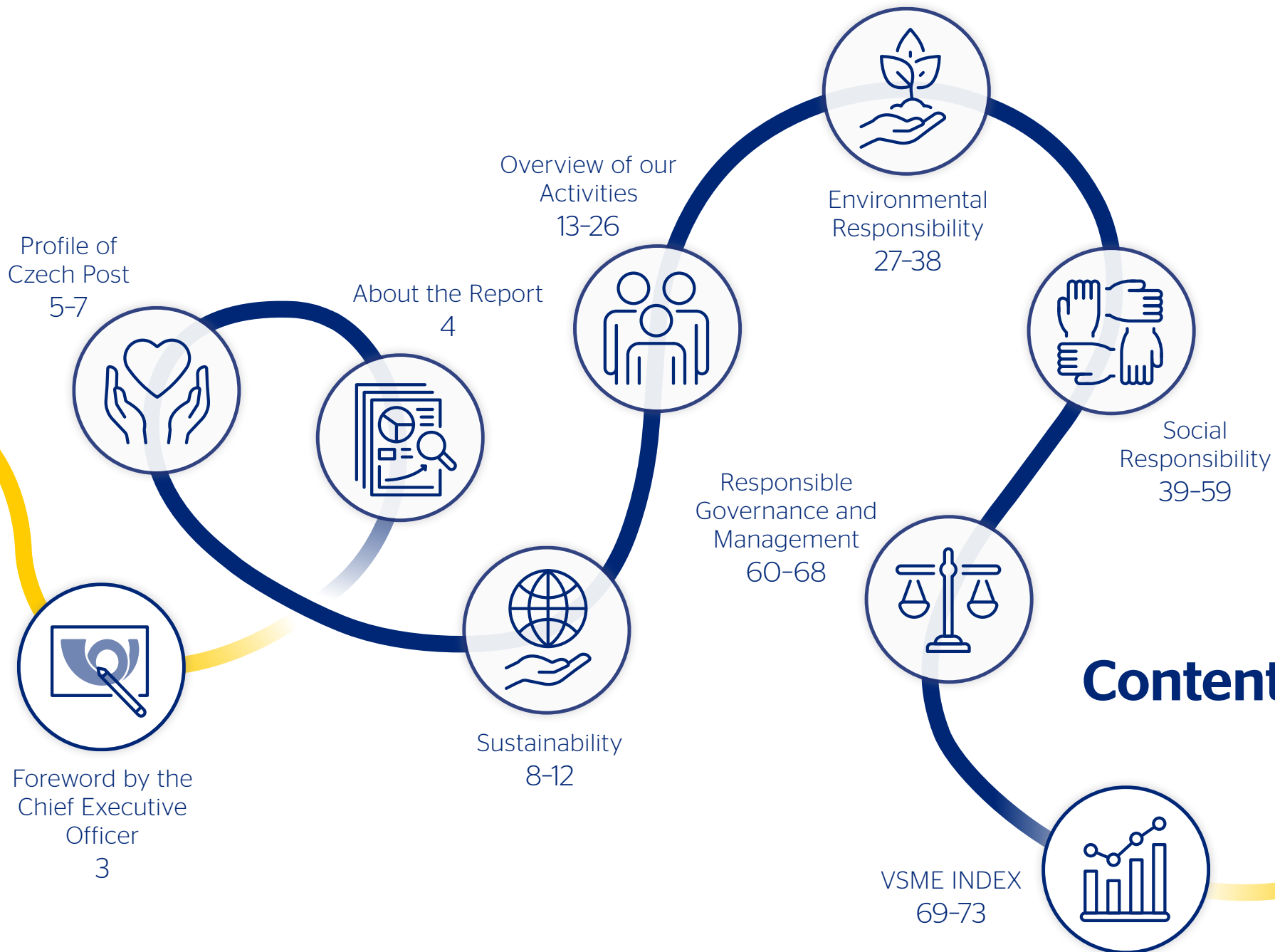




Česká pošta

CZECH POST
SUSTAINABILITY REPORT
2025



Contents

Foreword by the Chief Executive Officer

Ladies and gentlemen,

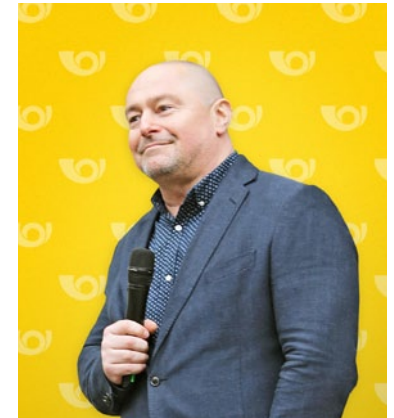
In my capacity as Chief Executive, I would like to comment on the facts arising from Czech Post's activities in the field of sustainable development. And there is certainly much to discuss. Electric mobility, the activities of the Czech Post Foundation, voluntary collections amongst staff, the extraordinary efforts of our staff in saving lives, and internal standards maintaining a healthy working environment. I had no influence on the course of the postal service in 2025, as I have only been part of the company since this year. I therefore wish to focus my perspective on the trends we intend to follow in the coming period.

Czech Post operates through its branches across the whole of the Czech Republic, delivering to every address every day. It is therefore an integral part of the life of society as a whole and of every individual. It is not only its duty but also its moral obligation to contribute to the enrichment of life in our country. To be an example of a large company that pays attention to detail. A giant that delivers hundreds of thousands of items every day, yet sees a specific customer behind each one. An authority that realises it is only thanks to its

customers and their trust that it can hold such a dominant position in the market. An employer that is aware that most of its activities rely on people and their work.

I do not wish to compromise on this philosophy. On the contrary, I want a human and personalised approach to be second nature to us at Czech Post when dealing with every single individual. This is the essential foundation from which individual projects can grow, projects that will concretely confirm that we are, and will remain, a socially responsible company that contributes to sustainable development. Not for the sake of brownie points, media attention or social recognition, but because this attitude is in our DNA.

Richard Hodul
Chief Executive Officer



About the Report

Czech Post, State-Owned Enterprise (hereinafter referred to as “Czech Post”, “CZECH POST” or “the Company”) has been publishing sustainability reports on a voluntary basis since 2017. The 2025 report contains information on Czech Post as a whole and therefore also includes data from the Parcel Services Branch. All data is as of 31st December 2025.

Czech Post publishes these reports once a year.

Methodology used

In preparing the Czech Post Sustainability Report for 2025, we have based our work on the VSME Voluntary Sustainability Reporting Standard, which was developed by the European organisation EFRAG for companies not subject to mandatory reporting.

The report has not been audited by an audit firm.

If you have any questions regarding this report or the topic of sustainability at Czech Post, please contact us at info@cpost.cz.

Contact: Marta Selicharová, ESG Manager



Profile of Czech Post

MISSION AND STRATEGIC OBJECTIVES

In 2025, Czech Post reaffirmed its role as a key state infrastructure institution and a stable partner to the public administration, businesses and citizens of the Czech Republic. Thanks to its extensive branch network, logistical capabilities and the expertise of its staff, it ensures the widespread availability of basic postal services throughout the Czech Republic in accordance with its postal licence.

At the same time, Czech Post is systematically developing its role as an open platform that bridges the physical and digital worlds and creates opportunities for collaboration with partners from both the public and private sectors. The company forms part of the state's consolidated group and its activities are regulated by the Czech Telecommunications Office. Within this framework, it strives to provide services in an efficient, transparent and long-term sustainable manner.



Strategic Direction and Transformation

The year 2025 saw the continuation of a transformation aimed at stabilising the company's finances, increasing operational efficiency and expanding the range of services whilst continuing to fulfil its public service obligations. The transformation is built on three fundamental pillars:

1. Stabilisation and effective operational management
2. Open infrastructure and partnership-based cooperation
3. Digitalisation and modernisation of services



LEGAL STATUS OF THE COMPANY

The company is a legal entity within the meaning of Act No. 89/2012 Coll., the Civil Code, as amended. Its legal and property status is governed by Act No. 77/1997 Coll., on State-Owned Enterprises, as amended.

Czech Post, State-Owned Enterprise, was established on 1st January 1993 pursuant to a decision of the Ministry of Economy of the Czech Republic dated 16th December 1992, in accordance with Act No. 111/1990 Coll., on state-owned enterprises, 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 Memorandum of Association of the state-owned enterprise dated 16th December 1992. The Company is currently registered in the Commercial Register maintained by the Municipal Court in Prague, in Section A, File No. 7565. The Memorandum of Association of the state-owned enterprise Czech Post, adapted to Act No. 77/1997 on state-owned enterprises, was issued by the Ministry of Transport and Communications. This document came into force on 16th June 1997 and was subsequently amended.

As of 31st December 2025, the Ministry of the Interior of the Czech Republic acted as the enterprise's founder.

ADMINISTRATION AND MANAGEMENT OF THE ENTERPRISE

Pursuant to Section 11 of Act No. 77/1997 Coll., on State-Owned Enterprises, as amended, the governing bodies of Czech Post are the Chief Executive and the Supervisory Board.



Chief Executive

As the statutory body of Czech Post, State-Owned Enterprise, the Chief Executive represents the Company and manages its activities. He or she decides on all matters concerning the Company, unless these are reserved by law for the founder pursuant to Section 12 of Act No. 77/1997 Coll., on State-Owned Enterprises, as amended.

The Chief Executive Officer appoints the Company's Deputy Chief Executive Officers, who act as his or her full representatives in his or her absence. The Chief Executive Officer determines the order in which his or her deputies act as his or her representatives. The Deputy Chief Executive Officers are entered in the Commercial Register.

Supervisory Board

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

The Supervisory Board consists 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 employees on the basis of election results. Two-thirds of the members of the Supervisory Board are appointed and dismissed by the founder.

As of 31st December 2025, the Supervisory Board had fifteen members.

Committees of the Supervisory Board

The Supervisory Board establishes Supervisory Board committees as its working, advisory and initiative-taking bodies. The meetings of the committees serve primarily to discuss matters and documents in advance and in greater detail, which are subsequently dealt with by the Supervisory Board. The members of the committees are elected and dismissed by the Supervisory Board.

As of 31st December 2025, the following Supervisory Board committees had been established:

- Strategy Committee
- Audit Committee
- Human Resources Development Committee

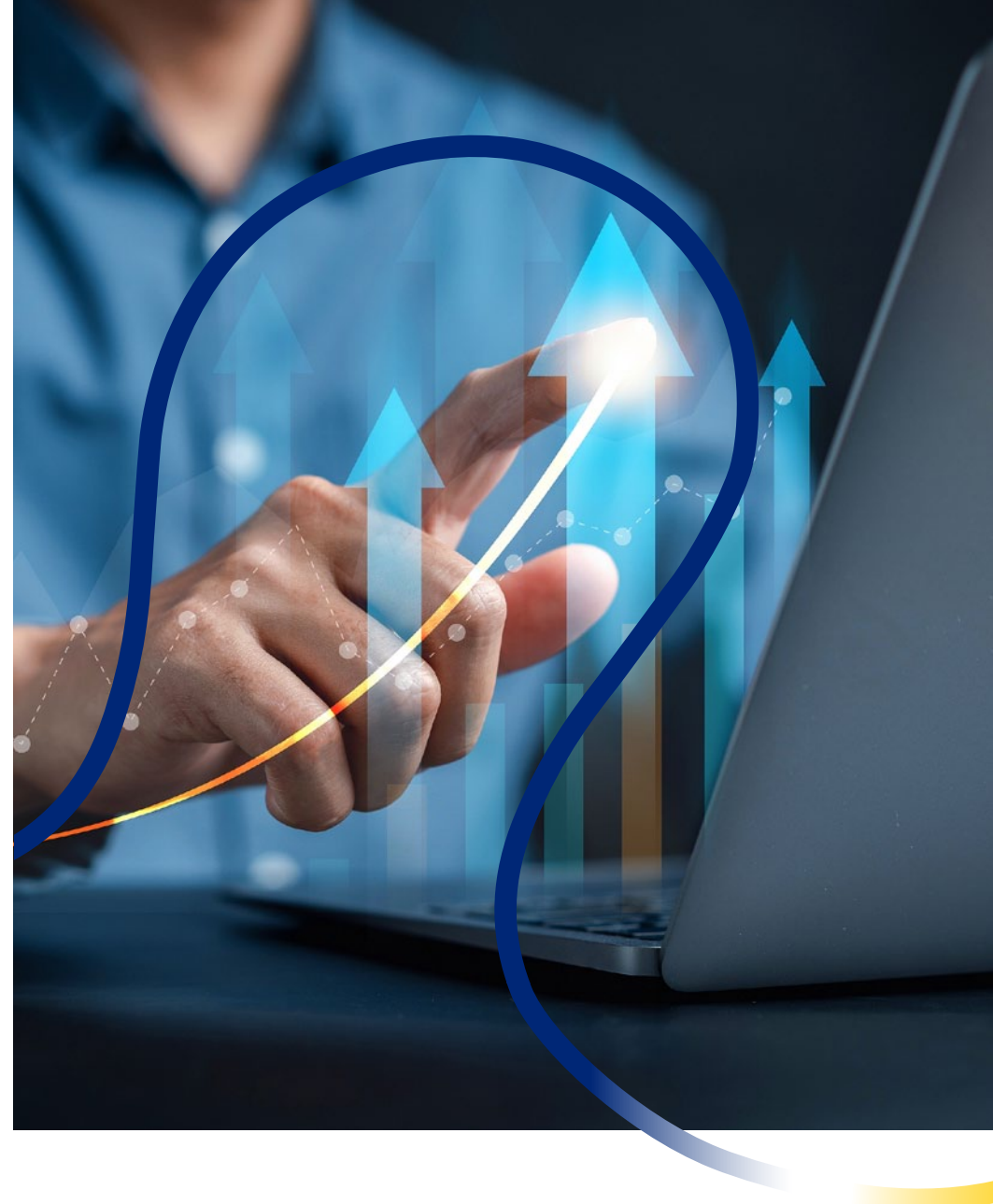


Sustainability

Czech Post regards sustainability as one of its priorities. As part of our commitment to sustainable business practices, our aim is to be as environmentally friendly and considerate as possible towards the environment affected by our operations. This also underpins our efforts to actively save energy, reduce our carbon footprint and promote electric mobility.

