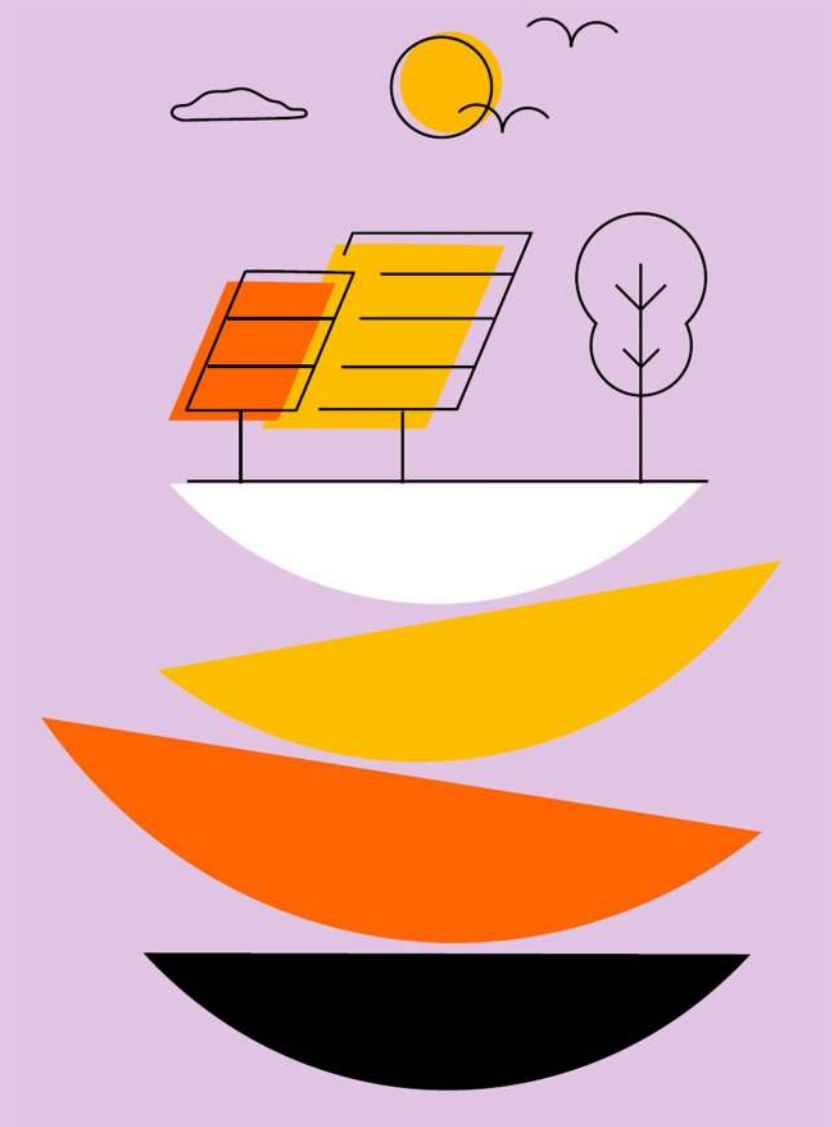


Sustainability report



4.1

General
information and
reporting
principles

Framework

Omniva is committed to following the principles of sustainability in all its activities. We are convinced that the long-term success of the Group is closely related to environmental, social and economic sustainability. In this report, we provide an overview of our sustainability achievements, challenges and future plans. The report has been drawn up partly based on the requirements of the European sustainability reporting standards. Our goal was to map out how much of our report is already based on European sustainability reporting standards and to integrate it in the best possible way with other parts of our annual report.

We follow ethical principles in our activities and expect them to be followed by all subsidiaries, cooperation partners and employees in their daily work. We also follow international standards regarding human rights, working conditions, environmental protection and the fight against corruption, and we consider it important to process personal data responsibly. It is important for us to act in an environment-friendly way and to contribute to global sustainable development.

Scope

Omniva's consolidated sustainability report has the same scope and period as the financial report¹, engaging the entire organization in its pursuit of long-term success while respecting the environment and society in which we operate. We have not taken advantage of the option provided in the directive to exclude specific information corresponding to intellectual property, know-how or innovation results, or about expected developments or matters under negotiation.

We are committed to openness and accountability and will continue to promote the principles of transparency and sustainability in all our activities.



Key assessments

We use models for emissions assessment that include data from previous stages of the value chain, whose assessment uses indirect sources. For example, Omniva has more than 100 rental spaces, and if our partner has not been able to provide us with information about the energy consumption of a specific space, we have derived consumption information based on invoices. For this purpose, we have used the average prices of Statistics Estonia for both thermal energy and electricity. Regarding water consumption, we used the data published by the Estonian Water Companies Association to determine the average price of water service. We review the logic of our models in each reporting period and update the underlying data used to make estimates according to market best practice. Changes in estimates are recorded and disclosed in the period in which the estimate in question is changed, together with explanations and comparative data.

¹ The greenhouse gas (GHG) assessment did not include the emissions from the influence area 3 of the subsidiary Picapac OÜ, which started its activity during 2023

4.2

Sustainability strategy

Our business strategy is related to the international goals of sustainable development of the United Nations. Our focus topics among the Sustainable Development Goals (SDGs) are shown in the table below, along with the main impacts of our activities. In 2022, Omniva conducted an impact analysis of sustainability principles in relation to the SDGs, which was based on the Group's sector-specific risk position. As a result, we mapped which SDGs we influence the most with our activities.



Omniva's sustainability ambitions are focused on six selected SDGs, which create the basis for managing and measuring Omniva's ESG progress in the following three focus areas:



preferred service provider



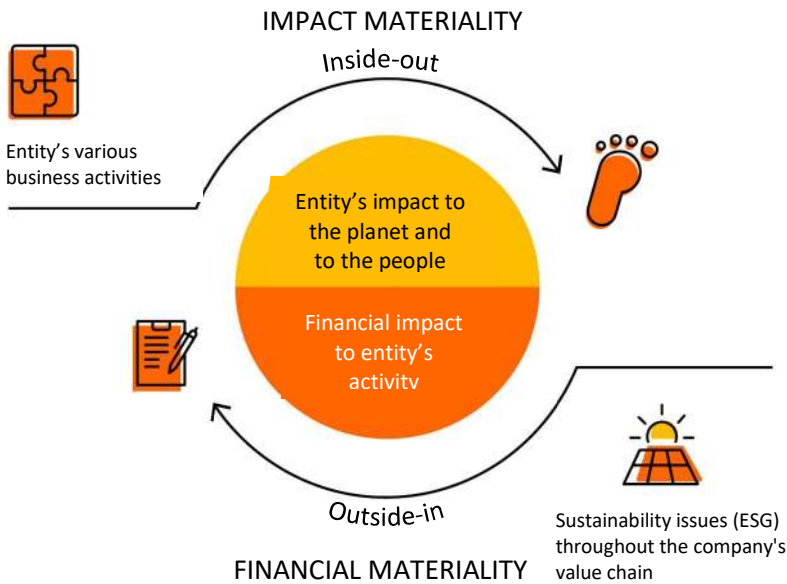
clean and green environment



happy workplace

To bring about real change in all areas of focus, we work through identified courses of action while mitigating potential risks in areas of impact.

Double materiality assessment



When designing our sustainability framework, we started from the corporate sustainability reporting directive established by the European Union and the standards created based on it, as well as other widely used international frameworks and standards. The basis of Omniva's sustainability strategy is the principle of double materiality assessment. We evaluated the impact of the company's activities on the external environment, as well as the impact of the external environment on the company, mapping possible risks and their prevention.

Omniva aims to integrate the sustainability strategy in all its activities, being aware of both internal and external influences. To achieve this, we conducted a double materiality assessment that considered both the impact of ESG (environmental, social and governance) issues on the company's value as well as the company's impact on the economy, environment and society.

Process description

The double materiality assessment process took place with the support of both internal and external workshops and surveys, where all important parties were involved. The process involved the assessment of both internal ESG impacts and external impacts using predetermined assessment criteria aligned with the European Sustainability Reporting Standards (ESRS).

In the assessment, we took into account the impacts, risks and opportunities on topics related to sustainability that are important to us. We assessed which sustainability risks and opportunities may have important financial consequences for us and which significant impact Omniva's operations have on people and the environment.



