

# Omniva's Sustainability Policy



Omniva Group is a postal and parcel delivery and logistics services' provider operating in the Baltic States. It consists of the parent company Eesti Post, and its subsidiaries in Estonia, Latvia, and Lithuania (all of which are hereinafter collectively referred to as Omniva).

At a time of increasing environmental pressures and societal challenges, responsible conduct is more crucial than ever for individuals, organizations, countries, and beyond. Given the nature and scale of Omniva's business, presence and role in the region, Omniva recognizes its responsibilities towards environmental and societal landscapes.

The global community aims to limit global warming to below 2°C. As a leading logistics company, Omniva aligns its targets with these goals. For Scope 1 and 2 emissions, Omniva commits to have action plans supporting the keeping of global warming below 1.5°C, in accordance with the Paris Agreement. For Scope 3 emissions, the target is set well below 2°C.

Sustainability is an integral part of Omniva's business vision and strategy. We aim to uphold the highest standards of integrity in order to be a trustworthy partner to our employees, customers, suppliers, business partners, public sector institutions, and other key stakeholders. Taking a long-term view, we focus on our people and communities as well as support broader global sustainability efforts by connecting our strategic focuses to selected United Nations Sustainable Development Goals and contributing to the common targets set in the sustainability framework of International Post Corporation (Omniva is a member since 2022).

This document serves as a blueprint outlining Omniva's environmental, social, and governance focuses, objectives, and targets – all based on a thorough analysis of the company's material impact areas, and a close dialogue with our different stakeholders. We understand the impact our industry and business can have on the planet and the communities we serve, and we are dedicated to minimizing our footprint as well as fostering innovation, growth, and positive impact.



# Company values

Omniva's daily decision-making and business operations are guided by four core values that our sustainability efforts aim to further enforce.

## We care

We always act with utmost care and respect, especially towards the deliverables that are entrusted to us and the environment that surrounds us. We value and actively listen to each other, our partners, and our customers.

## We are open

We encourage fresh and innovative ideas that help us develop and grow as humans, experts, and as a company. We are not afraid to try new things – or to fail yet learn from our mistakes.

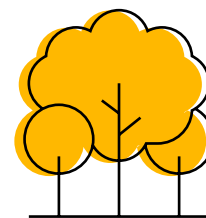
## We are trustworthy

We only promise what we can deliver, and always deliver what we promise. We always take responsibility for our work at Omniva!

## We enjoy our work and achievements

We encourage and help each other to always take the extra step, celebrate the achievement of our goals and praise each other for valuable contributions and productive teamwork.