For many years now, Czech Post has been a socially responsible company. We support equal opportunities, fair pay and diversity. We create conditions for the employment of people with disabilities and for a smooth return to work following maternity or parental leave. We care about the health and safety of our employees. We provide our employees with opportunities for professional development. We are also committed to our local communities; we look after our customers and the communities in which we operate. As a holder of a postal licence, we are aware of our responsibility towards society. We ensure 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 conducting its business transparently and fairly. At the same time, we adhere to corporate governance standards. We have a Code of Ethics which sets out the principles of professional conduct



for employees and is binding on everyone acting on behalf of Czech Post. Since 2016, employees have had access to a compliance hotline, which forms an integral part of the implementation of the Code of Ethics. Our compliance management system focuses on combating corruption and other forms of misconduct, with the aim of preventing criminal prosecution or conviction of Czech Post under the Act on the Criminal Liability of Legal Entities, and of safeguarding the company's reputation. Through its Corporate Compliance Programme against Corruption and Other Forms of Unfair Conduct, Czech Post also implements the Ministry of the Interior's internal anti-corruption programme.

ASSESSMENT

Czech Post achieves a good level of performance in the area of sustainability. In 2025, the Synesgy global platform awarded Czech Post an ESG score of B, which means that it adheres to ESG principles (in the areas of environment, social issues and corporate governance) in line with best national and international practices and standards (Global Reporting Initiative, European Sustainability Reporting Standards and Sustainable Development Goals).

On the Synesgy platform, Czech Post also provided the data required by the ESG banking questionnaire, developed by the Czech Banking Association in cooperation with CRIF – Czech Credit Bureau, which is available to banks operating on our market.

Within Czech Post, ESG matters are included among the organisation's top-level risks. Potential risks arising from ESG and developments in non-financial reporting are assessed annually and considered in the organisation's ongoing management.

SUSTAINABLE DEVELOPMENT GOALS

Czech Post has long been committed to the UN's 17 Sustainable Development Goals, which set out a development agenda for a better world by 2030. Wherever possible, we strive to fulfil and advance these goals.



IN OUR APPROACH TO SUSTAINABILITY, WE REGARD THE FOLLOWING GOALS AS PRIORITIES:

3 - Health and quality of life

The health of our employees and their loved ones is important to us, which is why we look after it. We know that good health cannot be taken for granted.

8 - Decent work and economic growth

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

4 - Quality education

We know that no modern society can do without a high-quality education. This is one of the reasons why we have a long-standing partnership with secondary schools and universities.

10 - Less inequality

We are a signatory to the European Charter for Diversity. The Charter was established in Europe in 2013 as a commitment to fostering a generally tolerant working environment. And that is our goal too.

5 - Gender equality

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

11 - Sustainable cities and communities

Our business activities affect the environment and the quality of life in all towns and villages across the country. That is why we strive to cooperate as much as possible with their representatives and contribute to the development of their community life. We also endeavour to minimise our impact on the environment, for example by using alternative fuel vehicles and managing waste efficiently.

7 - Affordable and clean energy

We have long been committed to protecting the environment, including through optimal energy savings and the use of green energy.

16 - Peace, justice and strong institutions

We act responsibly and transparently. We respect fundamental rights and freedoms and our legal system. We are part of the state's critical infrastructure and recognise our responsibility towards society.



RELATIONS WITH STAKEHOLDERS

In 2025, we continued to base our actions on the needs and wishes of our key stakeholders. We communicate regularly with our partners and meet with them. We also endeavour to identify their main expectations of the Company through various surveys and research.

Our most important Stakeholders:

- Employees
- Trade unions
- Customers
- Suppliers and business partners
- Local authorities, regional authorities and their umbrella organisations
- The State
- Media
- Banks
- Regulatory authorities/Czech Telecommunication Office



DUAL MATERIALITY ANALYSIS

Under the European Parliament and Council Directive on corporate sustainability reporting, also known as the Corporate Sustainability Reporting Directive (CSRD), companies are required to carry out a double materiality assessment. Czech Post conducted and evaluated this assessment last year. A double materiality analysis is a process that assesses both a company's impact on the environment and society (impact materiality) and the impact of external factors on the company (financial materiality).

It is a key methodological tool arising from regulatory requirements and serves to identify key topics for ESG reporting.

The analysis resulted in 84 IROs (= Impacts, Risks and Opportunities) being identified as relevant, specifically 48 impacts, 24 risks and 12 opportunities.

Once the company's transformation is complete, a new analysis will be carried out to assess whether the current ESG priorities are correctly set.

Priorities in the Area of Environmental Protection

- Reducing the company's carbon footprint
- Reducing electricity consumption
- Reducing gas consumption



- Reducing heat consumption
- Reducing waste

Priorities in the area of responsibility towards employees and local communities (social)

- Health and safety at work
- Employment and inclusion of people with disabilities
- Reducing staff turnover
- Employment of people aged 55 and over
- Fair pay - Gender Pay Gap

Priorities in the area of governance

- Corporate culture
- Prevention and detection of corruption
- Protection of whistleblowers
- Strengthening resilience to cyber threats



Overview of our Activities

SERVICES PROVIDED AT BRANCHES

Czech Post's extensive network of branches provides citizens of the Czech Republic with a wide range of services, enabling them to deal with a broad spectrum of requirements in one place, from basic postal services, through government e-services, to purely commercial services.

In 2025, Czech Post continued its collaboration with the Labour Office – in addition to the already established applications for social support benefits, employment-related services were also introduced in 2025. Another collaboration that was implemented was with the Health Insurance Company of the Ministry of the Interior of the Czech Republic – enabling applications to be submitted at selected post offices. A pilot scheme was launched in 2025 for the new 'Local Fees Collection' service – a service for citizens enabling them to pay local council fees at any post office in municipalities that have entered into a contract with CZECH POST.

Furthermore, the 'Post Office Card Withdrawal' service was launched – enabling customers at post offices to withdraw cash using an association card; the service was introduced in a pilot scheme in the Pardubice Region in 2025.



Furthermore, the ‘Open Infrastructure’ initiative was developed – that is, the branch network was opened up to allow other external operators to deposit and collect parcels.

Cooperation with DPD continued, and in 2025, a new partnership with PPL was established – clients can now collect parcels from the post office, Balíkovna, as well as from DPD and PPL, all in one place.

BRANCH NETWORK		
TYPE OF BRANCH	2024	2025
Own branches	1 966	1 819
of which mobile Post Offices	7	7
Post Offices Partner	984	1 124
Pick-up points/Outlets	30	26
Post Offices	5	5
Balíkovna Partner	7 179	8 430

NUMBER OF WHEELCHAIR ACCESSIBLE POST OFFICES		
ACCESSIBILITY	2024	2025
The post office has wheelchair access	1 195	1 206
The post office has a signal device	1 574	1 540
The post office has no signal device	179	204

DEVICES FOR THE VISUALLY IMPAIRED	2024	2025
Without equipment	2 730	2 789
Acoustic beacon + guide rail	123	122
Acoustic beacon	46	46
Guide rail	51	47

DEVICES FOR THE HEARING IMPAIRED – INDUCTION LOOP	2024	2025
Yes	14	17
No	2 936	2 933



NUMBER OF INHABITANTS PER SERVICE POINT AND NUMBER OF POSTBOXES	2024	2025
Population per service point	3 694	3 660
Number of post boxes	16 783	16 759

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 materials	Sale of betting tickets and lottery tickets
eGovernment services (Czech POINT)	Sale of valuables and supplementary products
Cash payments and transfers of cash (PK, SIPO)	Sending cash abroad (Western Union)
Payment of pensions	Copying services
Government services – e.g., submitting applications to the Labour Office	

BASIC POSTAL SERVICES	
DOMESTIC CONSIGNMENTS	INTERNATIONAL CONSIGNMENTS
Ordinary mail – standard	Ordinary parcel
Ordinary mail	Ordinary consignment for the visually impaired
An ordinary consignment for the visually impaired	Ordinary printed matter bag
Registered consignment – standard	Registered consignment
Registered consignments	Registered consignment for the visually impaired
Registered parcel	Registered printed matter bag
Registered post for the visually impaired	Valuable mail
Valuable mail	Standard parcel
Valuable parcel	Valuable parcel
Postal orders A, B, C	Postal order Z/C



Contractual Partners

ČSOB Group:

- 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.

Loterie Maxa s.r.o.

První novinová společnost, a.s.

Mediaprint & Kapa

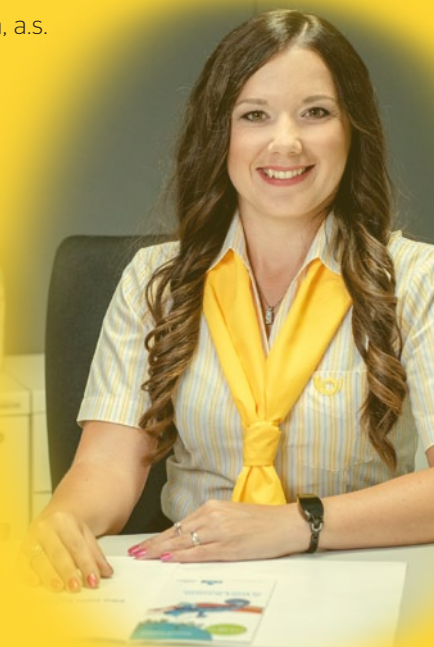
Pressegrosso, spol.s.r.o

State Transport Infrastructure Fund

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, stationery and other products)



ENHANCING CUSTOMERS COMFORT

Czech Post is constantly striving to improve customer convenience at its branches. Last year, we introduced a new, intuitive screen layout for customers on our queue management systems, featuring icons for individual services, across all 282 post offices using this system.

As part of the 'Book an Appointment at a Branch' service, we have now made it possible for customers to book an appointment at a post office with a queue management system for the same day the booking is made. Previously, it was necessary to book at least one day in advance. This has improved customer convenience, and customers can now book a specific service for a specific time that suits them best for visiting the post office.

Post offices in Prague 416, Třebíč 1 and Studénka 3 have been reopened under a new, modern concept that fully respects accessibility requirements. Barrier-free access to the branches is a given for people with reduced mobility. The interiors are equipped with counters that are lowered to accommodate customers in wheelchairs. They are also fitted with acoustic beacons and induction loops. All branches have moved from their original, unsuitable premises.

During 2025, as part of the expansion of services offered to customers, the provision of Public Administration Contact Point (PACP) services was newly launched at 23 selected single-counter post offices. This represents an expansion of eGovernment services, such as Czech POINT services. In 2026, it is planned to extend PACP services to a further 350 single-counter post offices.



MOBILE POST OFFICE

The mobile post office is a form of postal service delivery provided via Czech Post vehicles that have been adapted to function as a post office counter. It serves as a fully-fledged alternative to a brick-and-mortar branch, offering the following services:

- Receipt and dispatch of domestic and international items
- Domestic and international postal orders
- Pension service
- SIPO services (the Czech consolidated household payment collection services/system)
- Sale of electronic motorway toll stickers
- Sale of stamps and phone cards
- Sale of printed matter, packaging and ancillary goods
- Sale and payment of winnings on Loterie Maxa lottery tickets
- Selected ČSOB bank services (payment of payment slips, basic account management, payment orders, cashless card payments)

Czech Post currently operates seven Mobile Post Offices on a rolling basis – their locations vary according to current needs, and opening hours for the public comply with the legal framework.



COOPERATION WITH MUNICIPALITIES

Cooperation with municipalities takes place primarily within the framework of the Czech Post Partner Project. Czech Post first approaches local authorities and offers them the opportunity to take over the operation of its branch under the Czech Post Partner scheme. The aim of this cooperation is to ensure the continued availability of postal services in the municipality through the local authority.

Only if the municipality shows no interest in operating a Czech Post Partner branch is the offer put open to the general public, in the form of a transparent tender process.

Further cooperation with local authorities also involves providing regular updates on new services and solutions from Czech Post that can bring greater convenience or efficiency to municipalities and their residents.

Representatives of Czech Post are also members of working groups within the Association of Local Authorities of the Czech Republic and the Union of Towns and Municipalities of the Czech Republic, where ideas for further cooperation are discussed.

PARCEL OUTLETS (BALÍKOVNA)

As of 1st April 2025, Czech Post established the Parcel Services Branch (hereinafter referred to as 'Balíkovna'). At the same time, both the Post Office and the state retained direct control over parcel services. Balíkovna ranks among the leaders

in the logistics market in the Czech Republic. It operates a complete parcel processing chain, from collection from the sender to delivery to the recipient. In 2025, we delivered more than 49.9 million parcels to clients through this division.

Our aim is to continue offering and improving Balíkovna's services so that our customers leave us satisfied. We take care of our products and are constantly improving them so that Balíkovna is as close as possible to its customers and provides them with comprehensive services, from posting to returning parcels. Balíkovna is constantly expanding its network so that it is accessible wherever you go. The Balíkovna network consists of collection points, which include post offices, premises run by sole traders and businesses, and self-service lockers. Balíkovna currently has more than four thousand lockers where parcels can be collected or posted, and more than 7,300 collection points.

Balíkovna Products

Balíkovna

- Delivery to pick-up points/outlets and locker boxes

Balíkovna delivered onto an address

Balíkovna Plus

Balíkovna

- Returning goods/claims

Parcel handed over personally

EMS



REBALÍK

Rebalík is the name of a service for the public, designed to enable the free dispatch of end-of-life appliances for recycling. The public can use this service free of charge at Balíkovna branches, including depots, shops, newsagents and post offices throughout the Czech Republic. In 2025, Balíkovna expanded this service to include the option of sending used batteries free of charge. Used and undamaged batteries simply need to be packed in sturdy packaging, such as a cardboard box, and the order form on the website www.remabattery.cz needs to be completed. There, the consumer will receive a so-called return code, which they write on the parcel and then take it to a Balíkovna branch.

STAMP ISSUES

In 2025, Czech Post organised a total of 28 stamp issues on various themes for the Ministry of Industry and Trade of the Czech Republic, which acts as the stamp issuer.

In 2025, Czech Post opened four new FilaPoints, successively at the Olomouc 2, Teplice 1, Karlovy Vary 1 and Litomyšl branches. In all cases, a commemorative postmark featuring the FilaPoint logo was used on the opening day.