The following parties were involved in the process, and during the process we mapped their main interests:

	Target and affiliate groups	Engagement channels	Main areas of interest
Business partners	Suppliers	Online survey	• Fair remuneration • Occupational health and safety • Ethical company behaviour • Resource use and GHG emissions • Economic results
	Partners	Online survey, direct contact	
	Operators of rental premises	Online survey	
	Business customers	Online survey, direct contact	
People	Employees	Online survey, direct contact	• Long-term partnership • Data privacy and security
	Consumers	Feedback surveys	
	Communities	Press releases, social media content, direct contacts	
	Non-profit organizations	Meetings	
Organizations/institutions	Trade unions (employee representatives)	Meetings, events	• Training and development • Occupational health and safety • Compensation and benefits • Diversity and inclusion • Employer recommendation index (eNPS) • Quality of service • Accessibility, availability • Data privacy and security • Resource use and GHG emissions
	Societies, associations	Meetings, events	
	Banks	Direct contacts, reporting channel, events	
	Media	Press releases, social media, interviews	
State, government agencies	Owners	Direct contacts	• Regulatory compliance • Financial performance

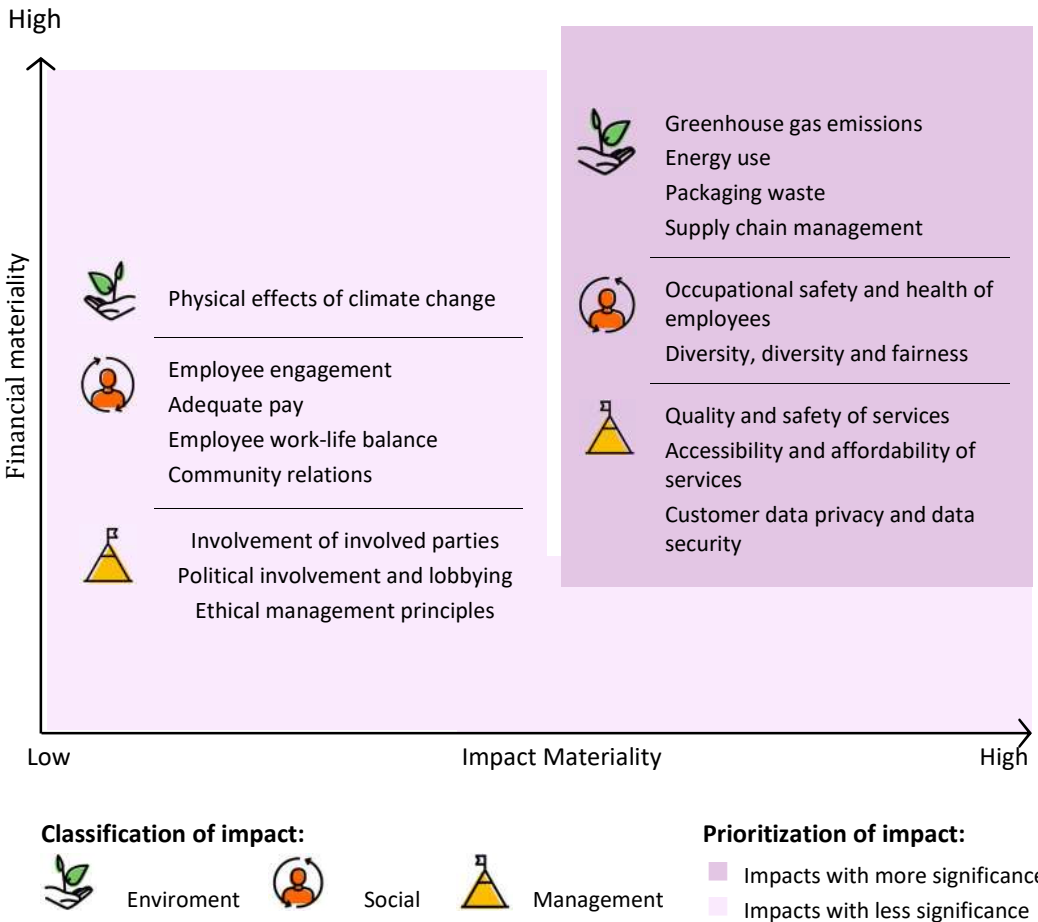


During the process, we identified both actual and potential impacts and evaluated them according to defined criteria. The following table outlines the evaluation criteria and scale for assessing impact-related significance and economic significance.

TYPE OF SCOPE	ASSESSMENT CRITERIA	ASSESSMENT SCALE
Impact materiality	Level of Impact	5-point scale
	Extent	5-point scale
	Irreversible	5-point scale
	Probability	5-point scale
	Change in the next 1-5 years	↑;=;↓
	Change in the next 5+ years	↑;=;↓
Financial materiality	Size	5-point scale
	Probability	5-point scale
	Change in the next 1-5 years	↑;=;↓
	Change in the next 5+ years	↑;=;↓

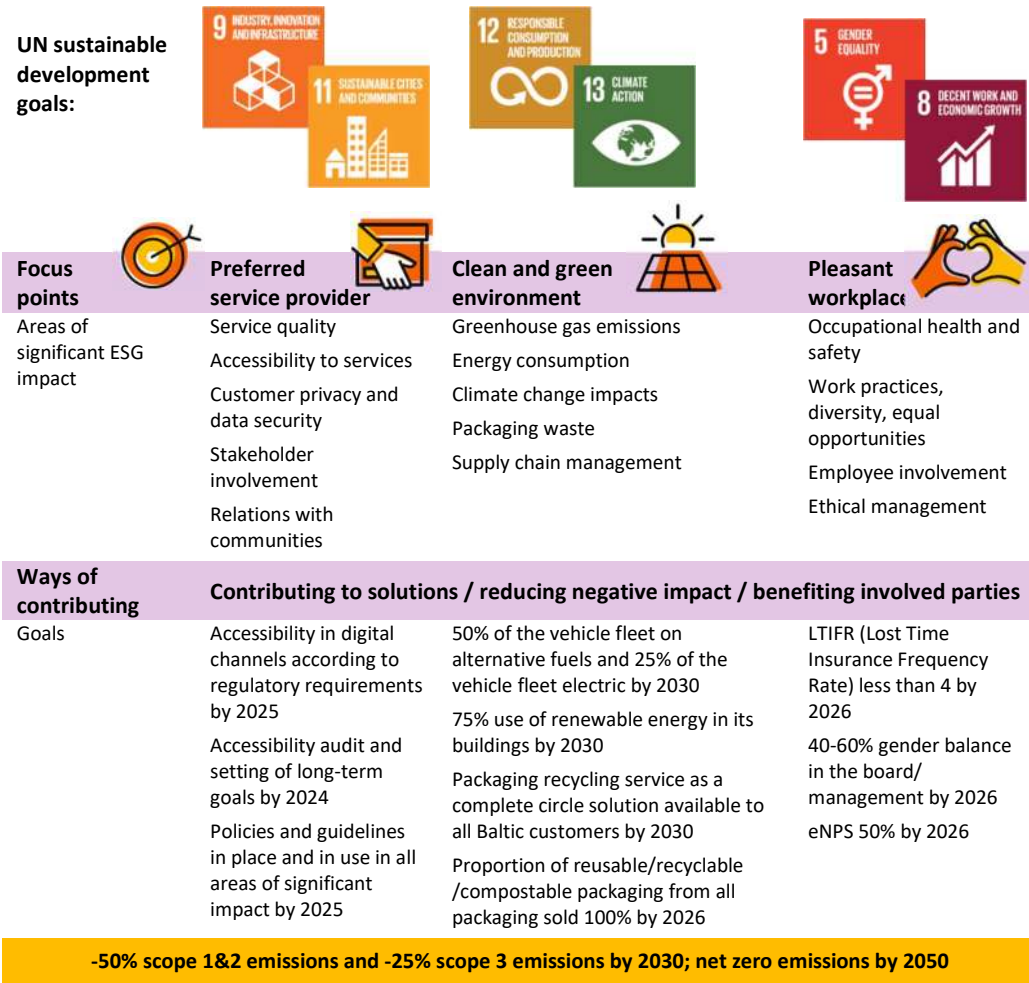
As a result of the double materiality assessment process, we gained a deeper understanding of our company's impact on both the internal and external environment and were able to identify important areas where we can further increase our sustainability efforts. The table below highlights the most important areas for Omniva.

Omniva’s materiality matrix



Double Materiality Assessment has become a cornerstone of our sustainability strategy, helping us to understand and prioritize those issues that are important to both our company and our wider involved parties. Omniva has prepared its sustainability strategy, and an action plan on sustainability policies is also being prepared, which will implement the strategies and management decisions related to the company's sustainability issues.

In 2023, we established clear sustainability goals and agreed on metrics, as a result of which Omniva's sustainability framework was completed:



In order to achieve each goal, an internal policy and an action plan are being created, where a person in charge at the level of the management group is designated and the activities through which the goals are planned to be achieved.

Management

We started updating Omniva's code of conduct during the reporting period and will publish it in 2024. Next year's focus is to draw up and revise uniform guiding principles for quality, environment and occupational health and safety at the Group level.

Structure of sustainability management

In 2023, the position of sustainability manager was created in Omiva, whose task is to manage sustainability topics at the Group level and to help harmonize the processes and goals of the Group's units. At the same time, in the reporting year, an ESG committee was formed at the Supervisory Board level and, based on the sustainability goals, a sponsor was appointed from a member of the management group for each goal, whose task is to find resources and ensure the achievement of the set goal. The ESG Committee meets at least four times a year and is responsible for approving guiding principles and risk management. The committee also approves the sustainability strategy and monitors its implementation, having a regular overview of the measures taken to achieve the goals.

