



# czech post 2024

S U S T A I N A B I L I T Y   R E P O R T



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# introductory word



Dear readers,

The year 2024 was significant from the point of view of the Czech Post and its social responsibility in terms of the activities that resulted from the events in our country. The floods that hit the entire Czech Republic and caused damage on an unprecedented scale in the most affected localities were a period that called directly for the Czech Post's help. Thanks to our presence throughout our territory, we were able to launch a unique logistics action together with the Ministry of the Interior, linking the affected localities with non-profit organisations whose material aid we were able to transport to those in need.

Social responsibility also runs through our transformation activities. In small communities, we are often the only link between the citizen and the state. We accept applications for digitised benefits from the Labour Office at 750 branches, co-operate with the Ministry of the Interior's Health Insurance Company, and give out parcels from our business partner DPD at 800 post offices. In terms of serving rural areas and maintaining the standard of the population, for whom we are often the only possible choice, I consider our actions to be the right ones. We have an extensive infrastructure that is open to all. We know and manage many things, and we can learn new things as well. We offer a helping hand to all who are interested.

I believe that the Czech Post, as a company that is changing from a commercial and logistics company to a place that provides services of public interest, will not only keep its customers but it will also attract new ones. We do what the market cannot or will not do. We are Czech Post, we are here for You.

Miroslav Štěpán, CEO





# company profile

## Mission and Strategic Objectives

Czech Post, State-Owned Enterprise (hereinafter referred to as “Czech Post” or “the Enterprise”) continued to confirm its role as a national operator and strategic partner of the state, companies and citizens in 2024. Thanks to its extensive network of branches and modern logistics processes, it ensures the efficient provision of a wide range of services, with an emphasis on reliability, availability and innovation.

Czech Post is an open platform that connects the physical and digital worlds and creates space for cooperation with various partners – from public administration through companies to innovators in the field of digital services. Our vision is to become a modern, efficient and accessible provider of key services that are an integral part of the lives of citizens and businesses in the Czech Republic.

The ongoing transformation of the company is aimed at modernising services, streamlining operations and strengthening digitisation, thereby adapting the Czech Post to the new needs of customers and the strategic priorities of the state.

A key element of this transformation is the development of digital agendas and the integration of innovative technological solutions into daily

operations. In this way, Czech Post is not only consolidating its position as a key provider of public services, but is also becoming a major player in e-commerce, logistics and digital products.

Czech Post’s unique position lies in its ability to connect traditional postal services with new digital and commercial agendas. This makes it not only a central distributor of government and administrative services, but also an open platform for technology and business solutions that support regional development and equal opportunities. Special emphasis is placed on supporting less technologically experienced customers, thus strengthening Czech Post’s role as a reliable guide to the digital transformation of society.

The modernisation of a company involves not only technological innovations but also changes in the approach to clients. Building a new contact network based on expert consultants will enable more efficient delivery of consultancy services and facilitate the transition of customers to digital forms of communication. In this way, Czech Post is strengthening its role as a trusted partner that connects citizens, the state and the commercial sphere and creates space for cooperation with other entities in building a modern ecosystem of services.

In the future, ensuring high-quality basic services in accordance with legislative requirements remains a priority, but at the same time the company is actively looking for new ways to expand its offer and strengthen its value for clients. Czech Post is dynamically developing and adapting to the changing needs of the market with the aim of being not only a traditional postal operator, but also an innovative provider of digital and administrative services that make life easier for citizens and businesses.





## Legal Status of Czech Post

The enterprise is a legal entity within the meaning of Act No. 89/2012 Coll., the Civil Code, as amended. Its legal and property status is regulated by Act No. 77/1997 Coll., on State Enterprise, as amended.

Czech Post, State-Owned Enterprise, was established on 1<sup>st</sup> January 1993 based on the decision of the Ministry of Economy of the Czech Republic

of 16<sup>th</sup> December 1992, in accordance with Act No. 111/1990 Coll., on State Enterprise, and was entered in the Commercial Register maintained by the District Court for Prague 1, Section A, File No. 7565. At the same time, the Ministry of Economy of the Czech Republic issued the Charter of the State Enterprise dated 16<sup>th</sup> December 1992. At present, the Enterprise is registered in the Commercial Register maintained by the Municipal Court in Prague, Section A, File 7565. The Memorandum of Incorporation of the State-Owned

Enterprise Czech Post, adapted to Act No. 77/1997 on the State Enterprise, was issued by the Ministry of Transport and Communications. This charter came into force on 16<sup>th</sup> June 1997 and was further amended by amendments.

As of 31<sup>st</sup> December 2024, the Ministry of the Interior of the Czech Republic was the founder of this Enterprise.

## Governance

Within the meaning of Section 11 of Act No. 77/1997 Coll., on State Enterprise, as amended, the bodies of the Czech Post are the Chief Executive Officer (CEO) and the Supervisory Board.

### Chief Executive Officer (CEO)

The Chief Executive Officer, as a statutory body of Czech Post, State Enterprise, represents the Company and manages its activities. He/she decides on all matters of the Enterprise unless they are reserved by law to the competence of the founder pursuant to Section 12 of Act No. 77/1997 Coll., on State Enterprise, as amended.

The CEO shall appoint Deputy Directors of the Company who shall act in the absence of the CEO in the CEO's full capacity. The Chief Executive Officer shall determine the order in which the deputies shall represent him. The deputy directors shall be entered in the Register of Companies.

### Supervisory Board

The Supervisory Board exercises its powers pursuant to the provisions of Section 13 of Act No. 77/1997 Coll., on State-Owned Enterprise, as amended, and to the extent specified by the founder in the Company's Articles of Association.

The Supervisory Board is composed of 15 members. One third of the members of the Supervisory Board are employees of the Company, who are elected and dismissed by the Company's employees on the basis of the election results. Two thirds of the Supervisory Board members are appointed and removed by the founder.

As of 31<sup>st</sup> December 2024, the Supervisory Board had 15 members.

### Committees of the Supervisory Board

The Supervisory Board establishes committees of the Supervisory Board as its working, advisory and initiating bodies. Committee meetings serve, in particular, for preliminary and detailed discussion of matters and materials that are subsequently dealt with by the Supervisory Board. The Supervisory Board elects and dismisses the members of the committees.

As of 31<sup>st</sup> December 2024, the following Supervisory Board committees have been established:

- Strategy Committee
- Audit Committee
- Human Resources Development Committee





# sustainability

Czech Post sees environmental protection as one of its priorities in the area of sustainability. As part of our sustainable business, our goal is to be as environmentally friendly and considerate as possible to the environment we affect through our operations. This also implies our efforts to actively save energy, reduce our carbon footprint or develop electromobility.

Czech Post has long been a socially responsible company. We support equal opportunities, fair remuneration and diversity. We create conditions for the employment of PWD and for returning from maternity or parental leave. We think about the health and safety of our employees. We provide employees with professional development opportunities. We care about our surroundings; we care about our customers and communities. As a postal licensee, we are aware of our responsibility to the community. We make sure that our services and products are of high quality and accessible to all. Through the Czech Post Foundation, we support philanthropy and volunteering.

Czech Post takes great pride in doing business transparently and fairly. At the same time, we follow standards in the area of corporate governance. We have a Code of Ethics which sets out

the principles of professional conduct of our employees and is binding on all those who act on behalf of Czech Post. Since 2016, employees have had access to a compliance line, which is an integral part of the application of the Code of Ethics. Our compliance management system works with an emphasis on combating corruption and other forms of dishonesty, with the aim of preventing criminal prosecution or conviction of the Czech Post under the Corporate Criminal Liability Act and damage to the company's reputation. In addition to the Corporate Compliance Programme against corruption and other forms of unfair conduct, Czech Post also implements the Ministry of the Interior's Departmental Internal Anti-Corruption Programme.

## Sustainable Development Goals

Czech Post is proud to be a signatory to the 17 UN Sustainable Development Goals, which represent a development agenda for a better world by 2030. Wherever we can, we strive to implement and develop them.

In our approach to sustainability, we see the following goals as a priority:

## Relations with Stakeholders

In 2024, we also based our approach on the needs and wishes of our key stakeholders. We regularly communicate with our partners and use various surveys and research to determine their main expectations of the Company. Our most important partners are employees, customers, trade unions, suppliers and business partners, the regulator, representatives of municipalities and the entire public administration, schools and universities, the media, non-profit organisations as well as government institutions.



### 3 – Health and quality of life

The health of our employees and their loved ones is important to us, and we care about it. We know that health is not a given.

### 4 – Quality education

We know that no modern society can do without quality education. That is why we have long been cooperating with secondary and higher education institutions.

### 5 – Gender equality

Equal treatment of men and women is a matter of course for us.

### 7 – Affordable and clean energy

We are committed to protecting the environment in the long term, thanks to optimal energy savings and the use of green energy.

### 8 – Decent work and economic growth

Decent work for all our employees is a matter of course for us. Our goal is also economic growth, which will enable us to further develop our business.

### 10 – Less inequality

We are a signatory to the European Charter for Diversity. The Charter was launched in Europe in 2013 as a commitment to develop a universally tolerant work environment. And that is also our goal.

### 11 – Sustainable cities and communities

Our business impacts the environment and quality of life in cities and towns across the country. That's why we try to cooperate as much as possible with their representatives and participate in the development of their social life. And we try to reduce our impact on their environment, for example, by using alternative fuels in cars or by managing waste economically.

### 16 – Peace, justice and strong institutions

We behave responsibly and transparently. We respect fundamental rights and freedoms and our legal order. We are part of the key infrastructure of the state and we are aware of our responsibility to society.

# introduction of our activities

## Services Provided by the Czech Post

The Czech Post's dense network of branches provides the citizens of the Czech Republic with a wide range of services that enable a wide range of requests to be handled in one place, from basic postal services, through the electronic services of the state to purely commercial services.

In 2024, the Czech Post started cooperating with the Labour Office - at selected Czech Post post offices, it is possible to apply for state social support - parental allowance, housing allowance and child allowances, and from 2025, the application will also be extended to the employment agenda.

Furthermore, in 2024, the Postal Service began its first Open Infrastructure cooperation - opening its post offices to another external operator for package storage and delivery. Collaboration with DPD - so that clients have the option to pick up their mail/shipment from DPD in one place as well.

## Branch Network

TYPE OF ESTABLISHMENT	2023	2024
Own branches	2 062	1 966
of which mobile Post Office	7	7
Post Office Partner	886	984
Pick-up points/Outlets	40	30
Post Offices	6	5
Balíkovna Partner	5 292	7 179

## Number of Wheelchair Accessible Post Offices

WHEELCHAIR ACCESS	2023	2024
The post office has wheelchair access	1 162	1 195
The post office has a signal device	1 601	1 574
The post office has no signal device	169	179

FACILITIES FOR THE VISUALLY IMPAIRED	2023	2024
Without equipment	2 727	2 730
Acoustic beacon + guide rail	123	123
Acoustic beacon	47	46
Guide rail	50	51







DEVICES FOR THE HEARING IMPAIRED - INDUCTION LOOP	2023	2024
Yes	13	14
No	2 934	2 936

Number of Inhabitants per Service Point  
and Number of Mailboxes

TOPIC	2023	2024
Population per service point	3 641	3 694
Number of mailboxes	17 298	16 783



## Services Provided at Branches

MAIN CATEGORIES OF SERVICES PROVIDED	
Delivery and dispatch of mail consignments	Banking and Insurance Services
Delivery and dispatch of parcel consignments	Energy Services (ČEZ)
Sale of stamps and packaging material	Sale of betting games and lottery tickets
eGovernment services (Czech POINT)	Sale of valuables and supplementary assortment
Payment and sending of cash (PK, SIPO)	Sending cash abroad (Western Union)
Payment of pensions	Copying services
Submitting applications to the Labour Office	

BASIC POSTAL SERVICES	
Domestic consignments	Consignments abroad
Ordinary mail – standard	Ordinary consignments
Ordinary mail	An ordinary consignment for the blind
An ordinary consignments for the blind	Ordinary press bag
Registered consignment – standard	Registered consignments
Registered consignments	Registered consignments for the blind
Registered parcel	Registered printing bag
Registered consignments for the blind	Valuable mail
Valuable writing	Standard parcel
Valuable parcel	Valuable parcel
Postal orders A, B, C	Postal order Z/C

## Contractual Partners

Skupina ČSOB:

- Československá obchodní banka, a. s.
- ČSOB Pojišťovna, a. s.,
- ČSOB Stavební spořitelna, a. s.,
- ČSOB Penzijní společnost, a. s.,

ČEZ Prodej, a. s.

SAZKA a. s.

Lottery Maxa s.r.o.