Czech Post's Stamp Design Department also organised ten exhibitions at the main post office on Jindřišská Street, which provided an opportunity to showcase new stamps. Each exhibition was accompanied by a book-signing session with the designers.

Commercial successes can be summarised in the following statistics: 14 external commissions for 'Custom Stamps'; two issues in the Czech Post's 'Custom Stamps' series (Stars of Prague Zoo and View of Prague Castle); 33 external commissions for 'Stamps with Overprints'; 10 internal regional overprints.

Commemorative Stamps

In 2025, a total of 26 commemorative postmarks were used, four of which were commissioned by external customers who also booked a commemorative counter.

In 2025, we won three awards in the Praga Ars Philatelica competition:

1st place in the 'Most Beautiful Mini-Sheet' category for 2024 - 'Animals in Our Natural Environment with Their Young'

2nd place in the 'Most Beautiful Engraved Sheet' category for 2024 - 'Works of Art on Stamps: J. E. Ridinger - Hunting Prints'

3rd place in the category 'Most Beautiful Offset Stamp for 2024' - Technical Monuments: Dolní Vítkovice



ICT AT CZECH POST

Information and Communication Technology (ICT) is a key support area for the core activities of Czech Post, State-Owned Enterprise, particularly in the fields of postal and logistics services, financial services and digital products.

Czech Post's ICT infrastructure encompasses the operation and development of central information systems, data centres, communication networks, end-user devices and specialised applications supporting the operation of the branch network, logistics centres and online services.

ICT also involves ensuring the operational reliability, availability and scalability of systems, as well as their continuous modernisation, with the aim of reducing energy consumption, extending the life cycle of technologies and supporting the digitalisation of internal processes and customer services.

DATA BOX INFORMATION SYSTEM

The Data Box Information System (DBIS) is becoming increasingly widespread not only amongst businesses and public administration, but also amongst sole traders and ordinary citizens. Since its launch in 2009, it has become a cornerstone of electronic communication with the state. This long-term trend is also confirmed by the latest statistics: whilst 143.3 million data messages passed through the system in 2023, this figure rose to 151.5 million in 2024 and further



to 159.5 million in 2025. This represents a year-on-year increase of approximately 5%, clearly demonstrating the ongoing digitalisation of communication across society.

Although the vast majority of messages continue to be sent by public authorities, activity by individuals and businesses is gradually increasing. This development reflects the growing digital literacy of the population and increasing confidence in government e-services. Over the course of 16.5 years of operation – from July 2009 to the end of 2025 – more than 1.5 billion data messages have already been transmitted via the Data Box Information System.

Another significant change in recent years has been the sharp rise in the number of data boxes set up. As a result of legislative amendments, these were automatically created for all sole traders and legal entities, leading to a surge in the total number. Between 2022 and 2025, the number of active data boxes rose from 1.5 million to 4.1 million. At the same time, the number of data boxes set up voluntarily by citizens is also rising – by the end of 2025, there were nearly 1.2 million active ones. This trend is driven by growing awareness of the benefits of data boxes, particularly in terms of security, speed of delivery and legal certainty.

Czech Post, as the system operator, offers a range of supplementary services that enhance user convenience when working with data boxes and, at the same time, promote wider practical use of the system:



- Postal Data Message (PDM) – enables private-law communication between DBIS users. In 2025, 3.1 million messages were sent in this way, representing a year-on-year increase of 19 per cent. This service is becoming increasingly important, particularly in the fields of business, legal services and accountancy, where fast and secure communication is essential.
- Data Vault – provides secure and guaranteed storage for messages received and sent more than 90 days ago. This gives users the assurance that important documents will not disappear once the standard retention period has expired. As of 31st December 2025, there were 51,000 active Data Vaults, and their number continues to grow.
- SMS notifications – a service that informs users of a newly received data message via a text message to their mobile phone. In 2025, approximately 1.9 million such notifications were sent. This service contributes to greater flexibility and rapid user response, which is particularly important in cases where the delivery of a data message may have legal significance.

CZECH POINT AND OTHER SERVICES AT PUBLIC ADMINISTRATION CONTACT POINTS

Czech Post has long been a key partner of the public administration and plays a pivotal role in the Czech POINT project, which aims to simplify citizens' access to selected government services. It has been involved in the system since 2007 and has gradually become one of its most important pillars. Thanks to Czech POINT, citizens can deal with a range

Currently, Czech POINT services are available at approximately 760 post offices, evenly distributed throughout the Czech Republic. This ensures good accessibility not only in large cities, but also in smaller towns and rural areas. Statistics also bear witness to the public's long-standing interest – since 2007, more than 20 million transactions have been carried out at Czech Post's service points.



of administrative matters in one place, without having to visit individual government offices, which saves a considerable amount of time and enhances user convenience.

Czech Post maintains a dominant position within the Czech POINT system. Although it operates only around 11% of all service points, more than half of all transactions (52%) are carried out at its branches. This share reflects a high level of public trust, an extensive branch network and the high quality of service availability.

In addition to standard Czech POINT services, such as extracts from public and non-public registers (for example, the Criminal Records Register, the Land Registry, the Trade Register and the Register of Drivers), Czech Post also provides other key services, in particular certification (verification that a copy



matches the original) and legalisation (verification of the authenticity of a signature). These procedures are essential for a range of legal and administrative processes, including court filings and dealings with public authorities.

In 2025, a total of 4.3 million Czech POINT transactions and verification services were carried out at post offices, which is in line with previous years. Signature verification, document verification and extracts from the Criminal Records Register have long been among the most frequently used services. This confirms the role of the post office as a trusted and easily accessible place for dealing with important administrative matters.

Czech Post plays an even more significant role in the area of data boxes. At post offices, customers can easily apply to set up a data box, revoke access details or obtain new ones. Approximately 80% of all such operations are carried out through Czech Post, which confirms its vital importance in the process of digitising public administration and developing eGovernment services.

As part of its long-term expansion of services for the public, Czech Post is launching a new practical service in August 2025 – a Comprehensive Credit Register Report, provided in collaboration with CRIF – Czech Credit Bureau. Since its launch, more than 2,000 people – including both Czech citizens and foreign nationals – have already made use of the service. The service enables users to obtain an overview of their financial obligations in a single visit to a Czech POINT branch, including information from the Banking and Non-Banking Registers of Client Information, the Payment Information Register,



the Insolvency Register and the Central Register of Enforcement Proceedings. This comprehensive statement can serve, for example, as proof of no outstanding debts when applying for rented accommodation or in other situations where it is necessary to demonstrate financial reliability.

CERTIFICATION AUTHORITY POSTSIGNUM

In 2025, the PostSignum certification authority continued to develop and implement new services in the field of remote electronic signing and electronic sealing. At the same time, analytical and preparatory work was commenced with a view to the future implementation of the European digital wallet into the portfolio of services provided, in light of forthcoming changes to European legislation.

From an economic perspective, 2025 was the second most successful year in the certification authority's history, with the financial results achieved falling only slightly short of those of the record-breaking year 2024. Over the course of the year, more than 341,000 qualified certificates were issued, representing a year-on-year decrease of approximately 2,000 certificates. By contrast, in the area of time stamps, historically high figures were achieved – a total of 683 million time stamps were issued in 2025, corresponding to a year-on-year increase of 24 million.

At the same time, the certification authority continued its systematic transition to fully digital and paperless operations. In this context, the contractual and operational documentation stored in the certification authority's paper archive

was digitised, with the aim of increasing the efficiency of internal processes and reducing the administrative burden in the long term.

The products and services of the PostSignum Certification Authority continue to be a key element in ensuring the secure, trustworthy and legally valid operation of digital services. They contribute significantly to protecting the integrity and authenticity of electronic communications, whilst also supporting the long-term archiving of electronic documents and data in accordance with applicable legal and technical requirements.

Membership in Organisations

Czech Post is a member of the ICT Union. The Union's aim is to raise awareness of the importance of introducing and utilising modern information and communication technologies in society, including the creation of optimal conditions for the development of ICT in the Czech Republic as an essential prerequisite for building an information society. Last year, as part of ICT Union, Czech Post contributed to the consultation process on draft legislation in the field of eGovernment and took part in discussions on topics such as the European digital wallet, cyber security and document management services.



POSTAL MUSEUM

Through its activities, the Postal Museum (PM) contributes to building and promoting the good reputation of Czech Post, particularly by promoting the company's traditions, the history of the postal service and stamp design. The museum runs permanent exhibitions at its headquarters in Prague 1 – Nové Město and also at its branch in Vyšší Brod, where, in the former abbey of a Cistercian monastery covering an area of approximately 1,800 m², it introduces visitors to the history of the postal service. In addition to the temporary exhibitions it organises at its Prague venue and at the Vyšší Brod branch, the museum is particularly involved in lending exhibits to numerous external memory institutions and other cultural and public institutions both in the Czech Republic and abroad. Furthermore, it lends entire exhibition projects, which serve as travelling exhibitions. Since January 2023, the Postal Museum Gallery has joined these as an integral part of the museum; through its exhibition spaces at the Prague 1 post office, it serves to showcase contemporary visual art.

In 2025, Postal Museum organised or contributed to the preparation of 19 exhibitions and exhibition or presentation events, of which 4 took place at PM's headquarters in Prague, 5 at the PM Gallery in Prague, 2 at the PM branch in Vyšší Brod and 8 (of which 2 were organised by PM itself) at other memory, cultural and public institutions in the Czech Republic. At the Postal Museum branch in Vyšší Brod, an interior recreating a post office from the 1970s-1980s was created. The Postal Museum has long-term loans of 46 collection items to 10 cultural and heritage institutions within the country. It has not loaned any collection items abroad.



Key internal exhibition projects included: Stamps, Trains, Journeys, Bouda. Marking the 90th posthumous birthday of the painter Jiří Bouda, and Moments of Life – Negatives from the Dustbin 1900-1945.

Items from the Postal Museum's collection were, amongst other things, loaned to the following external exhibitions: the LIBEREC 2025 National Postage Stamp Exhibition at the Koloseum Liberec Cultural Centre, 'Masters of Stamp Design II' at the Krkonoše Museum in Jilemnice, and 'Christmas Cards' at the Regional Museum in Chrudim.

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) and 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 CR, in whose activities the plays an active role. On 18th October 2018, it became a founding member of the Prestige Philately Club Prague, which focuses on close cooperation between leading philatelic collectors, experts and investors.

In addition, it has a long-standing partnership with the Union of Czech Philatelists (UCP), including through the UCP Postal Museum Friends' Society.



Promotional and Educational Activities

In 2025, the museum carried out educational activities aimed at bringing the history of the postal service and stamp design closer not only to adult visitors but, above all, to children. One commemorative postcard was issued to accompany the exhibition at the Prague Postal Museum, and promotional materials (invitations, posters, leaflets, banners) were produced. As part of the accompanying programmes for temporary exhibitions, 10 art workshops and 10 guided tours were held (7 of which took place at the Postal Museum in Prague and 3 at the Postal Museum Gallery).

At the Postal Museum branch in Vyšší Brod, the focus was on children, for whom the traditional Summer Postal Mystery, themed around postmarks, was organised, which helped boost visitor numbers, particularly among families with children. In addition to the above activities, Postal Museum took part in the traditional events 'Ice Prague' (31st January – 2nd February), 'Brno Museum Night' (17th May), 'Prague Museum Night' (14th June), Experience the City Differently (20th September) and Architecture Day (2nd–5th October). As part of its school programmes, the Postal Museum welcomed groups of children from nursery, primary and secondary schools, including children with special needs. Cooperation continued with the Friends of the Petráská Quarter Association and Studio Citadela. To mark the philatelic exhibition 'The Struggle for Freedom and Democracy', a series of guided tours led by leading Czech philatelists took place at the Prague Museum (15th–17th November). On the anniversary of the Postal Museum's founding, the 19th annual Czech Philately Day took place (18th December), featuring the exhibitions '*Moments of Life – Negatives from the Dustbin 1900-1945*' and '*Jindřich Ulrich – Stamps and Miniatures*'. The 107th anniversary of the Postal Museum's foundation was commemorated with the issue of a commemorative print.



Environmental Responsibility

As part of our commitment to sustainable business practices, we regard our responsibility towards the environment as one of our priorities. We actively strive to save energy, reduce our carbon footprint and promote electric mobility. In the coming years, we will continue to focus on reducing the volume of waste we produce and on sorting it more thoroughly.

CARBON FOOTPRINT

The carbon footprint was calculated in accordance with the GHG Protocol methodology. The assessment includes Scope 1-3 emissions, and the reporting period corresponds to the calendar year 2025. Scope 3 includes categories such as purchased goods and services, emissions associated with fuels and energy, upstream transport and distribution, waste generated by the company's operations, business travel, leased assets and downstream emissions from franchises. The total carbon footprint of Czech Post s. p. for 2025 amounts to 115,603 tCO₂e. The largest share of emissions is accounted for by Scope 3 (48.8%), followed by Scope 2 (31.2%) and Scope 1 (18.9%), with downstream emissions accounting for only a minor proportion.



TOTAL EMISSIONS, EXCLUDING ANY GREENHOUSE GAS TRANSACTIONS SUCH AS THE SALE, PURCHASE, TRANSFER OR HOLDING OF EMISSION ALLOWANCES		
	2024 TOTAL (tCO ₂ e)	2025 TOTAL (tCO ₂ e)
Scope 1	20 090	21 271,42
Scope 2	58 189	36 121,13
Scope 3 (Upstream + Downstream)	73 406	57 610,68
Total emissions	152 858	115 603,23

Whilst the calculated emission intensity in 2024 was 7.75 (tCO₂e/number of employees), this fell to 6.47 in 2025.