4.3
Environmental
protection

Omniva aims to reduce its environmental impact by covering all activities from logistics to packaging. We are implementing measures to reduce the carbon footprint of our operations, such as optimizing routes, adopting alternative fuels and electric vehicles, and using renewable energy in our buildings.

We recognize the importance of environmental protection and therefore strive to conduct our business in an environmentally responsible and efficient manner.

Our activities:

We comply with all rules regarding the storage, handling and unloading of hazardous substances.

We avoid polluting the environment and reduce the amount of generated waste.

We prioritize efficient use of resources, including water, energy and raw materials, in all our activities.

We minimize the environmental impact of transport and logistics activities as much as possible.

We ensure that our employees have the necessary practical knowledge, experience and tools in environmental matters to effectively fulfil their responsibilities.

Goals



Greenhouse gas (GHG)
emissions and energy management

Achieve net zero emissions by 2050

Reduce greenhouse gas (GHG) emissions by 50% in scope 1-2 and by 25% in scope 3 by 2030

By 2030, 50% of our fleet will use alternative fuels, of which at least 25% will be electric cars

By 2030, 75% of the energy consumed in our buildings will come from renewable sources

Packaging waste

100% of sold packaging will be reusable / recyclable / compostable by 2026

By 2030, Baltic customers will be introduced to the service of recyclable packaging with a full recycling solution

Supply chain management

Updated Code of Conduct for 2024 with enforcement procedures and bodies

Omniva's goal is to reduce the environmental impact of its operations

In development and investment activities, we constantly focus on creating solutions that support the achievement of our goals and promote the positive environmental impact of our customers. To support the sustainable development of the company, we are in active dialogue with communities and cooperate with municipalities, research institutions and international postal organizations.

The basis of Omniva's environmental impact management is the Group-wide carbon footprint assessment, which takes into account all aspects of the company's operations, from the resource use of buildings and transportation activities to the daily commute of employees. We believe that only by quantifying its impact can a company reduce its footprint in a meaningful, structured and consistent way. Environmental protection is everyone's responsibility, which means that we expect all Omniva employees and partners to contribute to Omniva's environmental activities.

Omniva is a logistics company, so most of our climate impact comes from our business activities and those of our transportation partners. In all three home markets, we have mapped our own fleet and that of our partners and equipped the vehicles with special GPS devices to measure the greenhouse gases associated with our activities.

The Greenhouse Gas (GHG) Footprint is calculated following the GHG Protocol, the most commonly used global standard for measuring and managing GHG emissions from business activities, value chains and mitigation measures. The GHG footprint assessment takes into account the seven most important greenhouse gases released into the atmosphere as a result of human activity, which are outlined in the Kyoto Protocol of the United Nations Framework Convention on Climate Change.

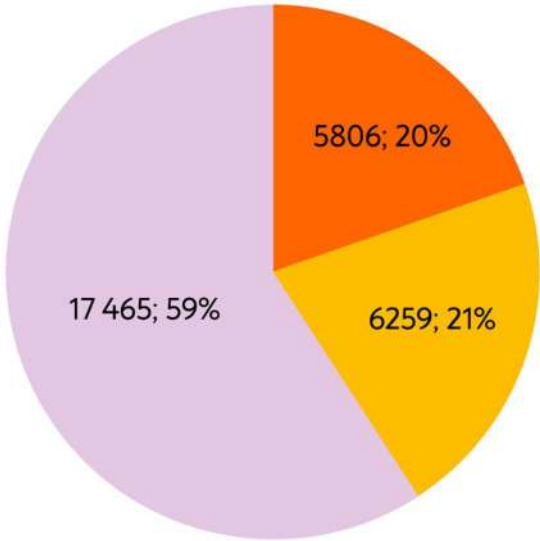
Greenhouse gases have different global warming potentials and thus global warming effects. To account for differences in GHGs, all gases are converted to carbon dioxide equivalent (CO₂ eq), which allows the total impact of GHGs to be expressed as a single number.

The carbon footprint calculation includes the following companies of the Group: Eesti Post AS², Omniva SIA, UAB Omniva LT and its subsidiary UAB Omniva LT Sorting, Finbite OÜ. The limits are defined on the basis of operational control, i.e. all emissions resulting

from sources and activities over which the companies of the Omniva Group have direct control are taken into account.

We chose scope 1, 2 and 3, and as the base year we took the first year for which we measured GHG emissions - the year 2021. Omniva's climate impact was measured through the global warming potential of greenhouse gases (GWP100) and we express it in tonnes of carbon dioxide equivalent (tCO₂ eq), which takes into account all important greenhouse gases.

In 2023, the greenhouse gas footprint (scope 1, 2 and 3³) of Omniva's companies was 29,530 tCO₂ eq, which is lower compared to the previous period (2022: 33,557 tCO₂ eq). The largest share was the emission from transport.



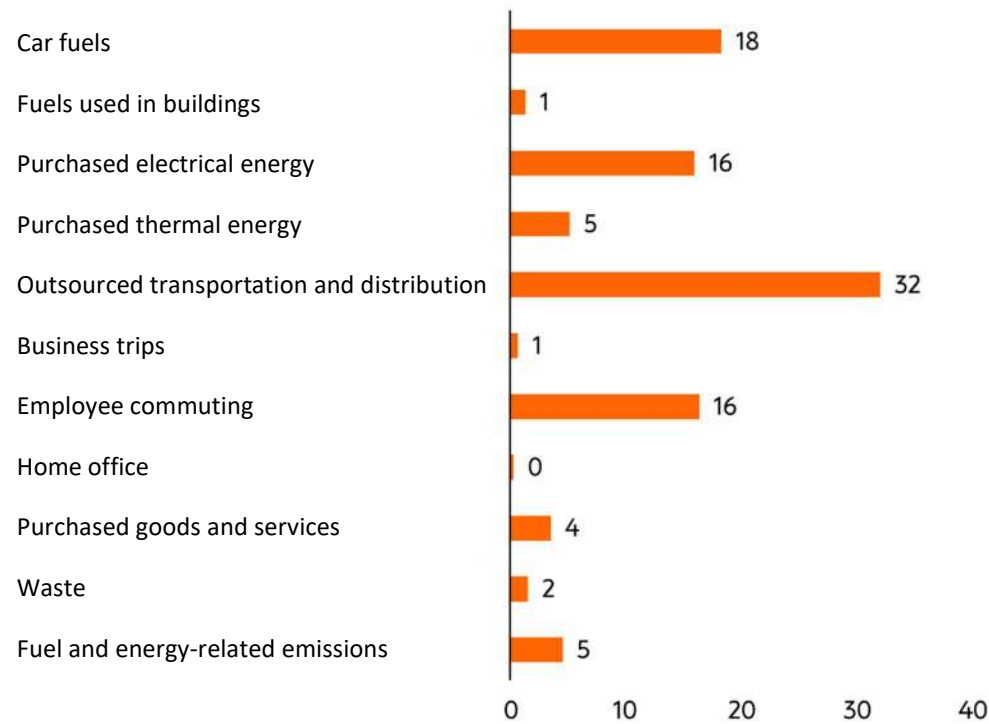
Emissions of scope 1, 2, 3 and part of the total amount (t CO₂ eq/year; %)

Scope 1 Scope 2 Scope 3

² In 2021, the nature of activities in the field of international business was significantly different from today's activities. Therefore, the emission calculations for "Business trips" and "Outsourced transportation and distribution" are based on input data for 2022. This ensures that the results and the developed model reflect the current situation as accurately as possible.

³ "Outsourced transportation and distribution" do not include last-mile transport in international transport outside the Baltics

Input share of total carbon footprint (%)



To reduce greenhouse gases, we have taken several measures, such as electrifying our car fleet, actively searching for and implementing alternative vehicles, increased use of bio-fuels, encouraging couriers to drive more economically and optimizing routes. We have established clear metrics to measure progress and our green transport roadmap is in the works.