First Newspaper Company, Inc

Mediaprint & Kapa

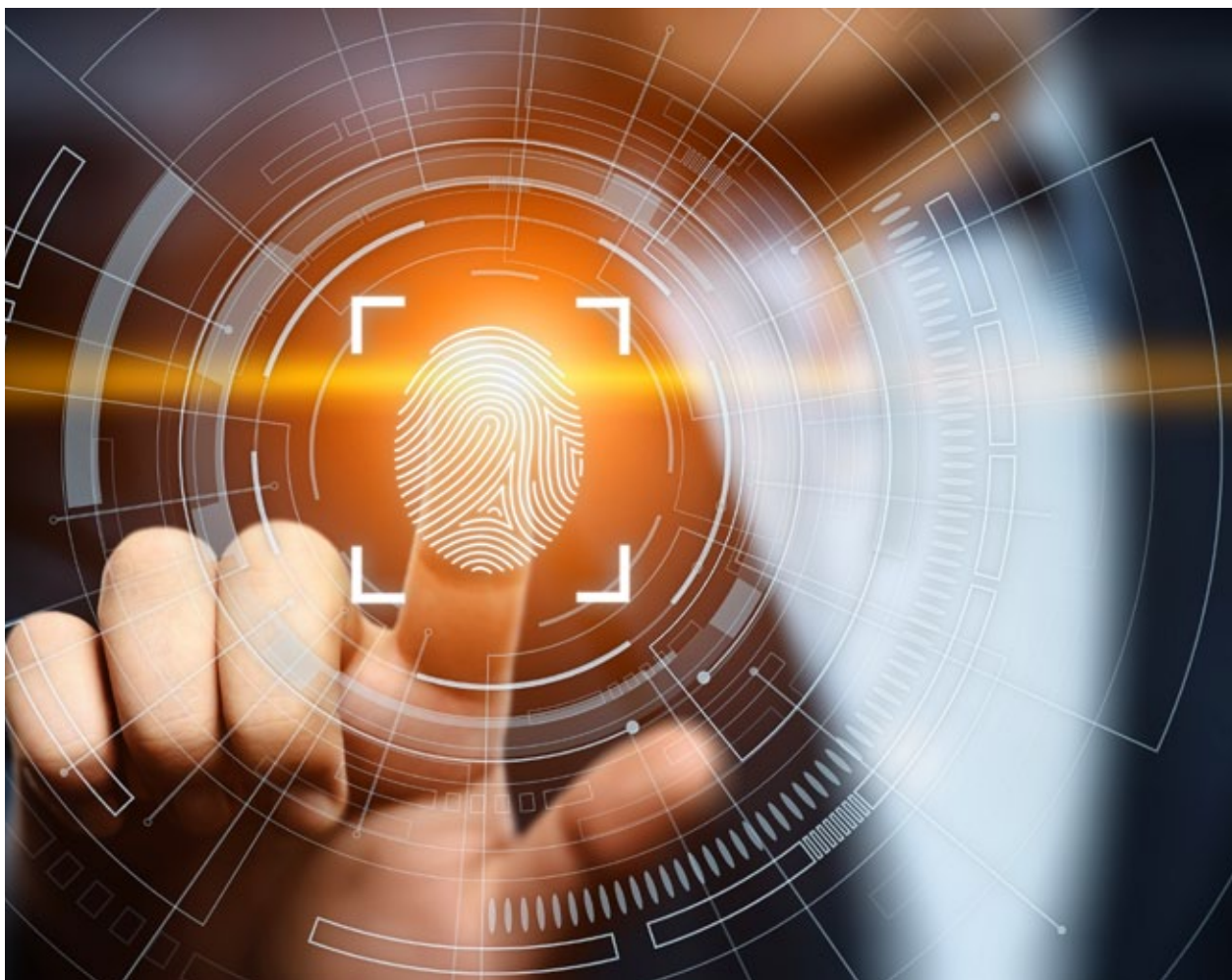
Pressegrosso, spol.s.r.o

State Fund for Transport Infrastructure

Mobile operators

- T-Mobile Czech Republic a. s.
- O2 Czech Republic a. s.
- Vodafone Czech Republic a. s.
- Mobil.CZ (MAFRA, a. s.)
- SAZKA mobil (SAZKA a. s.)
- BLESK mobil (CZECH NEWS CENTER a. s.)

Suppliers of other goods (packaging assortment, paper and other assortment).



## Increasing Customer Comfort

In 2024, we had a total of 125 dedicated Czech Energy Company (ČEZ) counters at 73 post offices, where clients can resolve their energy-related requirements in a discreet environment.

In addition, there were 41 ePost Offices at 29 post offices, which provide Czech POINT services in a discreet environment for clients. Of these, 19 post offices also have an EDU information corner for our clients, with access to the Czech Post website and selected applications that enable clients (with the assistance of our staff if necessary) to engage in the digital world (Post online, Citizen Portal, Citizen Identity, Data boxes...)



Specialised counters were available at 230 post offices last year to provide clients with convenient service of ČSOB banking and insurance services. Next year, we plan to open another

30 such counters in smaller locations. This will bring the discreet workplace for handling banking and insurance services closer to clients.

In cooperation with ČSOB, the Czech Post project Ambassadors for Financial and Digital Literacy aims to support seniors and other disadvantaged groups in financial and digital literacy as part of its social responsibility. The Ambassadors advise our clients on how to safely use modern technologies (the impact of cyber threats, the use of payment cards, digital tools and technologies...), help them gain confidence, and strengthen the customer experience at Czech Post.

## Balíkovna (Parcel Outlets)

With a market share of almost 25%, Balíkovna ranks among the leaders of the logistics market in the Czech Republic. The company operates a complete chain of parcel shipment processing from receipt from the sender to delivery to the addressee. In 2024, we delivered more than 53.5 million parcels to clients.

Our goal is to continue to offer and improve the services of the Balíkovna so that more customers can be satisfied. We take care of our products and continuously improve them to ensure that Balíkovna is as close to our customers as possible and provides them with comprehensive services from submission to returning.

Balíkovna is constantly expanding its network to be available at every step. The Balíkovna network consists of delivery points (drop-off/pick-up), which are branches of the Czech Post, business premises of tradesmen and companies and self-service boxes.

Currently, Balíkovna has more than 3,300 boxes where packages can be picked up or delivered. Last year, Balíkovna continued its expansion, and its distribution network grew significantly, with more than 10,000 delivery points (drop-off/pick-up) at the end of the year.

BALÍKOVNA PRODUCTS (as of 1 <sup>st</sup> May 2025)
Balíkovna – Delivery to pick-up points/outlets and boxes
Balíkovna delivered onto the address
Balíkovna plus
Balíkovna – Returning goods/claims
Package handed over personally
EMS



## Rebalík

Rebalík is the name of a service for the public to send in their end-of-life electrical appliances for free recycling. The public can use the service free of charge at more than 10,000 Balíkovna branches, including depots, shops, newsagents and post offices across the country. Balíkovna and REMA System launched the service in October last year and in the first three months of operation, a total of 810 kg of electrical appliances was sent, which would otherwise have ended up in landfill was sent.

Through its product Balíkovna – returning items of electrical appliances, transports the electrical appliances to a sorting centre, where they go to recycling facilities with which REMA System has a contract to ensure their processing. Thanks to environmentally friendly recycling, for every 1,000 kg of electrical appliances, over 170 m<sup>3</sup> of water, 700 litres of oil and over 1,500 kg of CO<sub>2</sub> can be saved.

## Mobile Post Office in 2024

Mobile Post Office is a form of providing postal services through Czech Post vehicles that are adapted for the operation of a postal counter. It is a full-fledged substitute for a physical branch of the post office offering these services:

- Receipt and dispatch of domestic and international shipments
- Domestic, international postal orders

- Pension service
- SIPO services
- Sale of Electronic Vignettes
- Sale of valuables and telephone cards
- Sale of printing, packaging and additional goods
- Sale and payment of prizes on lottery tickets issued by Loterie Maxa
- Selected ČSOB services (payment of bank drafts, basic account service, payment order, cashless card payment)

At present, the Czech Post has seven Mobile Post Offices in the field on a continuous basis – the locations of operation change according to the current need, and the hours for the public correspond to the legislative framework.

## Stamp Production

In 2024, the Czech Post provided the Ministry of Industry and Trade of the Czech Republic with a total of 64 stamps with various themes for stamp issuers. Of these, 11 were pay stamps and 53 commemorative stamps. Five new Fila Points were also opened, through which we are trying to make philatelic goods available to a wider public throughout the country. A major achievement was winning the international award for the most beautiful sheet of 2023 – Shakespeare's Plays. The award was received by representatives of Stamp Creation in 2024 in Asiago, Italy.



## Cooperation with Municipalities

Cooperation with municipalities takes place in several areas. Negotiations initiated by the Key Account Managers are taking place within the Post Office Partner Project. In order to maintain good relations and cooperation with the municipalities, the local government is approached with a priority offer to operate the Post Office Partner municipalities. It is solely a matter of the municipality's decision whether or not the offer to transfer the post office to a Partner Post Office is attractive to the municipality. If the municipality is not interested in operating the Partner Post Office, the public is informed about the possibility of applying for the tender for the operation of the Partner Post Office by means of an invitation to tender. The potential private operator of the Partner Post Office is always first presented to the municipality before it is implemented.

Within the framework of the Partner Post Office Project, not only rural branch network municipalities are addressed, but also the urban branch network is given attention. The Post Office Partner Project then implements the multi-post office branches as well.

Cooperation with local government representatives also takes place at the level of their national associations and unions. The Czech Post regularly meets with representatives of the Association of Local Governments (ALG CR), the Association of Towns and Municipalities (ATM CR) and the Association of Regions of the Czech Republic (ARCR) and its representatives are members of joint working groups where initiatives, projects and intentions aimed at the modernisation and sustainable development of both rural areas and urban agglomerations are actively communicated, including the provision of postal and financial services.



On these platforms, new directions are introduced for the Czech Post in the area of ensuring the agendas of state and public institutions towards citizens through a network of branches and a network of contact specialists, which brings a significant increase in citizen comfort throughout the country.

## Data Boxes Information System

The Data Boxes Information System (DBIS) is used by more and more companies and authorities, as well as by businessmen and citizens. Since its launch in 2009, this system has become a key tool for electronic communication between public administration and users. In 2024, the number of data messages delivered and sent continued to grow – while 129.6 million messages passed through the system in 2022, the number increased to 143.3 million in 2023 and further increased to 151.5 million in 2024. This is a six percent year-on-year increase, confirming the steady trend of digitising communications across the board.

In the last two years there has been a significant increase in the number of data boxes set up. Following legislative changes, a data box was automatically set up for all sole traders/

self-employed and legal entities, which contributed to a significant leap in growth. The total number of active data boxes will thus increase from 1.5 million to 3.8 million between 2022 and 2024. At the same time, the number of mailboxes voluntarily set up by citizens is also growing, with the number of such active mailboxes approaching the one million mark by the end of 2024. This trend is supported by a growing awareness of the benefits of data boxes, such as security, speed of delivery and legal certainty.

Czech Post, as the system operator, offers a number of additional services that increase the comfort of users when working with data boxes and at the same time support the wider use of the system in practice:

- **Postal Data Message (PDM)** – enables private communication between DBIS users. In 2024, 2.6 million messages were sent in this way, an increase of 48% year-on-year. This service is gaining importance especially in business, legal services or accounting where fast and secure communication is essential.
- **Data Vault** – provides secure and guaranteed storage for inbox and outbox messages older than 90 days. This gives users the assurance that important documents will not disappear after the standard retention period.

Most of the reports have long been sent by public authorities, but the involvement of individuals and businesses is also gradually increasing. This development reflects a higher level of digital literacy of the public and a greater trust in state electronic communication systems. In total, 1.37 billion data messages have already passed through the system in the 15.5 years of operation from 2009 to the end of 2024.

As of 31<sup>st</sup> December 2024, a total of 47,000 data vaults were already active and the number continues to grow.

- **SMS notification** – a service that informs the user about a newly received data message via text message to a mobile phone. Approximately 1.8 million of these notifications were sent in 2024. This service contributes to greater flexibility and rapid response by users, which is particularly important in cases where the delivery of a data message may be legally significant.

## Czech POINT

The Czech Post has long been an important partner of the public administration and plays a key role in the Czech POINT project, which aims to simplify citizens' access to selected government services. It has been involved in the Czech POINT system since 2007 and has become one of its most important pillars. The project enables citizens to deal with official matters without having to visit individual offices, which significantly saves time and increases the comfort of users.



At present, Czech POINT services are provided at approximately 750 post offices, which are evenly distributed throughout the Czech Republic. This ensures the availability of these services not only in large cities, but also in smaller towns and rural areas. The long-term popularity of these services among the public is also evidenced by statistics – since 2007, almost 19 million transactions have been carried out at Czech Post contact points.