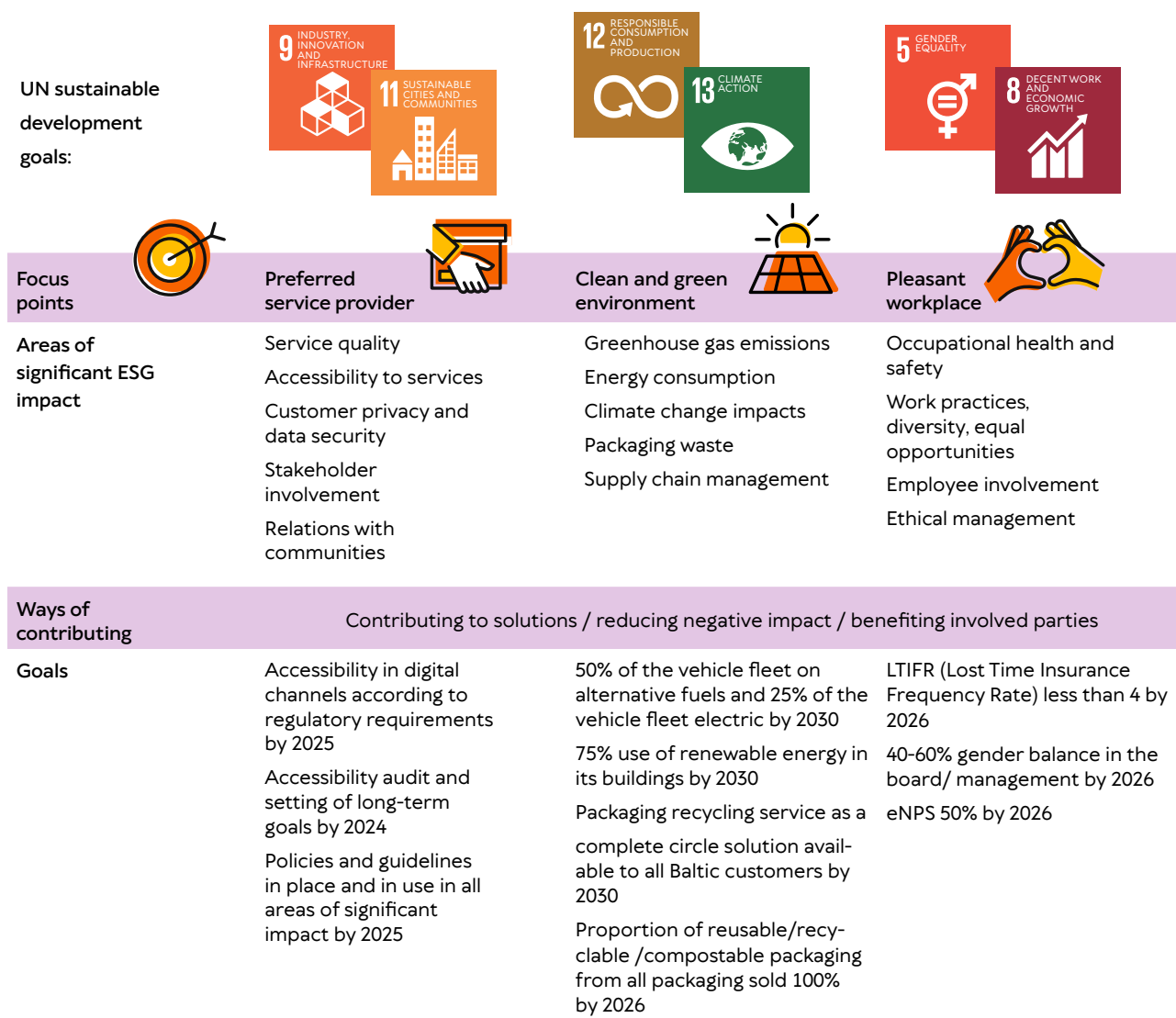
# Omniva's sustainability framework



In 2015, the United Nations agreed on 17 Sustainable Development Goals (SDGs) to provide the member countries with a common framework to advance their sustainability agenda in domestic policy as well as in international cooperation. Aiming to support global sustainable development, Omniva's sustainability ambitions are centered around six selected SDGs which provide a foundation for managing and measuring Omniva's ESG progress in the following three focus areas:

- preferred service provider,
- clean and green environment,
- joyful place to work.

In order to drive real change in all these, we work with identified key areas of material impact to inflict positive change and mitigate risks through specific courses of action. The selected SDGs together with our focuses, impact areas and related long-term targets form Omniva's sustainability framework:



-50% scope 1&2 emissions and -25% scope 3 emissions by 2030; net zero emissions by 2050

# ESG governance in Omniva

In order to drive real sustainable change within the company, it is important that ESG management follows a clearly defined structure. Omniva has defined three management layers, each of which has its own responsibilities within the company's ESG agenda.

- A dedicated specialist or team is responsible for day-to-day ESG activities such as but not limited to data gathering, coordination of agreed initiatives, stakeholder management and support with expertise, lead in reporting.
- The engagement of the company's Management Team is crucial for prioritizing ESG issues and reviewing proposed ESG strategies and goals on a regular basis. Furthermore, the Management team members act as sponsors for the areas of material importance to Omniva, whereby each member is responsible for related data gathering, roadmaps and plans, execution and measurement.
- The ESG Committee formed by Omniva's Supervisory Board provides oversight in ESG matters, and supports the Supervisory Board in the analysis, monitoring, and approval of Omniva's sustainability and ESG strategy, related goal-setting, central policies, roadmaps, and investments.

This structure also supports ESG integration into the company's overall strategic planning process, ensuring that ESG goals and performance indicators are aligned with the company's long-term objectives.

## Omniva's ESG focuses

### Preferred service provider

We intend to ensure that people have access to our services via user-friendly and customized interfaces regardless of their location or circumstances. Postal offices, parcel machines and different digital channels are all means to connect people and communities. In order to continuously improve our coverage in the region, we are in close cooperation with local communities and municipalities and actively reassess the locations of our mailboxes and postal service points for any necessary adjustments.

In the process of providing postal, parcel, and logistics services to our clients, Omniva is dedicated to ensuring exceptional customer service and customer satisfaction.



This goal rests on our central focus of reliability towards customers as well as other key stakeholders and is guided by our pledge to always:

- provide services transparently and fulfill our promises,
- prioritize customers' safety,
- continuous work towards improving the quality of our services and customer service.

Our customers are our priority. Omniva employees are trained to address customers' inquiries in a professional, respectable, and timely manner. To ensure Omniva's continuous improvement and customer satisfaction, we welcome and actively seek feedback and engage in dialogue with our customers and partners alike.

To facilitate knowledge sharing and cooperation of different ecosystems, Omniva is a member of multiple organizations at local as well as international level. Moreover, our continuous efforts have been recognized by various organizations and associations who have rewarded us with numerous awards over the years. See more on [www.omnivagroup.com](http://www.omnivagroup.com).