Overview of scope 1 in actual quantities

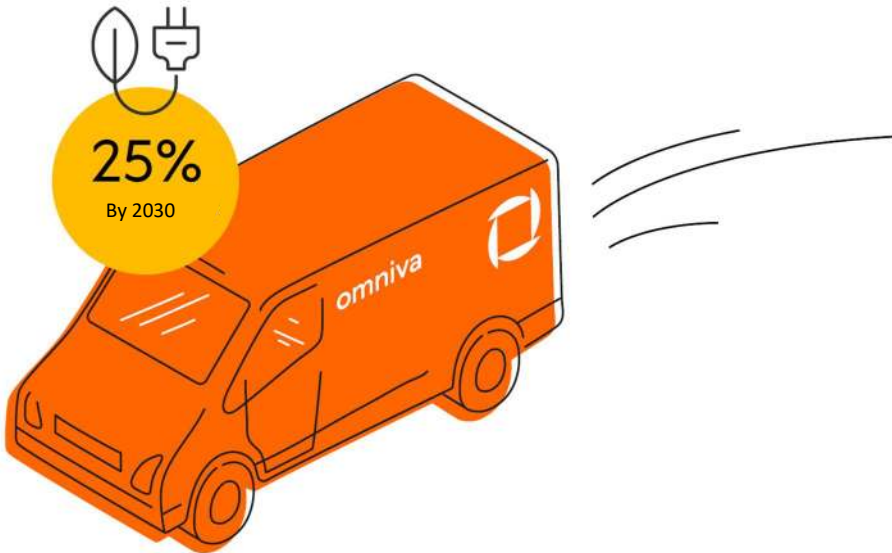
Scope 1 includes direct emissions originating from emission sources and activities owned or controlled by the organization (e.g. GHG emissions resulting from the use of fuel in organization's own vehicles, its own energy production equipment, or the production process).

Evaluation results

Scope	Category	2021	2022	2023
Scope 1	Car fuels	5,416	5,450	5,414
	Fuels used in buildings	835	776	392
	Scope 1	6,252	6,226	5,806

Car fleet

As of December 2023, Omniva's fleet consists mostly of small vans. There are 579 of them in use, which makes up nearly 59% of the entire fleet. Vans are the second largest type of vehicle, there are 330 of them in total, or 34% of the entire fleet. In addition, passenger cars, electric cargo bikes and ordinary bicycles are used. In 2023, AS Eesti Post purchased a total of 42 Renault Kangoo E-Tech electric vans. Previously, there were 10 Renault Kangoo ZEs of the previous generation in the fleet. The ESG strategy envisages that by 2030, 25% of the company's car fleet will be electric cars. At the end of 2023, this number will be 6.8%.



Charging infrastructure

In 2023, Omniva carried out a public procurement, as a result of which the charging infrastructure with management software will be rented, and within the next five years we will install 300 electric car chargers across Estonia so that couriers can use electric cars for their work everywhere. The first nearly 50 chargers were already installed in 2023 in Tallinn, Tartu, Kuressaare and Rakvere.

The most critical component of electrification is above all the capacity of the network and the amount of free capacity, this sets us an additional limitation, due to which we have calculated that next year we will be able to add 25 electric cars to the fleet.

Transport routes

We are optimizing our transport routes, because fewer kilometres travelled with the same service quality means both lower costs and a smaller environmental footprint. Our ambition is to reach automatic transport optimization within the year 2024.

In 2024, we will also test different alternative vehicles, with the aim of finding the most suitable solutions for our needs and increasing the share of alternative vehicles in our fleet. We have mapped out the transport circuits where the efficiency of alternative vehicles is the highest. Based on our previous experience, it is practical to work with a cargo bike in a densely populated area that is difficult to reach by car. An electric cargo bike can be a nearly 20% more efficient alternative to a van, and compared to a mail route covered on foot, an electric cargo bike can serve 15% more customers Omniva electric bikes currently deliver mail in Tallinn, Tartu, Jõgeval, Haapsalu, Kuressaare and Pärnu.

In addition, we actively promote eco-driving so that our fleet could last longer and the transport routes would be cost-effective. Therefore, one part of the performance pay of our couriers is the eco driving score.

Overview of scope 2 instantaneous quantities

Scope 2 includes indirect emissions resulting from the production of energy purchased and consumed by the organization (e.g. electricity, heating and cooling energy purchased and consumed by the organization), which is produced in another organization. Omniva's scope 2 mainly consists of the electricity consumed on our own and leased premises.

Evaluation results

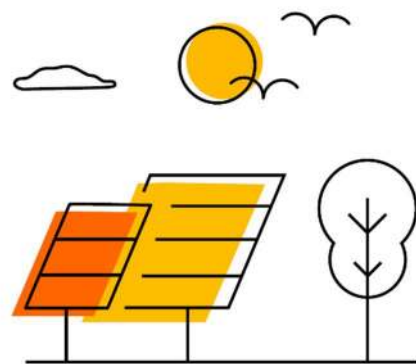
Scope	Category	2021	2022	2023
Scope 2	Purchased electrical energy	4,575	4,277	4,731
	Purchased thermal energy	564	668	1,528
	Scope 2	5,140	4,946	6,259

Omniva owns six commercial premises. We are planning a number of changes related to our premises in order to ensure a more efficient use of space and the best possible solution for our employees and business areas. As one of the major changes, the company is preparing to build an extension of the logistics center in Estonia, after the completion of which, according to the assumptions, some functions will be moved from the Pallasti Street complex to the logistics center and some functions will be moved to leased premises. From 2024, Rukki and Pallast buildings will use 100% green energy, which is a step closer to the goal of reducing emissions in impact area 2 and that by 2030, at least 75% of the energy consumed in our buildings will come from renewable sources.

In 2023, we used a total of 101 rental premises, most of them in Estonia, 11 rental premises in Latvia and 7 in Lithuania.

In the fourth quarter of 2023, we conducted a survey aimed at operators of rental premises, with the aim of getting an overview of what kind of energy is used in rental premises and mapping the willingness of operators to exchange the current electricity package for renewable energy. In the survey, we investigated the usage and origin of

electricity and heat energy and water. Most of the respondents still use regular grid electricity and a large part were not yet ready to move towards the use of renewable energy. We work to direct our cooperation partners to behave more environment friendly, to have more accurate information and an overview of the types of energy used and their origin.



Production of renewable energy

Omniva's logistics centre located on Rukki road receives a large part of the electricity it needs through solar panels. A total of 1,667 panels with monocrystals have been installed on the centre's roof, which cover an area the size of one and a half football fields, or 11,000 square meters. The solar park covers 40-50% of the building's energy needs. In 2023, we produced 474,556 kWh of electricity with solar panels (489,000 kWh in 2022).

In 2024, the new Kaunas sorting centre is under construction. The goal of the investment is to automate and centralize parcel sorting in the Lithuanian market, create a regional centre and be an attractive partner for large e-commerce platforms. The area of the logistics centre covers more than 21,000 m² and is located near the Kaunas airport and the planned Rail Baltic railway line. Solar panels are used to cover the centre's energy needs. The energy class of the building to be completed is A++, which is 38% lower than the limit established for a near-zero energy building in Lithuania. From a technological point of view, the new parcel sorting terminal is automated, which allows to avoid errors caused by the human factor as much as possible and to ensure the speed of delivery of postal parcels. Innovation and sustainability that increase work productivity are priorities for us.

Overview of current quantities in scope 3

Scope 3 includes other indirect emissions caused by the organization's activities, products and services (except scope 2), which are caused by other organizations and which are not owned or controlled by the organization performing the GHG assessment. Due to the nature of Omniva's business, our scope 3 mainly reflects upstream, i.e. internal supply, which is related to the products and services procured/supplied by the organization.



Omniva's scope 3 includes:

- Purchased/acquired products and services (valley machines, packaging materials)
- Capital goods (IT equipment, small appliances)
- Emissions related to fuel and energy consumption (energy production, fuel transport, etc.)
- Purchased transport
- Waste management
- Business trips
- Employees' home-to-work movement
- Home office (we allow employees to work in the home office if the tasks allow it)

Scope	Category	2021	2022	2023
Scope 3	Outsourced transportation and distribution	11,235	13,480	9,486
	Business trips	73	126	205
	Employee commuting	4,745	5,335	4,843
	Home office	63	65	87
	Purchased goods and services	457	1,812	1,043
	Waste	337	152	454
	Fuel and energy-related emissions	1,450	1,415	1,318
	Scope 3	18,360	22,385	17,465

Raising employee awareness

In terms of scope 3, it is the most difficult to implement changes and manage the reduction of GHG emissions. We can do this primarily by being smarter suppliers and by using and maintaining our equipment to extend its life. In order to raise awareness, we have started conducting sustainability inspiration mornings in the organization. For example, the last inspiration morning was about digital waste, where we introduced our employees to the essence of this concept and different ways to avoid digital waste.

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Cooperation with GreenDice in extending the life of IT equipment

Omniva measures the carbon footprint of its IT equipment in cooperation with GreenDice. The footprint of electronic devices can be accurately measured using the PAIA (Product Attribute to Impact Algorithm) model, which requires tracking the entire life cycle of the device up to the material cycle. That is why we have signed a cooperation agreement with the GreenDice organization to extend the life of the equipment and guarantee the recycling of materials. GreenDice has created a technical circle where you can follow the life map of one product from beginning to end. Equipment that no longer creates value is diverted to material recycling. Used but well-maintained devices by companies find new users through the GreenDice community. Each member of the community plays an important role in reducing the environmental impact of the IT equipment of the joined companies. In 2023, we gave 3,108 used devices to GreenDice and 157 kg of material ended up being recycled. E-waste is the fastest growing area of waste in the world and less than 20% of it ends up being properly recycled. Omniva does not want to be a generator of e-waste.