GHG RESULTS OVERVIEW	
SCOPE CZ	COMMENT
Total carbon footprint	In 2025, Czech Post's total carbon footprint amounts to 115,603 tonnes of CO₂e. The largest share is accounted for by (49.83%), followed by Scope 2 (31.25%) and Scope 1 (18.92%). Within Scope 3, emissions are concentrated primarily in several key categories. The 'leased assets'(lessee) accounts for almost 60% of Scope 3 emissions, followed by the energy supply category (30.42%) and upstream transport (6.31%). This structure reflects Czech Post's operating model, which is based on the extensive use of leased infrastructure and indirect emissions associated with energy. Compared with industrial enterprises, transport emissions account for a smaller share, whilst emissions associated with energy and leased assets. Business travel has a negligible impact (0.01% Scope 3).
Scope 1	Scope 1 emissions amount to 21,871 t CO ₂ e (18.92% of the total footprint) and are primarily associated with stationary combustion sources. These emissions represent the direct consumption of fuels in sources owned or controlled by the company.
Scope 2	Scope 2 emissions amount to 36,121 t CO ₂ e (31.25% of the total carbon footprint). These emissions are primarily caused by purchased electricity and energy consumed in operational premises. The relatively high proportion of Scope 2 emissions reflects the organisation's reliance on external energy sources, which is typical for companies with an extensive network of buildings and operations.
Scope 3 - Upstream	Scope 3 emissions amount to 57,611 t CO₂e (49.83% of the total footprint) and represent the most significant part of the emissions profile. The largest contributor is the leased assets category (59.72% of Scope 3 emissions), which reflects the high level of use of of leased buildings, infrastructure and vehicles. The second most significant category is energy supply (30.42 per cent), which represents indirect emissions associated with energy generation and distribution. The 'upstream transport' category accounts for 6.31 per cent, which is a relatively low proportion given the company's logistics-based nature. Other categories, such as waste (1.33 per cent) or purchased goods and services (0.10 per cent), have only a marginal impact. Business travel has a negligible impact (0.01%), confirming that employee mobility is not a significant source of emissions.
Scope 3 - Downstream	In 2025, emissions in the franchise category were identified as part of downstream emissions, accounting for 2.12% of Scope 3 emissions. These emissions relate to the operation of franchise branches that are neither directly owned nor controlled by the company.



CZECH POST'S VEHICLE FLEET

In recent years, Czech Post has undertaken an extensive modernisation of its operations, which included a significant reduction and optimisation of its vehicle fleet. This step was motivated not only by economic savings, but above all by a commitment to a more responsible approach to the environment.

One of the key measures was the phasing out of older, technically inefficient vehicles, which had higher fuel consumption and produced excessive levels of harmful emissions. Instead, the Post Office began using a smaller number of modern, more environmentally friendly vehicles with lower fuel consumption and better emission performance. At the same time, the use of alternative forms of transport was expanded, such as e-bikes and electric vans, which are ideal for urban deliveries.

Furthermore, route optimisation and the digitalisation of logistics processes have made it possible to reduce the number of journeys required. This has helped to reduce not only operating costs but also the company's overall carbon footprint. The result is a more efficient, modern and environmentally friendly operation that better meets current sustainability requirements.

Czech Post has a total of 4,878 vehicles of various types in its fleet. Last year, they covered a total of 110,825,203 km. A total of 95 per cent of the fleet complies with the EURO 6 emissions standard. As part of its efforts to reduce its carbon footprint, the Czech Post is also focusing on electric mobility. In 2025, the fleet comprised 263 electric cars and 104 in-house charging points.



VEHICLE TYPES		
VEHICLE CATEGORY	NUMBER OF VEHICLES	% OF VEHICLES
[M1] Passenger car	1 748	35,83
[N1] Delivery vehicle/Van	2 845	58,32
[N2] Cargo vehicle	117	2,40
[N3] Truck	143	2,93
[O2] Semi-trailer/Trailer	4	0,08
[O4] Semi-trailer/Trailer	18	0,37
[T2] Tractor	3	0,06
Total	4 878	100,00

AGE OF VEHICLES		
VEHICLE CATEGORY	NUMBER OF VEHICLES	AVERAGE AGE OF VEHICLES
[M1] Passenger car	1 748	3
[N1] Delivery vehicle/Van	2 845	3
[N2] Cargo vehicle	117	11
[N3] Truck	143	10
[O2] Semi-trailer/Trailer	4	24
[O4] Semi-trailer/Trailer	18	10
[T2] Tractor	3	36
Total	4 878	



EMISSION STANDARDS		
VEHICLE CATEGORY	NUMBER OF VEHICLES	% OF VEHICLES
NO STANDARD	25	0,51
EURO0	3	0,06
EURO1	0	0,00
EURO2	1	0,02
EURO3	6	0,12
EURO4	77	1,58
EURO5	130	2,67
EURO6	4 636	95,04
Total	4 878	100,00



FUEL		
TYPE OF FUEL	NUMBER OF VEHICLES	% OF VEHICLES
Without fuel	22	0,45
CNG	15	0,31
Electricity	263	5,39
Diesel	3 142	64,41
Natural 95	1 436	29,44
Total	4 878	100,00

FUEL							
KATEGORIE	EXCLUDING FUEL	CNG	ELECTRICITY	DIESEL	NATURAL 95	TOTAL	% OF VEHICLES - ELECTRIC POWER
[M1] Passenger car		1	127	247	1 373	1 748	7,27
[N1] Delivery vehicle/Van			136	2 646	63	2845	4,78
[N2] Cargo vehicle		14		103		117	0,00
[N3] Truck				143		143	0,00
[O2] Semi-trailer/ Trailer	4					4	0,00
[O4] Semi-trailer/ Trailer	18					18	0,00
[T2] Tractor				3		3	0,00
Total	22	15	263	3 142	1 436	4 878	5,39



ENERGY MANAGEMENT

Since 2018, Czech Post has had an implemented and certified “Energy Management System” in accordance with the ČSN EN ISO 50001:2019 standard. In 2025, the company’s certified Energy Management System in accordance with ISO 50001 (hereinafter referred to as ‘EnMS’) underwent a recertification audit (hereinafter referred to as ‘RCA’), which was carried out by CQS. The audit was conducted in accordance with the ČSN EN ISO 50001:2019 standard.

Our Rules for Energy Management

- to manage energy in such a way as to prevent unnecessary losses
- to monitor energy consumption and identify the causes of undesirable consumption
- to maintain our consumption equipment in a condition that complies with legal regulations and technical standards
- to purchase energy solely on the basis of contracts concluded to meet the actual needs of our premises
- We utilise and implement new technologies that are more environmentally friendly and consume less energy



CONSUMPTION

ELECTRICITY CONSUMPTION	2024	2025
	44 309 MWh	45 279 MWh

PURCHASE OF GREEN ENERGY	2024	2025
	6,75 %	19 %

HEAT CONSUMPTION	2024	2025
	50 280 MWh	50 889 MWh

GAS CONSUMPTION	2024	2025
	52 653 MWh	58 363 MWh

WATER CONSUMPTION	2024	2025
	268 755 m³	296 458 m³

WASTE MANAGEMENT

As part of its environmental protection efforts, Czech Post strives to manage waste as efficiently as possible. For 2025, Czech Post has concluded contracts for the provision of waste management services for all seven regions. Framework agreements (26) were also concluded for the years 2023–2025 for the collection and disposal of hazardous and other waste from selected premises where such hazardous waste is generated, primarily transport centres, the Central Printing Works in Prague, Systematic Documentation for Waste Prevention, Waste Transfer etc. As part of fulfilling the reporting obligations for 2025 by the deadline of 28th February 2026, 1,919 Reports on Waste Generation and Management were submitted via the Integrated System for Fulfilment of Reporting Obligations in the Field of the Environment, thereby fulfilling the statutory obligation.



COSTS ASSOCIATED WITH WASTE DISPOSAL AND WASTE VOLUMES	2024	2025
Waste collection	CZK 25 382 681	CZK 21 731 309
of which: disposal of packaging waste*	CZK 235 960	CZK 100 561
Environmentally sound disposal**	CZK 429 921	CZK 484 803,5
Amount of waste in tonnes, of which:	5 572	4 308
Mixed municipal waste	2 748	1 947
Paper and cardboard packaging	879	663
Paper and cardboard	1 260	1 070
Bulky waste	380	336
Plastic packaging	150	134
Iron and steel	52	29
Oily water from oil separators**	1	0,5
Mixtures from sand traps waste**	3	0
Oil separator sludge**	7	11

* from packaging placed on the market by CZECH POST

** Disposal of hazardous waste



The overall increase in waste collection costs was mainly due to a rise in the statutory fee for landfilling mixed municipal waste and the impact of a newly awarded public contract. The increase in costs for the disposal of hazardous waste was mainly due to the disposal of COVID-related materials that had passed their expiry date and costs associated with the closure of facilities that produced hazardous waste, particularly transport centres.

COLLECTION OF PAPER, PLASTICS AND DOCUMENT SHREDDING		
RAW MATERIAL	QUANTITY 2024 (TONNES)	QUANTITY 2025 (TONNES)
Paper collection	810,96	770,72
Plastics collection	83,26	84,61
Controlled and uncontrolled paper shredding	1 258,88	894,58

RECYCLING, TAKE-BACK		
In the field of take-back of electrical equipment, we cooperate primarily with REMA a.s. and STEELMET, s.r.o.	2024	2025
Take-back of electrical equipment by STEELMET	34,852 t	53,56 t



AIR QUALITY PROTECTION

For the year 2025, a total of 24 reports on summary operational records of listed sources of air pollution were submitted by 31st March 2026 via the Integrated System for Fulfilment of Reporting Obligations in the Field of the Environment, thereby fulfilling the legal obligation.

WATER PROTECTION

For the year 2025, a total of 4 reports - Basic data submitted by the polluter to the authority, the river basin authority and the authorised specialist body - and a total of 3 reports on groundwater abstraction were submitted via the Integrated System for Fulfilment of Reporting Obligations in the Field of the Environment, thereby fulfilling the statutory obligation.

REAL ESTATE

NUMBER OF PROPERTIES OWNED BY CZECH POST, INCLUDING SHARE CO-OWNERSHIP	2024	2025
Number of properties	1 081	1 002

ENERGY PERFORMANCE CERTIFICATE (EPC)		
EPC	2024	2025
A	0	0
B	7	7
C	13	13
D	47	39
E	81	56
F	113	86
G	393	420
PENB	427	381
Total	1 081	1 002

Czech Post holds an Energy Performance Certificate (EPC) for all properties where this is required by law.



Social Responsibility

The average headcount of Czech Post employees in 2025 totalled 17,874 full-time equivalents. Compared with the previous year, this figure is 1,828 full-time equivalents lower. The significant decline is primarily linked to organisational changes and rationalisation measures in operations, administration and management.

The staff turnover rate rose to 28.9%, which is linked to the implementation of organisational changes. Undesirable (voluntary) turnover fell by 2.3% year-on-year to 14.1%. The main reason for voluntary turnover remains the nature of the work (high physical strain).

The average monthly wage at CZECH POST for 2025 was CZK 35,782, representing an increase of CZK 2,532, or 7.6 per cent, compared with the previous year.

NUMBER OF EMPLOYEES		
EMPLOYMENT TRENDS	2024	2025
Average full-time equivalent (FTE)	19 702	17 874
Average actual number of employees (NE)	20 140	18 264



STAFF TURNOVER	STAFF TURNOVER RATE	
	2024	2025
Total staff turnover	26,1 %	28,9 %
Voluntary turnover	16,4 %	14,1 %

PERCENTAGE OF EMPLOYEES IN INDIVIDUAL OPERATIONS	2024	2025
Directors	0,07 %	0,09 %
Managers	8,21 %	8,58 %
Office staff	14,07 %	13,92 %
Manual workers	77,55 %	77,29 %
Apprentices	0,11 %	0,12 %

PROPORTION OF WOMEN AND MEN IN INDIVIDUAL OPERATIONS	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Directors	15 %	85 %	19 %	81 %
Managers	80 %	20 %	80 %	20 %
Office staff	61 %	39 %	58 %	42 %
Manual workers	72 %	28 %	73 %	27 %
Apprentices	64 %	36 %	70 %	30 %

AVERAGE ANNUAL PROPORTION OF WOMEN AND MEN IN INDIVIDUAL OPERATIONS	WOMEN	MEN
2024	72 %	28 %
2025	72 %	28 %



REPRESENTATION OF MEN AND WOMEN IN THE MANAGEMENT OF CZECH POST AS of 31 st december 2025	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Directors management	15 %	85 %	19 %	81 %
Senior management	34 %	66 %	37 %	63 %
Middle management	53 %	47 %	53 %	47 %
Lower management	86 %	14 %	86 %	14 %

NUMBER OF FOREIGN EMPLOYEES	2024	2025
Total	1 349	1 194



NUMBER OF EMPLOYEES BY EMPLOYMENT CONTRACT				
EMPLOYMENT CONTRACT	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Indefinite	11 998	4 586	11 325	4 249
Fixed-term	2 014	961	1 806	884
Total	14 012	5 547	13 131	5 133

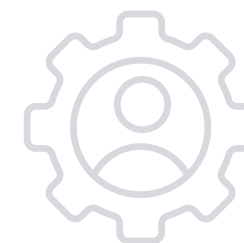
NUMBER OF EMPLOYEES BY TYPE OF EMPLOYMENT				
WORKING HOURS	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Full-time	12 483	5 475	11 730	5 071
Part-time	1 529	72	1 401	62
Total	14 012	5 547	13 131	5 133

NUMBER OF NEW EMPLOYEES				
AGE GROUP	2024		2025	
	WOMEN	MEN	WOMEN	MEN
up to 19 years of age	116	155	58	124
20-24 years	488	504	290	377
25-29 years	317	247	226	188
30-34 years	340	166	192	124
35-39 years	328	150	239	120
40-44 years	347	146	212	120
45-49 years	363	183	241	92
50-54 years	294	161	208	102
55-59 years	180	130	123	83
60-64 years	48	50	31	36
65 and over	6	20	8	14
Total	2 827	1 912	1 828	1 380



EMPLOYEE STRUCTURE BY AGE				
AGE STRUCTURE OF STAFF	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Under 19	0,12 %	0,18 %	0,12 %	0,24 %
20-24 years	3,01 %	3,03 %	3,03 %	3,06 %
25-29 years	3,41 %	2,79 %	3,33 %	2,66 %
30-34 years	4,45 %	2,69 %	4,46 %	2,69 %
35-39 years	6,19 %	2,54 %	6,11 %	2,59 %
40-44 years	8,13 %	2,99 %	8,13 %	2,90 %
45-49 years	13,31 %	4,22 %	13,18 %	4,11 %
50-54 years	14,60 %	4,08 %	14,93 %	4,10 %
55-59 years	11,69 %	2,88 %	11,82 %	2,84 %
60-64 years	6,10 %	2,38 %	6,25 %	2,36 %
65 and over	0,62 %	0,58 %	0,54 %	0,55 %
Total	71,64 %	28,36 %	71,90 %	28,10 %

