	0.0	0.3	1.4
Disposals arising from initial consolidation		1.7	0.0	0.0	1.7
Additions		0.0	0.0	5.6	5.6
Disposals		1.1	0.0	3.4	4.5
Reclassification to "held for sale"	(9.10)	-53.0	-25.0	-8.7	-86.7
Balance at December 31, 2015		25.2	4.2	64.6	94.0
Depreciation and impairment losses					
Balance at January 1, 2015		65.0	3.8	51.2	120.1
Disposals arising from initial consolidation		1.7	0.0	0.0	1.7
Additions	(8.5)	8.6	25.0	8.0	41.6
Disposals		1.1	0.0	3.0	4.1
Reclassification to "held for sale"	(9.10)	-53.0	-25.0	-8.5	-86.5
Balance at December 31, 2015		17.7	3.9	47.8	63.3
Carrying amount at January 1, 2015		15.0	25.4	19.6	59.9
Carrying amount at December 31, 2015		7.5	0.4	16.9	24.8

No external borrowing costs were capitalised in the 2015 financial year as in the previous year.

In the 2015 financial year, an impairment loss of EUR 28.7m was reported in the Parcel & Logistics segment as a result of the impairment test carried out for the CGU trans-o-flex (including trademarks to the amount of EUR 25m and customer relationships of EUR 3.7m). The reclassification as held for sale pursuant to IFRS 5 completely relates to the trans-o-flex Group. Refer to Note 9.10 Assets and liabilities held for sale.

The commercial property rights with a carrying amount of EUR 0.4m included under other intangible assets were completely written down in the 2015 financial year (Mail & Branch Network segment). Capitalised customer relationships are amortised on a straight-line basis and show a residual useful life of two to eight years.

The following table shows the net carrying amounts of the trademarks by segment and CGU as at December 31, 2014 and December 31, 2015:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Parcel & Logistics		
trans-o-flex	25.0	0.0
Other	0.4	0.4
	25.4	0.4

9.3 Property, plant and equipment

2014 financial year EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
Historical cost						
Balance at January 1, 2014		765.1	195.7	324.7	30.6	1,316.0
Additions		10.4	21.0	39.5	7.8	78.7
Disposals		1.8	64.7	21.5	0.0	88.0
Transfers		16.2	9.2	1.0	-26.8	-0.4
Reclassification as investment property	(9.4)	-99.1	0.0	0.0	0.0	-99.1
Reclassification to held for sale	(9.10)	0.0	-0.1	-0.8	0.0	-0.9
Currency translation differences		-0.1	0.0	-0.3	0.0	-0.4
Balance at December 31, 2014		690.8	161.1	342.4	11.6	1,205.9

2014 financial year EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
Depreciation and impairment losses						
Balance at January 1, 2014		384.5	141.5	174.2	0.0	700.2
Additions	(8.5)	21.6	12.2	38.0	0.0	71.7
Disposals		1.3	63.7	19.9	0.0	85.0
Reclassification as investment property	(9.4)	-77.6	0.0	0.0	0.0	-77.6
Reclassification to held for sale	(9.10)	0.0	-0.1	-0.8	0.0	-0.9
Currency translation differences		0.0	0.0	-0.2	0.0	-0.2
Balance at December 31, 2014		327.1	89.8	191.3	0.0	608.2
Carrying amount at January 1, 2014		380.6	54.2	150.4	30.6	615.9
Carrying amount at December 31, 2014		363.7	71.3	151.2	11.6	597.7

2015 financial year EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
Historical cost						
Balance at January 1, 2015		690.8	161.1	342.4	11.6	1,205.9
Additions arising from acquisitions		1.4	0.1	0.1	0.0	1.6
Additions		5.3	5.8	52.0	31.6	94.8
Disposals		6.1	14.9	30.5	0.0	51.5
Transfers		0.4	2.2	1.4	-3.9	0.0
Reclassification as investment property	(9.4)	-9.3	0.0	0.0	0.0	-9.3
Reclassification to held for sale	(9.10)	-31.2	-13.1	-47.2	-0.6	-92.1
Balance at December 31, 2015		651.2	141.4	318.1	38.7	1,149.4

2015 financial year EUR m	Note	Property and buildings	Technical plant and machinery	Other equipment, furniture and fittings	Payments received in advance and assets under construction	Total
Depreciation and impairment losses						
Balance at January 1, 2015		327.1	89.8	191.3	0.0	608.2
Additions	(8.5)	42.4	14.9	55.6	0.5	113.5
Disposals		5.9	14.9	29.3	0.0	50.0
Reclassification as investment property	(9.4)	-6.4	0.0	0.0	0.0	-6.4
Reclassification to held for sale	(9.10)	-28.9	-12.8	-45.5	-0.5	-87.7
Balance at December 31, 2015		328.4	77.1	172.1	0.0	577.6
Carrying amount at January 1, 2015		363.7	71.3	151.2	11.6	597.7
Carrying amount at December 31, 2015		322.8	64.3	146.1	38.7	571.9

No external borrowing costs were capitalised in the 2015 financial year as in the previous year.

Of the additions to payments received in advance and assets under construction of EUR 31.6m, a total of EUR 21.9m is for assets under construction relating to the new corporate headquarters of Austrian Post.

Property, plant and equipment used as collateral amounted to EUR 1.3m at the end of 2015 (December 31, 2014: EUR 23.1m). The decline can be mainly attributed to the premature termination of a cross-border transaction in the 2015 financial year.

Information relating to the reclassification of assets held for sale and liabilities classified as held for sale pursuant to IFRS 5 is provided under Note 9.10 Assets and liabilities held for sale.

Cross Border Lease

In the 2002 business year, Austrian Post completed a cross-border lease transaction with an American investor. Austrian Post granted this investor a 99 year right of use of the mail sorting facilities in Vienna, Graz, Salzburg and Innsbruck, in return for a grant payment of USD 117m. At the same time, a lease agreement was concluded, in which the right of use of these facilities was leased back to the company for a period of 24 years.

Austrian Post assigned its obligation to pay the lease instalments to two payment undertakers. For this purpose, Austrian Post made payments to the payment undertakers (USD 108.3m) and derecognised the corresponding liabilities. For their part, the payment undertakers were committed to pay the corresponding amounts at the agreed upon dates on behalf of Austrian Post. Austrian Post was faced with the residual risk of a claim in the event of the insolvency of the payment undertakers.

Austrian Post prematurely terminated the cross-border leasing transaction effective March 10, 2015. The outstanding payments were made by the payment undertaker, in which case the residual risk was eliminated. At the same time, the right of use was terminated. The full amount of the present value benefit resulting from the cross-border leasing transaction of Austrian Post was maintained. The remaining amount of EUR 3.3m recognised as of March 10, 2015 under deferred income was correspondingly recognised in the income statement as financial income.

Finance leases

Net carrying amounts and useful lives of the leased assets EUR m	Useful lives in years	Carrying amount Dec. 31, 2014	Carrying amount Dec. 31, 2015
Property and buildings	30	13.4	6.3
Technical plant and machinery	5	0.7	0.0
Other equipment, furniture and fittings	2–8	2.2	0.8

The following table shows the sum total of future minimum lease payments at the balance sheet date and their present value:

EUR m	2014	2015
Minimum lease payments		
Not later than one year	2.3	0.6
Later than one year and not later than five years	4.1	1.9
Later than five years	4.1	2.7
	10.5	5.2
Less:		
Future financing cost	-0.8	-0.5
Present value of the minimum lease payments		
Not later than one year	2.2	0.5
Later than one year and not later than five years	3.8	1.7
Later than five years	3.7	2.5
	9.7	4.7

The decline in future minimum lease payments compared to the previous year is due to the reclassification of trans-o-flex as held for sale pursuant to IFRS 5. As a result, the payments relating to trans-o-flex are no longer reported in the table above.

The criteria underlying the classification as finance leases were primarily the present value and the lease maturity test. Furthermore, advantageous bargain purchase options existing at the end of the lease period as well as extension and price adjustment clauses were also taken into account.

For part of the lease contracts, payments are linked to a three-month EURIBOR. There were no such payments in connection with lease contracts in the 2015 financial year, as in the previous year.

9.4 Investment property

EUR m	Note	2014	2015
Historical cost			
Balance at January 1		140.1	222.8
Additions		4.4	13.0
Disposals		20.9	11.4
Reclassification from property, plant and equipment		99.1	9.3
Balance at December 31		222.8	233.6
Depreciation			
Balance at January 1		106.6	170.9
Additions	(8.5)	3.8	2.7
Disposals		17.1	7.0
Reclassification from property, plant and equipment		77.6	6.4
Balance at December 31		170.9	173.1
Carrying amount at January 1		33.5	51.8
Carrying amount at December 31		51.8	60.5

EUR m	Dec. 31, 2014	Dec. 31, 2015
Fair value	197.1	220.5
Rental income	14.6	15.5
Expenses arising from property generating rental income	4.6	4.7
Expenses arising from property not generating rental income	1.1	1.5

Additions to investment property in the 2015 financial year mainly relate to construction of Austrian Post's new corporate headquarters in Vienna-Landstrasse.

The income from rents and leases and operating expenses for leased properties only include income and expenses related to third parties. Intercompany expenses and income are not included in the table above.

No external borrowing costs were capitalised in the 2015 financial year as in the previous year.

9.5 Joint ventures and associates

9.5.1 Investments consolidated at equity

Composition of carrying amounts EUR m	Interest in %	2014	Interest in %	2015
Associates				
ADELHEID GmbH, Berlin	45.4	1.6	45.4	4.0
D2D - direct to document GmbH, Vienna	30.0	1.4	30.0	1.4
Eurodis GmbH, Weinheim	39.8	0.1	39.8	0.1
media.at GmbH, Vienna	20.5	0.5	20.5	0.3
		3.7		5.8
Joint ventures				
MEILLERGHP GmbH, Schwandorf	65.0	0.0	0.0	0.0
Aras Kargo a.s., Istanbul	25.0	49.6	25.0	47.4
OMNITEC GmbH, Vienna	50.0	0.0	50.0	0.0
		49.6		47.4
Net carrying amount at December 31		53.3		53.2

Joint control of Aras Kargo a.s. and OMNITEC Informationstechnologie-Systemservice GmbH was agreed upon with the remaining shareholders of these companies on the basis of the respective shareholders' agreements. Due to the fact that they are operated as individual entities, these companies are considered to be joint ventures pursuant to IFRS 11. All shares in joint ventures are accounted for using the equity method in the consolidated financial statements of Austrian Post pursuant to IAS 28.

Reconciliation of carrying amounts EUR m	2014	2015
Net carrying amount at January 1	50.3	53.3
Additions arising from shareholder contribution	1.8	5.1
Impairment loss	1.1	0.0
Proportionate share of profit for the period	-1.3	1.7
Dividends	-0.7	-0.7
Currency translation differences	2.1	-5.5
Revaluation of defined benefit obligation	-0.1	-0.6
Net carrying amount at December 31	53.3	53.2

The addition arising from shareholder contribution in 2015 to the amount of EUR 5.1m exclusively related to ADELHEID GmbH (2014: EUR 1.5m). The change in currency translation differences totalling minus EUR 5.5m (2014: EUR 2.1m) resulted from Austrian Post's stake in the Turkish company Aras Kargo a.s.

The aggregated carrying amount of the shares in the individual immaterial associates totals EUR 5.8m (December 31, 2014: EUR 3.7m). The aggregated carrying amount of the individual immaterial joint ventures amounts to EUR 0.0m (December 31, 2014: EUR 0.0m).

Aras Kargo a.s.

Aras Kargo a.s. is considered to be a material joint venture company for Austrian Post. The stake in Aras Kargo a.s., one of the leading Turkish parcel service providers, enables Austrian Post to enter the Turkish market within the context of its defined growth strategy.

The following table summarises the financial information relating to the material joint venture Aras Kargo a.s., as reported in its own annual financial statements, restated to reflect the fair values at the acquisition date and differences in accounting methods. The table also shows the reconciliation of the summarised financial information to the carrying amount of the stake held by the Austrian Post Group.