In addition, from 2024 we will also offer high-quality access to the digital world for our employees (www.greendice.ee/liitu). To date, about a dozen Omniva employees from Estonia, Latvia and Lithuania have joined.

Packaging waste

We focus on developing solutions that help significantly reduce packaging waste in Omniva's operations, including the supply chain. As waste and the growing amount of packaging are part of the environmental problem, and package delivery is at the heart of our business, we see great value in educating and engaging both our employees and our customers.

Packaging waste is a big problem, and Omniva, as a logistics company, can contribute by directing its activities towards a more moderate customer behaviour and at the same time increase customer awareness.

The testing of the complete package circulation solution is already underway. In 2024, a pilot project will be started to find the best possible solutions for both packaging and its conditions. Also, during the pilot project, feedback is collected on the customer's readiness to accept the solution. When we find the best possible solution, we implement the solution in other Baltic countries as well.

Our goal is to offer our customers only reusable, recyclable or compostable packaging by 2026. We are mapping which part of the assortment needs to be replaced in order to achieve this goal. At the moment, it is possible for the customer to buy packages from both Woola and Kiud companies for sending a package.

Sustainable supply chain

Omniva is a state-owned company. This means that when acquiring goods or services, we must follow the Public Procurement Act. Public procurements must be organized in a transparent, controllable manner, and financial resources must be used sparingly and expediently. Companies from which services or goods are purchased are selected based on specific criteria and must be objective, verifiable and equally understandable to everyone. As a business, it is important to us that we can effectively take advantage of market competition and that we use our financial resources economically and efficiently, choosing cooperation partners based on the best possible price-quality ratio.

We also consider a sustainable approach important when organizing public procurement. In this area, we expect tender participants and cooperation partners to offer a correct service that meets the required conditions. Environmentally friendly conditions are described in the procurement conditions, e.g. when providing the procured service or performing work and purchasing products. The materials or tools used must meet the required conditions, incl. must have the corresponding certificates, etc. We prefer solutions that enable the recycling of materials. When drawing up procurement conditions, we base the life cycle costs of the product or service, taking into account, for example, the durability of the purchased materials and subsequent maintenance costs.

At Omniva, the procurement procedure has been put to place as well as code of conduct which applies to our partners. We expect our partners to implement international standards of human rights, working conditions, environmental



protection, business ethics and the fight against corruption, because this is an important criterion for us in establishing and continuing business relations. The partners' code of conduct is an integral part of the procurement contract, and both the contract partner and its subcontractors must follow it in their business activities. Every year we order various services, buy equipment, spare parts, software, technology, office supplies and work clothes. Public procurements are always carried out in cooperation with the procurement department. In order to uniformly observe the general principles of public procurement, the procurement department conducts all procurements whose cost exceeds €10,000.

In 2023, Omniva Group carried out procurements in total value of approximately €108 million. 56.2% of procurements that were carried out in Estonia, were public procurements and 90% of the cases the contract partner came from Estonia, so Omniva's contribution to the local economy as a supplier is steadily important.

4.4
Our people



Staff composition

Omniva is committed to respecting human rights, ensuring the health and safety of employees and promoting equality in a work environment that supports diversity and is free from discrimination. We recognize and uphold the rights of every person, respecting internationally recognized human rights principles set forth in international agreements. Our organizational culture is free from harassment, humiliation, bullying and other inappropriate behaviour. Valuing diversity and equality is at the heart of everything we do, whether it's recruiting, decision-making, day-to-day communication or managing our Group. Omniva's workforce is diverse, including people from different backgrounds, nationalities and cultural spaces. We believe that different perspectives and worldviews bring unique perspectives and foster creativity, thereby contributing to our overall success.

Goals

Occupational safety and health of employees

Employee satisfaction

- Employee Recommendation Index (eNPS) at least 50% by 2026
- Lost Time Injury Frequency Rate (LTIFR) below 4 by 2026

Diversity

- Gender balance among top managers between 40% and 60% by 2026

Composition of the team

Omniva Group operates in three Baltic countries, complying with all the laws applicable to the workforce here. The annual average number of employees was 2,596 (2,561 in 2022)

As of the end of 2023, Omnivas employed 2,763 people, who were distributed among the companies of the Group as follows:

	2023	2022
AS Eesti Post	1,909	1,692
UAB Omniva LT	521	481
SIA Omniva	298	351
OÜ Finbite	28	23
OÜ Picapac	6	0

Compared to 2022, the number of employees at AS Eesti Post increased as a result of taking over the home delivery of periodicals, and in addition, operations were made more efficient. The increase in the number of employees in the subsidiary companies UAB Omniva LT is mainly related to the growth of business activities and volumes, and the decrease in the number of employees of SIA Omniva is the result of a slight decrease in volumes and more efficient work organization.

The difference in gender distribution in Omniva is mainly due to the nature of the positions related to the company's activities and the peculiarities of the work organization of different countries. While the majority of employees in AS Eesti Post are female, in the subsidiaries UAB Omniva LT and SIA Omniva, on the contrary, they are male. The Group as a whole therefore shows a fairly balanced picture: 44% men and 56% women. The proportion of women in the Group's Baltic management is 33%, in the management board 0% and in the Supervisory Board 20%. Among middle and first-level managers, women and men are represented in a similar proportion as among the workforce.

The proportion of men and women varies between the companies of the Group as follows:



AS Eesti Post	35%	65%
UAB Omniva LT	64%	36%
SIA Omniva	64%	36%
OÜ Finbite	32%	68%
OÜ Picapac	33%	67%

The average age by company is as follows:

AS Eesti Post	46 years
UAB Omniva LT	29 years
SIA Omniva	32 years
OÜ Finbite	37 years
OÜ Picapac	35 years

The average employee at Omniva is 44 years old. The youngest employee is 18 years old and the oldest is 82 years old.

In the Group, we monitor the permanence index calculated once a month, which shows the permanence in Omniva across Groups of employees. In the case of managers and specialists, the calculation of the persistence index is based on 2 years of service, because during this time the employee acquires more comprehensive knowledge. A first-level employee settles into the position faster, therefore his seniority in the formula is 1 year. At the end of 2022, the permanence rate of managers for all employees of the Group was 63%, for specialists 54%, and for first-level employees 62%.

The average length of service in AS Eesti Post is 8 years of work. The number of service anniversaries (more than 10 years of service, considered every five years) was 123 in 2023 (96% of which works at AS Eesti Post). One employees of AS Eesti Post reached 50 years of service in 2023, however total number of employees with 50 and more years of service is 5.

Employee satisfaction

Employee satisfaction is important at Omniva. We regularly measure employee satisfaction every quarter, and it continues to be one of the most important indicators of the Group's scorecard. We use the employer recommendation index, or eNPS, to measure employee satisfaction. The quarterly measurement results showed an average recommendation index of our employees in 2023 of 42, which is a strong result in our sector, but did not reach the set goal and was 10 points below the result of 2022. The decrease in employee satisfaction can be explained by a change within the organization, where in the second half of 2023, Omniva gradually moved from a country-based management structure to a pan-Baltic one. We formally completed the structural change at the end of 2023, but the change does not end there. Looking to 2024, it is necessary to support new cooperation relationships (after all, the Baltic-wide teams are working in this form for the first time) and management in a situation where team members are located in different countries at the same time. The focus of 2024 is also the harmonization and rethinking of processes in all areas, which in turn creates an opportunity for a pleasant routine and stability. In light of all this, we see that eNPS in 2024 will most likely remain at the same level as in 2023.

Looking at survey participants, an average of 68% of employees participated in the survey in 2023, which is a few percentage points lower than in 2022, but ensures the reliability of the results. Team satisfaction remained high, with 65% of respondents agreeing to recommend their team to Omniva.

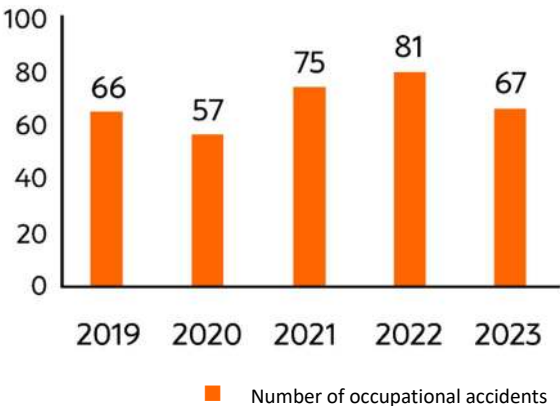
In 2023, a Baltic-wide comprehensive survey of employee commitment and satisfaction was also held. The high response rate (81% of employees) shows that the results are reliable. The commitment + index result was 73, which is a very good result compared to similar organizations, and 82% of Omniva's employees are satisfied.