In addition to standard Czech POINT agendas, such as extracts from public and non-public registers (e.g. the Criminal Register, the Real Estate Cadastre, the Trade Register or the Drivers Register), other important services are provided at Czech Post branches, such as vidimation (verification of the conformity of a document with its original) and legalization (verification of the authenticity of a signature). These services are crucial, for example, when dealing with legal transactions, court applications or negotiations with institutions.

In 2024, a total of 4.4 million Czech POINT and authentication service transactions were carried out at post offices, which represents a slight year-on-year increase compared to 2023, when approximately 4.3 million transactions were recorded. The most requested services continue to be signature verification, document verification and criminal record extract, confirming that the Post Office serves as a trusted place for citizens to carry out important administrative business.

The Czech Post maintains a dominant position within the Czech POINT system. Although it operates only 11% of all contact points, more than half of all transactions (53%) are carried out at its branches. This share reflects the high public trust, availability of services and the wide network of branches.

The Czech Post has an even more significant share in agendas related to data boxes. It is easy to apply for a new data box, invalidate access data or apply for new ones. A total of 80% of all these actions are carried out through the Czech Post, which proves its crucial role in the digitisation of public administration and access to eGovernment services.

## PostSignum Certification Authority

The year 2024 was not only a challenging year for PostSignum, but also an extremely successful one. Total revenue surpassed the previous record set in 2023, and new highs were reached in both turnover and net profit. The successful projects in the field of digitalization of construction management, which required the members of the chambers of CKAIT and CKA to be equipped with qualified certificates and time stamps in a short time, contributed significantly to this result.

More than 343,000 certificates were issued during the year, an increase of approximately 20,000 year-on-year. Time stamps issued also reached an all-time high, with 649 million issued in 2024, an increase of 37 million year-on-year.

In addition to business activities, the certification authority also focused on development projects. One of the key projects was building a remote sealing service and a follow-up remote signing project. These new services will complement the existing offering and also create an alternative to the traditional local signing and sealing using USB tokens and smart cards. The introduction of these services is not only in response to growing customer demand, but also in response to changes in European legislation that expands the portfolio of qualified services to include remote signing and sealing.

We also think about the comfort of our customers. As part of the development, new versions of the iSignum application were created for generating certificate requests and certificate management. The version designed for the Windows operating system has been supplemented with versions for Android and macOS.

Another significant change was the revision of the ISO 27001 standard. As a result, it was necessary to modify or adapt some internal processes and especially documentation to maintain full compliance with the requirements of the standard.

At the same time, PostSignum continues to move towards a fully digital and paperless operation. In 2024, the paper forms of contract documents were changed, with some replaced by digital versions. These can now be sent via data boxes, uploaded via the web or simply emailed. The long-term process of digitising all contracts and documents stored in the CA's archive is also continuing.

### Membership in Organisations

Czech Post is a member of the ICT UNIE. The aim of the Association is to increase the perception of the importance of the introduction and use of modern information and communication





technologies in society, including the creation of optimal conditions for the development of ICT in the Czech Republic as a prerequisite for the creation of an information society. Last year, as part of the ICT UNIE, the Czech Post was involved in commenting on draft laws in the area of eGovernment and participated in discussions on the topics of the European digital wallet, cyber security and the filing service.

## Postal Museum

The Postal Museum (PM) contributes to the building and promotion of the reputation of the Czech Post, especially to the promotion of the company's tradition, the history of the post office and stamp design. The Museum operates permanent exhibitions at its headquarters in Prague 1 – Nové Město and at its branch in Vyšší Brod, where it introduces visitors to the history of postal administration in the former abbey of the Cistercian monastery on an area of approximately 1,800 m<sup>2</sup>. In addition to the short-term exhibitions, it organises at its Prague branch and at the Vyšší Brod branch, it is also involved mainly in lending exhibits to many external memory and other cultural and public institutions at home and abroad. In addition, it lends complete exhibition projects that serve as travelling presentations.

Since January 2023, the PM Gallery has joined them as an integral part of the museum, which serves to present contemporary art through the exhibition space at the Post Office in Prague 1.

In 2024, the PM held or participated in the preparation of 19 exhibitions and exhibition or presentation events, two of which took place at the PM headquarters in Prague, six at the PM Gallery in Prague, one at the Prague 012 Post Office – Hrad, two at the PM branch in Vyšší Brod, and eight (one of which was its own) at other memory, cultural and public institutions in the Czech Republic. It made long-term loans of 46 collection items to 10 cultural and memory institutions in the country. Key internal exhibition projects included. Photographing! Authors of Postage Stamps through the Lens of Martin Říha and Stamps, Trains, Roads, Sheds. This was on the occasion what would have been the 90<sup>th</sup> birthday of the painter Jiří Bouda.

## Membership in Organisations

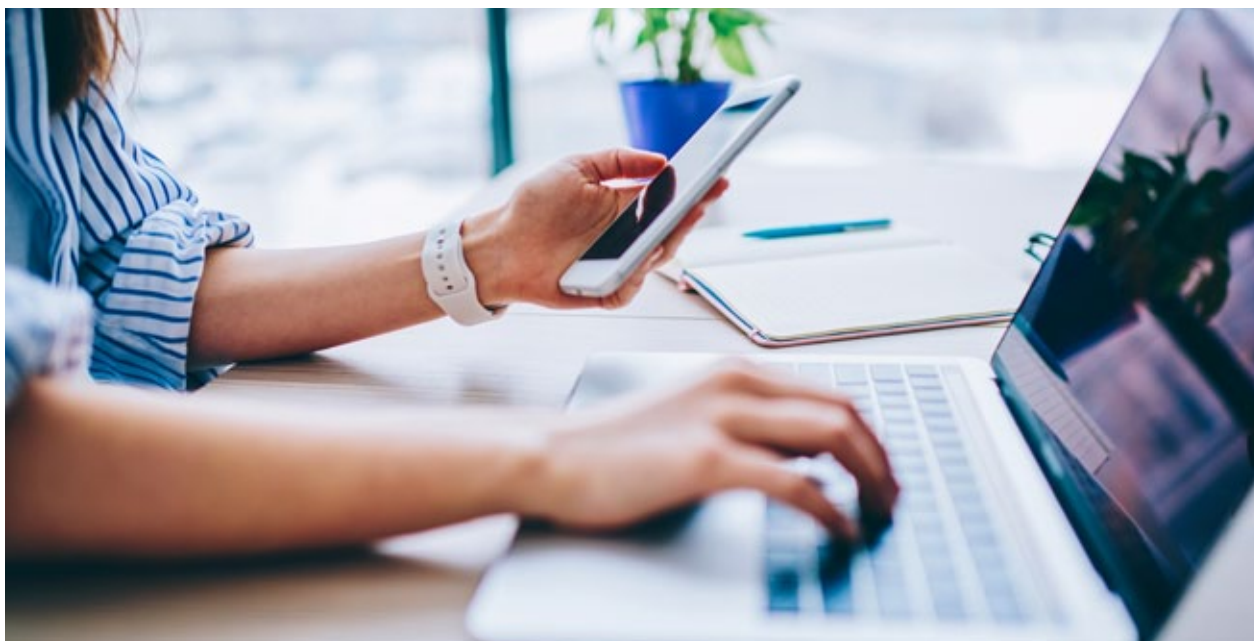
The museum is a long-standing and traditional member of the Czech Committee of the International Council of Museums (ICOM), the Union of Central European Technical Museums (MUT), the Conference of European Communication Museums (CECOMM) and is also a founding member of the International Association of Transport and Communication Museums (IATM). In the Czech Republic, the museum is a member of the Association of Museums and Galleries (AMG) of the Czech Republic, in whose activities it actively participates. On 18<sup>th</sup> October 2018, it became a founding member of the Prestige Philately

Club Prague, which focuses on close cooperation between leading philatelic collectors, connoisseurs and investors. In addition, it has long been cooperating with the Union of Czech Philatelists (UCP), including within the Society of Friends of the Postal Museum of the UCP.

### **Promotional, Educational and Publishing Activities**

In 2024, the museum's educational activities were carried out with the aim of introducing the history of postal administration and stamp production not only to adults, but especially to children's visitors. A commemorative postcard was published for the exhibition at PM Prague and promotional prints (invitation, posters, leaflets, banners) were created. Eleven art workshops, two lectures (all at PM Prague) and 18 guided tours (15 of them at PM Prague and 3 at the PM Gallery) were held as part of the accompanying programmes for the short-term exhibitions.

At the PM branch in Vyšší Brod, attention was paid to children, for whom the traditional Summer Postal Detective Story with a railway theme was prepared, which boosted the attendance of families with children in particular. In addition to the above-mentioned activities, the PM took part in the traditional events Ice Prague, Brno Museum Night, Prague Museum Night and Experience the City Differently. Newly it participated in the events Prague Places and Architecture Day. Groups of children from kindergartens, primary and secondary schools, including children with special needs, visited the museum as part of programmes for schools. Cooperation with the Friends of the Petrákov Quarter and the Citadel Studio continued. Last but not least, the XVIII<sup>th</sup> year of the Day of Czech Philately took place, which was mainly marked by a retrospective exhibition of the painter and graphic artist Jiří Bouda. The one hundred and sixth anniversary of the Postal Museum was commemorated by the publication of a commemorative print.



# environmental responsibility

As part of sustainable business, we see our responsibility towards the environment as one of our priorities. We actively seek to save energy, reduce our carbon footprint and develop electromobility. In the coming years, we will continue to focus on reducing the amount of waste we produce and on sorting it more consistently.

## Carbon Footprint

The calculation of greenhouse gas emissions was carried out in accordance with the Greenhouse Gas Protocol (GHG Protocol), a globally recognized standard developed jointly by the World Resources Institute and the World Business Council for Sustainable Development. The GHG Protocol provides a comprehensive, standardized framework for quantifying and managing greenhouse gas emissions from private and public sector activities, value chains and mitigation efforts.

Even in 2024, the main source of emissions was emissions associated with the operation of buildings, both owned and rented. The operation of owned buildings (Scope 1 and 2) accounted for around 51% of total emissions, with around 24% of total emissions coming from emissions associated with the purchase of electricity in Scope 2.

The second most significant source of emissions is the company's vehicle fleet. In the total of owned and leased vehicles, these emissions accounted for 12%, with 6% of the total emissions attributable to leased vehicles.

Compared to the previous year, the emission intensity was reduced in all three Scopes, mainly due to the optimisation of the use of real estate assets.

TOTAL EMISSIONS INDEPENDENT OF ANY GREENHOUSE GAS TRANSACTIONS SUCH AS SALES, PURCHASES, TRANSFERS OR CUSTODY OF PERMITS	2023 TOTAL (tCO <sub>2</sub> e)	2023 EMISSION INTENSITY (tCO <sub>2</sub> e/number of employees)	2024 TOTAL (tCO <sub>2</sub> e)	2024 EMISSION INTENSITY (tCO <sub>2</sub> e/number of employees)
Scope 1	23 059	1,10	20 090	1,02
Scope 2	64 537	3,09	58 189	2,95
Scope 3	75 357	3,61	74 579	3,78
Total emissions	162 953	7,80	152 858	7,75



## Fleet of the Czech Post

The Czech Post has a total of 5,606 cars of various types in its fleet. Last year the fleet did a total of 114 565 044 kilometres. A total of 95% of our fleet belongs to the EURO6 emission standard. Czech Post is also focusing on electromobility as part of reducing its carbon footprint. In 2024, the fleet included 263 electric cars and 104 internal charging stations.



## Types of Cars

VEHICLE CATEGORY	Number of vehicles	% of vehicles
[M1 ] Passenger vehicle	2 055	36,66 %
[N1 ] Delivery vehicle/Van	3 254	58,04 %
[N2 ] Cargo vehicle	119	2,12 %
[N3 ] Truck	152	2,71 %
[O2 ] Semi-Trailer/Trailer	4	0,07 %
[O4 ] Semi-Trailer/Trailer	19	0,34 %
[T2 ] Tractor	3	0,05 %
Total sum	5 606	100,00 %

## Age of Vehicles

VEHICLE CATEGORY	Number of vehicles	Ø age of vehicles
[M1 ] Passenger vehicle	2 055	3
[N1 ] Delivery vehicle/Van	3 254	3
[N2 ] Cargo vehicle	119	10
[N3 ] Truck	152	9
[O2 ] Semi-Trailer/Trailer	4	23
[O4 ] Semi-Trailer/Trailer	19	9
[T2 ] Tractor	3	35
Total sum	5 606	

## Emissions Standards

VEHICLE CATEGORY	Number of vehicles	% of vehicles
WITHOUT NORM	28	0,50 %
EURO0	3	0,05 %
EURO1	0	0,00 %
EURO2	1	0,02 %
EURO3	6	0,11 %
EURO4	92	1,64 %
EURO5	154	2,75 %
EURO6	5 322	94,93 %
Total sum	5 606	100,00 %

## Fleet Distribution by Fuel

FUEL	Number of vehicles	% of vehicles
Without fuel	23	0,41 %
CNG	58	1,03 %
Electricity	263	4,69 %
Oil	3 560	63,50 %
Natural 95	1 702	30,36 %
Total sum	5 606	100,00 %



## Energy Management

Since 2018, Czech Post has implemented and certified the “Energy Management System” according to ČSN EN ISO 50001:2019. In 2024, the company passed the certified Energy Management System according to ISO 50001 (hereinafter referred to as “EnMS”) Recertification Audit (hereinafter referred to as “RCA”), which was conducted by CQS. The DA was carried out in accordance with ČSN EN ISO 50001:2019.