	Aras Kargo a.s.	
Financial information	2014	2015
EUR m		
Non-current assets	120.2	109.4
Current assets	43.8	54.1
thereof cash and cash equivalents	13.6	20.8
Non-current liabilities	14.2	11.6
thereof financial liabilities excluding trade and other payables and provisions	6.6	1.1
Current liabilities	66.9	65.5
thereof financial liabilities excluding trade and other payables and provisions	9.4	7.9
Net assets (100%)	82.8	86.5
Group's interest in net assets	20.7	21.6
Goodwill	28.9	25.8
Net carrying amount at December 31	49.6	47.4
Revenue	250.5	271.7
Profit from continuing operations	8.0	15.7
thereof depreciation and amortisation	6.6	7.4
thereof interest income	1.1	2.0
thereof interest expense	3.7	2.5
thereof tax expense	2.8	4.8
Other comprehensive income	8.1	-24.6
Total comprehensive income	16.1	-8.9
Group's interest in total comprehensive income	4.0	-2.2
Dividends received	0.0	0.0

The following potential obligations exist in connection with Austrian Post's stake in Aras Kargo:

Existing loan agreements of Aras Kargo a.s. contain contractual stipulations (covenants), in particular the achievement of a pre-defined EBITDA to total debt ratio, which entails the possibility of limiting the dividend to be distributed. In addition, guidelines agreed upon with the other shareholders which regulate the dividend policy of Aras Kargo a.s. were included in the shareholders' agreement. Accordingly, the distribution of a specified maximum percentage of the annual distributable net profits is stipulated under the following conditions: i) achievement of distributable earnings according to IFRS and local accounting regulations, ii) positive cash flow in the year for which a dividend is to be distributed, iii) the distribution of the dividend may not be financed by additional borrowed capital and iv) no shareholder loans have been taken out.

The shareholders' agreement commits the shareholders of Aras Kargo a.s. to make additional financial resources available to the company under certain circumstances: In case Aras Kargo a.s. can no longer fulfil its financing requirements by external borrowings from third parties to maintain its business operations, Austrian Post is obliged to make a shareholder loan of up to EUR 3.0m available to the company. In order to counter any potential risk of insolvency on the part of Aras Kargo a.s., Austrian Post is also obliged to subscribe to a capital increase of up to EUR 3.0m under predefined conditions.

MEILLERGHP GmbH

The insolvency proceedings for MEILLERGHP GmbH begun in 2014 were terminated on the basis of a ruling handed down by a regional court on February 11, 2015 and the subsequent announcement made on February 15, 2015. All shares in the company were sold for a purchase price of EUR 1.0 on the basis of the purchase agreement dated February 20, 2015.

The carrying amount of the entire net investments in MEILLERGHP accounted for using the equity method already amounted to zero at the end of 2014. The deconsolidation loss of EUR 0.5m arose as a result of the recycling of the currency translation reserves and was recognised in the income statement.

ADELHEID GmbH

As at December 31, 2015, an outstanding liability existed to pay a premium amounting to EUR 0.4m from a capital increase carried out in the 2015 financial year. The premium is to be paid after a written request is made by the management board of the company. The precise amount of the individual instalments is to be determined by the management board in accordance with the liquidity requirements of ADELHEID GmbH.

ADELHEID GmbH owns a 100% stake in AEP GmbH, Alzenau, Germany which supplies pharmaceutical products to pharmacies in Germany under the name "AEP direkt".

9.5.2 Results from financial assets accounted for using the equity method

The following table breaks down the share of total earnings and other comprehensive income of individual, insignificant associates and joint ventures. The table also shows the reconciliation to the results from financial assets accounted for using the equity method.

Results of investments consolidated at equity EUR m	2014	2015
Immaterial associates		
Share of profit for the period	-3.1	-2.2
Reversal of impairment	1.1	0.0
	-1.9	-2.2
Immaterial joint ventures		
Share of profit for the period	-0.2	0.0
Losses from the disposal of financial assets accounted for using the equity method	0.0	-0.5
Share of other comprehensive income	0.0	0.5
	-0.2	0.0
Material associates and joint ventures		
Share of profit for the period	2.0	3.9
Share of other comprehensive income	2.0	-6.2
	4.0	-2.2
Results from financial assets accounted for using the equity method	-0.1	1.1
Financial assets accounted for using the equity method – Share of other comprehensive income	2.0	-5.6

9.6 Other financial assets

EUR m	Dec. 31, 2014			Dec. 31, 2015		
	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Securities	6.4	46.8	53.1	33.3	23.9	57.2
Strategic and other stakes	0.0	12.2	12.2	0.0	12.9	12.9
Derivative financial assets	0.0	1.7	1.7	1.7	0.0	1.7
	6.4	60.7	67.1	35.0	36.8	71.8

Securities

The carrying amount of the securities mainly relates to investment funds and bonds. The securities held by Austrian Post feature an investment grade or comparable first class credit rating. Austrian Post only participates in investment funds from internationally recognised investment companies.

Strategic and other stakes

The carrying amount of the indirect stake in BAWAG P.S.K. contained in other financial assets amounted to EUR 8.0m as at December 31, 2015 (December 31, 2014: EUR 8.0m). The carrying amount in other financial assets of the stake in Wiener Börse AG as at December 31, 2015 amounted to EUR 4.9m (December 31, 2014: EUR 4.2m).

Derivative financial assets

In the 2013 financial year, Austrian Post acquired 25% of the shares of Aras Kargo a.s. In addition, Austrian Post was granted the unilaterally exercisable right to acquire an additional 50% of the shares from the Aras family in the period April 1 to June 30, 2016 (call-option). The exercise price is considered to be a multiple of the operating results of Aras Kargo a.s. in the year 2015 less net financial liabilities. In addition, a subordinate earn-out-component was also agreed upon. No separate acquisition price was paid for obtaining this right. The valuation of the call option takes place mainly on the basis of the expected planned results in 2015 in comparison with the fair value valuation of the shares.

Disclosures on determining market values are in chapter "Other disclosures" under 10.1 Financial instruments.

9.7 Inventories

EUR m	Dec. 31, 2014	Dec. 31, 2015
Materials and consumables	10.6	11.2
Less impairment losses	-4.8	-5.1
Retail products	13.3	12.4
Less impairment losses	-2.3	-2.5
	16.7	15.9

9.8 Trade and other receivables

EUR m	Dec. 31, 2014			Dec. 31, 2015		
	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Trade receivables	242.3	0.0	242.3	211.8	0.0	211.8
Receivables from financial assets accounted for using the equity method	1.0	4.1	5.1	1.5	0.4	2.0
Other receivables	108.7	16.9	125.6	75.5	11.0	86.4
	352.0	21.0	373.0	288.8	11.4	300.2

The receivables from financial assets accounted for using the equity method are mainly subordinate shareholder loans including accrued interest from AEP GmbH (December 31, 2015: EUR 1.4m; December 31, 2014: EUR 4.3m).

Other receivables include EUR 60.0m from the sale of the company Postgasse 8 Entwicklungs AG & Co OG as at December 31, 2014. This item includes repayment claims from employer contributions related to the payroll accounting of civil servants in previous periods credited to Austrian Post to the amount of EUR 28.2m. Further information can be found under Note 7.4 Reclamation of employer contributions related to the payroll accounting of civil servants.

The decline in trade and other receivables is primarily attributable to the reclassification of trans-o-flex as held for sale pursuant to IFRS 5. For more detailed information refer to Note 9.10 Assets and liabilities held for sale.

With respect to the presentation of impairment losses on trade and other payables, refer to Note 10.1 Financial instruments.

9.9 Cash and cash equivalents

EUR m	Dec. 31, 2014	Dec. 31, 2015
Bank balances	20.2	36.2
Short-term deposits (demand deposits)	241.2	260.1
Cash on hand	2.7	3.2
	264.1	299.6

The cash and cash equivalents shown in the consolidated cash flow statement can be reconciled to the cash and cash equivalents reported in the consolidated balance sheet as follows:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Cash and cash equivalents	264.2	300.1
Cash and cash equivalents included in assets held for sale	-0.1	-0.5
Cash and cash equivalents	264.1	299.6

9.10 Assets and liabilities held for sale

trans-o-flex

The trans-o-flex Group (Parcel & Logistics segment) offers a broad portfolio of European-wide logistics services in the business fields Fast Delivery, ThermoMed and Logistic Services. In the 2015 financial year, Austrian Post examined strategic options for the further development of the trans-o-flex Group in depth. Therefore, a private process was launched, in which strategic partners and buyers were contacted. After examining all options, it was decided that the top priority was to pursue the sale of trans-o-flex, and a corresponding plan was approved. As of the balance sheet date of December 31, 2015, the process had advanced far enough that trans-o-flex Group met the prerequisites contained in IFRS 5 for classifying it as held for sale. The disposal group encompasses the operating companies of the trans-o-flex Group, namely trans-o-flex Schnell-Lieferdienst GmbH and trans-o-flex Netzwerk Group GmbH, including their subsidiaries.

The scheduled impairment test carried out in the fourth quarter in accordance with IAS 36 resulted in an impairment loss totalling EUR 78.5m for the entire carrying amount of the previously recognised goodwill as well as existing trademarks and customer relationships. After the classification of trans-o-flex as held for sale, an additional impairment loss of EUR 43.6m was reported pursuant to IFRS 5 on the fair value less disposal costs of other intangible assets and property, plant and equipment. In both cases, the fair value less disposal costs was determined from market-based data using feedback from the sales process. In total, impairment losses of EUR 122.1m were reported in the income statement under depreciation, amortisation and impairment losses.

The assets and liabilities of the disposal group as at December 31, 2015 were as follows:

EUR m	Dec. 31, 2015
Non-current assets	
Intangible assets	0.2
Property, plant and equipment	4.4
Other financial assets	0.4
Deferred tax assets	1.2
Current assets	
Inventories	0.2
Trade receivables and other receivables	57.0
Cash and cash equivalents	0.5
Assets held for sale	63.8
Non-current liabilities	
Provisions	3.7
Other financial liabilities	0.5
Current liabilities	
Provisions	9.2
Other financial liabilities	7.6
Trade and other payables	49.0
Liabilities classified as held for sale	70.0

Negative reserves amounting to EUR 0.3m which arose from the revaluation of defined benefit obligations are included in equity under other reserves.

feibra Magyarország Kft.

In the 2015 financial year, Austrian Post disposed of the assets and liabilities of the disposal group feibra Magyarország Kft. (Mail & Branch Network segment) reclassified in the previous year as held for sale. For more information, refer to Note 4.2 Changes in the consolidation scope.

9.11 Equity

Equity items

Share capital of Austrian Post amounts to EUR 337.8m, which is split into 67,552,638 ordinary bearer shares with voting rights and entitled to participate in profits, and which have a nominal value of EUR 5.0.

At the Annual General Meeting held on April 15, 2015, the Management Board of Austrian Post was authorised to create new authorised capital, and the Articles of Association of Austrian Post were correspondingly adapted. Contingent upon the approval of the Supervisory Board, the share capital of Austrian Post can be increased by up to EUR 33,776,320 over a period of five years ending on April 14, 2020 by issuing up to 6,755,264 new non-par value bearer shares. Furthermore, the Annual General Meeting resolved to carry out a conditional increase of the company's share capital by up to EUR 16,888,160 through the issuance of up to 3,377,632 non-par value bearer shares to (i) creditors of financial instruments and (ii) for the purpose of granting stock options to employees and senior managers of Austrian Post or an affiliated company.

Furthermore, the Management Board was authorised over a period of 30 months starting on April 15, 2015 to acquire treasury shares comprising up to 10% of the company's share capital.

The number of shares outstanding which are entitled to dividends developed as follows during the 2015 financial year:

	Shares
Balance at January 1, 2015	67,552,638
Balance at December 31, 2015	67,552,638
Weighted average number of shares in the 2015 financial year	67,552,638

The main shareholder of Austrian Post is Österreichische Bundes- und Industriebeteiligungen GmbH, Vienna, with a 52.85% shareholding.

Austrian Post's capital reserves resulting from capital surplus and contributed capital by shareholders as reported in the consolidated statement of changes in equity correspond to those reported in the company's financial statements of the parent company Austrian Post.

The revenue reserves of Austrian Post comprise the statutory reserve as well as profits accumulated in previous years less dividend payments. The amounts included in equity also contain changes in the shareholdings held by Austrian Post in subsidiaries which do not lead to a loss of a controlling interest.

Other reserves contain reserves from the revaluation of financial instruments from defined benefit obligations, from the revaluation of financial instruments and currency translation reserves. The item revaluation of defined benefit obligations is derived from adjustments and changes made to actuarial assumptions, whose effects are shown in other comprehensive income.

The item revaluation of financial instruments encompasses the revaluation of available for sale securities, gains and losses on changes in the market value measurements of securities available for sale, which are directly recognised in equity without recognition to profit or loss. The amounts are shown after tax. The currency translation reserves comprise all exchange differences arising from the translation of the annual financial statements of the company's subsidiaries and companies consolidated at equity in foreign currencies. In case of disposal of an investment in a subsidiary or an entity consolidated at equity these exchange differences will be recognised in the consolidated income statement.

The non-controlling interests relate to M&BM Express OOD and Aktionsfinder GmbH.

The profit for the period in the 2015 financial year amounted to EUR 71.6m (2014: EUR 146.8m). The profit for the period attributable to equity holders of the parent company amounted to EUR 71.4m (2014: EUR 146.5m). In accordance with the provisions stipulated in the Austrian Stock Corporation Act, the basis for the distribution of dividends is the annual financial statements of Austrian Post at the balance sheet date on December 31, 2015. The profit shown in the balance totalled EUR 131.8.m (2014: EUR 162.3m).