Occupational safety index

Occupational safety index: 2381

Another important performance indicator that we monitor in the Group is the occupational accident index (WSI - Workplace Safety Index). The WSI shows how much of the calendar days have been wasted due to temporary incapacity for work as a result of accidents at work. As of December, our occupational accident index was 2,381. If occupational accidents outside Omniva's territory due to slippage are excluded, the occupational safety index was 1,208. There was a total of 67 occupational accidents in the Group. 63% of all accidents occur due to falls, trips and slips by postal couriers who work in all weathers in an outdoor environment not controlled by the company.

More common occupational accidents occur among postal couriers due to slippery weather conditions in the winter.



We carry out prevention and information work in the Group to avoid accidents at work and equip our employees with suitable protective equipment.

In 2024, we will introduce a new, internationally known basic indicator to measure the safety of the working environment. LTIFR (Lost time injury frequency rate) is the frequency rate of lost time injuries per 200,000 working hours worked in the observed period, which reflects lost working time due to injuries. In LTIFR's favour is its comparability with other companies in a similar sector.

Employee involvement

Strong organizational culture is based on employee involvement. Occupational safety is based on the Occupational Health and Safety Act, relevant regulations and the results of risk assessments. Employees can have a say through the work environment commissioners, with whom topical issues related to the environment and safety are discussed once every six months.

Value proposition

Value-based organizational culture and responsible employer

Omniva is one of the largest employers in Estonia. Omniva is also a recognized employer in Latvia and Lithuania. We believe that our organizational culture is deeply rooted in the company's core values, mission and vision, which guide our employees' behaviour and support employees in making choices. Our work environment is supportive, inspiring and positive. We want every employee to feel involved, valued and listened to.

While in 2022 we focused on the mission and values across the organization, in 2023 we involved our employees in a value-based Ambassadors of Joy training program, as a result of which we implemented value-based behaviour in three countries among employees who work directly with customers. We will continue with the program in 2024.

In order to create a strong sense of unity and support employee well-being, we organize various joint events within the company, the focus of which is on first-level employees as well as managers and specialists. In addition, we focused on improving work culture through flexible work organization, information flow, synergy and culture, feedback and research, recruitment, onboarding and health promotion. Omniva is a socially responsible employer offering job opportunities all over Estonia, and thanks to the variety of positions, different people find a challenge with us.

Remuneration principles and performance pay

Omnivas aims to ensure fair and competitive remuneration through a simple and clear remuneration scheme. In the remuneration principles, we consider the company's as well as employees competitiveness. In 2023, we also participated in the Figure salary market survey across the Baltics and analysed the fairness and comparability of our fees on the labour market. We use the Figure methodology to evaluate positions and are based on the division of jobs into job families. The total remuneration of an Omniva employee consists of both financial payments to the employee (e.g. basic salary, performance pay, bonuses, compensations, subsidies) and non-financial benefits.



Additional benefits

Employer benefits support work-life balance, healthy lifestyle and personal development. In addition to the salary and performance-based reward system, we encourage employees to prioritize their physical and mental health - in 2023, we supported the movement through sports compensation and support for sports events, we have included an occupational psychologist to support mental health, and we also offer additional vacations. We offer all our employees additional days off for important life events, and we also remember our employees for other important family events. The established benefits are somewhat different from country to country, for example, in 2023 we offered health insurance for employees in Latvian and Lithuanian companies, but looking into the future, there is a desire to harmonize the benefits.

Our value proposition includes variety of benefits across the Group, such as:

-  Sports support
-  A performance reward system for targeted positions
-  Joint events (e.g. health week, couriers' day celebration, gala, summer days)
-  Days off and/or support for important personal events
-  A gift to an employee for the birth of a child and in the future for the child at Christmas

Family-friendly employer and work-life balance

Omnival has the gold level label as a family-friendly employer and we strive to ensure that employees can balance work and family life. We offer employees the option of part-time work, flexible use of working time, and we also offer the option of remote work or hybrid work if it fits the duties of a specific position.

Result-based case culture and employee career

As an employer, we support a results-based management culture and believe in supporting the employee's personal development, and we help employees plan their personal development journey by offering career opportunities. We value every work contribution in the company. We encourage and facilitate career moves within the company both within Estonia and across the Baltics in Latvia and Lithuania. When applying for entry-level positions, we also offer the opportunity to participate in a paid job shadowing day, so that the candidate can be sure that the chosen position is suitable for him.

At least twice a year, we conduct results-focused period summary conversations between the manager and the employee, while at least once a year employees evaluate their behaviour through the company's values. We encourage open communication and mutual feedback. In order to keep employees in the common information field, there are regular open microphone format meetings for employees within the company with information sharing and asking/answering questions on the spot, both in English across the Baltics and at the local level. We create and support a uniform working culture across the Baltics, encourage cooperation and an open attitude.



Employee recognition

We recognize and reward our employees for good work results, as well as those whose actions are an example considering the company's values. At an annual all-employee event, we recognize employees and major projects in various categories that also support our core values. In 2023, they were Carer of the Year, Doer of the Year, Speaker of the Year, Encourager of the Year, Service Provider of the Year, Sorter of the Year, Courier of the Year, Manager of the Year, Deed of the Year and Team of the Year.

At Omniva across the Baltics, we have continued the tradition of recognizing the best colleagues who have excelled in their work and highlighted notable teams and actions. The selection of nominees in various categories is decided by employees, their managers, and members of the management team.

We support learning and development and we organize appreciation events for graduates and offer a thesis scholarship. We highly value long-term working relationships and people's commitment, therefore we recognize and thank colleagues who celebrate a successful working relationship anniversary in the companies of our Group in the current calendar year.

Relations with the trade union

Omniva has constructive and pleasant cooperative relations with two trade unions of which our people are members: PRO trade union and Transport trade union (ETTA). 12% of AS Eesti Post's employees belong to trade unions, and AS Eesti Post has a collective agreement that covers all employees.

Omniva has a total of more than 20 trustees, with whom we discuss solutions to issues concerning employees every month. The most important topics for 2023 were topics related to the work environment and first-level work organization.

Also, regular discussion meetings and cooperation topics have been agreed with representatives of social partners. Every year, as well as in 2023, increases in basic salaries were negotiated tripartite by position.

Diversity, equal treatment and non-discrimination

We wish that our organizational culture is free from discrimination, harassment and humiliation and that our organizational culture supports discussion, consultation and attention management on the mentioned topics. In 2023, we started the development of a new code of ethics across the Baltics, and Omniva's ethics committee also deals with issues of equal treatment.

In Latvia, Omniva was awarded a proxy-level label in the category "Employer valuing diversity 2023". The award was given by the volunteer association "Dažādībā ir saks" (translation: Strength lies in diversity).

Omniva's employees include people from various backgrounds, from 20 different nationalities and from different cultural spaces. Regardless of the employee's origin, we respect everyone's equal rights, obligations and opportunities in employment, education and participation in social activities.

When selecting, evaluating, promoting and remunerating employees, as well as creating development opportunities or making a selection from among employees in a layoff situation, we do not take into account the employee's age, gender, nationality, native language, religion, political or social beliefs or membership in legal associations.

Omniva employees are native speakers of 11 different languages. In addition to the local national language, important company information documentation is also available in English and partially in Russian.

Development of employee competences

The foundation of Omniva's HR strategy is the company's values - we think openly, create solutions and are reliable. Based on these values, it is important to ensure a strong and sustainable organization. Contribution to employee training is also important to support the achievement of business objectives through employee development and increasing competency levels. Training and development activities are based on the principles established throughout the Group, with which we ensure a uniform approach in Estonia, Latvia and Lithuania. We use both in-house and external trainers and offer both video and on-site training.

In teaching and training people we rely on the 70-20-10 model. When developing employees, we proceed from the development and training plan, which is put together based on the analysis of development needs. During the development needs analysis, we collect information from different levels of the company about work organization, problems, employee competence, work performance and future plans in order to find out the difference between the actual and the desired situation. We are looking for ways to get closer to the desired situation with the help of various development activities. Based on the 70-20-10 principle, an employee's development plan should consist of about 70% learning through everyday work, which is considered the most effective way to develop.

About 20% of the employee's development plan should be learning from colleagues, which promotes the transfer of existing experience and knowledge in the organization. The remaining 10% of the development plan should be made up of learning at trainings. It is not a strict formula, but a principle which we base our planning of development activities, and which helps us all see opportunities for development in our daily work.



70%
Learn through
experience



20%
Learn from
colleagues



10%
Learn through
training

The strategic focuses in the field of our employee development are as follows:



Development of management culture



Development and motivation of key people



Development of logistics competencies



Raising the service level



Introduction of a modern e-learning environment

In 2023 the Groups total training costs amounted to €426 000.

Omniva as a service provider

Our goal is to ensure that people can access our services through user-friendly and customized interfaces, regardless of their location or situation. Post offices, parcel machines and various digital channels are all tools that connect people and communities. In order to continuously improve the coverage of the area, we work closely with local communities and municipalities and actively evaluate the locations of our mailboxes and postal service points to make the necessary adjustments. In the process of providing postal, parcel and logistics services, Omniva is committed to ensuring exceptional customer service and customer satisfaction.