In addition, in 2024, the Audit, Risk Management and Control Unit carried out an internal audit of EnMS in accordance with the internal directives of the Czech Post.



Our Energy Management Rules

- To manage in such a way as to avoid unnecessary losses
- To monitor energy consumption and identify the causes of unwanted consumption
- To maintain their consumption facilities in a condition that complies with legal regulations and technical standards
- To take energy only based on contracts concluded for the actual needs of the premises
- To use and introduce new technologies that are more environmentally friendly and use less energy

Consumption

ELECTRICITY CONSUMPTION	2023	2024
	49 900 MWh	44 309 MWh

PURCHASE OF GREEN ENERGY	2023	2024
	6,75 %	6,75 %



HEAT CONSUMPTION	2023	2024
	55 020 MWh	50 280 MWh

GAS CONSUMPTION	2023	2024
	59 813 MWh	52 653 MWh

WATER CONSUMPTION	2023	2024
	12 270 thousand. CZK	13 795 thousand. CZK

Water consumption is not centrally recorded in technical units, therefore only the total cost of water charges is shown in the table.

COSTS ASSOCIATED WITH WASTE DISPOSAL AND QUANTITIES OF WASTE	2023	2024
Waste removal	24 552 790 CZK	25 382 681 CZK
of which disposal of packaging waste *	256 675 CZK	235 960 CZK
Ecological disposal **	289 047 CZK	429 921 CZK
Quantity of waste in tonnes of which:	6 292	5 572
Mixed municipal waste	3 275	2 748
Paper and cardboard packaging	1 054	879
Paper and cardboard	1 178	1 260
Bulky waste	404	380
Plastic packaging	198	150
Iron and steel	53	52
Oily water from oil separators **	0	1
Mixtures of sand trap waste **	30	3
Oil separator sludge **	10	7

\* From packaging that Czech Post places on the market

\*\* Disposal of hazardous waste

## Waste Management

As part of environmental protection, Czech Post, State-Owned Enterprise strives to manage waste as economically as possible. For the year 2025, Czech Post has concluded Waste Management Service Contracts for all seven Regions. Also, for the years 2023-2025, framework agreements (26) have been concluded for the provision of services for the collection and disposal of hazardous waste and other waste from selected establishments where this hazardous waste is generated, mainly transport centres, the Central Printing Plant Prague, System Documentation for Waste Prevention, Waste Transfer Record etc.

To fulfil the reporting obligation for 2024 by the deadline of 28<sup>th</sup> February 2025, a total of 2 034 Waste Production and Management Reports were submitted through the Integrated Environmental Reporting System, thus fulfilling the legal obligation.

The overall increase in waste collection costs was mainly due to an increase in the statutory charge for landfilling of mixed municipal waste and the effect of a newly tendered public contract.

The increase in hazardous waste disposal costs was mainly due to the disposal of expired COVID devices and costs associated with the closure of facilities that generated hazardous waste, in particular transport centres.



## Collection of Paper, Plastics and Shredding

RAW MATERIAL	Quantity 2023 (tonnes)	Quantity 2024 (tonnes)
Paper collection	967,7	810,96
Plastic collection	102,2	83,26
Controlled and uncontrolled paper shredding	1 075,4	1 258,88

## Recycling, Take-back

In the field of electrical equipment take-back we cooperate mainly with the following companies. REMA a.s. and STEELMET, s.r.o.

	2023	2024
Take-back of electrical equipment in the course of the year by the company STEELMET	55,38 t	34,852 t

## Air Protection

For the year 2024, a total of 25 Notifications of aggregated operational records of listed sources of air pollution were submitted through the Integrated Environmental Reporting System by the deadline of 31<sup>st</sup> March 2024, thus fulfilling the legal obligation.

## Water Protection

For the year 2024, a total of 4 reports were submitted through the Integrated Reporting System in the field of the Environment – Basic data submitted by the polluter to the authority, the river basin manager and the authorised expert body and 3 reports on groundwater abstraction, which fulfilled the legal obligation.

## Real Estates/Properties

### Number of Properties Owned Including Co-Ownership

	2023	2024
Number of properties	1 165	1 081

### Energy Performance Certificate of the Building (epcb)

EPCB	2023	2024
A	0	0
B	8	7
C	18	13
D	71	47
E	154	81
F	183	113
G	210	393
EPCB	521	427
Total	1 165	1 081

The Czech Post has EPCB for all buildings where required by legislation.





# social responsibility

The Czech Post is one of the largest employers in the Czech Republic. We have just under 20,000 employees providing services throughout the Czech Republic. In 2024, a total of 19,702 employees worked at the Czech Post, which was 1,200 fewer than in the previous year.

The significant decrease is mainly related to:

- Optimising city branches
- Organisational changes and rationalisation measures in administration and management
- Optimising letter delivery in DEPO projects and changing D+3 delivery

The staff turnover rate last year was 26.1%. Unwanted (voluntary) turnover was 16.4%, also on a downward trend year-on-year. The main reasons

for voluntary staff turnover are the nature of the work (high physical workload) and lower pay, with the pay ratio of the Czech Post to the logistics segment at 81% in 2024.

## Number of Employees

	2023	2024
Converted average number of employees	20 902	19 702
Average physical number of employees (natural persons)	21 368	20 140

## Staff Turnover

STAFF TURNOVER	Period			
	2023		2024	
	Leaving	%	Leaving	%
Total staff turnover	7 378	35,0 %	5 195	26,1 %
Voluntary staff turnover	4 106	19,5 %	3 266	16,4 %

## The Proportion of Women and Men in Each Operation

SHARE	2023		2024	
	Women	Men	Women	Men
Directors	10 %	90 %	15 %	85 %
Managers	81 %	19 %	80 %	20 %
Office workers	62 %	38 %	61 %	39 %
Workers	68 %	32 %	72 %	28 %
Apprentices	56 %	44 %	64 %	36 %



Share of Number of Employees  
in Individual Operations

SHARE	2023	2024
Directors	0,04 %	0,07 %
Managers	5,80 %	8,21 %
Office workers	10,79 %	14,07 %
Workers	83,29 %	77,55 %
Apprentices	0,09 %	0,11 %

The Average Annual Proportion  
of Women and Men in Each Operation

	Women	Men
2023	72 %	28 %
2024	72 %	28 %



## Representation of Men and Women in the Management of the Czech Post as of 31<sup>st</sup> December 2024

	2023		2024	
	Women	Men	Women	Men
Top management	10 %	90 %	15 %	85 %
Senior management	38 %	62 %	34 %	66 %
Middle management	53 %	47 %	53 %	47 %
Lower management	86 %	14 %	86 %	14 %

## Number of Foreign Employees

YEAR	2023	2024
Agreements	613	561
Employment Contract	752	788
Total	1 365	1 349



## Number of Employees by Employment Contract

DURATION OF THE EMPLOYMENT CONTRACT	2023		2024	
	Women	Men	Women	Men
Indefinite period	12 460	4 669	11 998	4 586
Definite period	2 194	1 042	2 014	961
TOTAL	14 654	5 711	14 012	5 547

## Number of Employees by Employment Relationship

LENGTH OF WORK LOAD	2023		2024	
	Women	Men	Women	Men
Full time	13 086	5 649	12 483	5 475
Part-time	1 568	62	1 529	72
TOTAL	14 654	5 711	14 012	5 547

## Number of New Employees

AGE CATEGORY	2023		2024	
	Women	Men	Women	Men
up to 19 years	88	135	116	155
20-24 years old	503	514	488	504
25-29 years old	319	286	317	247
30-34 years old	402	212	340	166
35-39 years old	379	176	328	150
40-44 years old	359	179	347	146
45-49 years old	318	191	363	183
50-54 years	284	141	294	161
55-59 years old	197	123	180	130
60-64 years old	42	46	48	50
65 and over	7	24	6	20
TOTAL	2 898	2 027	2 827	1 912



## Structure of Employees by Age

AVERAGE AGE OF EMPLOYEES	2024		
	Women	Men	TOTAL
under 30 years of age	24,66	24,22	24,45
aged 30 – 50 years	42,60	41,31	42,25
over 50 years of age	56,31	57,26	56,53

## Structure of Employees by Education - 2024

AGE CATEGORY	Basic education		Vocational secondary school		Full secondary vocational		College		UNIVERSITY	
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men
up to 19 years	4	15	12	18	8	2	0	0	0	0
20-24 years old	57	104	120	234	398	250	5	1	9	4
25-29 years old	93	123	131	166	386	226	9	8	48	23
30-34 years old	73	78	171	146	528	242	30	12	69	48
35-39 years old	83	48	250	155	716	204	37	18	125	71
40-44 years old	51	33	367	211	1 022	253	45	13	105	74
45-49 years old	90	49	801	341	1 557	327	47	11	108	98
50-54 years	64	43	938	352	1 759	324	12	2	82	77
55-59 years old	75	24	705	224	1 428	236	0	5	79	75
60-64 years old	49	28	394	183	705	184	2	2	44	68
65 and over	11	7	51	42	58	40	0	0	1	25
TOTAL	650	552	3 940	2 072	8 565	2 288	187	72	670	563



Number of Men and Women Taking Paternity and Maternity Leave

	Paternal	MD/RD	Total
Men	72	9	81
Women		1 407	1 407
Total	72	1 416	1 488

Number of Employees Who Returned to Work after Taking Parental Leave

YEAR	2023	2024
Men	2	1
Women	199	196
Total	201	197

Employees Eligible for Retirement Pension

AFTER ENTITLEMENT TO AN OLD-AGE PENSION	2023		2024	
	Women	Men	Women	Men
Senior staff	23	6	17	1
Ordinary staff	199	142	212	136
TOTAL	222	148	229	137



## Employee Remuneration

Employee remuneration is regulated by the employer’s internal regulations. Remuneration is based on a continuously updated system of standard positions. Pay is determined based on the complexity, responsibility and exertion of the work, the difficulty of the working conditions, etc. An important motivation factor in the remuneration system is the evaluation of work performance, which is managed in the form of a variable pay component.

The average monthly wage in the Czech Republic in 2024 was CZK 33,250, an increase of CZK 1,581, or 5.0%, compared to the previous year.

The increase was influenced by the implemented increase in tariff wages by an average of 10% as of 1<sup>st</sup> September 2024 in accordance with the results of the negotiations with the trade unions.

## Benefits

In addition to the salary, the employer provided its employees with employee benefits (perks), which amounted to an annual average of approximately CZK 30 000 per employee. These included contributions for meals, pension savings, supplementary pension savings, long-term investment programme and life insurance, individual employee recreation, children’s camps, etc. It also allowed its employees to take an extra week of leave beyond the Labour Code. The employer also facilitates entry into the MultiSport and T-Mobile programmes.

## Equal Opportunities

In 2024, the Czech Post employed 660 people (479 of them women) with disabilities. A further 489 persons with disabilities worked in the form of agreements for work outside the employment relationship. Companies employing PWDs are approached in the purchase of products and services. In recruitment, we use a special pictogram for positions that are suitable for PWDs, which helps applicants to filter out suitable positions more easily. We also work with “Rytmus”, a non-profit organization that supports people with disabilities in actively integrating into life beyond the workplace.

## Employment of the pwd’s

EMPLOYMENT RELATIONSHIP	2023	2024
Men	189	181
Women	529	479
Total	718	660

AGREEMENTS	2023	2024
Men	150	141
Women	327	348
Total	477	489



## European Charter for Diversity

In 2019, Czech Post became a signatory to the European Diversity Charter. The Charter was established in Europe in 2013 as a commitment to develop a universally tolerant work environment. At Czech Post, we focus on the following target groups:

- parents on parental leave or returning from parental leave,
- disabled people or people with reduced working capacity,
- members of national minorities, citizens of the Czech Republic,
- young people, graduates,
- people aged 50+,
- foreign employees.

## Charter against Domestic Violence

In 2024, the Czech Post joined the Charter against Domestic Violence. The workplace may be the only safe place for victims of domestic violence. It is here that the problem can be detected early, and victims can seek professional help. Although in many cases it is not only women who are victims of domestic violence, statistics show that one in five women has experienced physical or sexual violence at some point in her life. Domestic violence has serious effects on the health of victims, not only physical but also mental. It is therefore important to be aware of these things, to be mindful and to offer help where appropriate.