AVERAGE AGE OF EMPLOYEES	2025		
	WOMEN	MEN	TOTAL
Under 30	24,63	24,06	24,35
Aged 30-50	42,59	41,03	42,16
Over 50 years old	56,34	57,15	56,52



STRUCTURE OF EMPLOYEES BY EDUCATION										
AGE GROUP	PRIMARY EDUCATION		SECONDARY VOCATIONAL		FULL SECONDARY VOCATIONAL EDUCATION		HIGHER VOCATIONAL COLLEGE		UNIVERSITY	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
Under 19	5	20	9	19	8	5	0	0	0	0
20-24 years	47	99	128	209	365	243	5	2	8	5
25-29 years	60	84	122	160	368	213	12	7	47	22
30-34 years	56	57	163	142	493	237	34	9	69	47
35-39 years	60	36	232	140	662	203	36	17	126	77
40-44 years	44	30	329	178	939	231	48	13	124	78
45-49 years	71	39	666	298	1 486	291	48	9	136	114
50-54 years	55	41	848	304	1 681	304	15	3	127	96
55-59 years	63	22	621	210	1 369	200	1	4	105	83
60-64 years	38	23	354	164	690	170	4	3	55	71
65 and over	8	4	35	37	53	36	1	1	2	23
Total	507	455	3 507	1 861	8 114	2 133	204	68	799	616



NUMBER OF MEN AND WOMEN TAKING PATERNITY AND MATERNITY LEAVE			
2024	PATERNITY	MATERNITY/ PARENTAL LEAVE	TOTAL
Men	72	9	81
Women		1 407	1 407
Total	72	1 416	1 488
2025	PATERNITY	MATERNITY/ PARENTAL LEAVE	TOTAL
Men	66	3	69
Women		1 164	1 164
Total	66	1 167	1 233

NUMBER OF EMPLOYEES WHO RETURNED TO WORK AFTER TAKING PARENTAL LEAVE	2024	2025
Men	1	1
Women	196	57
Total	197	58



EMPLOYEES ELIGIBLE FOR RETIREMENT PENSION				
AFTER BECOMING ELIGIBLE FOR AN OLD-AGE PENSION	2024		2025	
	WOMEN	MEN	WOMEN	MEN
Senior staff	17	1	17	3
Rank-and-file staff	212	136	210	121
Total	229	137	227	124

EMPLOYEES’ REMUNERATION

Employees’ remuneration is governed by the employer’s internal regulations. Remuneration is based on a continuously updated system of job categories. Salaries are determined on the basis of the complexity, responsibility and physical demands of the work, the difficulty of working conditions, etc. An important motivational factor in the remuneration system is the assessment of work performance, which is managed through a variable salary component.

The average monthly wage at CZECH POST for 2025 was CZK 35,782, representing an increase of CZK 2,532, or 7.6 per cent, compared with the previous year.

BENEFITS

In addition to wages, the employer provided its employees with employee benefits, which amounted to an annual average of approximately CZK 30,000 per employee. These mainly included contributions towards meals, pension savings, supplementary pension savings, a long-term investment programme and life insurance, individual staff holidays, children’s camps, etc. Furthermore, the employer allowed its employees to take one week’s additional annual leave beyond the requirements of the Labour Code. The employer also facilitates access to the MultiSport and T-Mobile programmes.

The collective agreement provides certain advantages and benefits to employees caring for a disabled person or a child under the age of 15. Two sick days with 80 per cent of average earnings paid. Severance pay in excess of the statutory minimum in the event of termination of employment by mutual agreement due to the loss of fitness to continue performing their current work on health grounds.

EQUAL OPPORTUNITIES - EMPLOYMENT OF PEOPLE WITH DISABILITIES

In 2025, Czech Post employed 640 people (of whom 471 were women) with disabilities. A further 273 people with disabilities worked with the organisation under agreements for work carried out outside an employment relationship.



When procuring products and services, the organisation also approaches companies that employ people with disabilities. In our recruitment process, we use a special pictogram for roles that are suitable for people with disabilities, helping applicants to more easily filter out suitable positions. We also collaborate with the non-profit organisation Rytmus, which supports people with disabilities in their active integration into working life and beyond.

EMPLOYMENT OF PEOPLE WITH DISABILITIES		
EMPLOYMENT	2024	2025
Men	181	169
Women	479	471
Total	660	640
AGREEMENTS		
AGREEMENTS	2024	2025
Men	141	80
Women	348	193
Total	489	273



EQUAL PAY FOR MEN AND WOMEN

Equal pay for men and women is upheld in accordance with applicable legislation, the employer's internal regulations and the employer's code of ethics.

EUROPEAN DIVERSITY CHARTER

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

- parents on parental leave or returning from parental leave,
- people with disabilities or limited working capacity,
- members of ethnic minorities and Czech citizens,
- young people and graduates,
- people aged 50 and over,
- foreign employees.



CHARTER AGAINST DOMESTIC VIOLENCE

In 2024, Czech Post signed up to the Charter Against Domestic Violence. For victims of domestic violence, the workplace may well be the only safe place. It is here that there is an opportunity to identify the problem in good time and help victims seek professional support. 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 their lives. Domestic violence has serious consequences for victims' health, both physical and mental. That is why it is important to be aware of these issues, to be attentive and, where appropriate, to offer help. The Bright Sky app is a very effective tool for tackling domestic violence. The Charter against Domestic Violence was created as a joint initiative by Vodafone, IKEA and the ROSA Centre for Women, under the auspices of the Department for Gender Equality at the Office of the Government and the Government Commissioner for Human Rights.

WE COOPERATE WITH SECONDARY/HIGH SCHOOLS AND UNIVERSITIES

In 2025, we continued our cooperation with partner secondary and higher education institutions specialising in postal services. During the year, we organised several excursions for students to Mošnov, to the Czech Post's state-of-the-art logistics centre, as well as visits to branches in Prague and Ostrava.



Postal Skills Competition

Once again, we organised the 13th edition of the popular Postal Skills Competition. This year's event was hosted by the Secondary Vocational School of Logistics and Business in Prague. Representatives from six postal schools across the country took part, competing in a variety of disciplines that allowed them to test not only their postal knowledge but also their general knowledge.

Work Placements at Post Offices

Last year, pupils and students from these schools completed 3,153 days and 19,036.5 hours as part of their practical training. Practical training is not only attended by pupils from 'postal' secondary schools, but there is also interest from university students who complete their work placements at Czech Post. The number of applicants from other fields is also steadily increasing. During their practical training, pupils and students gain an insight into how operations work, and for Czech Post, practical training is an opportunity to present itself as an attractive employer.

WE EMPLOY PRISONERS

As part of our corporate social responsibility activities, we have long been committed to employing prisoners across all six of our regional areas. In 2025, we cooperated with a total of 12 prisons, and an average of 119 prisoners worked for us each month. This cooperation not only helps us meet our recruitment needs but also supports the resocialisation of prisoners by helping



them develop regular work habits. Prisoners primarily carry out physical and operational tasks at our facilities, such as unloading and loading consignments, sorting parcels and handling transport cages on the production floor.

STAFF TRAINING

In 2025, a total of 115,911 employees received training, of whom 94,545 did so via e-learning courses, representing 82 per cent. Training focused primarily on compulsory training and statutory examinations, as well as training on alliance partners’ products, induction training, vocational training, specialist training and soft skills development. Face-to-face training was provided by external suppliers, representatives of alliance partners, internal lecturers and trainers/coaches, as well as selected employees, including managers. A total of 2,565 training sessions took place.

During the year, steps were taken to digitise mandatory training on health and safety at work and fire protection/safety, with the aim of fully transitioning these to an e-learning format. Currently, only selected employees use the e-learning format, whilst others attend these training sessions in person. However, the aim is to enable all employees to complete these training courses electronically.

A team of in-house trainers focused intensively on development activities across the organisation. A key area was induction training for new employees, such as the ‘Communication with Clients’ course, the online ‘Induction Day’ for new

recruits, and the ‘Ten Commandments’ workshop for finance and insurance experts. At the same time, targeted development activities were carried out for selected managers, in the form of workshops tailored to specific teams. 360° feedback and individual coaching were also an integral part of this development.

At the suggestion of the employee ombudswoman, a workshop entitled ‘Dealing Professionally with Difficult Clients’ was created for post office staff. The workshop was developed in collaboration with experts from other departments, particularly in the areas of security and compliance, and its aim is to support staff in professionally managing challenging client situations and to strengthen their mental resilience.

A team of in-house trainers continued to provide professional training for staff, both online and in person, with the aim of enabling them to obtain the required qualifications for eGovernment services, which form part of the mandatory training and examinations (e.g. CA PostSignum, Czech POINT, certification and legalisation). At the same time, the digitisation of new training courses

NUMBER OF TRAINING HOURS PER EMPLOYEE PER YEAR BY GENDER	
WOMEN	MEN
103 024 hours	32 876 hours



OVERVIEW OF THE NUMBER OF TRAINED EMPLOYEES IN DIFFERENT AREAS in 2025			
PERIOD	2025	2025 NUMBER OF PARTICIPANTS FACE-TO-FACE	2025 NUMBER OF PARTICIPANTS ONLINE
Adaptation training and professional training	23 266	5 908	17 358
Mandatory training and legislative examinations	53 997	8 634	45 363
Professional and soft skills training	2 120	2 045	75
Training on alliance partners' products	36 528	4 779	31 749
Total*	115 911	21 366	94 545

* Includes all instances of staff participation in training courses, i.e. a single staff member could have attended, for example, three face-to-face and two online training courses

arising from the organisation's current needs continued throughout the year, in collaboration with the relevant specialist departments (e.g. services for health insurance companies, client profiling for ČEZ, and the protection of payment card and terminal data).



Together2grow Cooperation

CZECH POST has been involved for several years in the T2G inter-company mentoring programme, which serves as a platform for bringing together employees from various fields who wish to develop their skills or offer development opportunities through mentoring. In 2025, nine of our colleagues took part in the programme.

HR Library

In 2025, we launched an HR library for our staff to support their personal and professional development. Staff can borrow books focusing on leadership, communication, teamwork, corporate culture, time management and other areas that may be useful not only in the workplace.

SOCIAL DIALOGUE

Social dialogue takes place regularly; there are a total of 9 trade union bodies operating within the company, bringing together a total of 71 grassroots trade union organisations. The collective agreement is valid until 30th June 2026 or,

Membership in Organisations

- Membership of the Comp&Ben Association – an independent organisation bringing together companies and professionals in the field of remuneration.
- Membership of the Czech Republic HR Association – a professional association of HR professionals in the Czech Republic.

if the option is not exercised (by 30th March 2026), until 31st December 2027. We contribute to the activities of trade union organisations from the Fund for Cultural and Social Need (in Czech FKSP).

HEALTH AND SAFETY AT WORK

Czech Post places great 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 working environment for its employees and to ensure that potential risks are eliminated. At Czech Post, we specifically aim to raise awareness, provide information and enhance knowledge of OHS among managerial staff, who bear ultimate responsibility for the condition of their workplaces, through regular training sessions.

Health and safety officers maintain close, long-term contact with trade unions; the trade unions operating at Czech Post have their own union health and safety inspectors, who also carry out workplace inspections. We regularly provide trade unions with statistics on which we have jointly agreed, whether these relate to accident rates, occupational diseases, OHS non-conformities, etc. Trade unions take part in the annual OHS and fire protection/safety inspections at Czech Post workplaces.

Risks

There are several ways to identify hazards at Czech Post workplaces. Primarily, immediately upon discovering a risk, the workplace manager has a legal duty under health and safety legislation to identify the risk and take measures to eliminate it. Further risks



are identified during the annual OSH and fire protection/safety inspections at workplaces. They are also identified during regular workplace inspections carried out by OSH officers. Risks may also arise, for example, from an occupational accident, in which case measures are taken to prevent similar situations from occurring.

Czech Post has drawn up an OHS Risk Catalogue, which, in accordance with legislation, lists all possible risks arising from all activities carried out, including a calculation of the probability of the risk, the consequences of the risk, the impact of the risk and the options for corrective measures.

HEALTH AND SAFETY AND ACCIDENT PREVENTION

For the Czech Post, the health and wellbeing of its employees is a priority. One way of looking after employees' health is through awareness-raising. Health and Safety at Work staff regularly train managers in health and safety and fire protection/safety; these managers are then obliged to train their subordinates. As part of this training, employees are made aware of the potential risks arising from the performance of their work. Employees are also familiarised with workplace procedures and made aware of the specific characteristics of particular workplaces. Furthermore, they are provided with operating instructions for individual machines and equipment, handling techniques, etc.

Employees are provided with a full range of Personal Protective Equipment (PPE) appropriate to their workplace and job role, and with protective drinks in



accordance with the specified entitlement. Guidelines on the correct handling of loads and other situations that may arise are published on the CZECH POST intranet. Employees undergo regular medical check-ups with the occupational health service provider.

Employee Training

Health and safety and fire protection/safety training is, in most cases, delivered in person at workplaces; for selected groups of employees, it is delivered via e-learning. As health and safety and fire protection/safety training is a statutory obligation for the Czech Post, all its employees undergo such training. This includes induction training upon joining the company, followed by refresher training. The training applies to all employees without exception. Only for managerial staff is the OHS and fire protection/safety training more comprehensive, and the training includes a test to assess their knowledge of OHS.

As agency staff are not employees of Czech Post but of the relevant agency, the responsibility falls on the agency. At Czech Post’s workplaces, agency staff are trained on local conditions and on their OHS and fire protection/safety obligations relating to the work they carry out at Czech Post. As regards employees working under a contract for work or a contract for services (DPP), the same OHS obligations apply as for employees on permanent contracts. Consequently, OHS training applies to them.

Work-Related Accidents

In 2025, Czech Post recorded a total of 528 accidents involving its employees. Compared with 2024, the number fell by 29. None of the employees’ work-related

accidents in the last two years were fatal. In 2025, one case of occupational disease was recognised at Czech Post. Occupational group: parcel delivery driver. Upper limb disorder.