The Management Board will propose a dividend for the 2015 financial year totalling EUR 131.7m, corresponding to a basic dividend of EUR 1.95 per share (2014: EUR 131.7m, basic dividend of EUR 1.95 per share).

Capital management

The capital management of Austrian Post aims at ensuring a suitable capital structure to serve as the basis for achieving growth and acquisition targets as well as a sustainable increase in shareholder value.

Within the context of its dividend policy for the upcoming years, Austrian Post intends to distribute at least 75% of the profit for the period attributable to the shareholders of the parent company (Group net profit), assuming the continuation of the company's successful business development and that no exceptional circumstances arise. Austrian Post aims at distributing a sustainable dividend which will further develop in line with the Group net profit.

Taking the balance sheet total of EUR 1,613.0m as at December 31, 2015 as a basis (December 31, 2014: EUR 1,671.0m), the equity ratio as at December 31, 2015 equalled 39.8% (December 31, 2014: 42.1%).

9.12 Provisions

EUR m	Dec. 31, 2014			Dec. 31, 2015		
	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Provisions for termination benefits	2.0	102.6	104.6	2.2	94.4	96.5
Provisions for pensions	0.1	2.6	2.7	0.0	0.0	0.0
Provisions for jubilee benefits	5.1	86.6	91.7	5.0	84.9	90.0
Other employee provisions	108.0	193.8	301.9	106.8	175.2	282.0
Other provisions	37.5	2.1	39.5	46.6	1.4	48.1
	152.8	387.7	540.5	160.7	355.9	516.6

9.12.1 Provisions for termination benefits, pensions and jubilee benefits

2014 financial year EUR m	Termination benefits	Pensions	Jubilee benefits	Total
Present value of the obligation at January 1, 2014	87.9	2.6	91.3	181.8
Additions arising from acquisitions	0.1	0.0	-0.1	-0.1
Current service cost	5.4	0.0	5.2	10.6
Interest expense	2.5	0.1	2.6	5.2
Actuarial gains (-) and losses (+) from the change in demographic assumptions	2.0	-0.2	-4.4	-2.6
Actuarial gains (-) and losses (+) from the change in financial assumptions	13.5	0.4	7.5	21.4
Experience adjustments	0.1	0.0	-4.7	-4.6
Actual payments	-6.7	-0.2	-5.7	-12.6
Present value of the obligation at December 31, 2014	104.6	2.7	91.7	199.1

2015 financial year EUR m	Termination benefits	Pensions	Jubilee benefits	Total
Present value of the obligation at January 1, 2015	104.6	2.7	91.7	199.1
Additions arising from acquisitions	0.1	0.0	0.0	0.1
Current service cost	5.7	0.0	4.8	10.4
Interest expense	2.0	0.1	1.7	3.8
Actuarial gains (-) and losses (+) from the change in demographic assumptions	0.1	0.0	-0.2	-0.1
Actuarial gains (-) and losses (+) from the change in financial assumptions	-6.5	0.0	2.5	-4.1
Experience adjustments	0.4	0.0	-4.4	-4.0
Actual payments	-9.9	-0.1	-4.7	-14.6
Derecognition due to changes in company agreements	0.0	0.0	-1.5	-1.5
Reclassification to "held for sale"	0.0	-2.6	0.0	-2.6
Present value of the obligation at December 31, 2015	96.5	0.0	90.0	186.5

Actuarial gains and losses arise from the adjustments to the parameters for the discount rate, salary increases and employee turnover as described in Note 6.16 Provisions for termination benefits, pensions and jubilee benefits. Actuarial gains and losses for termination benefits and pensions are recognised in other comprehensive income.

Expenses for termination benefits, pensions and jubilee benefits are included under staff costs in the consolidated income statement, with the exception of the interest expense, which is included in the financial result.

With respect to the reclassification of pensions as held for sale, refer to Note 9.10 Assets and liabilities held for sale.

9.12.2 Other employee provisions

2014 financial year EUR m	Employee under- utilisation	Other employee related provisions	Total
Balance at January 1, 2014	213.4	87.1	300.5
Transfer	-7.7	0.0	-7.7
Allocation	85.8	83.3	169.1
Use	-22.2	-55.1	-77.3
Reversals	-78.1	-7.8	-85.9
Accrued interest	3.1	0.1	3.2
Balance at December 31, 2014	194.3	107.6	301.9

2015 financial year EUR m	Employee under- utilisation	Other employee related provisions	Total
Balance at January 1, 2015	194.3	107.6	301.9
Transfer	-7.8	0.0	-7.8
Allocation	39.5	66.3	105.8
Use	-23.2	-62.3	-85.5
Reversals	-22.5	-7.7	-30.2
Accrued interest	2.8	0.2	3.0
Reclassification to "held for sale"	0.0	-5.1	-5.1
Balance at December 31, 2015	183.2	98.8	282.0

Provisions for under-utilisation

Refer to Note 6.17 Provisions for under-utilisation for details on the contents and methodology underlying these provisions.

The transfer of EUR 7.8m in the 2015 financial year (2014: EUR 7.7m) refers to the provision for those employees employed by the ministries, the allocated provisions are to be reclassified as liabilities. The allocation of provisions totalling EUR 39.5m (2014: EUR 85.8m) relates to employees entering the Internal Labour Market as a consequence of losing their jobs as a result of internal organisation processes designed to adjust the company's human resources to changing market conditions. Use refers to ongoing payments for employees in the Internal Labour Market, which were at approximately the same level as in the previous year. The reversals of provisions of EUR 22.5m (2014: EUR 78.1m) can be attributed to employees who left the company or have been reintegrated in the working process. In addition, parameter adjustments (refer to Note 6.17 Provisions for under-utilisation) led to a reduction in the provision by EUR 0.7m.

Other employee-related provisions

Other employee-related provisions mainly encompass provisions for employee profit-sharing schemes and performance-related bonuses, provisions for employees leaving the company (stop-gap measures in line with the social plan and programmes with voluntary termination benefit offers), provisions related to the recognition of previous periods of employment and restructuring provisions.

Allocation to provisions of EUR 66.3m (2014: EUR 83.3m) primarily relates to allocations for employee profit-sharing schemes and performance related bonuses (2015: EUR 48.8m, 2014: EUR 50.8m) and programmes involving voluntary termination benefit offers (2015: EUR 12.2m, 2014: EUR 0.0m). Furthermore, restructuring provisions of EUR 2.5m were allocated for planned personnel adjustments, consisting of EUR 1.6m in the Mail & Branch Network segment and EUR 0.9m in the Parcel & Logistics segment. Provisions totalling EUR 1.4m were released for restructuring in the Parcel & Logistics segment.

The use of provisions totalling EUR 62.3m mainly refers to payments for employee profit-sharing schemes and performance-related bonuses (2015: EUR 46.5m; 2014: EUR 42.0m) and for the stop-gap model in line with the social plan which will be expiring in the near future (2015: EUR 19.8m; 2014: EUR 8.5m).

With respect to the reclassification of other employee-related provisions as held for sale, refer to Note 9.10 Assets and liabilities held for sale.

9.12.3 Other provisions

2014 financial year	
EUR m	
Balance at January 1, 2014	34.9
Allocation	13.8
Use	-5.6
Reversals	-3.6
Balance at December 31, 2014	39.5
2015 financial year	
EUR m	
Balance at January 1, 2015	39.5
Transfer	0.9
Allocation	18.3
Use	-3.2
Reversals	-2.2
Reclassification to "held for sale"	-5.2
Balance at December 31, 2015	48.1

The item "Other provisions" includes a provision for uncertain liabilities from statutory levies and contributions to the amount of EUR 27.9m (2014: EUR 21.5m). In addition, provisions for legal expenses, auditing and consulting fees as well as provisions for damages are included in the item "Other provision".

With respect to the reclassification of other employee-related provisions as held for sale, refer to Note 9.10 Assets and liabilities held for sale.

9.13 Other financial liabilities

EUR m	Dec. 31, 2014			Dec. 31, 2015		
	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Borrowings from banks	0.9	6.8	7.6	7.6	0.3	7.9
Finance lease liabilities	2.2	7.5	9.7	0.5	4.2	4.7
Other financial liabilities	0.0	0.4	0.4	0.0	0.0	0.0
	3.1	14.6	17.7	8.1	4.5	12.6

9.14 Trade and other payables

EUR m	Dec. 31, 2014			Dec. 31, 2015		
	Due within 1 year	Due in more than 1 year	Total	Due within 1 year	Due in more than 1 year	Total
Trade payables	217.8	0.1	217.9	177.3	0.1	177.4
Payables from financial assets accounted for using the equity method	3.6	0.0	3.6	1.3	0.0	1.3
Other liabilities	139.8	20.7	160.5	154.5	23.6	178.1
	361.2	20.8	381.9	333.2	23.7	356.8

Other liabilities to the amount of EUR 178.1m include among others liabilities to tax authorities and social security institutions of EUR 57.0m (December 31, 2014: EUR 50.9m), liabilities for holiday entitlements not taken of EUR 33.6m (December 31, 2014: EUR 38.3m) and payments received in advance for services which have not been rendered of EUR 18.0m (December 31, 2014: EUR 15.9m).

The decline in trade payables and other liabilities can be primarily attributed to the reclassification of trans-o-flex as held for sale. For further information, refer to Note 9.10 Assets and liabilities held for sale.

9.15 Income tax

EUR m	2014	2015
Income tax expense for the current year	53.6	53.3
Tax credits arrears from prior tax years	0.2	1.2
Deferred tax expense/income	-6.7	-35.0
	47.2	19.5

In the 2015 financial year, utilisable tax loss carryforwards for which no deferred tax assets could be recognised in the previous year pursuant to the rules contained in IAS 12.34ff, led to a reduction in the current income tax expense amounting to EUR 1.6m (December 31, 2014: EUR 0.3m).

The item "Deferred tax expense/income" includes a reduction in deferred tax assets to the amount of EUR 0.3m (December 31, 2014: EUR 2.5m) due to the reassessment of the usability of tax loss carryforwards.

Deferred tax assets resulting from tax claims from the impairment loss on goodwill within the context of the Group tax system amounted to EUR 0.9m as at December 31, 2015, and is recognised as goodwill pursuant to IAS 12.32A.

Reconciliation of deferred tax expense

The corporate tax rate for the Group is defined as the relation of the actual income tax expense for the period to the earnings before tax, corresponding to a rate of 21.4% in 2015 (2014: 24.4%).

The reconciliation between the expected and actual tax rate is as follows:

RECONCILIATION OF DEFERRED TAX EXPENSE

EUR m	2014	2015
Profit before tax	194.0	91.0
Expected taxes on income	48.5	22.8
Tax deductions due to		
Write-down of subsidiaries to lower going concern value	-18.9	-38.8
Adjustments to foreign tax rates	-1.0	-4.4
Profits not affecting taxes (accounted for using the equity method)	0.0	-0.3
Disposal of property, plant and equipment	-6.4	-0.1
Other tax-reducing items	-4.9	-2.9
	-31.4	-46.5
Tax increases due to		
Impairment losses on goodwill	12.1	15.2
Reversal of impairments for subsidiaries	1.5	1.2
Other tax-increasing items	6.2	7.0
	19.9	23.4
Income tax expense for the period	37.0	-0.3
Income tax expenses/income from prior years	0.2	1.2
Change in unrecognised deferred tax assets	10.0	18.5
Current tax expense	47.2	19.5

Information on deferred tax assets and liabilities

Temporary differences between the amounts shown in the consolidated financial statements and those recognised for tax purposes lead to following effects on deferred taxes reported on the balance sheet:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Deferred tax assets arising from temporary differences		
Goodwill	0.2	0.8
Trademarks	0.0	0.1
Financial assets (write-down to lower going concern value)	42.7	66.6
Receivables	0.1	0.5
Provisions	26.7	27.1
Liabilities	1.2	0.9
	71.0	95.9

EUR m	Dec. 31, 2014	Dec. 31, 2015
Deferred tax liabilities arising from temporary differences		
Customer relationships	-2.2	-0.3
Trademarks	-6.8	0.0
Other intangible assets	-0.3	-0.1
Property, plant and equipment	-8.1	-6.2
Inventories	-0.1	-0.1
Financial liabilities	0.0	-0.2
	-17.4	-6.8
Deferred taxes arising from loss carryforwards	6.8	4.0
Less: reclassification to "held for sale"	0.0	-1.2
Total net deferred taxes	60.3	92.0
Deferred tax assets	68.6	94.0
Less: reclassification to "held for sale"	0.0	-1.2
Deferred tax liabilities	-8.3	-0.9
Total net deferred tax	60.3	92.0

Deferred tax assets on tax loss carryforwards are only formed if their realisation is probable on the basis of tax planning and no loss-making situation occurred in the recent past.