A very effective tool is the Bright Sky app for dealing with domestic violence. The Charter against Domestic Violence is a joint initiative of Vodafone, IKEA and the ROSA Centre for Women, under the auspices of the Department of Gender Equality of the Government Office and the Government Commissioner for Human Rights.

## We Cooperate with Secondary/ High Schools and Universities

In 2024, cooperation with partner post-secondary schools and universities continued. During the year, we organised several excursions for pupils in Mošnov in the state-of-the-art logistics centre of the Czech Post, as well as excursions to depots or branches in Prague and Brno. As part of our cooperation with universities, we took part in the Career Day at the Transport Faculty of the Czech Technical University.

### Postal Skills Competition

Once again, after one year, we held the 12<sup>th</sup> edition of the popular High School Postal Skills Competition. This year it was hosted by the Secondary School of Informatics, Postal Administration and Finance in Brno. Representatives from eight postal schools from all over the country participated, and they competed in a variety of disciplines to test their postal as well as general knowledge.



## Practical Training at Post Offices

Last year, secondary school students worked in practical training 3 843 days and 24 973.25 hours. We are proud that the number of students and days worked on practical training within the Czech Post continues to increase. It is not only the students of the “postal” schools who are on work experience in the ranks of the Czech Post. The number of applicants from other disciplines is also increasing. This is not only in logistics, but also in marketing, IT and other areas in which skilled people are needed at the Czech Post. During the practical training, students gain an overview of the operation and for Czech Post, the practical training is an opportunity to present itself as an attractive employer.

## We Employ Prisoners

Based on the Memorandum of Mutual Cooperation between the Czech Post and the Prison Service of the Czech Republic, the cooperation with the prisons of Bělušice, Hradec Králové, Pardubice, Plzeň, Teplice, Rapotice, Pankrác, Liberec and Heřmanice was extended in 2024. Prisoners are transported to our workplaces, except for Hradec Králové, where they go alone.

The aim is to help reform convicts and enable them to work while serving their sentences. Our cooperation also includes improving qualifications, such as forklift certificates, and preparing events such as Children's Day. This cooperation supports their preparation for their return to society.



## Employee Training

In 2024, Czech Post employees received a total of 121,919 training courses, of which 98,855 were through e-learning courses, representing 81%. Employees received training mainly in the areas of mandatory training and legislative exams, adaptive training and professional training, alliance partner product training and professional and development training.

Most of the face-to-face training was provided by teams of in-house trainers and coaches, representatives of alliance partners, contractors or selected senior staff. A total of 2,460 course dates were delivered in 2024.





#### AN OVERVIEW OF THE NUMBER OF STAFF TRAINED IN EACH AREA IN 2023 AND 2024

Area	2023	2023 in person	2023 Electro- nically	2024	2024 in person	2024 Electro- nically	Total
Adaptation training and professional training	15 948	5 454	10 494	32 106	7 101	25 005	48 054
Mandatory training and legislative examinations	47 255	12 614	34 641	52 614	10 444	42 170	99 869
Professional and soft skills training	3 129	2 965	164	1 878	1 736	142	5 007
Product training of alliance partners	33 939	3 865	30 074	35 321	3 783	31 538	69 260
Total*	100 271	24 898	75 373	121 919	23 064	98 855	222 190

\* employees' overall attendance at training sessions is counted, i.e. one employee could attend e.g. three face-to-face and two e-learning sessions

A team of internal trainers has been involved in development activities such as adaptation training for newcomers, for example, the Communication with Clients course or the Onboarding Day online for new employees. Since 2024, the adaptation programme has also included a Ten Commandments workshop for financial and insurance experts, which was piloted in autumn 2023 and proved to be an effective tool in the adaptation of new employees. Internal trainers also completed the second year of the Talent Programme, which aims to retain and develop talented employees and support their further career growth.

In 2024, cooperation with secondary schools within the framework of the Association of Postal Schools also continued. Four workshops were

conducted for students focusing on communication skills, working with stress, presentation skills and personal leadership.

As part of the recruitment process, trainers assisted with the provision and interpretation of personality diagnostics and performance tests for selected positions. Targeted workshops tailored to specific teams were also conducted with selected managers.

The team of internal lecturers continued training in the area of professional training in electronic and face-to-face form, in order to obtain the prescribed qualifications for eGovernment services (e.g. courses CA PostSignum, Czech POINT, Vidimation and legalization, etc.). These courses are classified as mandatory training and examinations.

After the pilot and its evaluation, the adaptation training for financial experts was implemented on a full scale. In cooperation with the Ministry of Labour and Social Affairs, six e-learning courses were newly developed for the operation of the Labour Office services – Jenda.

In the fourth quarter, the digitization of training for the verification of electronic identity documents continued.

For several years, Czech Post has also been involved in the T2G inter-company mentoring programme, which serves as a platform for bringing together employees from different disciplines who want to develop themselves or offer development through mentoring. In 2024, five of our colleagues were nominated for the programme.

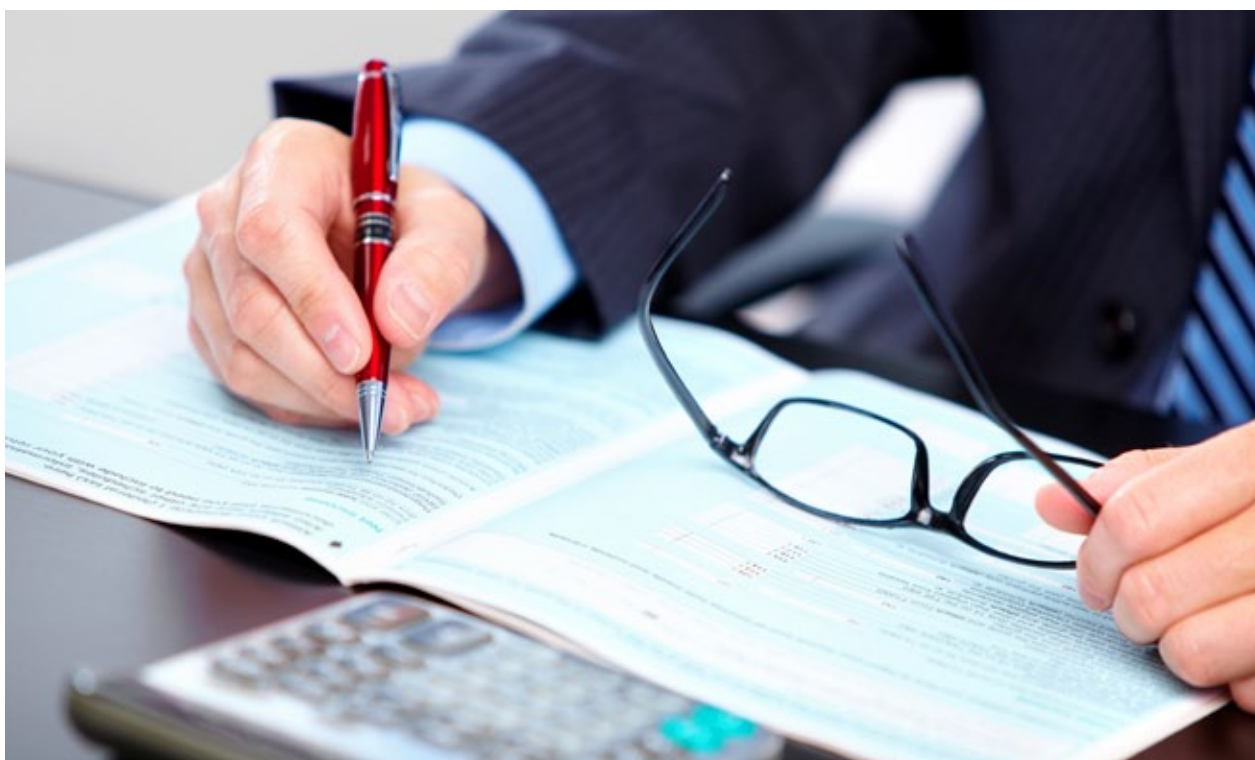
## Social Dialogue

The company has nine trade union entities, which in total unite 81 basic trade union organisations. Social dialogue is conducted according to agreed rules and principles, and union representatives are regularly informed about developments and events at the company. Collective bargaining is currently under way on a draft collective agreement submitted by the trade union representatives.

## Membership in Organisations

Comp&Ben Association – an independent organization of companies and compensation professionals.

Association of HR professionals of the Czech Republic – professional association of HR professionals in the Czech Republic.



## Health and Safety at Work

Czech Post places a high emphasis on ensuring occupational health and safety (OHS) and fire protection (FP) at all its workplaces. It always strives to create a healthy and safe environment for employees and to ensure that potential risks are eliminated. In this area, through periodic training sessions, we are targeting greater awareness, information and knowledge of OHS among senior employees who have an indivisible responsibility for the state of their workplace.

OHS staff have long been in close contact with trade unions, where the trade unions operating at the Czech Post have their own union inspectors in the field of OHS who also carry out workplace inspections.

We regularly provide the trade unions with the statistics that we have jointly agreed on, whether it is about accidents, occupational diseases, OHS defects, etc. The trade unions participate in the annual OHS and FP inspections of Czech Post's workplaces.

### Risks

There are several ways to identify risks and hazards at Czech Post workplaces. Primarily, immediately after the discovery of a risk, it is the legal obligation of the workplace manager to identify the risk and take measures to eliminate it. Other risks are identified during annual OHS inspections of workplaces. Risks also arise, for example, from workplace accidents, where action is taken to prevent similar situations.

The Czech Post has prepared a Catalogue of Occupational Health and Safety Risks, which lists, in accordance with legislation, all possible risks arising from all activities carried out, including the calculation of the probability of risk, the consequence of risk, the impact of risk and the possibilities of corrective measures taken.

### Health Care and Injury Prevention

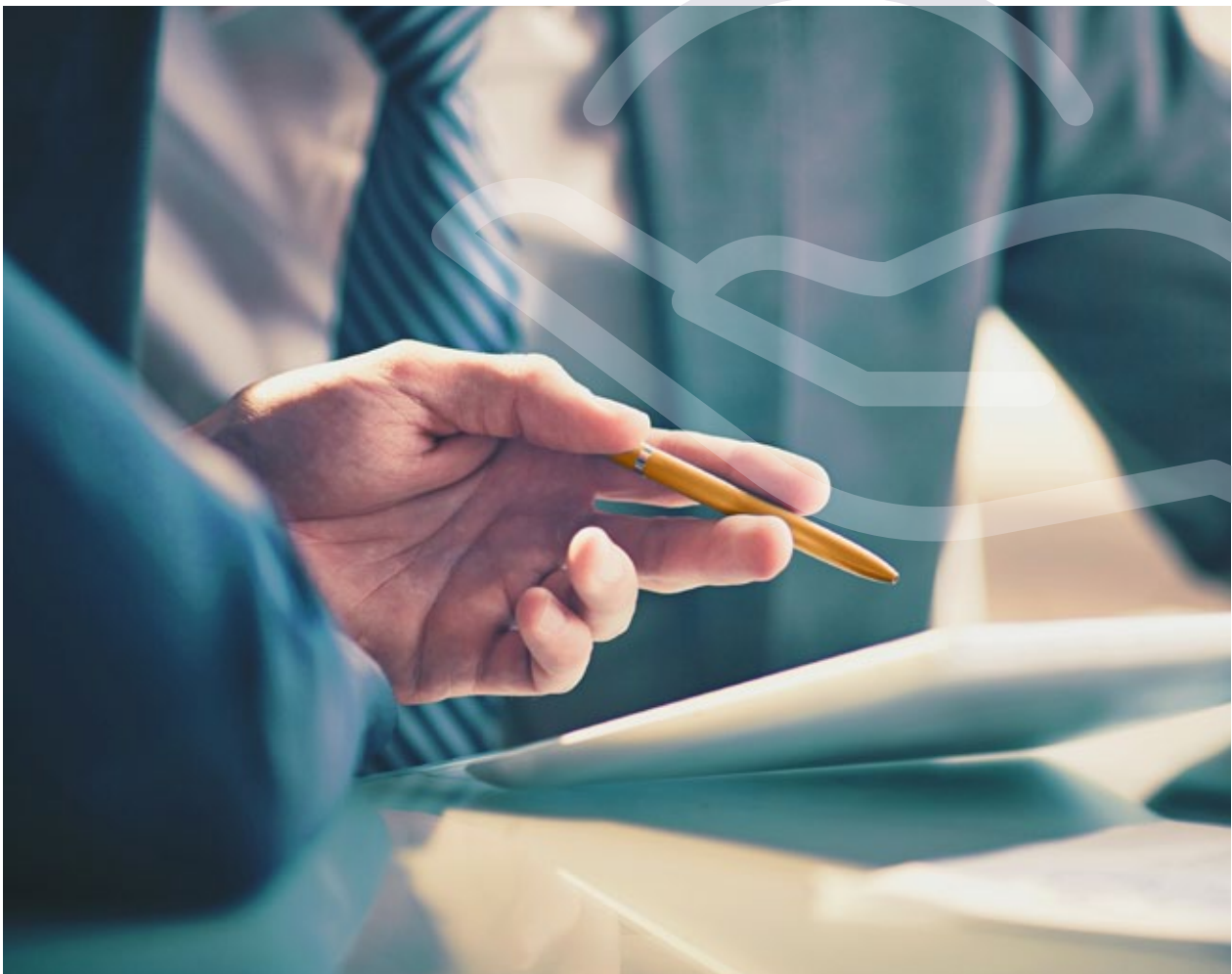
For the Czech Post, taking care of employees' health and wellness is a priority. One of the ways of taking care of employees' health is education. OHS officers regularly train managers in OHS and safety, who are then required to train their subordinates. As part of the training, employees are made aware of the potential risks arising from their work. Employees are also familiarised with the operation of the workplace and are made aware of the specifics of particular workplaces. They are also familiarised with the operating instructions for individual machines and equipment, handling equipment, etc.