We do not keep records of the number of workplace accidents among our contractors; here, the matter is again governed by the Labour Code, under which an employer at whose premises employees of another employer are working is only obliged, in the event of a workplace accident, to assist in investigating the accident at the CZECH POST workplace.

NUMBER OF WORK-RELATED ACCIDENTS	2024	2025
	557	528

Occupational Diseases

In 2025, one occupational disease was recognised by the Czech Social Insurance Agency. Occupational group: parcel delivery driver. Upper limb disorder. We do not keep records of the number of occupational diseases among our contractors; in cases of occupational diseases, investigations focus on the period and the activity during which the disease may have arisen, as it usually only manifests itself after decades of work. Proving an occupational disease is ambiguous, all the more so in the case of external contractors, who are not even long-term employees of the Czech Post.



CAUSES OF ACCIDENTS AT WORK								
OVERVIEW OF SOURCES AND CAUSES OF WORKPLACE ACCIDENTS IN 2025	A FAULT OR DEFECT IN ONE OF THE SOURCES OF INJURY	A POORLY OR INADEQUATELY ASSESSED RISK	DEFECTS IN THE WORK-PLACE	INSUFFICIENT PERSON-AL SAFETY MEASURES FOR EMPLOYEES, INCLUDING PPE	BREACH OF WORK DISCIPLINE BY THE INJURED PERSON	UNFORESEE-ABLE RISK OR HUMAN ERROR	OTHER, UN-SPECIFIED REASON	TOTAL
Means of transport	0	0	0	0	5	32	6	43
Contact with machinery and electrical equipment	0	0	0	0	0	19	2	21
Materials, loads, objects (falling, hitting, flying away, being buried)	0	1	0	0	0	99	18	118
Fall on the flat ground, from a height, into a depth, sinking	0	1	0	0	0	236	36	273
Equipment, Instrument, Tool	0	0	0	0	0	5	1	6
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	2	3
People, animals, natural elements	0	0	0	0	0	20	3	23
Electricity	0	0	0	0	0	0	0	0
Other, unspecified source	0	0	0	0	0	11	30	41
Total	0	2	0	0	5	423	98	528

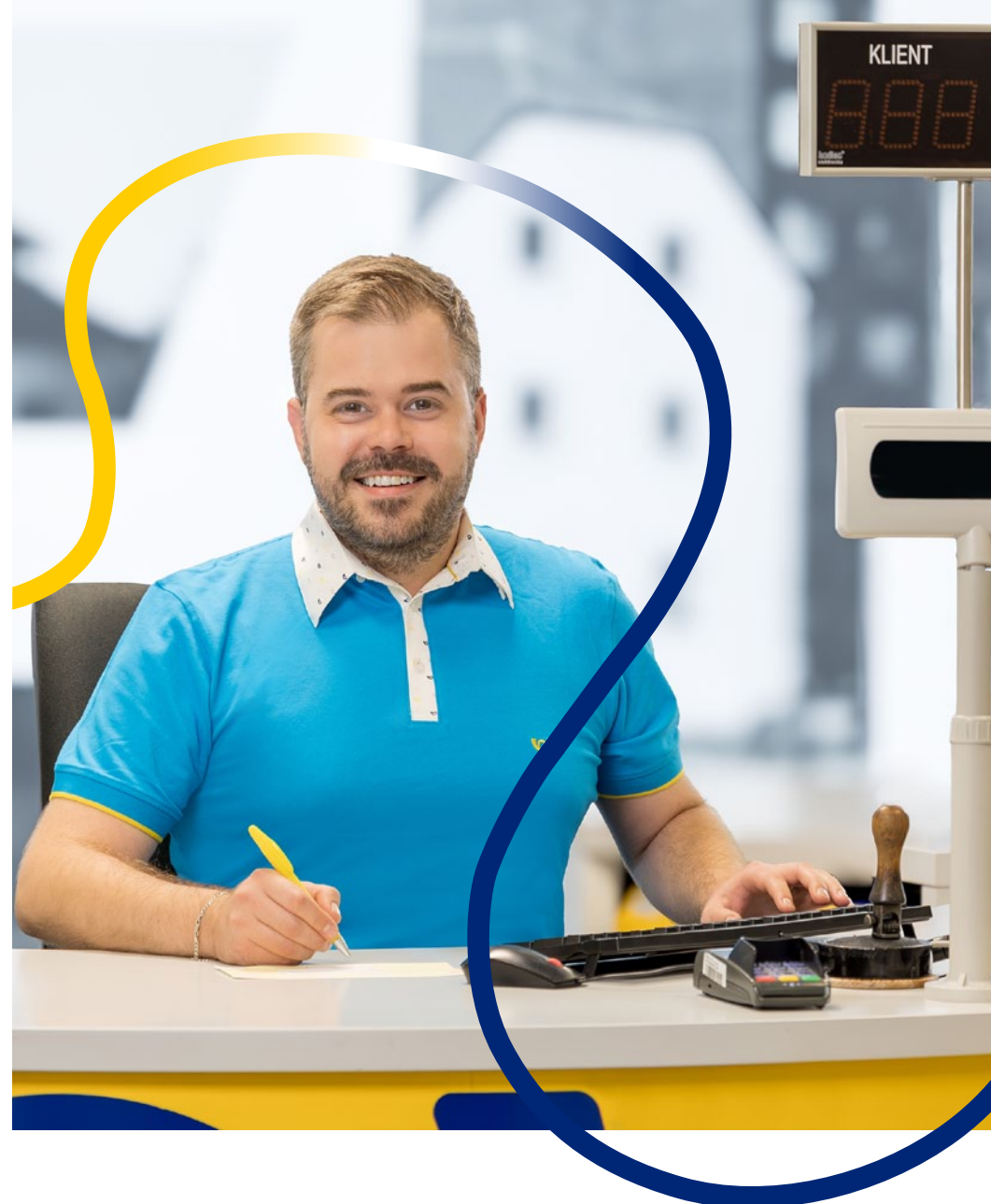


Support Programme for Affected Employees

Czech Post operates a so-called Postal Inspection Service, which manages the information system for dealing with emergencies through a Permanent Operational Service. As part of this service, it provides an information service to the Chief Executive, TOP management at G-1 level and other authorised personnel, as well as support to other organisational units in dealing with emergencies. In this context, it organises a round-the-clock on-call service across the whole of the Czech Republic, which assists in carrying out urgent tasks during emergencies or in the event of internal or external criminal activity (armed robberies, burglaries at company premises, suspected serious criminal offences committed by employees, etc.).

In this context, all inspection staff involved in the on-call service have been trained by police psychologists from the Police Presidium of the Czech Republic in basic skills and the fundamentals of providing post-traumatic care. This service is provided when inspection staff are deployed to the scene of a serious crime. In particular, this applies to cases of armed robberies at branches or targeting delivery staff themselves, where specialist psychological support is offered and arranged for victims of crime.

In 2025, inspection staff offered psychological assistance from the Czech Police's Crisis Intervention Unit to those involved in emergency incidents on three occasions. A total of 2,826 reports were received via the SOS helpline in 2025.



OMBUDSMAN FOR EMPLOYEES

In order to defend the legitimate interests of employees in the performance of their duties, the Czech Post operates an employee ombudsman scheme. Employees may contact the ombudsman with their complaints, suggestions, information and enquiries in writing, by telephone or in person.

In 2025, a total of 109 cases raised by employees were investigated. The majority of these concerned financial matters, relating to the settlement of employees' claims for damages, and employment law issues, where advice was sought regarding changes to or termination of employment contracts and employees' entitlements in such circumstances.

A new concern that emerged this year was among CZECH POST employees regarding dealing with rude and aggressive customers. Guidance cards were produced, providing quick recommendations on how to proceed in specific situations, and staff training was organised in this area.



The general conclusions drawn from the survey provide feedback on the company's internal environment. Where justified, employees' requests are granted. Overall, measures benefiting employees amounting to CZK 530 000 were implemented.

POSTAL OMBUDSMAN

In 2025, a total of 1,440 customers of Czech Post contacted the Postal Ombudsman. Of this number, the Postal Ombudsman dealt with 872 complaints, which were assessed according to their nature and, in cooperation with specialist departments, investigated and resolved.

The Postal Ombudsman dealt with 576 complaints directly, whilst 395 were handled by the Ombudsman on the basis of customer complaints without prior standard proceedings. In accordance with Czech Post's internal regulations, the Ombudsman awarded compensation to Czech Post customers in 3 cases. The total amount of compensation paid in 2025 was CZK 3,954. A total of 253 complaints did not meet the criteria for resolution under the remit of the Postal Ombudsman.

PARTNERSHIPS AND CO-OPERATION ON CHARITABLE INITIATIVES

League Against Cancer

Czech Post was the general partner of the Czech Day Against Cancer project. This is a charity collection to support the fight against cancer.



'Memory of the Nation' Charity Collection for the War Veterans' Day

As partners, we participated in the Memory of the Nation Fundraising Campaign for War Veterans' Day, the proceeds of which are used to continue recording the memories of participants in the Second and Third Resistance movements.

Run 4 Help

We have become the main partner of the Run 4 Help charity run, which focuses on raising awareness of the fight against meningitis. Proceeds from the event go towards supporting people who have had their lower limbs amputated.

Police and Firefighters' Foundation

Czech Post is a partner of the Police and Firefighters' Foundation, whose aim is to help improve the living conditions of the children of police officers and firefighters who have died whilst on duty, or in direct connection with their duties, or in the course of their duties, and of police officers and firefighters who are severely physically disabled as a result of injuries sustained in direct connection with their duties.

Three Wise Men Charity Collection

Czech Post is a partner of the largest charitable fundraising campaign in the Czech Republic. The money raised helps hundreds of thousands of people in need through Charita Czech Republic.

Yellow Ribbon Run

Czech Post is a partner of a charity run aimed at raising awareness of the issues faced by people with a criminal record.



CZECH POST FOUNDATION

Czech Post is aware of its responsibility towards its employees, customers and the community in which it operates, and therefore established a corporate foundation on 22nd 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 assistance. It also aims to support specific projects focused on health and improving the quality of life.

In 2025, the Czech Post Foundation launched all its programmes: 'Post wo/men for Post wo/men', 'Post wo/men with Heart', 'Post for Health' and 'Post for the Future'. In total, we disbursed foundation grants amounting to CZK 3,253,632.



The Post Wo/Men to post Wo/Men Programme

The Post Wo/men for Post Wo/men programme is the cornerstone of our foundation. Its aim is to help current and former employees of the Czech Post and their families in difficult circumstances. Since the foundation was established, it has already found a place in the hearts of postal workers. Applications for grants are submitted not only by those in need themselves, but also by their colleagues, whose thoughtfulness has already helped many of them.

The Post Wo/Men with Heart Programme

The 'Post Wo/men with Heart' programme enjoys great popularity amongst Czech Post employees; its aim is to support the voluntary activities of Czech Post staff. An important condition for the grant to be awarded is the personal involvement of postal workers in these organisations. Grants are directed, for example, towards supporting young firefighters, footballers and majorettes, as well as organisations dedicated to developing leisure activities or preserving traditions.

Post for the Future Programme

In 2025, we continued to accept applications for the 'Post for the Future' programme. Through this programme, we support the education and talents of our colleagues' children. Applications for a grant from the foundation could be submitted throughout the year. As part of this programme, the board of trustees also carefully assesses the applicant's family's total income.

Post for Health Programme

The primary aim of the Post for Health programme is to support organisations that are committed to promoting physical and mental health in the long term.



Responsible Governance and Management

We conduct our business transparently and fairly, in accordance with our compliance programme and Code of Conduct. Our main objective is to provide high-quality services to the satisfaction of all our customers, in accordance with legal regulations 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 CONDUCT AND COMPLIANCE PROGRAMME

The Code of Ethics is a set of moral and social rules that sets out the principles of professional conduct for employees and is binding on everyone acting on behalf of Czech Post. Its purpose is to define, for employees and anyone acting on behalf of Czech Post, the boundaries of appropriate behaviour towards the employer, colleagues, customers, business partners and state institutions, thereby creating, maintaining and strengthening trust in the activities of Czech Post. Czech Post does not tolerate conduct that contravenes legal regulations, the principles of fair business practice or good morals. Any form of discrimination in interpersonal or working relationships is absolutely unacceptable.



In 2025, work continued on the supplementary chapters of the Guide to the Code of Ethics, the purpose of which is to help employees better understand the individual principles of the Code of Ethics and, through more detailed explanations and practical examples of how to handle situations arising from Czech Post's activities, to respond in accordance with these principles in a variety of life situations. In addition to the previous four chapters from 2024, a further new chapter was published, entitled 'We Act Economically and Prevent Damage'.



Training on compliance and the Code of Ethics is one of the key preventive activities of the corporate compliance programme. Various forms of training tools and communication channels are used, taking into account the nature and type of work carried out by the employees for whom the training material is intended. Training primarily involves ongoing communication of current compliance topics via the Intranet or the Munipolis app, as well as mandatory e-learning courses on the Code of Ethics and other selected topics such as corruption and unfair competition. In 2025, over 4,100 employees were trained via e-learning. Thematic quizzes, created using MS Forms, are also used to train operational staff across the branch network; these provide the necessary

knowledge as well as feedback on their understanding of ethical and compliance issues, and the principles of data protection and cyber security. In order to reduce internal costs, publication of the in-house magazine *Poštoviny* was discontinued in April 2025, and communication with staff was strengthened via the intranet and the Munipolis app.

Since 2016, employees have had access to a compliance hotline, which forms an integral part of the implementation of the Code of Ethics. During 2025, a total of 20 reports of suspected misconduct were received via this hotline, of which only one was submitted anonymously. Of all the reports received, only 8 were relevant, but none concerned corruption or other misconduct that could lead to criminal prosecution of CZECH POST as a legal entity. The 12 reports received, which were assessed as irrelevant, concerned customer complaints about the quality of the services provided, without any suspicion of misconduct or breach of the Code of Ethics, and these were forwarded to the relevant department at Czech Post for resolution. Of all the complainants, fourteen were not Czech Post employees; the remainder were employees. Suspicions of misconduct were confirmed by the investigation in three cases: a breach of the Code of Ethics by an employee of the operator Pošta Partner; a breach of the Code of Ethics by a manager at Czech Post; and a breach of an internal regulation by a Czech Post employee due to inadequate maintenance of the prescribed documentation relating to a contractual relationship. In each of these cases, the recommended corrective measures were subsequently implemented. The remaining reports were not confirmed as justified by the investigations carried out.