The development and breakdown of the entire changes to deferred taxes affecting income or recognised directly in equity are presented in the following table:

EUR m	Deferred tax assets	Deferred tax liabilities
Balance at January 1, 2014	58.3	8.1
Changes affecting net income	6.7	0.0
Changes recognised directly in equity		
Available for sale securities	-0.3	0.0
Revaluation of defined benefit obligations	3.9	0.0
Additions arising from acquisitions	0.0	0.2
	3.7	0.2
Balance at December 31, 2014	68.6	8.3
Balance at January 1, 2015	68.6	8.3
Changes affecting net income	27.1	-7.9
Changes recognised directly in equity		
Available for sale securities	-0.2	0.0
Revaluation of defined benefit obligations	-1.5	0.0
Additions arising from acquisitions	0.0	0.5
Reclassification as held for sale	-1.2	0.0
	-2.9	0.5
Balance at December 31, 2015	92.9	0.9

Deferred tax assets are not recognised with respect to the following items, due to the improbability of their being taxable earnings in the future to which the Group can apply deferred tax assets.

In the financial year under review, the following tax loss carryforwards as well as temporary differences were not considered to be recoverable for the calculation of deferred taxes. The timing of the ability to recognise tax loss carryforwards is as follows:

EUR m	Dec. 31, 2014	Dec. 31, 2015
Corporate tax		
Non-deductible loss carryforwards	211.8	244.7
thereof due within not later than 2 years	0.0	0.0
thereof due within 3–4 years	0.0	0.0
thereof due within 5–6 years	0.0	0.0
thereof due later than 6 years	0.0	0.0
due within an indefinite period of time	211.8	244.7
Deductible temporary differences (non-forfeitable)	0.9	40.0
	212.7	284.7

Temporary differences totalling EUR 51.0m (December 31, 2014: EUR 50.7m) in connection with stakes held in subsidiaries were not recognised, due to the fact that these temporary differences are not likely to be reversed in the foreseeable future.

10 FINANCIAL INSTRUMENTS AND RELATED RISKS

10.1 Financial instruments

10.1.1 Financial assets and liabilities

The following table shows the carrying amounts of the financial assets and liabilities pursuant to the measurement categories in IAS 39 and their classification in the fair value hierarchy:

December 31, 2014 EUR m	Level	Measured at fair value through profit or loss	Available for sale	Loans and receivables	Recognised at amortised cost	Total
Financial assets						
Measurements carried out at fair value						
Securities	1	0.0	53.1	0.0	0.0	53.1
Strategic stakes and other investments	3	0.0	12.2	0.0	0.0	12.2
Derivative financial assets	3	1.7	0.0	0.0	0.0	1.7
		1.7	65.4	0.0	0.0	67.1
Measurements not carried out at fair value						
Trade receivables	–	0.0	0.0	242.3	0.0	242.3
Receivables from financial assets accounted for using the equity method	–	0.0	0.0	5.1	0.0	5.1
Other receivables ¹	–	0.0	0.0	86.3	0.0	86.3
Cash and cash equivalents	–	0.0	0.0	264.1	0.0	264.1
		0.0	0.0	597.8	0.0	597.8

¹ Exclusive advance payments and receivables from tax and social security authorities

December 31, 2014 EUR m	Level	Measured at fair value through profit or loss	Available for sale	Loans and receivables	Recognised at amortised cost	Total
Financial liabilities						
Measurements carried out at fair value						
Contingent consideration	3	0.2	0.0	0.0	0.0	0.2
		0.2	0.0	0.0	0.0	0.2
Measurements not carried out at fair value						
Other financial liabilities	–	0.0	0.0	0.0	17.7	17.7
Trade payables	–	0.0	0.0	0.0	217.9	217.9
Liabilities to financial assets accounted for using the equity method	–	0.0	0.0	0.0	3.6	3.6
Other liabilities ¹	–	0.0	0.0	0.0	36.3	36.3
		0.0	0.0	0.0	275.5	275.5

December 31, 2015 EUR m	Level	Measured at fair value through profit or loss	Available for sale	Loans and receivables	Recognised at amortised cost	Total
Financial assets						
Measurements carried out at fair value						
Securities	1	0.0	57.2	0.0	0.0	57.2
Strategic stakes and other investments	3	0.0	12.9	0.0	0.0	12.9
Derivative financial assets	3	1.7	0.0	0.0	0.0	1.7
		1.7	70.1	0.0	0.0	71.8
Measurements not carried out at fair value						
Trade receivables	–	0.0	0.0	211.8	0.0	211.8
Receivables from financial assets accounted for using the equity method	–	0.0	0.0	2.0	0.0	2.0
Other receivables ²	–	0.0	0.0	15.6	0.0	15.6
Cash and cash equivalents	–	0.0	0.0	299.6	0.0	299.6
		0.0	0.0	528.9	0.0	528.9

¹ Excluding payments received in advance and liabilities to tax and social security authorities as well as unused vacations

² Exclusive advance payments and receivables from tax and social security authorities

December 31, 2015 EUR m	Level	Measured at fair value through profit or loss	Available for sale	Loans and receivables	Recognised at amortised cost	Total
Financial liabilities						
Measurements carried out at fair value						
Contingent consideration	3	2.3	0.0	0.0	0.0	2.3
		2.3	0.0	0.0	0.0	2.3
Measurements not carried out at fair value						
Other financial liabilities	–	0.0	0.0	0.0	12.6	12.6
Trade payables	–	0.0	0.0	0.0	177.4	177.4
Liabilities to financial assets accounted for using the equity method	–	0.0	0.0	0.0	1.3	1.3
Other liabilities ¹		0.0	0.0	0.0	44.5	44.5
		0.0	0.0	0.0	235.9	235.9

¹ Excluding payments received in advance and liabilities to tax and social security authorities as well as unused vacations

The following table shows the comparison of the carrying amount and fair value of other financial liabilities:

EUR m	Dec. 31, 2014		Dec. 31, 2015	
	Carrying amount	Market value	Carrying amount	Market value
Other financial liabilities				
Borrowings from banks	7.7	7.7	7.9	7.6
Finance lease liabilities	9.7	9.7	4.7	4.7
Other financial liabilities	0.4	0.4	0.0	0.0
	17.7	17.8	12.6	12.3

In the case of all other financial assets and liabilities which are not measured at fair value, it is assumed that the fair values correspond to the carrying amounts due to the primarily short-term nature of these items.

10.1.2 Information on determining fair values

The following table shows the valuation method and the input factors used in determining fair values:

Level	Financial instruments	Valuation method	Input factors
Measurements carried out at fair value			
1	Securities	Market approach	Nominal values, stock market price
3	Strategic stakes and other investments	Market approach or net present value approach	Book multiples of comparable publicly traded companies and, if available, business plan information
3	Derivative financial assets	Net present value approach	Planning calculations and the related probability-weighted scenarios, risk-weighted WACC
3	Conditional remaining purchase price liabilities	Net present value approach	Planning calculations and the related probability-weighted scenarios
Measurements not carried out at fair value			
3	Trade and other receivables	–	Carrying amounts as realistic estimates of fair value
3	Other financial liabilities	Net present value approach	Payments related to financial instruments, market interest rates of comparable financing
3	Trade and other payables	–	Carrying amounts as realistic estimates of fair value

Material sensitivities in determining the fair values of Level 3 financial instruments can arise from changes to the underlying market data of comparable companies as well as in the input factors (especially discount rates and planning data) applied in determining the net present value.

No transfers between the Levels 1, 2 and 3 took place during the year under review.

The following tables show the reconciliation of Level 3 valuations of financial assets and liabilities at fair value for the 2014 and 2015 financial years:

FINANCIAL ASSETS

EUR m	2014	2015
Starting balance at January 1	12.2	13.9
Total gains and losses		
Recognised through profit or loss under "Other operating income"	1.7	0.0
Recognised in "other comprehensive income"	0.0	0.7
Closing balance at December 31	13.9	14.6

The recognised gain in the previous year exclusively related to the valuation of the derivative financial asset "Call Option Aras Kargo a.s.". The gain recognised in other comprehensive income in the 2015 financial year refers to the revaluation of the shares held in Wiener Börse AG.

FINANCIAL LIABILITIES

EUR m	2014	2015
Starting balance at January 1	0.1	0.2
Total gains and losses		
Recognised through profit or loss under "Other operating income"	0.0	-0.1
Additions		
Additions from business combinations	0.1	2.3
Closing balance at December 31	0.2	2.3

Additions in the 2015 financial year mainly relate to liabilities in connection with the acquisitions of Aktionsfinder GmbH and EMD GmbH.

10.1.3 Offsetting of financial instruments

Austrian Post's main use of offsetting is that of invoices to and from international postal providers under IFRS 7. Amounts to which this is applicable are immaterial.

10.1.4 Information on the statement of comprehensive income

The following table shows the net gains and losses from financial instruments included in the statement of comprehensive income for the 2014 and 2015 financial years:

EUR m	2014			2015		
	Income statement	Other comprehensive income	Total	Income statement	Other comprehensive income	Total
Measured at fair value through profit or loss						
Valuation results	1.7	–	1.7	–	–	–
Available for sale						
Result from disposal	–	–	–	–0.3	0.2	–0.1
Valuation results	–	1.2	1.2	–	0.7	0.7
	0.0	1.2	1.2	–0.3	0.9	0.6
Loans and receivables						
Valuation results	–9.6	–	–9.6	–10.5	–	–10.5
	–7.9	1.2	–6.7	–10.7	0.9	–9.9

In the 2015 financial year, EUR 0.2m (2014: EUR 0.0m) from other comprehensive income was reclassified to the income statement.

The total interest income and expenses for financial assets and liabilities calculated according to the effective interest rate method, with the exception of financial instruments measured at fair value through profit or loss, are presented below:

EUR m	2014	2015
Interest income		
Cash and cash equivalents	1.9	2.0
Other financial assets	0.7	0.3
	2.6	2.3
Interest expenses		
Other financial liabilities	–1.4	–1.0
	–1.4	–1.0

10.2 Risks and risk management related to financial instruments

10.2.1 Presentation of types of risks

The following risks exist as a result of the financial instruments deployed by the Austrian Post Group:

- Credit risk
- Liquidity risk
- Market risk

Credit risk

The amounts reported on the assets side of the balance sheet represent the maximum creditworthiness and default risk. Where there are recognisable default risks in respect to the financial assets, impairments are made to account for them.

The overall risk attached to receivables is low, as most of the customers have agreed to direct debit arrangements, have arranged for bank guarantees in risky cases or have paid in advance. In addition, most of the outstanding amounts are owed by contracting partners, which have excellent credit ratings.

In order to minimise default risk relating to securities, Austrian Post's portfolio of securities is restricted to papers from issuers with an investment grade rating or a comparable level of creditworthiness. Austrian Post only participates in investment funds from internationally reputable investment companies. Moreover, close attention is paid to the liquidity and low exposure to settlement risk of the financial products. Money market transactions are subject to fixed trading limits.

The maturity structure of trade and other receivables, which are past due, but not impaired, is as follows:

December 31, 2014 EUR m	Carrying amount	Thereof Not individually adjusted	Not past due	Thereof Past due for 1–90 days	Past due for 91–180 days	Past due for more than 180 days
Gross carrying amount						
Trade receivables	248.1	242.2	202.4	36.3	2.0	1.5
Receivables from financial assets accounted for using the equity method	25.0	5.1	4.9	0.1	0.1	0.1
Other receivables	104.1	72.4	71.9	0.3	0.0	0.1
	377.2					
Impairment	–43.5					
Net carrying amount	333.7					

December 31, 2015 EUR m	Carrying amount	Thereof Not individually adjusted	Not past due	Thereof Past due for 1–90 days	Past due for 91–180 days	Past due for more than 180 days
Gross carrying amount						
Trade receivables	216.1	212.3	170.4	39.1	1.1	1.7
Receivables from financial assets accounted for using the equity method	2.0	2.0	1.8	0.1	0.0	–
Other receivables	28.1	15.6	14.7	0.6	0.1	0.2
	246.2					
Impairment	–16.8					
Net carrying amount	229.3					

The management of Austrian Post assumes that the receivables recognised as having a past due of more than 90 days are recoverable. The assessment is carried out on the basis of the past payment history and a thorough analysis of the individual credit risk of the customer involved.

The following tables show the development of impairment losses on trade receivables and other receivables:

2014 financial year EUR m	Jan. 1, 2014	Allocation	Use	Release	Held for sale	Dec. 31, 2014
Impairment losses						
Trade receivables	7.3	5.2	-5.2	-1.2	-0.3	5.8
Receivables from financial assets accounted for using the equity method	19.4	0.4	0.0	0.0	0.0	19.9
Other receivables	18.2	6.2	-6.0	-0.7	0.0	17.8
	44.9	11.8	-11.2	-1.8	-0.3	43.5

2015 financial year EUR m	Jan. 1, 2015	Allocation	Use	Release	Held for sale	Dec. 31, 2015
Impairment losses						
Trade receivables	5.8	3.2	-2.5	-0.6	-1.5	4.3
Receivables from financial assets accounted for using the equity method	19.9	0.0	-19.9	0.0	0.0	0.0
Other receivables	17.8	8.2	-1.2	-0.3	-12.0	12.6
	43.5	11.4	-23.6	-0.9	-13.6	16.8

Liquidity risk

The purpose of Austrian Post's liquidity risk management procedures is to maintain the solvency of the Group at all times. The liquidity management system is based on a liquidity plan which is regularly subject to target/performance comparisons and adjusted as necessary. Net interest income is maximised by actively managing payment systems.