This goal is based on our focus on credibility with customers and other important parties, and is always guided by our promise to:

- provide services transparently and fulfil our promises,
- priority is customer safety,
- continuous work to improve the quality of services and customer service.

The well-being of our customers is our priority. All Omniva employees are trained to handle customer inquiries in a professional, respectful and timely manner. To ensure Omniva's continuous improvement and customer satisfaction, we welcome and actively seek feedback and engage in dialogue with both customers and partners.

Goals

Access to our services and channels

- Full accessibility analysis and long-term goal setting for 2024
- Compliance with the EU Digital Services Act by 2025

Community involvement

In cooperation with communities, we are updating the postal network, modernizing our services and getting closer to people

Omniva is one of the few Estonian companies that almost every Estonian person comes into contact with, and we do everything to make our services suitable for people with different preferences.

Strengthening cooperation with communities is our long-term goal to ensure that people have the services they need. Today, many of Omniva's services are either partially or completely in digital channels in order to keep up with people's preferences and wishes. We are constantly improving and improving our services.

As of the end of 2023, we had 58 post offices and 61 post offices.

In 2023, we continued the renovation of the post offices that we started at the end of 2022. In new, more spacious post offices than before, all customers have the opportunity to independently pack their shipments, such as gifts, on the designated packing table and then prepare them for mailing. Used packaging can be left at the post office, allowing future visitors to reuse it and send their parcels with them.

In 2023, we renewed a total of 16 post offices across Estonia. All post offices that have been renovated are also accessible to people with special needs.

However, the postal service is not going anywhere: it is ensured by means of a personal letter carrier. We bring the service closer to the customer because the letter carrier can be ordered at home or at work. Sending traditional letters decreases significantly every year, and that's why we once again reviewed the locations of mailboxes. We also replace obsolete mailboxes with new ones on an ongoing basis.

In order to make sending letters as convenient as possible, we also installed letter boxes on the ferries sailing to Saaremaa and Hiiumaa during Christmas month. The four ships sailing between Rohuküla and Heltermaa and Virtsu and Kuivastu had everything necessary to write Christmas greetings during the sea voyage in December and post them immediately.

We offer people convenience

The growth of e-commerce and the desire of consumers to receive a parcel from a parcel machine rather than from a post office requires a constant transformation of our parcel services. In 2023, we bought Parcelsea's network of private parcel machines, which we renamed Picapac. These are personal parcel machines that are placed in close proximity to people's homes and where parcels can be left by all courier companies and delivery service providers. Picapac is an ideal and affordable solution for people who are busy senders or receivers of parcels but live too far from the nearest parcel machine to pick up parcels there frequently.

Omniva continued to expand the network of parcel machines in the past year: as of 2023, 91% of Estonian people lived within a 5 km radius of the nearest parcel machine, post office or post office. There are 57 settlements in Estonia with only Omniva parcel machines. There are a total of 364 Omniva parcel machines in Estonia.



We participated in World Cleaning Day under the leadership of PostEurope

The Omniva team committed itself to reducing the garbage problem in the world and took part in World Cleanup Day 2023. We also celebrated the 30th birthday of

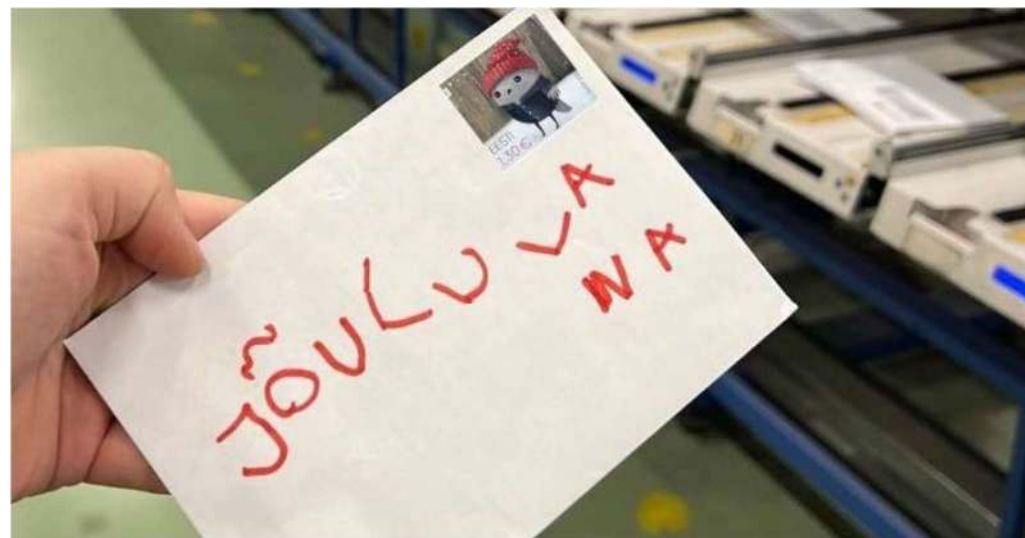
PostEurop, an organization that unites European postal companies - together with postal companies from different countries, which also contribute to tidying up their surroundings. Thanks to Omniva's employees, the seaward end of Linnahalli, the beach there and the grove became cleaner.

We delivered the vegetables collected by the children to the zoo for free

In October, we carried out a charitable campaign of collecting pumpkins and other vegetables, which has already become a tradition, in cooperation with Tallinn Zoo. We collected nearly 4,000 kilograms of different vegetables from more than 30 kindergartens and educational institutions for zoo residents across Estonia. Omniva delivered them to the zoo for free.

We collected children's letters to Santa Claus

In December, we invited all Estonian children to write letters to Santa Claus. To do this, you had to write a letter, address it to "TO SANTA CLAUSE", stick a stamp, add the sender's address on the other side of the envelope and slide the letter into the Omniva mailbox. We shared joy and holiday spirit and took Santa's answers to the children who had written the letters.



Responsible service

We are a leading provider of logistics and postal services, we put customer satisfaction at the heart of our business, we understand its critical importance to the success of the company. In light of economic depression and rising customer expectations, service quality has become increasingly important to the survival and success of companies.

Why is Customer Satisfaction Important?

Customer satisfaction ensures that every customer contact - from courier to management - is flawless, this is important as even minor errors in service or service can lead to customer dissatisfaction and loss.

We measure customer satisfaction and loyalty through two main indicators Net Promoter Score (NPS) and from the fourth quarter of 2022 also Customer Satisfaction Score (CSAT). Tracking these two metrics gives us a complete picture of customer expectations.

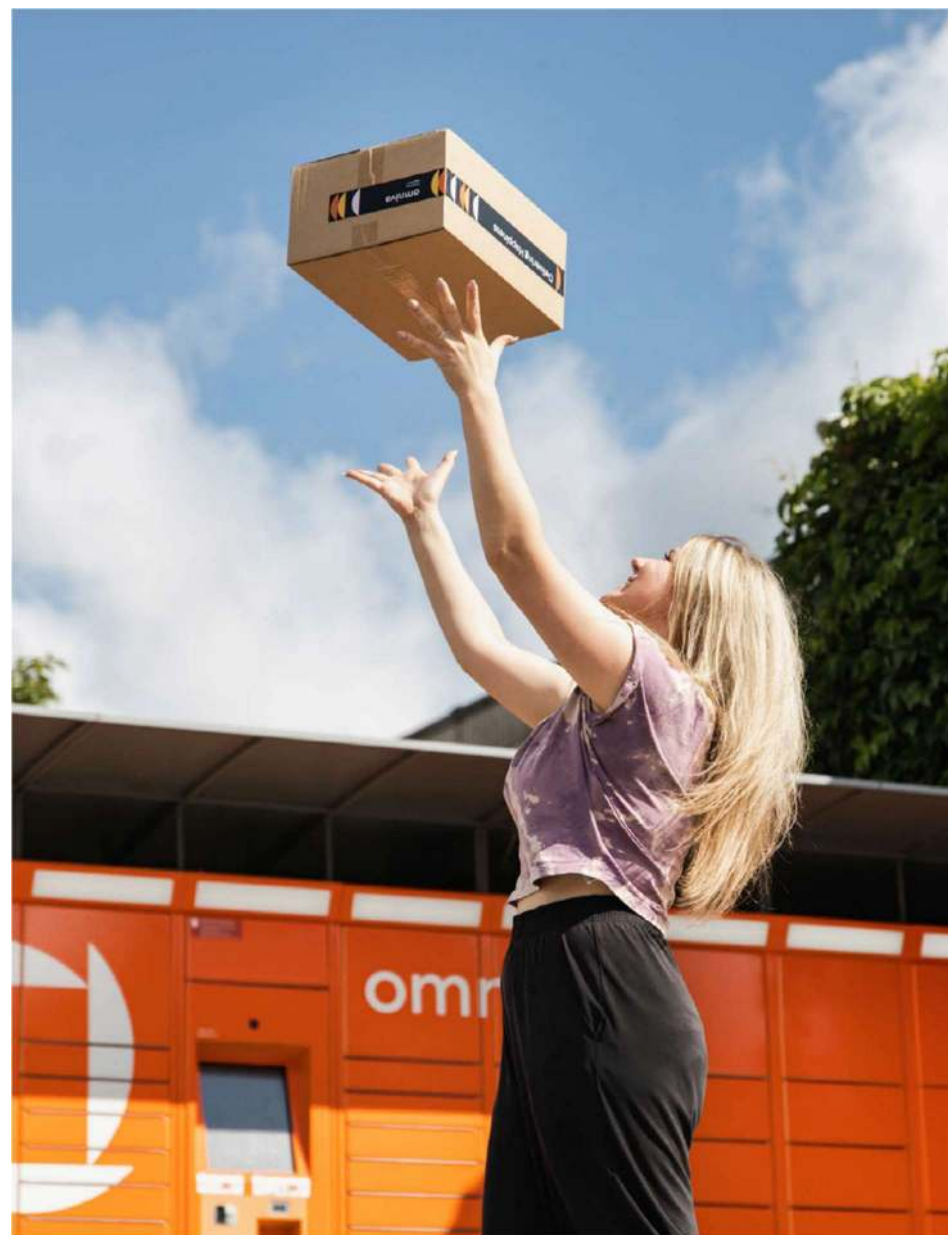
Feedback from private customers is collected daily, while business customer satisfaction is thoroughly assessed once a year to better understand their needs and tailor services accordingly.