Since 2023, due to the external context, Czech Post's compliance programme (the Corporate Compliance Programme against Corruption and Other Forms of Unfair Conduct) has been operated with an expanded scope to include the implementation of additional sanctions imposed by the European Union and the Czech Republic against Russia and Belarus in connection with the military conflict in Ukraine. In connection with the ongoing transformation of Czech Post, the vetting of a growing number of applicants for business cooperation through the Pošta Partner and Balíkovna Partner schemes continued in 2025.

In light of the significant changes to the parameters and content of the EU Directive on sustainability reporting (CSRD) during 2025 (the so-called Omnibus Package), which brought about, amongst other things, a postponement of the reporting obligation and a narrower definition of entities subject to the obligation, CZECH POST, as an entity currently not subject to the obligation, has decided to prepare its ESG Report for 2025 in accordance with the requirements of the newly issued voluntary European standard VSME (voluntary sustainability reporting standard for non-listed SMEs), specifically in the expanded, comprehensive format known as VSME Comprehensive. This framework is intended to be sufficient to meet the requirements of banks, business partners, customers and other stakeholders for the provision of selected ESG data.

Following the introduction in 2023 of a new management and control system for financial services provided by Czech Post on behalf of third parties, this system continued to be developed in 2025, with further fine-tuning of the compliance prevention, detection and response measures it contains.



Principles of Ethical Conduct

- We comply with laws and internal regulations
- We treat everyone equally and do not discriminate
- We protect human dignity
- We act professionally, honestly, in good faith and with due care
- We manage the resources entrusted to us prudently
- We prevent damage
- We cooperate and communicate openly
- We cooperate fully in all investigations
- We protect privacy and data
- We ensure fair competition



Unacceptable Behaviour/Conduct

- Zero tolerance for criminal activity
- Theft, embezzlement or damage to the property and intellectual property of Czech Post
- Misuse or disclosure of protected information to third parties
- Unfair competitive practices
- Corruption and bribery
- Fraud
- Working under the influence of alcohol or drugs
- Conduct involving a conflict of interest

COMPLIANCE

Within the company, we approach compliance as the alignment of employees' conduct with legal and internal regulations, including the Code of Ethics. To support the fulfilment of the principles set out in the Code of Ethics, Czech Post has established and continues to develop a robust Compliance Management System (CMS) with an emphasis on combating corruption and other forms of misconduct. The aim is to prevent Czech Post from facing criminal prosecution or, where applicable, conviction under the Act on the Criminal Liability of Legal Entities, and to prevent damage to the company's reputation. As part of its CMS, Czech Post also implements the Ministry of the Interior's internal anti-corruption programme.

We view compliance not as an imposed obligation, but as an integral part of our corporate culture and a means of further improving the functioning of Czech Post and how it is perceived by all our partners.

All employees of Czech Post are responsible for ensuring compliance. By adhering to 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 all our interests to take a proactive approach to resolving any dilemmas and to strive to prevent breaches of the established rules, whether by ourselves or by our colleagues. The importance of compliance is also reflected in its enshrinement in the Czech Post's Statutes, which oblige the Chief Executive to develop a compliance management system and to discuss its outcomes annually with the Czech Post's Supervisory Board.



Through this approach, we not only contribute to creating an environment based on trust and open communication, but we also foster a positive atmosphere in the workplace – one to which not only we, but also our customers, will be happy to return.

Corporate Values

- A satisfied customer is our goal
- Quality and performance determine success
- Responsibility is second nature to us
- We seek new approaches
- We are a loyal team

Relations with Suppliers

Czech Post also requires its suppliers and other designated legal and natural persons with whom it enters into commercial or other contractual relationships to act with integrity. In the compliance and anti-corruption clauses that form part of these contracts, Czech Post requires the aforementioned entities to conduct themselves in such a way that no reasonable suspicion arises of the commission or ongoing commission of a criminal offence which could be attributed to the contractual partner or to Czech Post itself under Act No. 418/2011 Coll., on the criminal liability of legal entities and proceedings against them, as amended. Furthermore, alliance partners and selected contractual partners are bound by a contractual ethics clause to comply with the Code of Ethics of Czech Post, State-Owned Enterprise in the course of the activities which the partner/contractual partner carries out under the contract with Czech Post. In the event of a breach of the provisions of these clauses, Czech Post has the right to terminate the contract.



Supplier's Code of Conduct

The Supplier Code summarises the fundamental values and standards of conduct that Czech Post recognises and by which it is guided. Through this document, Czech Post expresses its expectation that suppliers selected through the public procurement process and other designated external entities (contractual partners whose goods or services are sold by Czech Post through its branch network or by other means) will familiarise themselves with the Supplier Code and comply with it. The provisions of the Czech Post Supplier Code form part of the contractual documentation.

RISK MANAGEMENT

Risk management forms part of the corporate governance process at Czech Post. It enables the management and informed acceptance of all risks that arise in response to changes in both the external environment and within the organisation. In 2025, Czech Post continued to systematically develop and strengthen its risk management system. The risk management system is based on the regular identification, assessment and monitoring of risks across all key areas of the company's operations. Methodological adjustments were made during the year, which further increased the transparency and efficiency of the entire process. A key change was the introduction of a more detailed identification of individual risks and a five-level assessment of their severity, which enables more precise prioritisation and more effective management of measures.

All changes were communicated to and approved by the risk owners, which strengthens accountability and engagement at all levels of management.

The risk management system is closely linked to other key areas, in particular the internal control system and Business Continuity Management (BCM). The implementation of corrective actions arising from audits and inspections is monitored on a regular basis, ensuring feedback and continuous process improvement. The electronic document management platform also plays a significant role, providing an audit trail and transparent approval processes within the risk management framework.

In 2025, particular attention was paid to risks classified as high and very high, which have the greatest impact on the company's operations and financial performance. Regular analyses enable a flexible response to changes in both the internal and external environment and ensure that the risk management system remains functional, comprehensible and transparent. Overall, it can be stated that the risk management system at Czech Post is stable and is being continuously developed. Its effectiveness is regularly verified through audits, inspections and feedback from risk owners and the company's management.



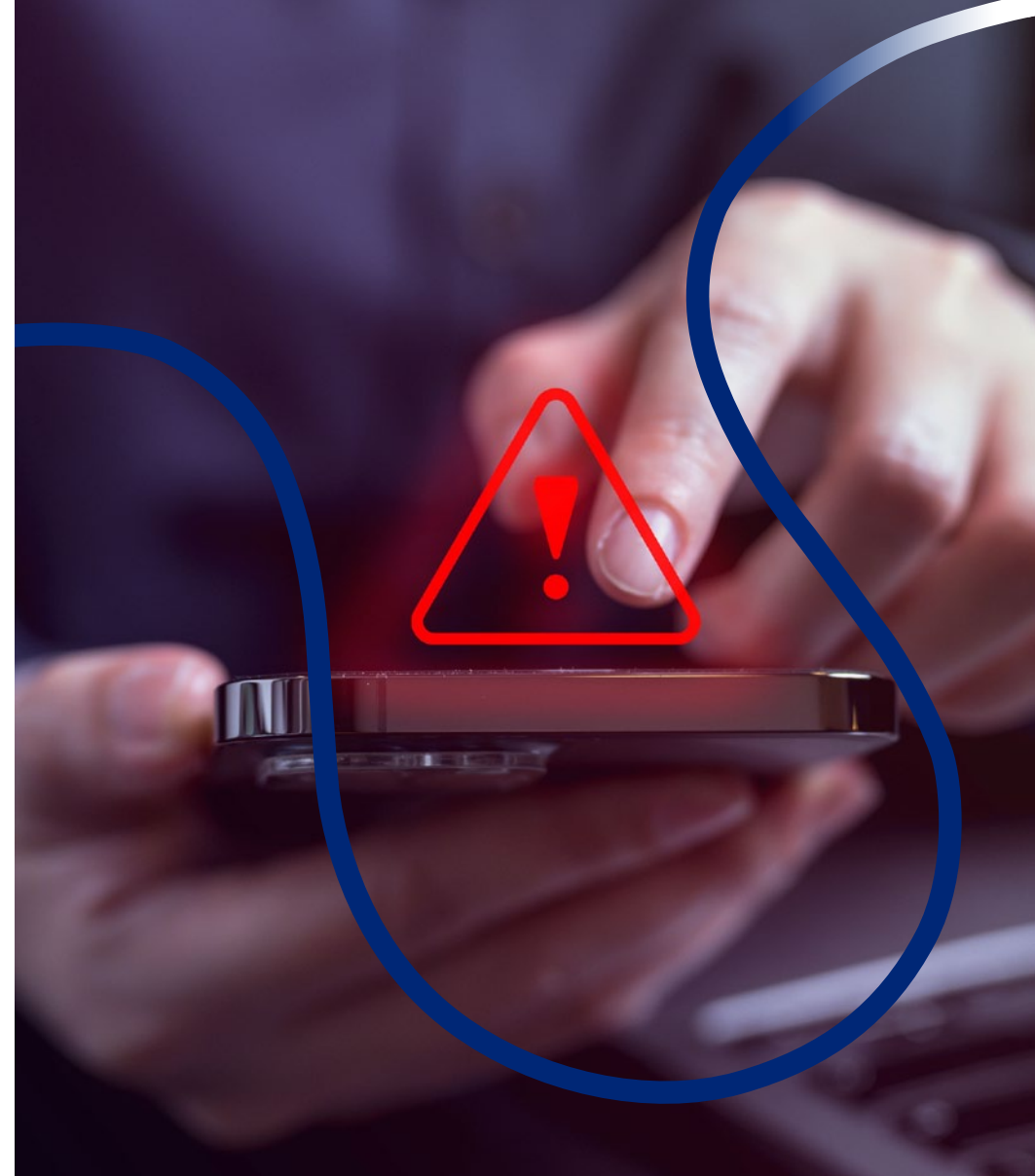
SECURITY

Ensuring basic security requirements for the smooth operation of all services, safeguarding the employees and customers of Czech Post, and protecting the organisation's own and entrusted assets are the core mission of the security department. In addition to the above, the security department's remit also includes crisis management and planning, addressing external and internal criminal activity against Czech Post, measures relating to the laundering of proceeds of crime and the financing of terrorism, the management of classified information within Czech Post's operations, and occupational health and safety issues.

Furthermore, the Security Department comprehensively oversees activities relating to the protection of classified information, implements all necessary measures in this area and ensures the practical implementation of these measures. As in previous years, the Security Department's aim over the past year was to continuously maintain the established system for the protection of classified information, to ensure the implementation of a set of measures preventing the unauthorised handling of classified information, and to respond to changes in legislation.

CYBER SECURITY

Cyber security is systematically managed at Czech Post as an integral part of operational and security risk management. The organisation has been developing a security framework over the long term, based on the applicable



Ensuring Cyber Security involves, in particular:

- the management of security policies and processes,
- technical and organisational measures to protect information systems,
- monitoring of security incidents,
- management and assessment of security incidents,
- raising staff security awareness.



legislation of the Czech Republic and the European Union, particularly in the areas of cyber security, personal data protection and operational resilience.

During the period under review, the area of cyber security was further developed in response to increasingly stringent regulatory requirements and current threat developments. Key developments include strengthening preventive security measures, raising staff security awareness, improving the management of supplier risks and professionalising cyber incident response processes.

The aim of these measures is to safeguard the credibility of Czech Post's services in the long term, minimise the impact of cyber threats on customers, and ensure the stable and secure operation of critical and regulated services.

Cyberattacks on Czech Post

Czech Post has long recorded a high number of attempted cyber attacks, which are continuously detected, logged and analysed in regular monthly reports. These incidents are recorded to a significant extent on systems and services exposed to the internet.

The majority of the detected activity consists of automated attack attempts; these typically involve incidents related to service overload (DDoS / DDoS-like incidents), port scanning, testing known vulnerabilities, or other general attempts to compromise the availability or security of systems from the public internet. These incidents are detected by technical security measures and, in most cases, do not pose a direct threat to operations.

Monthly reports show a stable level of this detected activity, with natural fluctuations over time. The overall picture across the monitored periods is comparable in terms of the volume of recorded events; changes are typically due to a combination of developments in cyber threats, seasonal variations throughout the year, and the ongoing refinement of detection and evaluation mechanisms.

Of the total number of detected incidents, only a small proportion is assessed as genuinely relevant and is subject to more detailed investigation by the security teams. The number of such security incidents that are actually investigated has long remained in the tens, whilst incidents with a significant impact on the organisation's security or operations are rare and number in the single figures.



In addition to this metric, monthly reports also record security incidents handled as part of internal incident management (ServiceDesk), which generally occur in low single-digit numbers and are routinely resolved in accordance with established processes and procedures.

For security reasons, Czech Post does not disclose the detailed breakdown or exact numbers of cyber incidents and attacks in the public section of the report. Within the organisation, emphasis is placed on the existence and functionality of the monitoring and assessment system, as well as the ability to respond in a timely manner; these are regularly verified through internal control mechanisms.

Training in ICT and Cybersecurity

Czech Post regularly provides cyber security training to its staff, covering all employees who have access to IT equipment. The training is primarily delivered via e-learning tools at two-year intervals. From 1 January 2025, the interval will be reduced to one year. Thanks to the use of e-learning tools, the process is fully automated and forms part of both the ICT employee identity management process and HR processes. This training is mandatory for all staff using IT equipment and must be completed in full.