The following tables show the maturity dates of the gross payment obligations:

December 31, 2014 EUR m	Carrying amount	Gross cash flow	Term to maturity		
			within 1 year	1-5 years	more than 5 years
Financial liabilities					
Other financial liabilities	17.7	18.5	4.1	10.3	4.1
Trade and other payables	217.9	217.9	217.8	0.1	0.0
Liabilities from assets accounted for using the equity method	3.6	3.6	3.6	0.0	0.0
Other liabilities	36.5	36.5	29.6	6.9	0.0
	275.6	276.5	255.1	17.3	4.1

December 31, 2015 EUR m	Carrying amount	Gross cash flow	Term to maturity		
			within 1 year	1–5 years	more than 5 years
Financial liabilities					
Other financial liabilities	12.6	13.1	8.5	1.9	2.7
Trade and other payables	177.4	177.4	177.3	0.1	0.0
Liabilities from assets accounted for using the equity method	1.3	1.3	1.3	0.0	0.0
Other liabilities	44.5	44.5	36.0	8.5	0.0
	235.9	236.4	223.2	10.5	2.7

Market risk

Market risks encompass the existing risks related to changes in market prices. The primary risks for the Austrian Post Group are from changes in interest rates and foreign exchange rates which could impact the company's assets, financial and earnings position.

Interest rate risk

Interest rate risk is the risk of changes in the value of financial instruments or interest payment streams as a result of movements in market interest rates. Interest rate risk includes the risk of changes in the present value of fixed interest balance sheet items and payables with maturities of more than one year. Such long maturities are not of material importance in the operational area, but do affect financial investments in securities and financial liabilities.

Management of interest rate risk is based on the portfolio approach. Normally, it is not individual positions but the entire portfolio that is managed, taking into account of the underlying transactions. For this purpose, selective use is made of derivative instruments such as interest rate swaps and interest rate caps. There were no derivative financial items held by Austrian Post at the balance sheet date. The financial portfolio is compared with the benchmark on a daily basis.

If all other parameters remained constant, a change in the market interest rate of +/-1 percentage point would have the following effects on the items listed in the table below:

2014 financial year EUR m	Market interest rate	
	+1%-point	-1%-point
Other financial result	2.9	-2.8
2015 financial year EUR m	Market interest rate	
	+1%-point	-1%-point
Other financial result	3.4	-3.1

Currency risk

Currency risk refers to potential losses arising from the market changes in connection with fluctuations in foreign exchange rates.

There are no currency risks on the asset side of the balance sheet, as deliveries are almost entirely conducted on a euro basis. The same is normally true of the other primary financial instruments. Currency risks exist to a minor extent for the derivative financial instrument "Call Option Aras Kargo" which is to be exercised in Turkish lira.

10.2.2 Risk management

The finance and risk management policies of Austrian Post are aimed at hedging profits against financial risks of all kinds. In managing its financial positions, the Group fundamentally takes a strategic approach to portfolio assessment and follows conservative risk policies.

The Austrian Post Group continually monitors potential concentrations of risk. This can arise in the case of financial instruments with similar features, terms and conditions, for example with respect to terms to maturity, counterparty structure and the implementation of the investment strategy. Concentration risks are counteracted, for example, by the investments of time deposits at different banks, the diversification of the securities portfolio and by spreading the maturity profile.

A standardised reporting system is used to track the current financial situation. In addition, Austrian Post has clearly defined written strategies and operational guidelines for the management of all financial risks.

Risk management is subject to a body of rules developed by the Management Board, which define the relevant objectives, principles, functions and responsibilities. In addition, these rules lay down standardised processes, so as to provide an assurance of reliable internal auditing.

Furthermore, the organisational risks relating to treasury operations are kept to a minimum by structuring the processes involved in an appropriate manner (e.g. keeping the trading and accounting of financial transactions separate, electronic data storage).

11 OTHER DISCLOSURES

11.1 Consolidated cash flow disclosures

In accordance with IAS 7, cash and cash equivalents encompass cash in hand and demand deposits and current, liquid financial investments, which can be converted into specified cash amounts at any time, and are only subject to immaterial fluctuations in value. As a rule, financial investments with a remaining time to maturity as calculated from the acquisition date of not more than three months are classified as cash equivalents.

The cash and cash equivalents included in the consolidated cash flow statement contain time deposits redeemable at any time which can be converted into cash amounts at any time, even if their remaining time to maturity is longer than three months. They serve to be able to fulfil short-term payment obligations, but they are not held for investment purposes. The primary goal is ongoing cash management or securing the liquidity of the company and not achieving the highest possible return on investment. Interest rates on matching maturities are used in the case of the premature termination of time deposits.

When making investments, a strong emphasis is put to first-class credit ratings of financial institutions. Risks relating to value fluctuations for time deposits do not exist at the present time.

Cash payments relating to the acquisition and disposal of subsidiaries

The cash flow arising from the acquisition and disposal of subsidiaries is comprised of the following:

EUR m	2014	2015
Acquisitions of subsidiaries		
Cash outflow for acquisitions		
Acquisition date in the current financial year (purchase price)	-0.5	-5.2
Outstanding purchase price liability	0.1	2.1
Acquisition date in previous years (remaining purchase price)	-0.2	-0.1
	-0.7	-3.2
Cash and cash equivalents acquired	0.0	0.1
Total	-0.7	-3.0

Other non-cash transactions

The other non-cash transactions neutralised in the operating cash flow from changes in working capital are comprised of the following:

EUR m	2014	2015
Results from the disposal of property, plant and equipment	-64.0	-2.2
Results from the disposal of financial instruments	0.0	0.3
Net interest income/expense	-2.0	-2.3
Currency translation	-0.3	0.0
Valuation of loans granted	6.3	7.5
Valuation of receivables	3.9	3.0
Without effect in profit and loss (IAS 19)	-15.7	6.1
Reclamation of employer contributions from payroll accounting of civil servants	0.0	-23.0
Other	-1.8	-2.3
Total	-73.6	-12.9

The results from the disposal of property, plant and equipment to the amount of EUR 64.0m in 2014 mainly related to the sale of the commercial property 1010 Vienna, Postgasse 8 Entwicklungs AG & Co OG.

With respect to the reclamation of employer contributions to the payroll accounting, refer to Note 7.4 Reclamation of employer contributions from the payroll accounting of civil servants.

The item "Loans granted" in the consolidated cash flow statement includes cash inflows of EUR 3.5m (December 31, 2014: EUR 1.1m) and cash outflows totalling EUR 3.8m (December 31, 2014: EUR 5.7m). The item "Changes of other financial liabilities" includes cash inflows of EUR 9.2m (December 31, 2014: EUR 6.3m) and cash outflows of EUR 4.6m (December 31, 2014: EUR 6.6m) from short-term revolving loans, and cash outflows of EUR 2.5m (December 31, 2014: EUR 3.5m) for obligations arising from finance lease agreements.

The initial recognition of assets and financial liabilities resulting from finance lease agreements concluded in the current financial year (December 31, 2015: EUR 0.5m; December 31, 2014: EUR 0.4m) did not lead to any change in the cash flow from investing and financing activities due to the fact that these involve non-cash transactions. The subsequent leasing payments are reported in the cash flow from financing activities.

11.2 Other financial obligations

Other financial commitments mainly arise from operating rental and lease agreements with respect to buildings used in the production or supply of goods and services as well as for technical plant and machinery, furniture and fixtures.

The future minimum lease payments arising from operating lease and rental agreements which cannot be terminated before the end of the respective maturity period comprise the following:

EUR m	Dec. 31, 2014	Dec. 31, 2015
No later than one year	47.7	15.7
Later than one year and not later than five years	106.5	37.8
Later than five years	55.2	29.2
	209.4	82.7

The decline in operating leasing compared to the previous year can be attributed to the classification of the CGU transo-flex as held for sale pursuant to IFRS 5. Information on this is contained in Note 9.10 Assets and liabilities held for sale.

The main rental and leasing agreements for buildings used in the production or supply of goods and services contain extension and termination clauses, which accord with normal market terms and conditions for business properties. The agreements also provide for the indexation of the leasing prices.

In the 2015 financial year, a total of EUR 80.0m (2014: EUR 79.9m) in payments within the context of operating rental and lease agreements were recognised in the income statement. The entire amount relates to minimum lease payments.

Acquisition obligations existed to the amount of EUR 31k as at December 31, 2015 (December 31, 2014: EUR 0.4m) for intangible assets. Acquisition obligations for property, plant and equipment totalled EUR 45.3m as at December 31, 2015 (December 31, 2014: EUR 8.9m). A total of EUR 39.5m (December 31, 2014: EUR 2.7m) of the acquisition obligations relate to the new corporate headquarters located in the Vienna-Landstrasse area.

Financial obligations to joint venture companies are presented in Note 9.5.1 Financial assets accounted for using the equity method.

11.3 Related party transactions

The Republic of Austria holds a 52.85% share in Austrian Post via Österreichische Bundes- und Industriebeteiligungen GmbH (ÖBIB). Subsequently, the Republic of Austria and companies in which it has a controlling interest may be considered to be related companies of the Austrian Post Group, along with all subsidiaries, joint venture companies and associates. Related persons are members of the management team holding key positions (members of the Management Board and Supervisory Board as well as senior executives of Austrian Post, managing directors of Group subsidiaries) and close family members.

Balances and business transactions between Austrian Post and its subsidiaries are eliminated within the context of consolidation and correspondingly no explanations are provided. Outstanding items with related parties at the balance sheet date are recognised under trade receivables and trade payables.

Business transactions with related parties only exist within the service portfolio of the Austrian Post Group and are rendered or purchased at standard market rates.

Details on business transactions with joint venture companies, associates and other related companies and persons are provided below:

2014 financial year EUR m	Associates	Joint ventures	Other related companies	Related persons	Total
Total operating income	1.4	3.4	157.2	0.0	162.0
Total operating expenses	9.0	7.7	60.2	0.1	76.9
Outstanding receivables	4.5	0.4	11.4	0.0	16.3
Outstanding payables	1.8	1.7	4.8	0.0	8.4

2015 financial year EUR m	Associates	Joint ventures	Other related companies	Related persons	Total
Total operating income	2.2	1.3	156.4	0.0	159.9
Total operating expenses	12.1	2.8	56.7	0.3	72.0
Outstanding receivables	1.7	0.3	18.7	0.0	20.7
Outstanding payables	1.7	0.2	3.2	0.0	5.1

Operating income in the 2014 and 2015 financial years mainly refers to services provided by BBG Bundesbeschaffung GmbH, the Federal Procurement Agency. There is an agreement in the name of and for the account of the federal government for the delivery of postal items for federal agencies. In the 2015 financial year, delivery services valued at EUR 106.3m (2014: EUR 107.9m) were rendered for the federal agencies stipulated in the agreement.

Operating expenses mainly refer to IT services and telephone services from A1 Telekom AG to the amount of EUR 14.9m (2014: EUR 12.5m), purchases of retail goods from A1 Telekom Austria AG valued at EUR 10.8m (2014: EUR 15.2m) and energy purchases from the OMV Group of EUR 12.9m (2014: EUR 14.7m).

Financing obligations to joint venture companies are presented in Note 9.5.1 Financial assets accounted for using the equity method.

Within the context of the relocation of Austrian Post's corporate headquarters, obligations to acquire property, plant and equipment from A1 Telekom Austria AG totalling EUR 1.2m were reported as at December 31, 2015 (December 31, 2014: EUR 2.7m).