Employees are provided with Personal Protective Equipment (PPE) in full according to the workplace and job position, and protective drinks according to the established entitlement. Instructions on appropriate load handling and other situations that may arise are posted on the Czech Post intranet. Employees regularly attend periodic medical check-ups with their medical provider.

### Staff Training

In most cases, OHS and FP training is conducted physically at workplaces, while for selected groups of employees it is conducted by e-learning. Since OHS and FP training is a legal obligation, all employees of the Czech Post are trained. The training is initial training on commencement of employment and then repeated training. The training applies to all employees without distinction. Only for managers is the OHS&FP training more extensive and the training includes a test to verify knowledge in OHS.

Since agency employees are not employees of the Czech Post, but employees of the agency, the obligation falls on the agency. At the Czech Post's workplaces, agency employees are trained in local conditions and in the OHS and FP obligations related to their work at the Czech Post. As far as employees working based on "Agreement to Work under part-time contract" and "Agreement to Perform Work" are concerned, exactly the same obligations apply as for employees working on a permanent basis. Thus, they are subject to OHS training.



CAUSES OF ACCIDENTS AT WORK								
SOURCES	Failure or defective condition of any of the sources of injury	Poor or insufficient risk assessment	Defects in the workplace	No. personal. employment security. incl. PPE	Breach of work discipline by the disabled	Unforeseen risk, or failure of human agency	Other, unspecified reason	TOTAL
Means of transport	0	0	0	0	5	30	9	44
Contact with machinery and electrical equipment	0	0	0	0	0	12	7	19
Materials, loads, objects (falling, hitting, flying away, being buried)	0	0	0	0	0	87	24	111
Fall on the flat land, from a height, into the depths, sinking	0	0	2	0	1	247	47	297
Equipment, instrument, tool	0	0	0	0	0	1	2	3
Industrial pollutants, chemical substances, biological agents	0	0	0	0	0	0	0	0
Hot substances and objects, fire, explosives	0	0	0	0	0	0	0	0
Machines propelling auxiliary, working tools	0	0	0	0	0	1	0	1
People, animals, natural elements	0	0	0	0	0	29	8	37
Electricity	0	0	0	0	0	0	1	1
Other, unspecified source	0	0	0	0	0	16	28	44
Total	0	0	2	0	6	423	126	557



Working Injuries

Czech Post recorded a total of 557 injuries among its employees in 2024. Compared to 2023, the number of accidents decreased by 31. None of the accidents to employees in the last two years was fatal. We do not record the number of accidents at our suppliers; here again, the issue is governed by the Labour Code, where the employer who employs employees of another employer is only obliged to participate in the clarification of the accident at the Czech Post workplace when an accident occurs.

NUMBER OF ACCIDENTS AT WORK	2023	2024
	588	557

Occupational Diseases

The Czech Post has not recorded any recognised occupational diseases among its employees in the last two years.

We do not record the number of occupational diseases for our contractors, and the investigation of occupational diseases is focused on the period and activity in which the disease may have occurred,

which usually occurs after decades of work. Proving an occupational disease is ambiguous, even more so in the case of external contractors, where the employee is not even a long-term employee of the Czech Post.

Programme to Help Employees under Attack

The Czech Post operates the so-called Postal Inspection, which ensures the operation of the information system for dealing with emergencies, namely the Permanent Operational Service (SOS), within which it provides, among other things, information services to the Director General, senior employees at the G-1 management level and other competent persons, as well as support to other organisational units in dealing with emergencies. In this context, it organises a round-the-clock call-out service throughout the country, which is involved in the performance of urgent actions in the event of emergencies or in the event of internal and external crime (robberies, thefts by breaking into company premises, suspected serious crimes committed by employees, etc.). In this context, all inspection staff involved in the call-out service were trained by police psychologists of the Police Presidium of the Czech Republic in elementary



skills and the basics of providing post-traumatic care. This service is applied within the framework of the inspection staff's trips to the crime scene when committing serious crimes. These are cases of robbery of branches of the Czech Post, where the professional help of psychologists is offered and mediated to the victims of crime. In 2024, the Inspectorate staff offered psychological assistance from the Crisis Intervention Unit of the Police in eight cases to participants in emergencies.

There were two incidents of mail robbery in 2024 and no assaults on delivery persons in that year.

## Ombudsman for Employees

To defend the legitimate interests of employees in the performance of their duties, the Czech Post has an Employee Ombudsman. Employees contact the ombudsman with their questions, complaints, suggestions, information and requests most often in writing and by telephone, some of them use the possibility of a personal meeting. In 2024, employees from the Logistics Units – the Balíkovna and the Contact Network – were more likely to address their concerns with the ombudsman than employees from the Postal Service's Branch Network. A total of 118 financial and labour law submissions were received, of which one third were found to be justified and employees were compensated.

## Postal Ombudsman

In 2024, a total of 1 378 customers of the Czech Post turned to the Postal Ombudsman. Of this number, the Postal Ombudsman dealt with 841 complaints, which were assessed according to their nature and investigated and resolved in cooperation with specialist departments. The Postal Ombudsman dealt with 348 complaints directly, and 228 complaints were dealt with by the Postal Ombudsman based on customer complaints without prior standard procedures. In accordance with the internal standards of Czech Post, the Ombudsman then awarded compensation to Czech Post customers in three cases. The total amount of compensation in 2024 was CZK 9 810. There were 378 submissions that did not meet the conditions for resolution by the Postal Ombudsman. A total of 32 submissions included praise or thanks to the employees of the Czech Post.

## Partnership and Cooperation in Events with a Charitable Focus

### League Against Cancer

The Czech Post was the general partner of the Czech Day Against Cancer project. It is a charity fund-raising for the fight against cancer.



### Collection of the Memory of the Nation for the War Veterans Day

As partners, we participated in the project Memory of the Nation Collection for the War Veterans Day, the proceeds of which are used to further record the memories of the participants of the Second and Third Resistance.

### Run 4 Help

We have become the main partner of the charity run Run 4 Help, which focuses on raising awareness of the fight against meningitis. Proceeds from the event go towards lower limb amputees.

### Three Wise Men Collection

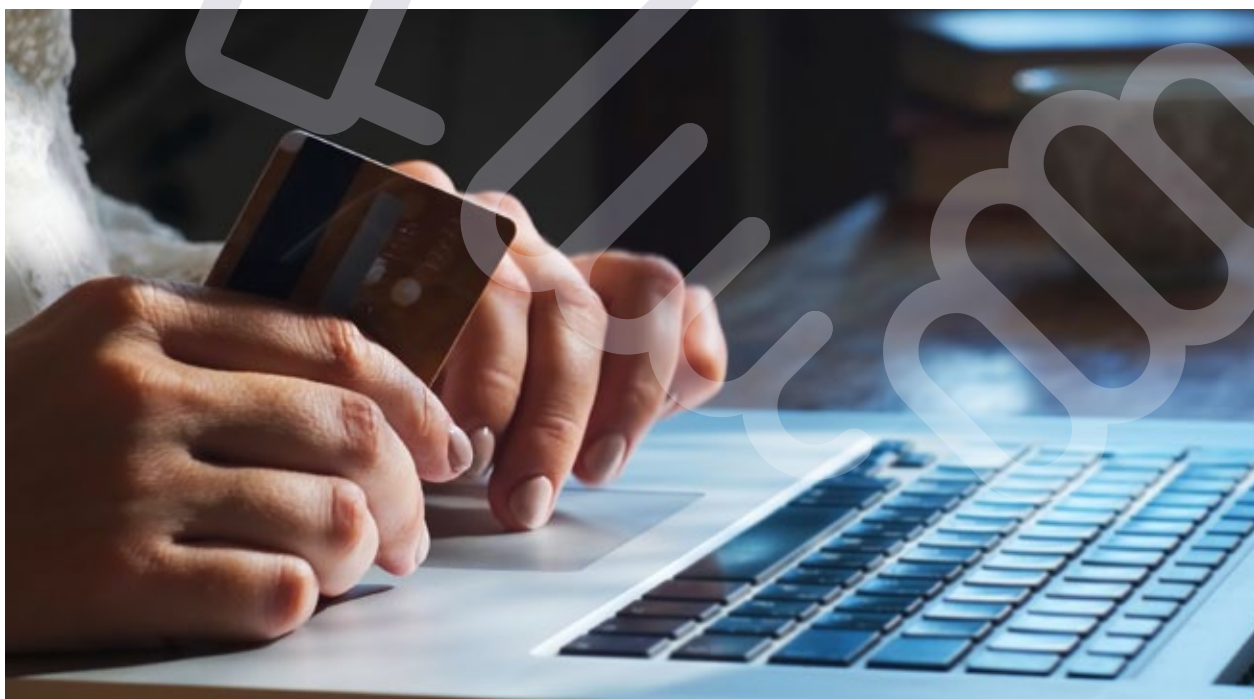
Czech Post as a partner of the largest charity fundraising event in the Czech Republic. The money raised helps hundreds of thousands of people in need through Charity Czech Republic.

### Yellow Ribbon Run

Czech Post as a partner of a charity run aimed at raising awareness of people with criminal records.

### Holiday Internships

In cooperation with the "Srdce na dlani" Foundation, in 2024 we traditionally participated in the Holiday Practice project, which aims to enable children from children's homes to gain their first work experience and get a glimpse of the real working environment.



## Czech Post Foundation

Czech Post, State-Owned Enterprise is aware of its responsibility towards its employees, clients and the environment in which it operates and therefore established a corporate foundation on 22<sup>nd</sup> December 2016 as part of its corporate social responsibility strategy. The main mission of the Czech Post Foundation is to help people who really need help. Moreover, its aim is also to support specific projects aimed at health and improving the quality of human life.

In 2024, the Czech Post Foundation opened all its programmes, namely Postmen to Postmen, Postmen through the Heart, Post for Health and Post for the Future. Last year, the Board of Directors dealt with 146 applications for foundation contributions, of which 115 were approved. In total, we paid out foundation contributions in the amount of CZK 2,528,600. In 2024, the Foundation also held two internal employee fundraisers, for Mrs. Hanna B., which raised a total of CZK 129,946. In total, including the collection, contributions of CZK 2,658,546 were paid out last year. The second fundraiser was to help colleagues who had to deal with the aftermath of the devastating September floods. Contributions from it were not distributed until 2025.



Every request that colleagues have made to the Foundation has been carefully considered by the Board of Directors at its meetings. Its activities were monitored by the Supervisory Board. Last year, the Board of Directors held a total of seven meetings and the Supervisory Board two.

### Post Wo/Men to post Wo/Men Programme

The Post Wo/Men to Post Wo/Men program is the cornerstone of our foundation. Its aim is to help current and former Czech Post employees and their families in difficult situations. During the time the foundation has been operating, it has already found its place in the hearts of postmen. Requests for foundation donations are sent not only by the needy themselves, but also by their colleagues who have already helped many of them by their attentiveness. Last year, the Foundation's Board of Directors dealt with 49 applications for foundation grants, of which 47 were approved. We have contributed to rehabilitation for sick children, compensatory aids, a wheelchair, a contribution to a car for our colleague's disabled daughter and much more. In 2024, the Board of Directors approved foundation contributions from the Post Wo/men to Post Wo/men program in the amount of CZK 1,720,000.

### Post Wo/Men with Heart Programme

The Post Wo/Men with Heart programme, which aims to support the volunteer activities of Czech Post employees, is very popular among Czech Post employees. In 2024, we opened it for the seventh time and received 78 applications for contributions. The Board of Directors took

a close look at all the applications and approved a contribution for 50 of them. A total of CZK 500,000 was paid to these organisations in 2024. An important condition for the grant is the personal involvement of postmen in these organisations. The contributions are directed, for example, to support small firefighters, footballers, majorettes and also to organisations dedicated to the development of leisure activities or the preservation of traditions.