VSME index

ENVIRONMENTAL INFORMATION				
PARAMETR	VALUE	UNITS	COMMENTS	PAGE
B3 - Total energy consumption				35
Total energy consumption	45 279	MWh		
B3 - Breakdown of energy consumption				
Has the company obtained the necessary information to provide a breakdown of energy consumption?	Yes			
Electricity				
• from renewable sources	8 603	MWh		
• from non-renewable sources	36 677	MWh		
• total energy consumption (renewable and non-renewable)	45 279	MWh		
<i>Fuels</i>				33, 35
<i>Petrol</i>	2 141 471	t		
<i>Wood/wood waste</i>	73	t		
<i>Brown coal</i>	174	t		
<i>Heating oil</i>	9 078 003	l		
<i>Natural gas</i>	37 474 968	m ³		
• renewable fuels	73	t		



PARAMETR	VALUE	UNITS	COMMENTS	PAGE
• non-renewable fuels	48 694 616			
• total renewable and non-renewable	48 694 689			
B3 – Greenhouse gas emissions according to the GHG Protocol				27-29
Year (reporting period) for which greenhouse gas emissions were calculated				
Gross Scope 1 greenhouse gas emissions	21 871	t CO ₂ e		
Gross Scope 2 greenhouse gas emissions based on site		t CO ₂ e		
Gross Scope 2 greenhouse gas emissions based on the market (optional)	36 121	t CO ₂ e		
Total Scope 1 and Scope 2 greenhouse gas emissions (site-based)	0	t CO ₂ e		
Total Scope 1 and Scope 2 greenhouse gas emissions (market-based) – (optional)	57 992	t CO ₂ e		
Total Scope 3 greenhouse gas emissions		t CO ₂ e		
Total Scope 3 greenhouse gas emissions – reporting period	57 611	t CO ₂ e		
Total Scope 1, Scope 2 and Scope 3 greenhouse gas emissions (market-based) – (optional)	115 603	t CO ₂ e		
B4 – Air, water and soil pollution				
Is the organization already required by law or other national regulations to report its pollutant emissions to the relevant authorities, or does it already report them voluntarily in accordance with the environmental management system?	Yes			



PARAMETR	VALUE	UNITS	COMMENTS	PAGE
B6 - Water withdrawal (always reported)				35
Volume of water abstracted from sites located in areas with high water stress	0	m³		
Total volume of water abstracted from all sites	296 458	m³		
B6 - Water consumption				
Total water consumption	296 458	m³		
B7 - Description of the principles of the circular economy				35-37
Does the company apply the principles of the circular economy?	Yes		As part of its environmental protection efforts, Czech Post, State-Owned Enterprise strives to manage waste as efficiently as possible. For 2025, Czech Post has concluded contracts for the provision of waste management services for all seven regions. Framework agreements (26) were also concluded for the years 2023-2025 for the collection and disposal of hazardous and other waste from selected premises where such hazardous waste is generated, primarily transport centres, the Central Printing Works in Prague, System Documentation for Waste Prevention, Waste Transfer Record etc. As part of fulfilling the reporting obligations for 2025 by the deadline of 28 th February 2026, a total of 1,919 Reports on Waste Generation and Management were submitted via the Integrated System for Fulfilment of Reporting Obligations in the Field of the Environment, thereby fulfilling the statutory obligation.	
B7 - Waste generated				35-37
Waste No. 1				
• Type of waste	Mixed municipal waste			
• Total quantity of Waste No. 1 recycled, reused and sent for disposal	1 947	t		



PARAMETR	VALUE	UNITS	COMMENTS	PAGE
Waste No. 2				
• Type of waste	Paper and cardboard packaging			
• Total quantity of Waste No. 2 recycled, reused and sent for disposal	663	t		
Waste No. 3				
• Type of waste	Paper and cardboard			
• Total quantity of Waste No. 3: recycled, reused and destined for disposal	0	t		
Waste No. 4				
• Type of waste	Bulky waste			
• Total quantity of waste No. 4 recycled, reused and sent for disposal	336	t		
Waste No. 5				
• Type of waste	Plastic packaging			
• Total quantity of waste No. 5 recycled, reused and sent for disposal	134	t		
Waste No. 6				
• Type of waste	Iron and steel			
• Total quantity of waste No. 6 recycled, reused and sent for disposal	0	t		
Waste No. 7				
• Type of waste	Oily water from oil separators			



PARAMETR	VALUE	UNITS	COMMENTS	PAGE
• Total quantity of waste No. 7 recycled, reused and sent for disposal	1	t		
Waste No. 8				
• Type of waste	Mixtures of waste from the sand trap			
• Total quantity of waste No. 8 recycled, reused and sent for disposal	25	t		
Waste No. 8				
• Type of waste	Sludge from oil separators			
• Total quantity of waste No. 8 recycled, reused and sent for disposal	11	t		
Waste No. 9				
• Type of waste	Paper collection			
• Total quantity of waste No. 8 that has been recycled, reused and destined for disposal	1 070	t		
Waste No. 10				
• Type of waste	Plastic collection			
• Total quantity of waste No. 8 recycled, reused and sent for disposal	36	t		
Waste No. 11				
• Type of waste	Controlled and uncontrolled paper shredding			
• Total quantity of waste No. 8 recycled, reused and destined for disposal	895	t		



PARAMETR	VALUE	UNITS	COMMENTS	PAGE
Waste No. 12				
• Type of waste	Take-back of electrical and electronic equipment			
• Total quantity of waste No. 8 recycled, reused and destined for disposal	65	t		
Total amount of waste generated				
• Total quantity of hazardous waste generated (weight)	56	t		
• Total quantity of non-hazardous waste generated (weight)	4 252	t		
• Total quantity of waste generated (weight)	4 307,6	t		



INFORMATION ON SOCIAL AFFAIRS				
PARAMETR	VALUE	UNITS	NOTES	PAGE
B8 - Labour force - General characteristics				39
Number of employees by type of contract				
• Number of employees on permanent contracts	15 574	Total number of employees at the end of the reporting period		
• Number of employees on fixed-term contracts	2 690			
• Total number of employees	18 264			
B8 - Workforce - General characteristics - Gender				39-44
Number of employees by gender				
• Men	5 133	Total number of employees at the end of the reporting period		
• Women	13 131			
• Not specified				
• Total number of employees	18 264			



PARAMETR	VALUE	UNITS	NOTES	PAGE
B8 - Workforce - General characteristics - Staff turnover (Where relevant)				40
Number of employees who left during the reporting period	5 422			
Number of employees at the start of the reporting period	19 565			
Number of employees at the end of the reporting period	17 708			
Staff turnover rate during the reporting period	28,9	%		
B9 - Workforce - Health and safety (always reported)				52-55
Number of recordable work-related accidents in the reporting period	528			
Number of hours worked by one full-time employee during the reporting period	x	H		
Total number of hours worked per year by all employees during the reporting period	32 248 440	H		
The rate of recordable work-related accidents during the reporting period	-			
Number of deaths resulting from work-related accidents and occupational diseases	0			
B10 - Labour force - Remuneration, collective bargaining and training				46, 48
Do employees receive a wage that is equal to or higher than the applicable minimum wage set directly by the Minimum Wage Act or through a collective agreement?	Yes			
Average gross hourly wage of male employees - where relevant	181	CZK	In the most numerous occupational category, namely delivery staff, i.e. employees following full induction	
Average gross hourly wage for female employees - where relevant	181	CZK	In the most numerous occupational category, delivery staff, i.e. employees who have fully settled into their roles	



PARAMETR	VALUE	UNITS	NOTES	PAGE
Percentage pay gap between women and men who are employees of the company	0	0%	In the most numerous occupational category, delivery staff, i.e. employees who have fully settled into their roles	
Number of employees covered by collective agreements	18 264			52
Percentage of employees covered by collective agreements	100	%		
B10 - Workforce - Remuneration, collective bargaining and training				
Number of training hours per employee per year during the reporting period, by gender				50-51
• Men	32 876	H		
• Women	103 024	H		
• Not specified		H		
Average number of training hours per employee per year	7	H		
C5 - Other (general) characteristics of the labour force				40-41
Number of men in managerial positions	309			
Number of women in managerial positions	1 199			
Ratio of women to men in managerial positions for the reporting period	19	%		
Please state the total number of agency workers, i.e. temporary staff supplied by employment agencies	123 in December 2025		Agency staff are only used during peak periods.	
C6 - Further information on own staff - Human rights policies and processes				
Does the organisation have a code of conduct or a human rights policy for its own employees?	Yes		All the areas listed below are covered by the code of ethics	60-63



PARAMETR	VALUE	UNITS	NOTES	PAGE
If so, does this code or policy cover:				
• child labour	Yes			
• forced labour	Yes			
• human trafficking	No			
• discrimination	Yes			
• accident prevention	Yes			
• other? (if so, please specify)	Yes		European Charter for Diversity	
Please specify any other topics covered by the code of conduct or human rights policy			Charter against domestic violence	
Does the organisation have a mechanism for handling complaints from its own employees?	Yes		Staff ombudsman and compliance helpline	
C7 - Serious human rights violations				
Were there any confirmed incidents involving the company's own workforce during the reporting period?				
If so, are these cases related to:				
• child labour	No			
• forced labour	No			
• human trafficking	No			
• discrimination	Yes			57
Does the company have an overview of confirmed incidents involving workers in the supply chain, affected communities, consumers and end users?	No			



INFORMATION ON GOVERNANCE AND MANAGEMENT

PARAMETR	VALUE	UNITS	NOTES	PAGE
B11 - Convictions and fines for corruption and bribery				
Were any convictions or fines for corruption and bribery imposed on the company during the reporting period?	No			
C8 - Exclusion from EU benchmarks				
Companies are excluded from EU benchmarks in accordance with the Paris Agreement if they derive:				
• 1 per cent or more of their revenue from the exploration, extraction, distribution or refining of hard coal and lignite	No			
• 10% or more of their revenue from the exploration, extraction, distribution, or refining of petroleum fuels	No			
• 50 per cent or more of its revenue from the exploration, extraction, production or distribution of gaseous fuels	No			
• 50 per cent or more of its revenue from electricity generation with a greenhouse gas intensity exceeding 100 g CO ₂ e/kWh	No			
• None of the above	Yes			
Undertakings are excluded from any EU reference values that are consistent with the Paris Agreement	No			
C9 - Gender diversity ratio on the governing body				40-41
Does the company have a management/supervisory body in place?	Yes		In the Czech Republic, the statutory bodies in this context are the CEO and the Supervisory Board	
Number of women who are members of the management/supervisory body at the end of the reporting period	3			
Number of men who are members of the management/administrative body at the end of the reporting period	13			
Gender diversity ratio within the management/administrative body	19	%		



GENERAL INFORMATION				
PARAMETR	VALUE	UNITS	NOTES	PAGE
Name of reporting entity	Czech Post, State-Owned Enterprise			
Company registration number	47114983			
Start of reporting period (dd-mm-yyyy)	1 st January 2025			
End of reporting period (dd-mm-yyyy)	31 st December 2025			
B1 - Basis for preparation and other general information				
Basis for preparation (basic module only, or basic and comprehensive modules)	Basic + comprehensive module (C)			
Basis for reporting (consolidated or separate basis)	Consolidated basis			
Legal form of the enterprise	State-owned enterprise			
NACE sector classification code(s)	181 Printing and related activities 18130 Pre-press and digital data preparation 43220 Installation of water, drainage, gas, heating and air conditioning systems 45200 Repair and maintenance of motor vehicles, excluding motorcycles 46190 Non-specialised wholesale trade and non-specialised wholesale trade on a commission basis 4725 Retail sale of beverages 49393 Non-scheduled land passenger transport 49410 Road freight transport 52100 Storage 52210 Land transport-related activities			



PARAMETR	VALUE	UNITS	NOTES	PAGE
NACE sector classification code(s)	53100 Basic postal services provided under a postal licence 53200 Other postal and courier activities 5590 Other accommodation 56100 Catering in restaurants, at food stalls and in mobile outlets 61 Telecommunications activities 6120 Activities related to wireless telecommunications networks 63 Information activities 64929 Other credit granting, n.e.c. 653 Pension funding 66 Other financial activities 66190 Other auxiliary activities related to financial intermediation 6920 Accounting and auditing activities; tax consultancy 702 Management consultancy 711 Architectural and engineering activities and related technical consultancy 772 Rental and leasing of products for personal use and predominantly for domestic purposes 82920 Packaging activities 8553 Activities of driving schools and other driving instruction centres 92000 Activities of gaming halls, casinos and betting shops 95110 Repair of computers and peripheral equipment			



PARAMETR	VALUE	UNITS	NOTES	PAGE
Total assets (net) for the reporting year	Annual Reports – Czech Post, State-Owned Enterprise	CZK	www.ceskaposta.cz	
Net turnover for the reporting year	Annual Reports – Czech Post, State-Owned Enterprise	CZK	www.ceskaposta.cz	
Number of employees	18 264			
Methodology for counting employees	Number at the end of the reporting period			
The country in which the company carries out its main activities and where significant assets are located	Czech Republic			
B1 – List of subsidiaries				
Name and address	Parcel Services Branch, Sazečská 598/7, Prague 10			
B1 – Sustainability-related certificates or labels				
Has the company obtained any sustainability certification or labelling?	Yes			
	Synesgy ESG certificate (27 th August 2025, ESG score: B) ISO 9001:2015 ISO 50001:2018 ČSN ISO/IEC 27001:2022		Since 2018, Czech Post has had an implemented and certified 'Energy Management System' in accordance with the ČSN EN ISO 50001:2019 standard. In 2025, Czech Post's certified Energy Management System in accordance with ISO 50001 (hereinafter, referred to as "EnMS") underwent a Recertification Audit (hereinafter "RCA"), which was carried out by CQS. The audit was conducted in accordance with the ČSN EN ISO 50001:2019 standard.	



PARAMETR	VALUE	UNITS	NOTES	PAGE
B1 - List of branches (always included)	Branch search - Czech Post		www.ceskaposta.cz	
C1 - Strategy: Business model and sustainability - related initiatives				
Description of significant groups of products and/or services offered	A description of the services provided is included in this report.		www.ceskaposta.cz	13-26
Description of the significant markets in which the company operates (e.g. B2B, wholesale, retail, countries)	The company operates primarily in the letter and parcel delivery market, with a dominant position in the Czech Republic; at the same time, is the operator of the state-guaranteed electronic delivery system of data boxes in the Czech Republic, available to all state authorities, public bodies and institutions, businesses and citizens; it provides a network of assisted public administration contact points for the electronic provision of services to citizens and businesses in the Czech Republic; and it is an authorised issuer of guaranteed and qualified electronic signatures, valid in the Czech Republic and throughout the EU.			
Description of main business relationships (e.g. key suppliers, customer distribution channels and consumers)	The main business partners in service provision are the ČSOB Group, ČEZ Prodej a.s., První novinová společnost a.s., and the six largest mobile operators operating in the Czech Republic.			



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