The results for 2023 are good, with an NPS of 61 and a CSAT of 89%, showing that the company has already achieved a high level of customer satisfaction. However, we are aiming for even better results, especially in terms of NPS, which is affected by the takeover of the early morning service in 2023.

Our goal is to provide an excellent customer experience, which means fast and high-quality service, good attitude and convenient digital solutions.

Omniva wants to be a company that not only provides good service, but does so responsibly, caring for both its customers and the environment. Our goal is to continue to improve to keep our customers happy and support a sustainable future.

Omniva's goal is not only to maintain, but also to increase the quality of both service and service in order to meet and exceed customer expectations.



4.5

**Business
conduct and
cooperation**

We are guided by our four core values (outlined on page 16) in Omniva's business operations and daily decision-making, which enable us to offer high-quality service to our partners and customers.

Descriptions of business conduct and the information required by the ESRS G1 standard and subject approaches are described in the second chapter of the report, "Management".

The Omniva Group has established ethical principles of conduct that apply equally to our employees and members of the management body as well as Omniva's cooperation partners. The document is published on our website: <https://www.omnivagroup.com/et/meist/kestlikkus/>

Ethical principles of conduct address behaviour in conflict of interest situations and explain our actions to prevent corruption. The document also outlines Omniva's principles of business ethics in the following areas:

- Environmental responsibility
- Respect for people
- Fair competition and procurement
- Responsible marketing
- Customer service and satisfaction
- Use of company assets, intellectual property and resources
- Personal data and data protection.

The document describes the principles of operation of the speak-up line and the principles of handling received concerns and suspicions of violations and the organization of supervision.

Anti-corruption behavior

Omniva has zero tolerance for any kind of fraud, including money laundering, corruption and theft.

Omniva does not accept bribery, extortion or other forms of corruption. Therefore, Omniva's employees and partners may not give, mediate or accept gifts or other benefits that may damage the impartiality of the recipient of the gift/benefit or raise suspicions that impartiality is at risk. It is permissible to give and receive symbolic gifts, which can be unambiguously interpreted as common courtesy to mark special occasions. This means primarily low-value souvenirs (eg calendar, notebook, pen) or low-value gifts (eg flowers, chocolates).

The theme of the fight against corruption is also discussed in chapter 2.12 "Fighting against corruption" of the annual report.

Competitive ethics

Since April 1, 2009, Omniva has been operating on the open mail market. The Competition Authority has issued us a license to provide universal postal service (delivery of addressed mail as an economic activity), which is valid for five years.

The competitive situation and its changes put pressure on market share, volumes and prices. The competitive situation is influenced by both current market participants and new market entrants.

Omniva follows all the rules of fair competition, providing services and goods professionally and in accordance with agreed standards, methods and rules.

Omniva's procurement and purchasing activities meet the highest ethical business standards and follow the principles of fairness and transparency.

We avoid conflicts of interest to ensure complete impartiality in our procurement procedures. Each potential supplier is informed of the qualification and evaluation criteria and all are offered equal opportunities. There is no favouritism in the selection of the supplier and the selection is based on predetermined evaluation criteria such as price, quality, delivery options, compliance with standards, etc.

Omniva's environmental efforts also extend to procurement and purchases, where processes and decision-making are related to the area of sustainability. We evaluate potential suppliers by looking at their commitment to sustainable practices and look for partners who are actively working to reduce their environmental impact.

All procurements are accurately documented and archived. To promote transparency and accountability, we document and provide accurate information about our business practices, corporate structure, financial condition and performance indicators in compliance with applicable laws and regulations.

We recognize the power of marketing and consider it important to adhere to strict standards of conduct in our marketing activities. We operate in accordance with the ICC Code of Advertiser Marketing Communications, which defines the principles of responsible marketing.

Company culture, ethics and whistle-blower protection

In order to ensure comprehensive compliance with ethical principles of conduct, Omniva has established an Ethics Committee. The aim of the committee is to increase the company's and its employees' compliance with laws, good business management practices and Omniva's values, thus supporting the company's reliability and good reputation. The Ethics Committee is chaired by the Head of People and Change and consists of up to six members appointed for a three-year term. The composition and work organization of the ethics committee is approved by the company's board. Board members may not participate in the work of the committee. The Ethics Committee is responsible for monitoring and ensuring compliance with Omniva's principles of ethical conduct and related policies. The committee reports on its activities to the company's board.

Omniva's whistleblowing channel and the related process allow safe and confidential reporting of possible violations and unethical behaviour. Omniva's internal audit

department is responsible for the speak-up line, and the informant is guaranteed anonymity and security upon request.

Relationship management

Our customers are our priority. All Omniva employees are trained to deal with customer inquiries and requests in a professional, respectful and timely manner. In order to continuously improve and ensure customer satisfaction, we wait for and actively seek customer feedback. Our customers can be seen as our partners, with whom cooperation is essential for the continued development of Omniva.

Marketing practices go beyond content issues to include topics such as customer privacy and data protection. To meet high expectations, we always ask for the customer's consent before collecting or using data and ensure transparency about our intent. Customer data is protected with strong security measures to reduce the risk of access, loss or misuse of sensitive information.

Membership in organizations

International cooperation

UPU
IPC
Post Europe
Baltic Nordic Cooperation
Baltic Postal Union
PRIME



Estonia

Eesti Tööstajate Keskkliit
Turundajate Liit MTÜ
Eesti Juristide Liit
Eesti Kaubandus-Tööstuskoda
Eesti E-kaubanduse Liit
PROLOG - Eesti Tarneahelate Juhtimise Ühing
Vastutustundliku Ettevõtluse Foorum MTÜ
GS1 Estonia MTÜ
Eesti Infotehnoloogia ja
Telekommunikatsiooni Liit (ITL)
Eesti Personalijuhtimise Ühing PARE
Pokumaa SA
Eesti Logistika ekspediteerijate assotsiatsioon



Eesti e-kaubanduse liit



Other domestic membership:

Postal law working Group of Ministry of Economic Affairs and Communications
Advisory council of market participants for the prevention of money laundering
Rohetiiger Transport road map working group

Latvia

Latvian Chamber of Commerce and Industry



Foreign Investors Council



Postal Merchants organization

Lithuania

Lithuanian Marketing Association



Association of HR Professionals



Cooperation on sustainable development

For us, awareness of the principles of sustainable development, sharing our knowledge and dealing with the impact of our fields of activity on society is one of the central issues in business activities and making future plans. Therefore, in October 2022, Omniva joined the sustainability program of the International Post Corporation Sustainability Measurement and Management System (IPC SMMS).

By joining, we promised that we would contribute to the fulfilment of the common goals set by the 24 members of the program. IPC organizes training sessions for members where best ideas and practices are introduced. IPC also helps to organize meetings between members, if necessary, in order to learn from each other as efficiently as possible

The IPC SMMS program focuses mainly on seven categories:

	Health and safety		Air quality		Climate change
	Learning and development		Circular economy		Sustainable procurement
	Resource efficiency				

During the program, the sustainability strategies of all members are evaluated every year and the progress of organizations in achieving common goals is measured. All organizations must submit detailed data to the IPC, from current policies, processes, persons in charge, activities to quantitative figures, depending on the focus topics. The submitted data is audited by an independent auditor.

Omniva participated in the program for the first time and reported both 2022 and 2021 data. As a new member, we were included in the audit sample, which meant that the data we submitted was audited by auditors from PricewaterhouseCoopers Belgium.