#### **Post for the Future Programme**

In 2024, we continued to accept applications for the Post Office for the Future programme. Under this programme, we support the education and talents of our colleagues' children. It was possible to apply for a foundation grant throughout the year. Under this program, the Board of Directors also consistently assesses the total income of the applicant's family. A total of 15 applications were received and 14 were approved. The Board of Directors approved endowment contributions from this program in the amount of CZK 179,100.

#### **Post for Health Programme**

The Post Office for Health programme is primarily aimed at supporting organisations that have a long-term commitment to physical and mental health. In 2024, we contributed CZK 15 000 to our colleague Martina H. for sports representation. Two other donations were given to schools, namely the Business Academy and the School of Logistics in Opava, CZK 10 000 to cover the costs of students' participation in the World Word Processing Championship. And the Svítání Primary and Practical School in Pardubice received a donation of CZK 25,000 for the purchase of a new bus for transporting disabled students. We have also newly established cooperation with the non-profit organization SRDCEM Robinson and contributed CZK 79,500 for the operation and counselling of postmen who take care of children with serious diagnoses. In total, the Post for Health Programme paid out CZK 129,500 in 2024.





# responsible governance

We conduct our business transparently and fairly, i.e. in accordance with the compliance program and the Code of Ethics. Our main objective is to provide quality service to the satisfaction of all customers, in accordance with legislation and best practice. We therefore strive to continuously improve our services and products, considering the needs of our partners and the environment in which we operate.

## Code of Ethics and Compliance Programme

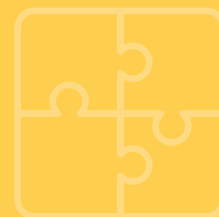
The Code of Ethics (CoE) is a set of moral and social rules; it sets out the principles of professional behaviour of employees and is binding for all those who act on behalf of the Czech Post. Its purpose is to define the boundaries of desirable behaviour towards the employer, co-workers, customers, business partners and state institutions for employees and persons acting on behalf of the Czech Post, and thus to create, maintain and deepen trust in the activities of the Czech

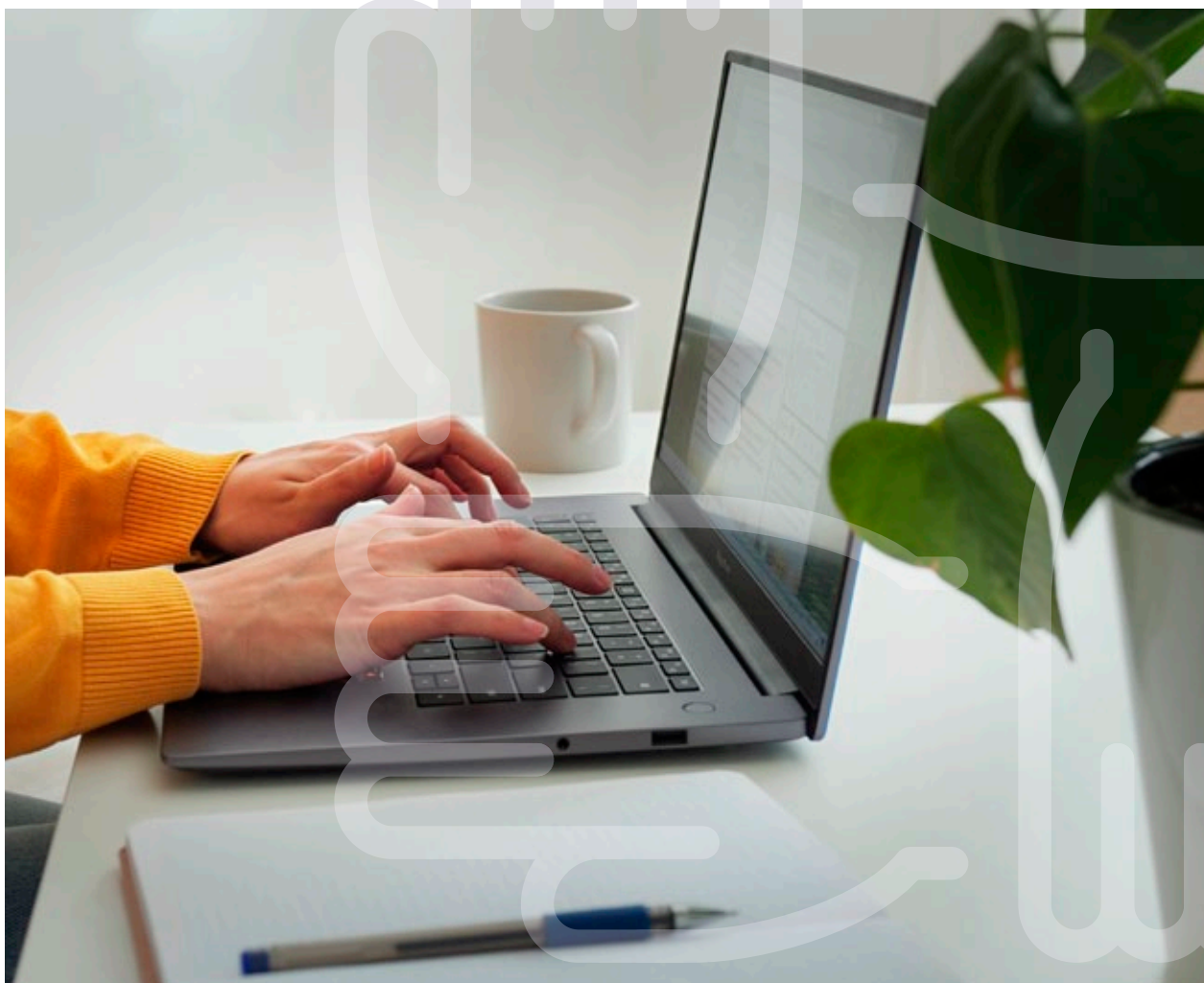
Post. The Czech Post does not tolerate behaviour contrary to the law, the principles of fair business dealings or good morals. Any form of discrimination in interpersonal and employment relations is unacceptable.

Compliance and Code of Conduct education is one of the key prevention activities of the corporate compliance programme. Various forms of educational tools and communication channels are used, considering the nature and type of work of the employees for whom the educational material is intended.

The education includes, in particular, continuous communication of current compliance topics via IntraNet, the in-house periodical Poštoviny or the Munipolis application, as well as mandatory e-learning trainings on the Code of Ethics and other selected topics such as corruption and unfair competition. In 2024, over four thousand employees were trained through e-learning. Thematic quizzes processed in the form of MS Forms questionnaires are also used to educate

In 2024, the preparation of the accompanying chapters of the Guide to the Code of Ethics was initiated, the purpose of which is to help employees to understand the individual principles of the Code of Ethics more easily and, through more detailed explanations and practical examples of dealing with situations from the activities of the Czech Post, to react in accordance with them in various life situations. Thus, four chapters have been published in succession, namely We act with equality and non-discrimination, We act professionally, honestly, in good faith and with professional care, We protect privacy and data, and We ensure fair competition.





operational employees in the branch network, providing the necessary knowledge but also feedback on their understanding of ethics and compliance topics as well as data protection and cybersecurity principles.

Since 2016, employees have had access to a compliance line, which is an integral part of the application of the Code of Conduct. During 2024, a total of 16 reports of suspected misconduct were received through this line, three of which were made anonymously. All the reports received were relevant, but none involved corruption or other unfair conduct that could lead to criminal

sanctions against Czech Post as a legal entity. Of all the whistleblowers, four were persons outside the circle of Czech Post staff, the others were employees. Suspected collusion was confirmed by the investigation in four cases, involving improper handling of a submitted package, inadequate training of a new employee for delivery, failure to provide personal protective equipment to an employee, and collusion with FCSP funds. For each of these cases, recommended corrective actions were subsequently implemented. The remaining whistleblowing cases were not confirmed as substantiated by the investigations conducted.

Due to the external context, the Czech Post's compliance programme (Corporate Compliance Programme against Corruption and Other Forms of Unfair Conduct) has been operated since 2023 in the scope extended to include the areas of securing the supplementary sanction measures of the European Union and the Czech Republic against Russia and Belarus in connection with the military conflict in Ukraine. At the same time, the internal procedures necessary to meet the binding requirements of the European Union for reporting on the sustainable operation and development of the Czech Post according to ESG standards starting in 2023 are being prepared for 2025. In connection with the ongoing transformation of the Czech Post, the screening of a growing number of interested parties for business cooperation in the form of Post Partner and Parcel Partner continued in 2024.

Following the introduction of a new management and control system for financial services mediated by the Czech Post for the benefit of third parties, which took place in 2023, this system continued to be developed in 2024 and further adjustment of the compliance prevention, detection and response measures contained therein was underway.

### Principles of Ethical Behaviour

- We comply with laws and internal regulations
- We behave equally and do not discriminate
- We protect human personality
- We act professionally, honestly, in good faith and with professional care

- We are economical with the resources entrusted to us
- We prevent damage
- We cooperate and communicate openly
- We provide assistance in all investigations
- We protect privacy and data
- We are committed to fair competition

### Intolerable Behaviour/Conduct

- Zero tolerance of crime
- Theft, embezzlement or damage to the property and intellectual property of the Czech Post
- Misuse or dissemination of protected information to third parties
- Unfair competition
- Corruption and bribery
- Fraudulent conduct
- Working under the influence of alcohol and drugs
- Acting in a conflict of interest



## Compliance

Within the Czech Post, we approach compliance as the compliance of employee behaviour with legal and internal regulations, including the Code of Conduct. To support the implementation of the principles set out in the Code of Ethics, Czech Post has created and is further developing a robust

compliance management system (CMS) with an emphasis on combating corruption and other forms of misconduct. This is to prevent prosecution or conviction of the Czech Post under the Corporate Criminal Liability Act and damage to the company's reputation. As part of its CMS, Czech Post also implements the Ministry of the Interior's Departmental Internal Anti-Corruption Programme.

We do not see compliance as a forced obligation, but as an integral part of our corporate culture and a way to further improve the functioning of Czech Post and its perception by all our partners.

All Czech Post employees are responsible for compliance in the Czech Post. By complying with legal regulations, the Code of Ethics and other

internal regulations, we protect not only Czech Post as a legal entity, but above all ourselves and our jobs. It is in the interest of all of us to take a proactive approach to resolving any dilemmas and to try to prevent violations of the established rules, whether by ourselves or our colleagues. The importance of compliance is also documented by its anchoring in the Statute of the Czech Post, which obliges the CEO to develop a compliance management system and to have its results discussed annually by the Supervisory Board of the Czech Post.

This approach will not only help to create an environment of trust and open communication, but we will also promote a good atmosphere in the workplace, where not only we but also our customers will be happy to return.



### Corporate Values

- Satisfied customer is our goal
- Quality and performance determine success
- Responsibility is a matter of course for us
- Looking for new ways
- We are a loyal team



### Relations with Suppliers

The Czech Post also requires correct conduct from its suppliers and other designated legal and natural persons with whom it enters into business or other contractual relations. In the compliance and anti-corruption clauses that are part of these contracts, the Czech Post requires the above-mentioned entities to behave in such a way that there is no reasonable suspicion of the commission or perpetration of a criminal offence that could be attributed to the contractual partner or the Czech Post itself under Act No. 418/2011 Coll., on Criminal Liability of Legal Persons and Proceedings Against Them, as amended. In addition, alliance and selected contractual partners are bound by a contractual ethics clause to comply with the Code of Ethics of the Czech Post, State Enterprise in the activities that partner/contractual partner performs based on the contract with the Czech Post. In the event of a breach of the clauses, Czech Post will have the option to withdraw from the contract.

### Supplier's Code of Conduct

The Supplier Code summarizes the basic values and standards of conduct that Czech Post recognizes and follows. Through this document, the Czech Post expresses its expectation that suppliers resulting from the procurement process and other designated external entities (contractors whose goods or services are sold by Czech Post through its network of branches or in other ways) will become familiar with and comply with the Supplier Code. The provisions of the Czech Post Supplier Code are included in the contractual documentation.

### Risk Management

Risk management is part of the corporate governance process at Czech Post. It enables the management and conscious acceptance of all risks that arise in response to changes in the external environment as well as to changes within the company. A uniform and integrated approach to the identification, assessment, treatment, monitoring and reporting of risks is introduced in the risk management process. The risk management process is set up according to the ERM (Effective Risk Management) model, i.e. comprehensive systemic management of all identified risks within the company. Compliance of the management documentation regulating the risk management process in the Czech Post with the standards of ČSN ISO 31000, ČSN EN ISO/IEC 27001, ČSN EN ISO/IEC 27005, ČSN EN ISO 9001, as amended, with the requirements of Act No. 181/2014 Coll., the Act on Cyber Security, as amended,



and Decree No. 82/2018 Coll., on security measures, cyber security incidents, reactive measures and on determining the formalities of submissions in the field of cyber security, as amended, is ensured.