The following tables show the compensation, including changes in provisions, which was paid to key management staff:

2014 financial year EUR m	Supervisory Board	Management Board	Top Executives	Total
Compensation paid to key management staff				
Short-term employment benefits	0.2	3.4	7.7	11.2
Post-employment benefits	0.0	0.3	0.3	0.6
Other long-term employment benefits	0.0	0.0	0.0	0.0
Termination benefits	0.0	0.0	0.0	0.0
Allocation to share-based remuneration programme	0.0	3.9	9.4	13.3
	0.2	7.6	17.4	25.2

2015 financial year EUR m	Supervisory Board	Management Board	Top executives	Total
Compensation paid to key management staff				
Short-term employment benefits	0.2	3.9	8.7	12.8
Post-employment benefits	0.0	0.6	0.1	0.7
Other long-term employment benefits	0.0	0.0	0.0	0.0
Termination benefits	0.0	0.0	0.1	0.1
Allocation to share-based remuneration programme	0.0	2.4	6.7	9.1
	0.2	6.9	15.6	22.6

11.4 Audit fees

The following fees for the auditor Deloitte Audit Wirtschaftsprüfungs GmbH in the 2014 financial year and its related companies and for KMPG Austria GmbH Wirtschaftsprüfungs- und Steuerberatungsgesellschaft in the 2015 financial year were paid as following:

Services rendered by auditors EUR thousand	2014	2015
Audit		
Individual and consolidated financial statements of the parent company Austrian Post as at December 31	99.0	80.0
Audits of Austrian Post subsidiaries as at December 31	112.4	142.8
Other audit related services	0.0	40.6
Tax consulting services	1.7	0.0
Other consulting services	46.0	0.0
	259.1	263.4

11.5 Events after the reporting period

All material events after the balance sheet date, such as pending litigation, claims for damages, other obligations or contingent losses, and for which IAS 10 prescribes adjustments or disclosure, have been recognised to the extent known to the company.

11.6 Austrian Post Group companies

Company and location	Dec. 31, 2014		Dec. 31, 2015	
	Interest %	Method of consolidation ¹	Interest %	Method of consolidation ¹
Neutorgasse 7 Projektentwicklungs AG & Co OG, Vienna	100.00	FC	100.00	FC
Post 001 Finanzierungs GmbH, Vienna	100.00	FC	100.00	FC
Post 002 Finanzierungs GmbH, Vienna	100.00	FC	100.00	FC
Post & Co Vermietungs OG, Vienna	100.00	FC	100.00	FC
Post.Wertlogistik GmbH, Vienna	100.00	FC	100.00	FC
Systemlogistik Distribution GmbH, Vienna	100.00	FC	100.00	FC
Medien.Zustell GmbH, Vienna	100.00	FC	100.00	FC
Austrian Post International Deutschland GmbH, Bonn (merged)	100.00	FC	0.00	n. a.
Post Immobilien GmbH, Vienna	100.00	FC	100.00	FC
Post E-Commerce GmbH, Vienna (founded)	0.00	n.a.	100.00	FC
Post 201 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 202 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 105 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 106 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Weber Escal d.o.o., Hrvatski Leskovac	100.00	FC	100.00	FC
Scanpoint GmbH, Vienna	100.00	FC	100.00	FC
Austrian Post International Deutschland GmbH, Bonn (formerly Scanpoint Deutschland GmbH)	100.00	FC	100.00	FC
Scanpoint Slovakia s.r.o., Nitra	100.00	FC	100.00	FC
Aktionsfinder GmbH, Salzburg (acquired)	0.00	n.a.	80.00	FC
EMD – Elektronische- u. Mikrofilm-Dokumentationssysteme Ges.m.b.H., Haid bei Ansfelden (acquired)	0.00	n.a.	100.00	FC
feibra GmbH, Vienna	100.00	FC	100.00	FC
PROWERB Gesellschaft für produktive Werbung GmbH, Vienna	100.00	FC	100.00	FC
feibra Magyarország Kft., Budapest (sold)	100.00	FC	0.00	n. a.
Overseas Trade Co Ltd d.o.o., Hrvatski Leskovac	100.00	FC	100.00	FC
Slovak Parcel Service s.r.o., Ivanka pri Dunaji	100.00	FC	100.00	FC
IN TIME s.r.o., Ivanka pri Dunaji	100.00	FC	100.00	FC
Kolos s.r.o., Ivanka pri Dunaji (sold)	100.00	FC	0.00	n. a.
PostMaster Sp. z o.o., Kraków	100.00	FC	100.00	FC
M&BM Express OOD, Sofia	76.00	FC	76.00	FC
PostMaster s.r.l., București	100.00	FC	100.00	FC
trans-o-flex Hungary Kft, Budapest	100.00	FC	100.00	FC
City Express d.o.o., Belgrade	100.00	FC	100.00	FC
24-VIP d.o.o., Sarajevo	100.00	FC	100.00	FC
City Express Montenegro d.o.o., Podgorica	100.00	FC	100.00	FC
Post 101 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 102 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC

¹ FC – Full consolidation, EM – Equity method, n.a. – not consolidated, afs – Available for sale financial assets

Company and location	Dec. 31, 2014		Dec. 31, 2015	
	Interest %	Method of consolidation ¹	Interest %	Method of consolidation ¹
Post 103 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 104 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 107 Beteiligungs GmbH, Vienna (founded)	0.00	n.a.	100.00	FC
Post 203 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 204 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 205 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 206 Beteiligungs GmbH, Vienna	100.00	FC	100.00	FC
Post 301 Beteiligungs GmbH, Vienna (founded)	0.00	n.a.	100.00	FC
trans-o-flex Group				
trans-o-flex Logistics Group GmbH, Weinheim	100.00	FC	100.00	FC
trans-o-flex Schnell-Lieferdienst GmbH, Weinheim	100.00	FC	100.00	FC
trans-o-flex Logistik Service GmbH, Weinheim	100.00	FC	100.00	FC
trans-o-flex IT-Service GmbH, Weinheim	100.00	FC	100.00	FC
ThermoMed Verwaltungs GmbH, Weinheim	100.00	FC	100.00	FC
trans-o-flex ThermoMed GmbH & Co KG, Weinheim	100.00	FC	100.00	FC
trans-o-flex ThermoMed Austria GmbH, Wiener Neudorf	100.00	FC	100.00	FC
trans-o-flex Belgium Real Estate B.V.B.A., Turnhout (sold)	100.00	FC	0.00	n. a.
LogIn Service d.o.o., Ilidža	100.00	FC	100.00	FC
Distributions GmbH - 31, Cologne	100.00	FC	100.00	FC
Distributions GmbH Dortmund, Dortmund	100.00	FC	100.00	FC
trans-o-flex Netzwerk drei GmbH, Weinheim (formerly Distributions GmbH Meinerzhagen)	100.00	FC	100.00	FC
Distributions GmbH Duisburg, Duisburg	100.00	FC	100.00	FC
trans-o-flex Netzwerk GmbH, Bergkirchen	100.00	FC	100.00	FC
trans-o-flex Netzwerk zwei GmbH, Weinheim	100.00	FC	100.00	FC
trans-o-flex Netzwerk Group GmbH, Weinheim (founded)	0.00	n.a.	100.00	FC
trans-o-flex Fuhrpark GmbH, Weinheim	100.00	FC	100.00	FC
MEILLERGHP				
MEILLERGHP GmbH, Schwandorf (sold) ²	65.00	EM	0.00	n. a.
MEILLERGHP a.s., Pilsen ²	65.00		0.00	
MEILLERGHP s.a.r.l., Versailles ²	65.00		0.00	
MEILLERGHP AB, Huddinge ²	65.00		0.00	
MEILLERGHP Sp. z o.o., Wieliczka ²	65.00		0.00	
D2D - direct to document GmbH, Vienna	30.00	EM	30.00	EM
media.at				
media.at GmbH, Vienna ²	20.45	EM	20.45	EM
OmniMedia GmbH, Vienna ²	20.45		20.45	
MediaSelect GmbH, Vienna ²	20.45		20.45	
mediastrategen GmbH, Vienna ²	20.45		20.45	

Company and location	Dec. 31, 2014		Dec. 31, 2015	
	Interest %	Method of consolidation ¹	Interest %	Method of consolidation ¹
Eurodis GmbH, Weinheim	39.80	EM	39.80	EM
ADELHEID/AEP				
ADELHEID GmbH, Berlin ²	45.35	EM	45.35	EM
AEP GmbH, Alzenau ²	45.35		45.35	
Aras Kargo Yurtici Yurtdisi Tasimacilik a.s., Istanbul	25.00	EM	25.00	EM
OMNITEC Informationstechnologie-Systemservice GmbH, Vienna	50.00	EM	50.00	EM
Promontoria Sacher Holding N.V., Baarn	5.00	afs	5.00	afs
Wiener Börse AG, Vienna	1.69	afs	1.69	afs
GELDSERVICE AUSTRIA Logistik für Wertgestionierung und Transportkoordination G.m.b.H., Vienna	0.19	afs	0.19	afs

¹ FC – Full consolidation, EM – Equity method, n.a. – not consolidated, afs – Available for sale financial assets


² The profit for the period of the company MEILLERGHGmbH consolidated at equity corresponds to the proportionate profit for the period of the MEILLERGHG Group and includes a proportionate share of the profit for the period of the subsidiaries.

The trans-o-flex companies based in Germany have decided to take advantage of the legally permissible waiver of disclosure requirements pursuant to Sections 264 Para. 3 and 264b German Commercial Code.

The Management Board of Austrian Post approved the audited consolidated financial statements for the financial year ending on December 31, 2015 for transmission to the Supervisory Board on February 26, 2016. The Supervisory Board is responsible for reviewing and approving the audited consolidated financial statements.

Vienna, February 26, 2016

The Management Board



Georg Pölzl
Chairman of the Management Board
Chief Executive Officer



Walter Oblin
Member of the Management Board
Chief Financial Officer



Walter Hitziger
Member of the Management Board
Mail & Branch Network Division



Peter Umundum
Member of the Management Board
Parcel & Logistics Division

STATEMENT OF ALL LEGAL REPRESENTATIVES PURSUANT TO SECTION 82 PARA. 4 (3) AUSTRIAN STOCK EXCHANGE ACT

As the legal representatives of Österreichische Post AG, we declare, to the best of our knowledge, that the consolidated financial statements for the 2015 financial year, which were prepared in accordance with the applicable financial reporting standards, present a fair and accurate picture, in all material respects, of the profit, asset and financial position of the Group, that the Group Management Report presents the business development, earnings and overall situation of the Group in such a manner as to provide a fair and accurate picture of the profit, asset and financial position of the Group, and that the Group Management Report also describes the most important risks and uncertainties facing the Group.

Vienna, February 26, 2016

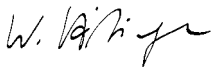
The Management Board



Georg Pözl
Chairman of the Management Board
Chief Executive Officer



Walter Oblin
Member of the Management Board
Chief Financial Officer



Walter Hitziger
Member of the Management Board
Mail & Branch Network Division



Peter Umundum
Member of the Management Board
Parcel & Logistics Division

INDEPENDENT AUDITOR'S REPORT

Report on the consolidated financial statements

We have audited the accompanying consolidated financial statements of Österreichische Post AG (Austrian Post), Vienna for the fiscal year from January 1, 2015 to December 31, 2015. These consolidated financial statements comprise the consolidated balance sheet as of December 31, 2015, the consolidated income statement, the consolidated cash flow statement and the consolidated statement of changes in equity for the fiscal year ended December 31, 2015, and the notes.

Management's responsibility for the consolidated financial statements

The Company's management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with International Financial Reporting Standards (IFRSs) as adopted by the EU, the additional requirements under Section 245a UGB (Austrian Commercial Code) and the internal controls which the management considers to be necessary in order to enable the presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audit. We conducted our audit in accordance with laws and regulations applicable in Austria and Austrian Standards on Auditing. These standards require the application of International Standards on Auditing (ISAs). Those standards require that we comply with professional guidelines and that we plan and perform the audit to obtain reasonable assurance whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Group's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control system. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a reasonable basis for our audit opinion.

Opinion

Our audit did not give rise to any objections. In our opinion, which is based on the results of our audit, the consolidated financial statements comply with legal requirements and give a true and fair view of the financial position of the Group as of December 31, 2015 and of its financial performance and its cash flows for the fiscal year from January 1, 2015 to December 31, 2015 in accordance with International Financial Reporting Standards (IFRSs) as adopted by the EU.

Comments on the Management Report for the Group

Pursuant to statutory provisions, the Management Report for the Group is to be audited as to whether it is consistent with the consolidated financial statements and as to whether the other disclosures are not misleading with respect to the Company's position. The auditor's report also has to contain a statement as to whether the Management Report for the Group is consistent with the consolidated financial statements and whether the disclosures pursuant to Section 243a UGB (Austrian Commercial Code) are appropriate.

In our opinion, the Management Report for the Group is consistent with the consolidated financial statements. The disclosures pursuant to Section 243a UGB (Austrian Commercial Code) are appropriate.

Vienna, February 26, 2016

KPMG Austria GmbH
Wirtschaftsprüfungs- und Steuerberatungsgesellschaft

Helmut Kerschbaumer m.p.
Certified Public Accountant

The publication or dissemination of the consolidated financial statements with our auditor's report is only permissible in the version we have formally approved. This auditor's report exclusively relates to the German language and complete consolidated financial statements including the Group Management Report. For deviating versions refer to Section 281 Para. 2 Austrian Commercial Code.

GLOSSARY/INDEX

GLOSSARY

Capital employed

- + Intangible assets and goodwill
- + Property, plant and equipment
- + Investment property
- + Financial assets accounted for using the equity method
- + Investments in non-consolidated companies
- + Inventories
- + Trade payables, other receivables and claims for income tax reimbursement
- Non-interest bearing debt

- = Capital Employed

Earnings before interest and taxes (EBIT)

Profit from operations plus the share of profit/loss of at equity consolidated companies.

EBIT margin

Ratio of EBIT to revenue.

Earnings before taxes (EBT)

Earnings before taxes.

Earnings before interest, taxes, depreciation and amortisation (EBITDA)

Earnings before interest, taxes, depreciation and amortisation; corresponds to the EBIT plus amortization.

EBITDA margin

EBITDA in relation to total turnover.

Equity ratio

Ratio of equity to total capital (total assets).

Index

Acquisitions 39	Core business 24ff	EBITDA 33f	Independent auditor's report 132
Annual General Meeting 142	Corporate Governance 8ff	Electronic substitution 27ff	Investments 39
Aras Kargo a.s. 25, 33, 47	Delivery quality 43	Employees 41	Key figures 3f, 40, 140
Balance sheet 35	Dividends 105	Environment 42	Liberalisation 49
Cash flow 37, 61	Earnings per share 32, 90	Equity 35f	Liquidity 38f
Consolidated profit and loss account 58	EBIT 33f	Income statement 32	Mail & Branch Network Division 30

Equity (ROE)

Earnings after tax in relation to equity (excluding discontinued operations) as of January 1 minus flowed dividend; expresses the profitability of the company.

Earnings per share

Profit for the period divided by the average number of shares.

Free cash flow

Cash flow from operating activities plus the cash flow from investing activities: demonstrates how much liquidity is available to service the net debt.

IFRS

International Financial Reporting Standards; international financial accounting guidelines.

Net debt/net cash position

+ Other interest-bearing liabilities	
+ Social capital	
+ Other interest-bearing provisions	
= Interest-bearing debt	
– Financial investments in securities	
– Other financial assets and interest-bearing receivables	
– Cash and cash equivalents	
= Interest-bearing assets	
– Assets held for sale	
+ Liabilities classified as held for sale	
= Net debt/net cash position	

Return on capital employed (ROCE)

Ratio of EBIT to the average capital employed.

Management Board **6f, 10f**
 Net debt/EBITDA **38f**
 Outlook **45**
 Parcel & Logistics Division **31**
 Parcel volumes **25**

Post share **142**
 Postal market **49**
 Postal partners **24, 44**
 Profit for the period **34**
 Remuneration **16ff, 80f, 126**

Revenue **29ff**
 Risk management **8f, 50**
 Shareholder structure **9**
 Staff costs **32f, 87**
 Strategy **24ff**

Supervisory Board **11**
 trans-o-flex **25, 32ff**
 Universal postal services **28, 43f**
 Value creation **24, 49**

HISTORY OF AUSTRIAN POST

1490	Europe's first standardised postal service between Innsbruck and Mechelen (Belgium)
1750	Regular passenger carrying mail coach services begin in the mid-18 th century
1787	First-time use of postmarks bearing precise date and place information
1817	Reorganisation of the postage rates system, introduction of letterboxes
1850	Introduction of postage stamps, advent of mail deliveries by rail
1863	International postal conference held in Paris – guidelines for international postal treaties
1869	First postcards, an Austrian invention, are issued
1874	Founding of the World Postal Association
1875	Invention and start-up of a pneumatic capsule pipeline system in Vienna
1916	First indoor cluster box units installed in Austria
1918	World's first civil air mail service in Austria
1928	Introduction of home letterboxes
1938	Integration into the German Reichspost organisation
1945	Resumption of postal services in Austria Reorganisation and reconstruction of the Austrian postal branch network
1957	Introduction of drop-off mailboxes for rural delivery staff Start-up of a mechanical parcel sorting facility at the Viennese post office 101 (Western Railway Station)
1959	Start-up of a mechanical letter mail sorting and postal pouch conveying system
1966	Introduction of a national system of postal codes
1986	Express Mail Service (EMS) as new service with priority treatment for letters and parcels
1996	Founding of Post und Telekom Austria (PTA)
1999	Austrian Post as legally independent entity (for postal and post bus operations) Targeted investments in modernisation of the logistics infrastructure
2000	Post bus business spun off to the ÖIAG
2001	Acquisition of feibra Austria (unaddressed direct mail)
2002	Acquisition of Slovakian parcel companies Slovak Parcel Service (SPS) and In-Time
2003	Acquisition of Overseas Trade (Croatia)
2005	Purchase of feibra Hungary (unaddressed direct mail) Increase of shareholding in feibra Austria (unaddressed advertising) to 100%
2006	IPO on the Vienna Stock Exchange – 49% free float Acquisition of Kolos (unaddressed advertising/Slovakia); Wiener Bezirkszeitung (Media Post/Austria); Weber Escal (unaddressed advertising/Croatia), trans-o-flex (B2B specialty logistics/Germany)
2007	Further acquisitions and penetration of niche markets: acquisition of Weber Escal (unaddressed advertising/Croatia), Scanpoint Europe (document digitalisation/Germany), Road Parcel Logistics and Merland Expressz (parcels market/Hungary), Scherübl Transport (pharmaceuticals transport/Austria), meiller direct (direct marketing/Germany), VOP and DHL EXPRESS DDS (parcels business/Belgium and Netherlands), ST Media (unaddressed advertising/Croatia), City Express (parcels business/Serbia and Montenegro); purchase of a stake in BAWAG P.S.K.

2008	Integration of existing subsidiaries and selective acquisitions: 24VIP (parcels business, Bosnia-Herzegovina), Cont-Media (direct marketing, Croatia), HSH Holding (parcels business, Belgium)
2009	Austrian Post Act creates the legal framework for the fully liberalised letter mail market starting. Acquisition of Rhenus Life Science (pharmaceutical logistics), Germany; new collective wage agreement concluded for new employees.
2010	Increase of stake in EBPP Electronic Bill Presentment and Payment GmbH, a leading provider of electronic invoicing, from 40% to 100%. Expansion and intensification of cooperation between BAWAG P.S.K. and Austrian Post. Launch of new online services, for example the e-postcard. Austrian subsidiary meiller direct, a direct mail producer, is part of a joint venture with Swiss Post. Austrian Post owns a 65% shareholding in the newly created firm MEILLERGHP.
2011	Complete liberalisation of the Austrian letter mail market as of January 1, 2011. Renaming of the fully-owned subsidiary EBPP Electronic Bill Presentment and Payment GmbH into Online Post Austria GmbH. Acquisition of a 26% stake in the Romanian firm PostMaster s.r.l.
2012	Acquisition of the Austrian fulfilment specialist Systemlogistik Distribution GmbH and Kolportaż Rzetelny Sp. z o.o., the Polish market leader in the field of unaddressed mail items; purchase of a 26% stake in M&BM Express OOD, Bulgaria and increase of the shareholding in PostMaster s.r.l., Romania to 100%; disposal of the trans-o-flex subsidiaries in Belgium and the Netherlands
2013	Acquisition of a 25% stake in the Turkish parcel services company Aras Kargo a.s. with a call option for a further 50% shareholding in the year 2016; increase in the interest held in M&BM Express OOD, Bulgaria, to 51%.
2014	Increase in Austrian Post's stake in M&BM Express OOD, Sofia, to 76%; acquisition of five distribution companies of the trans-o-flex Group
2015	Takeover of a stake in EMD – Elektronische- u. Mikrofilm-Dokumentationssysteme GmbH; 80% of shares acquired in Aktionsfinder GmbH

ADDRESSES OF SUBSIDIARIES

Austrian Post Headquarters

Haidingergasse 1
1030 Vienna, Austria
T: +43 (0) 577 67 0
I: www.post.at

Aras Kargo a.s.

Rüzgarlibahce Mah. Yavuz Sultan Selim
Cad: No 2, Aras Plaza Kavacik
34810 Beykoz/Istanbul, Turkey
T: +90 (0) 216 538 55 00
I: www.araskargo.com.tr

Austrian Post International Deutschland GmbH

Koblenzer Straße 112
53177 Bonn, Germany
T: +49 (0) 228 932949 0
I: www.austrianpost.de

City Express d.o.o.

Svetog Save 36, naselje Radiofar
11271 Surčin, Serbia
T: +381 (0) 11 3093 000
I: www.cityexpress.rs

City Express Montenegro d.o.o.

Branka Radicevica 12
81000 Podgorica, Montenegro
T: +382 (0) 20 628 818
I: www.cityexpress.me

feibra GmbH

Altmannsdorfer Straße 329
1230 Vienna, Austria
T: +43 (0) 166 130 0
I: www.feibra.at

IN TIME s.r.o.

Senecká cesta 1
90028 Ivanka pri Dunaji, Slovakia
T: +421 (0) 248 707 211
I: www.intime.sk

M&BM Express OOD

117 Prof. Tzvetan Lazarov Str.
Kv. Druzha 2,
1463 Sofia, Bulgaria
T: +359 (0) 2 902 57 40
I: www.mbm-express.com

Overseas Trade Co.Ltd. d.o.o.

Zastavnice 38a
10251 Hrvatski Leskovac, Croatia
T: +385 (0) 134 54 555
I: www.overseas.hr

Post Immobilien GmbH

Haidingergasse 1
1030 Vienna, Austria
T: +43 (0) 577 67 0
I: www.postimmobilien.at

PostMaster Sp. z o. o.

st. Zawila 65L
30-390 Kraków, Poland
T: +48 (0) 12 446 78 29
I: www.post-master.pl

PostMaster s.r.l.

Str. Transilvaniei 64, Sector 1
010799 Bucharest, Romania
T: +40 (0) 213 353 308
I: www.post-master.ro

Post.Wertlogistik GmbH

Steinheilgasse 1
1210 Vienna, Austria
T: +43 (0) 577 67 39026

Scanpoint GmbH

Haidingergasse 1
1030 Vienna, Austria
T: +43 (0) 1 512 21 21 0
I: www.scanpoint.eu

ThermoMed Austria GmbH

Hondastraße 1
2351 Wiener Neudorf, Austria
T: +43 (0) 2236 677 194 0
I: www.thermomed.de

Slovak Parcel Service s.r.o.

Senecká cesta 1
90028 Ivanka pri Dunaji, Slovakia
T: +421 (0) 248 707 211
I: www.sps-sro.sk

Systemlogistik Distribution GmbH

Czeija-Nissl-Gasse 8
1210 Vienna, Austria
T: +43 (0) 1 278 36 11
I: www.systemlogistik.at

trans-o-flex Hungary Kft.

Európa út 12
1239 Budapest, Hungary
T: +36 (0) 18777 400
I: www.tof.hu

trans-o-flex Logistics Group GmbH

Hertzstraße 10
69469 Weinheim, Germany
T: +49 (0) 6201 988 0
I: www.trans-o-flex.de

Weber Escal d.o.o.

Zastavnice 38a
10251 Hrvatski Leskovac, Croatia
T: +385 (0) 16175 111
I: www.weber-escal.com

24VIP Logistics Services d.o.o.