Active involvement of asset owners, who are responsible for the management of the respective asset/risk in the entrusted area of activity, is introduced in the management process.

## Security

Ensuring the basic security requirements for the smooth operation of all services, ensuring the protection of employees and clients of the Czech Post, protection of own and entrusted property are the basic mission of the security unit. In addition to the aforementioned tasks, the Security

Unit is responsible for crisis management and planning, dealing with external and internal crime against the Czech Post, measures in the area of legalization of proceeds of crime and financing of terrorism, management of classified information in the operation of the Czech Post and occupational health and safety issues.

Furthermore, the Security Unit also comprehensively ensures activities in the field of protection of classified information, implements all measures in this area and ensures practical implementation of this issue. As in previous years, the Security Unit's efforts in the past year were to continuously maintain the established system of protection of classified information, to ensure the implementation of a set of measures to prevent unauthorised handling of classified information and to respond to changes in legislation.



## Cyber Security

Czech Post's primary and most important goal is to continue to be a reliable and trustworthy partner for the state and public administration, entrepreneurs (natural and legal persons) in all areas of business and citizens. To achieve this goal, it is essential that the services of the Czech Post are provided properly, on time and to the expected quality. This can only be ensured by the availability and full functionality of the supporting ICT infrastructure, which in essence means ensuring a functioning Information Security Management System (ISMS), which has a direct impact on the quality and timeliness of the services provided. It is important to note that some services (e.g. DBIS) cannot be operated at all without a properly functioning ICT infrastructure.

The implementation of the ISMS enables the Czech Post to identify potential security threats, respond quickly to incidents and prevent their recurrence. As a result, it builds solid trust with its customers – clients know that their data is safe and that Czech Post's staff is focused on providing services without unforeseen interruptions or delays. Quality of service, including ICT, is not just about technical excellence, but also about the ability to ensure that every part of the process runs smoothly and efficiently. In an environment where time is the key to success, information security plays a significant role in minimising unforeseen interruptions and complications. When the risks of data misuse or cyber-attacks are eliminated or quickly addressed, the team

can focus fully on delivering services on time and as contracted. Thus, the processes put in place within the ISMS act as a support for operational continuity, which is essential to maintaining an advantage in the marketplace.

By implementing an information security management system, Czech Post demonstrates not only its responsibility towards data protection, but also its ability to optimise internal processes. This proactive approach helps prevent problems before they affect service quality. In addition, regular audits, employee training and the implementation of modern technologies contribute to the overall improvement of the company's efficiency and readiness to face new threats.

Therefore, it is important for Czech Post to protect information about our customers as well as the clients of our contractual partners and to act as a trustworthy partner that does not just comply with the minimum required by legislation but truly ensures cybersecurity and protection of the interests of its clients and partners.



## Ensuring Cyber Security

Czech Post implements a comprehensive cyber security system that includes the following key areas:

### 1. Prevention:

- **Firewall and network protection:** use advanced firewalls and network protection measures to block unauthorized access.
- **Anti-virus software:** Regularly update your anti-virus software to detect and remove malicious code.
- **Data encryption:** encrypt sensitive data to protect against unauthorized access.

### 2. Detection:

- **Intrusion Detection Systems (IDS):** intrusion detection systems that monitor network traffic and identify suspicious activity.

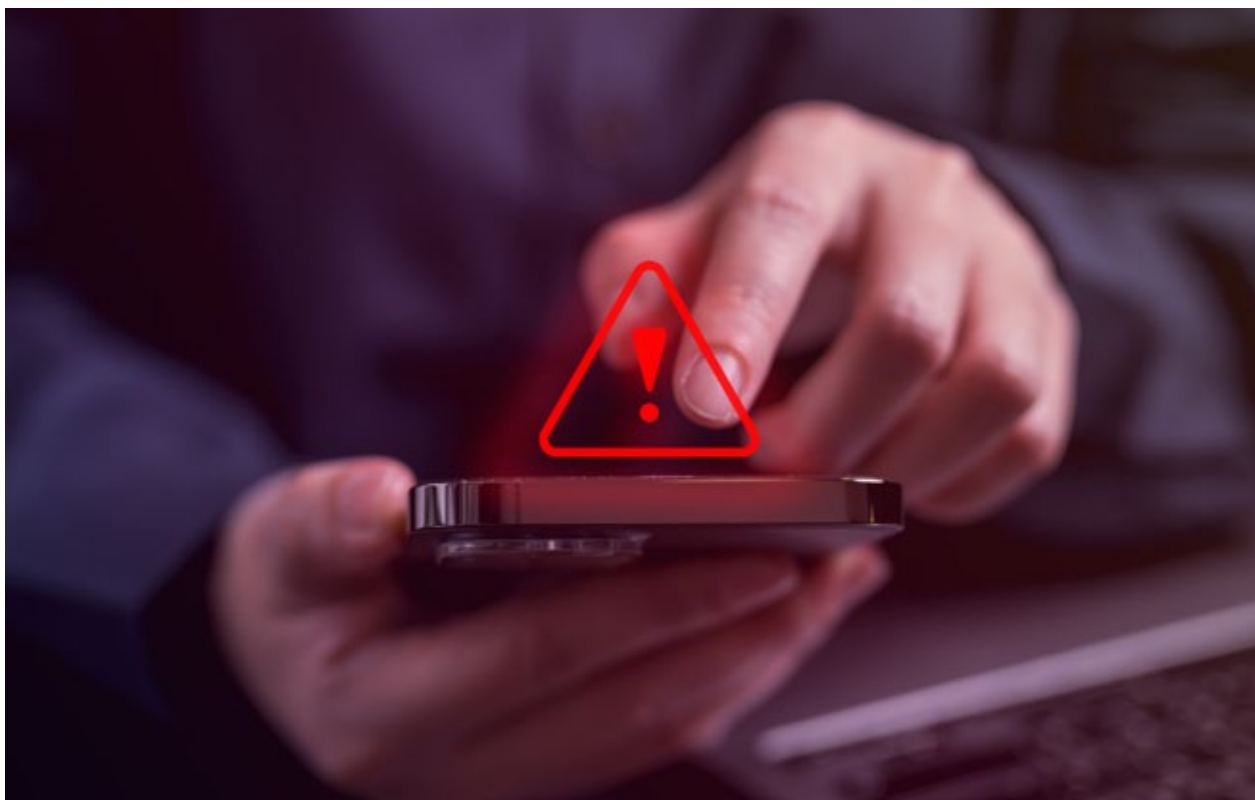
- **Monitoring:** monitoring systems and networks for early detection of cyber threats.

### 3. Reaction:

- **Incident Response Plan:** an incident response plan that includes procedures for dealing quickly with cyber-attacks.
- **Forensic analysis:** Analysis of cyber incidents to identify causes and secure evidence.

### 4. Restoration:

- **Data backup:** regular data backup to ensure recovery in the event of a cyber-attack.
- **Systems recovery:** plans for recovering systems and services after a cyber incident.



### PDCA Cycle (Plan-Do-Check-Act):

To ensure effective cyber security, it is essential to constantly update implemented measures and tools, respond to current threats and new tactics of attackers. This process includes:

#### 1. Plan:

- Identification of new threats and risks.
- Planning updates to security measures and tools.

#### 2. Do (Implementation):

- Implementation of planned security measures.
- Employee training on new threats and security procedures.

#### 3. Check:

- Monitoring the effectiveness of implemented measures.
- Regular audits and testing of security systems.

#### 4. Act:

- Update and improve security measures based on the results of inspections.
- Responding to new threats and adapting to changes in the cyber environment.

This cycle ensures that the Czech Post is able to respond effectively to current threats and continuously improve its cyber security.

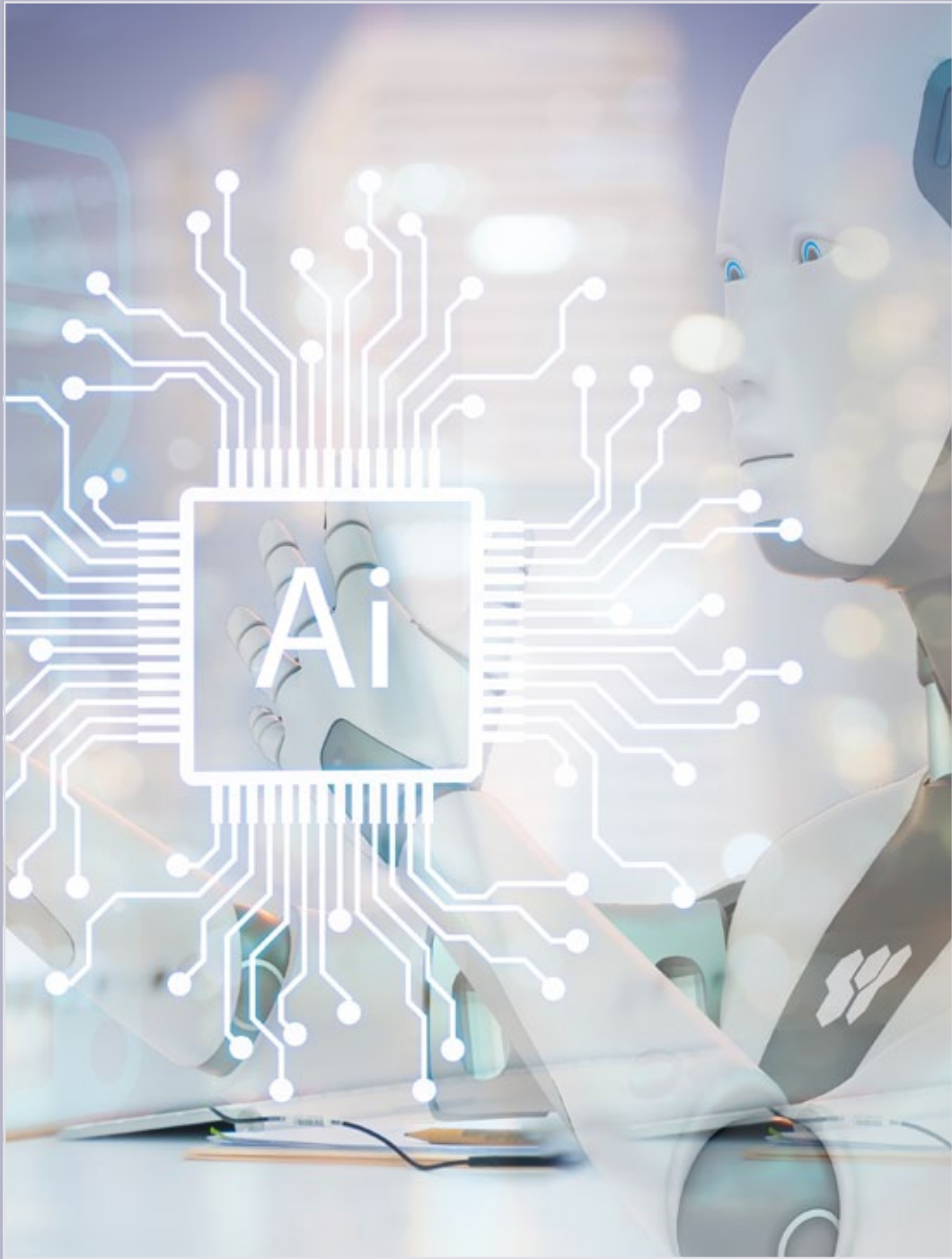


### Cyberattacks on Czech Post

In 2024, the Czech Post recorded a significant increase in attempts of cyber-attacks, directed from the Internet, to which all companies providing and presenting their services in this environment are exposed. According to available data, an average of 1,500 attacks from the Internet were carried out on Czech Post per month, most of which were eliminated by automated tools, particularly DDOS protector, or anti-phishing and anti-spam filters. This increase is due to the growing sophistication of attackers using advanced techniques such as AI and machine learning. The Czech Post then mainly deals with attacks that have managed to pass through the aforementioned tools and filters, or the increase in intercepted attacks exceeds the normal average. Thus, there were 12 real incidents that qualified as significant last year and were reported to the National Cyber and Information Security Agency.

### ICT and Cybersecurity Training

The Czech Post regularly trains its employees in cyber security, across the board, through all employees who have access to computer technology. Training is primarily conducted via e-learning tools with a two-year interval. From 1 January 2025, the interval is reduced to one year. Using the e-learning tool, the process is fully automated and is part of the employee identity management process in ICT as well as HR processes. This training is mandatory for all employees using computing and must be implemented 100%.





# about the report

The Czech Post Sustainability Report 2024 is a follow-up to the Czech Post Annual Report 2024.

The data presented in this report has not been verified by an external auditor.

If you have any questions about this report or about sustainability at the Czech Post, you can contact us at [info@cpost.cz](mailto:info@cpost.cz).

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