Rajlovačka Cesta bb
71000 Sarajewo, Bosnia and
Herzegovina
T: +387 (0) 33 756 656
I: www.24vip.net

CONTACT

Austrian Post

Headquarters
Haidingergasse 1
1030 Vienna
T: +43 (0) 577 67 0
E: info@post.at
I: www.post.at

Investor Relations

Harald Hagenauer
T: +43 (0) 577 67 30401
F: +43 (0) 577 67 30409
E: investor@post.at
I: www.post.at/ir

Corporate Communications

Manuela Bruck
T: +43 (0) 577 67 24099
F: +43 (0) 577 67 28039
E: info@post.at
I: www.post.at/pr

CSR – Sustainability

Daniel-Sebastian Mühlbach, MSc
E: co2neutral@post.at
I: www.post.at/co2neutral

Compliance

Judith Pilles, MBL
T: 0800 202 224¹
E: compliance.helpdesk@post.at

Private customers

Post customer service¹
T: 0810 010 100

Business customers

T: 0800 212 212¹
I: www.business.post.at

Stamp collector's service

T: 0800 100 197¹
I: www.philatelie.at

Austrian Post Online

Annual Report 2015
I: www.post.at/gb2015/en

If you want to know more about Austrian Post (annual reports, quarterly reports etc.), we would be happy to put you on our distribution list. Please contact:

T: +43 (0) 577 67 30401
E: investor@post.at
I: www.post.at/ir

¹ For Austria

OVERVIEW OF KEY INDICATORS 2006–2015

Income statement		2006 IFRS	2007 IFRS	2008 IFRS	2009 IFRS	2010 IFRS	2011 IFRS	2012 IFRS	2013 IFRS	2014' IFRS	2015 IFRS
Revenue	EUR m	1,736.7	2,315.7	2,441.4	2,356.9	2,351.1	2,348.7	2,366.1	2,366.8	2,365.5	2,401.9
Other operating income	EUR m	58.8	72.6	81.0	89.6	90.5	74.6	72.0	69.7	134.4	99.2
Raw material, consumables and services used	EUR m	-258.0	-692.2	-778.2	-766.1	-771.0	-759.8	-766.9	-753.3	-737.5	-749.6
Staff costs	EUR m	-1,063.0	-1,120.4	-1,119.2	-1,139.3	-1,120.7	-1,050.8	-1,091.4	-1,073.5	-1,109.5	-1,106.0
Other operating expenses	EUR m	-243.9	-284.0	-304.5	-277.0	-288.8	-320.0	-294.8	-298.6	-317.0	-344.0
Results of investments consolidated at equity	EUR m	1.1	0.9	1.2	5.1	1.0	-10.8	-13.9	-6.6	-0.1	1.1
Earnings before interest, tax, depreciation and amortisation (EBITDA)	EUR m	231.7	292.7	321.7	269.2	262.1	281.9	271.2	304.5	333.8	302.7
EBITDA margin	%	13.3%	12.6%	13.2%	11.4%	11.1%	12.0%	11.5%	12.9%	14.1%	12.6%
Depreciation and amortisation	EUR m	-108.4	-130.0	-152.2	-119.8	-105.2	-114.4	-88.8	-118.5	-136.9	-213.7
Earnings before interest and tax (EBIT)	EUR m	123.3	162.8	169.5	149.4	156.9	167.5	182.4	186.0	196.9	89.0/ 198.0²
EBIT margin	%	7.1%	7.0%	6.9%	6.3%	6.7%	7.1%	7.7%	7.9%	8.3%	3.7%/ 8.2% ²
Other financial result	EUR m	7.2	2.1	-11.3	-24.6	-8.2	-5.2	-30.8	-14.8	-2.8	2.0
Earnings before tax (EBT)	EUR m	130.5	164.9	158.2	124.8	148.7	162.3	151.6	171.2	194.0	91.0
Income tax	EUR m	-30.8	-42.2	-39.3	-45.1	-30.3	-39.1	-28.4	-47.2	-47.2	-19.5
Profit for the period	EUR m	99.8	122.6	118.9	79.7	118.4	123.2	123.2	124.0	146.8	71.6/ 142.2²
Earnings per share ³	EUR	1.43	1.75	1.71	1.18	1.75	1.82	1.82	1.82	2.17	1.06/ 2.10 ²
Employees (average for period, full-time equivalents)		24,456	25,764	27,002	25,921	24,969	23,369	23,181	24,211	23,912	23,476

¹ The presentation of revenue in the Parcel & Logistics Division and raw materials, consumables and services used was adjusted. Exported services were recognised according to the net method (previously reported as revenue and expenses for services used).

² Adjusted for special effects

³ Refers to 70,000,000 shares, 2008 to 69,505,601 shares, as of 2009 to 67,552,638 shares

Cash flow		2006 IFRS	2007 IFRS	2008 IFRS	2009 IFRS	2010 IFRS	2011 IFRS	2012¹ IFRS	2013² IFRS	2014 IFRS	2015 IFRS
Gross cash flow before tax	EUR m	327.1	328.5	278.3	220.7	196.0	290.6	328.4	343.8	326.1	317.3
Gross cash flow	EUR m	277.6	292.4	237.0	195.8	134.1	248.6	276.6	304.8	283.3	265.0
Cash flow from operating activities	EUR m	238.0	295.9	233.4	230.0	178.9	228.2	246.7	250.4	232.2	216.2
Cash flow from investing activities	EUR m	-142.6	-142.4	-23.1	6.9	-25.3	-65.8	-115.4	-189.9	-69.4	-49.0
Free cash flow	EUR m	95.4	153.4	210.3	236.9	153.6	162.5	131.3	60.5	162.8	167.2
Free cash flow before acquisitions/securities	EUR m	228.4	168.2	193.0	199.0	156.4	151.4	172.1	153.9	151.7	178.3
Dividend payout	EUR m	70.0	168.0	168.9	101.3	108.1	114.8	121.6	128.4	131.7	131.7
Balance sheet and key indicators		2006 IFRS	2007 IFRS	2008 IFRS	2009 IFRS	2010 IFRS	2011 IFRS	2012³ IFRS	2013³ IFRS	2014 IFRS	2015 IFRS
Total assets	EUR m	1,901.6	2,058.6	1,874.6	1,775.3	1,715.1	1,668.3	1,694.6	1,640.2	1,671.0	1,613.0
Non-current assets	EUR m	1,272.9	1,361.9	1,252.1	1,141.3	1,067.6	1,005.1	1,047.6	1,066.4	1,025.4	909.6
Current assets	EUR m	614.9	694.3	622.5	634.0	647.5	660.4	647.0	571.9	645.0	639.6
Assets held for sale	EUR m	13.8	2.4	0.0	0.0	0.0	2.8	0.0	1.9	0.6	63.8
Equity	EUR m	821.4	874.3	741.5	673.7	690.8	702.0	708.6	699.4	702.7	641.7
Non-current liabilities	EUR m	564.0	598.0	551.8	514.0	479.4	452.9	445.2	423.4	431.4	384.9
Current liabilities	EUR m	516.2	586.3	581.3	587.6	544.9	502.8	540.9	517.5	536.9	516.3
Liabilities classified as held for sale	EUR m	0.0	0.0	0.0	0.0	0.0	10.6	0.0	0.0	0.6	70.0
Net debt	EUR m	173.9	173.4	270.2	231.2	126.6	61.5	68.5	112.4	99.7	28.1
Net debt/EBITDA		0.75	0.59	0.84	0.86	0.48	0.22	0.25	0.37	0.30	0.09
Equity ratio	%	43.2%	42.5%	39.6%	38.0%	40.3%	42.1%	41.8%	42.6%	42.1%	39.8%
Return on equity (ROE)	%	13.8%	16.3%	16.8%	13.9%	20.7%	21.1%	21.0%	21.2%	25.8%	12.5%/24.9% ⁴
Capital employed	EUR m	935.0	992.2	952.5	861.7	767.5	708.9	713.2	753.4	733.8	577.0
Gearing ratio	EUR m			36.4%	34.3%	18.3%	8.8%	9.7%	16.1%	14.2%	4.4%
Return on capital employed (ROCE)	%	15.1%	16.9%	17.4%	16.5%	19.3%	22.7%	25.6%	25.4%	26.5%	13.6%/30.2% ⁴

¹ Reporting adapted for 2012: In connection with the offsetting of the reclassification of non-current provisions to current provisions and liabilities, the use of non-current provisions was also recognised in the cash flow from changes in net working capital. As a result, the cash flow statement for the 2012 financial year was correspondingly adapted.

² Reporting adapted for 2013: Non-cash changes in provisions which are considered as non-current as well as restructuring provisions are adjusted in the gross cash flow starting in the 2014 financial year. The cash flow statement for the 2013 financial year was correspondingly adapted.

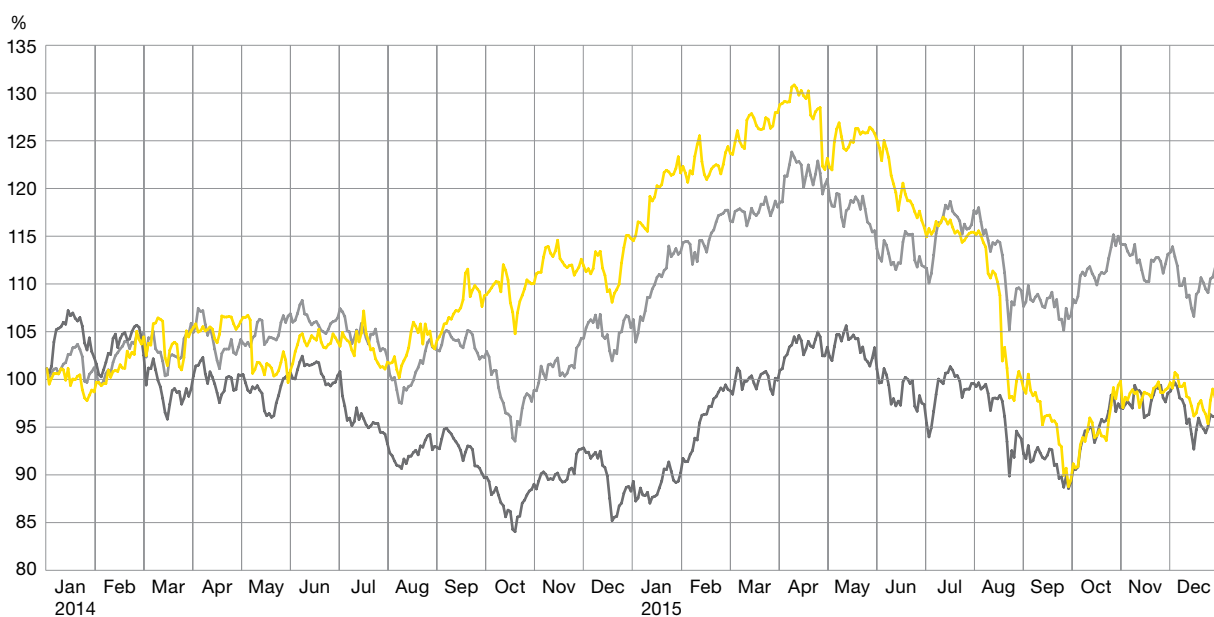
³ Balance sheet structure following the adjusted presentation of current tax assets and tax liabilities and the recognition of payments received in advance as well as the combining of balance sheet items

⁴ Adjusted for special effects

FINANCIAL CALENDAR 2016

March 10	Annual Report 2015, announcement: 07:30–07:40 a.m. CET
April 4	Record date for participation at Annual General Meeting
April 14	Annual General Meeting 2016, Vienna
April 26	Ex-date
April 27	Record Date (determination of entitled stocks in connection with dividend payments)
April 28	Dividend payment day
May 13	Interim report for the first quarter of 2016, announcement: 07:30–07:40 a.m. CET
August 11	Half-year financial report 2016, announcement: 07:30–07:40 a.m. CET
November 11	Interim report for the first three quarters 2016, announcement: 07:30–7:40 a.m. CET

DEVELOPMENT OF THE POST SHARE (LAST 24 MONTHS)



- Austrian Post (basis of EUR 34.78; as of Jan 1, 2014)
- ATX (in relation to the Post share)
- Euro Stoxx Transportation (in relation to the Post share)

KEY SHARE INDICATORS

		2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Share price at December 31	EUR	36.10	23.99	24.10	19.02	24.73	23.30	31.20	34.78	40.38	33.63
Dividends per share	EUR	1.00	2.40	2.50	1.50	1.60	1.70	1.80	1.90	1.95	1.95 ¹
Total shareholder return	%	90.0%	-30.8%	10.5%	-10.7%	37.9%	0.7%	41.2%	17.2%	21.6%	-11.9%
Total shareholder return since the IPO (issue price of EUR 19.0)	%	90.0%	31.5%	44.7%	31.2%	69.1%	70.0%	120.5%	148.8%	188.3%	163.1%
Market capitalisation at the end of December	EUR m	2,527.0	1,679.3	1,628.0	1,284.9	1,670.6	1,574.0	2,107.6	2,349.5	2,727.8	2,271.8

¹ Proposal to the Annual General Meeting on April 14, 2016

BASIC INFORMATION POST SHARE

ISIN	AT0000APOST4
Trading symbol (Vienna Stock Exchange)	POST
Reuters code	POST.VI
Bloomberg code	POST AV
Total outstanding shares as of December 31, 2015	67,552,638 shares
Listing	Vienna Stock Exchange
Issue price	EUR 19.00
First day of trading	May 31, 2006
Minimum trading unit (smallest tradable number of shares)	1
Type of share	Non-par value shares
Stock split	None

IMPRESSUM

Media owner and publisher

Österreichische Post AG
Haidingergasse 1, 1030 Vienna
T: +43 (0) 577 67 0, E: info@post.at
FN: 180219d, Commercial Court of Vienna

Project management, design and lectorate

be.public Corporate & Financial Communications, Vienna

Printing

Niederösterreichisches Pressehaus, St. Pölten

We have prepared this report and checked the figures with the greatest possible care. Nevertheless, rounding, typographical and printing errors cannot be excluded. The aggregation of rounded amounts and percentages may result in rounding differences due to the use of automated computational aids.

This annual report also contains forward-looking statements based on the information currently available to us. These are usually indicated by expressions such as “expect”, “anticipate”, “estimate”, “plan” or “calculate”. We wish to note that a wide variety of factors could cause actual circumstances – and thus actual results – to deviate from the forecasts contained in this report.

Statements referring to people are valid for both men and women.

This annual report is also available in German. In case of doubt, the German version takes precedence.

Editorial deadline: March 9, 2016

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