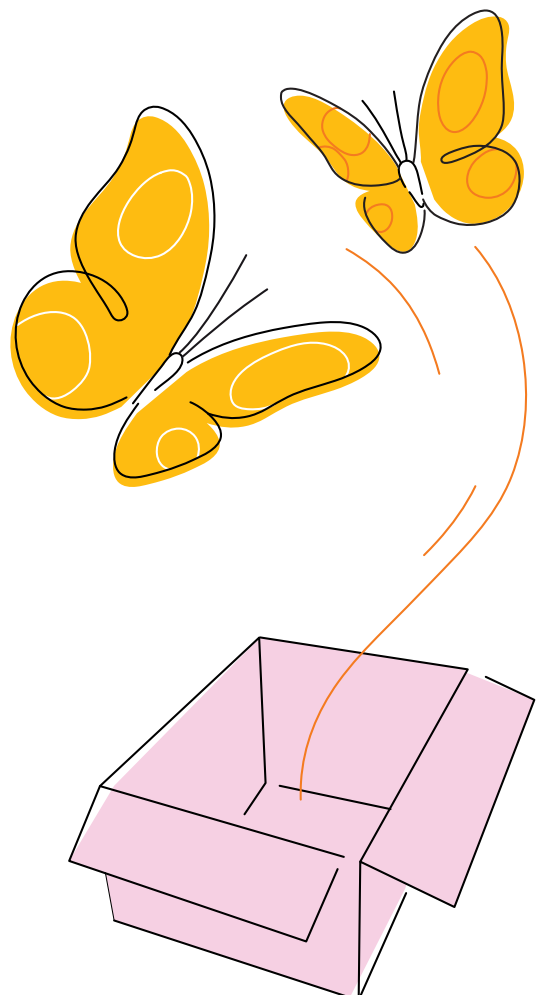
## TARGETS:

- **Priority area:** Accessibility to our services and channels
  - Full accessibility audit and long-terms targets' setting in 2024-2025
  - Compliance to EU Digital Services Act by 2025
- **Priority area:** Common Group policies, procedures and guidelines
  - By 2025, establish clear Group-wide:
    - Key policies covering all areas of material importance
    - Renewed Code of Conduct including enforcement procedures and -bodies

## Clean and green environment

We recognize the vital importance of environmental protection and therefore aim to conduct our business in an environmentally responsible and efficient manner. Omniva's goal is to reduce the environmental impact of its operations. Within our development and investment activities, we consistently drive to create solutions that favor the achievement of this goal as well as contribute to the positive environmental handprint of our customers. To support our company's sustainable development, we actively listen to communities and cooperate with municipalities, research institutions, and international postal organizations.

The basis of Omniva's environmental impact management is Group-wide carbon footprint assessment which considers all aspects of the company's operations, from facilities' resource usage and transportation activities to employees' daily commute to their workplace. We believe that only through quantifying its impact, company can drive the reduction of its footprint in a meaningful, structured, and consistent manner.



Environmental protection is everyone's responsibility, meaning that all of Omniva's employees and partners are expected to join in and contribute to Omniva's environmental efforts.

#### In our activities, we:

- comply with applicable international, regional and national environmental regulations as well as legal requirements regarding energy consumption and energy efficiency;
- comply with all rules, which relate to storing, handling, and offloading dangerous substances;
- avoid polluting the environment, work towards the improvement of air quality, and reduce the amount of generated waste;
- prioritize the efficient use of resources, including water, energy, and raw materials, in all our operations. Consider environmental aspects and energy efficiency in all major investments and procurement decisions. Identify opportunities to introduce sustainable packaging materials and practices in our operations
- aim to reduce the environmental impact of transport and logistics activities as much as possible;
- ensure that our employees have the necessary practical knowledge, experience, and tools in environmental matters, to effectively fulfill their obligations.

Acknowledging that the majority of Omniva's climate impact arises from own and partners' transportation, we are actively engaged in implementing various impact-reducing activities. This includes ongoing fleet optimisation and electrification, active search for and implementation of alternative vehicles, increased usage of biofuels, eco-driving incentivization among couriers, and route optimization. To measure our progress, we have established clear metrics and related roadmaps. The goals of climate impact reduction and increased use of renewable energy within the transportation sector are also aligned with the Estonian transportation roadmap 2035<sup>1</sup>.

#### TARGETS:

- **Priority area: Greenhouse gas (GHG) emissions and energy management**
  - Net zero by 2050
  - GHG emissions reduction of 50% in scope 1-2, 25% in scope 3 by 2030 50% of our own fleet runs on alternative fuels, of which at least 25% are electric by 2030
  - 75% of the consumed energy at our own facilities is from renewable sources by 2030
- **Priority area: Packaging waste**
  - 100% of the sold packaging is reusable/recyclable/compostable by 2026
  - Reusable packaging service with full circle solution introduced to Baltic customers by 2030



## A joyful place to work

At Omniva, we are dedicated to upholding the principles of human rights, ensuring the health and safety of our employees, promoting equality, and fostering a diverse workplace free from discrimination.

We recognize and respect the rights that each and every individual is entitled to and uphold internationally recognized human rights principles defined in international agreements. Our organizational culture is free of harassment, humiliation, bullying, and other impolite behaviors.

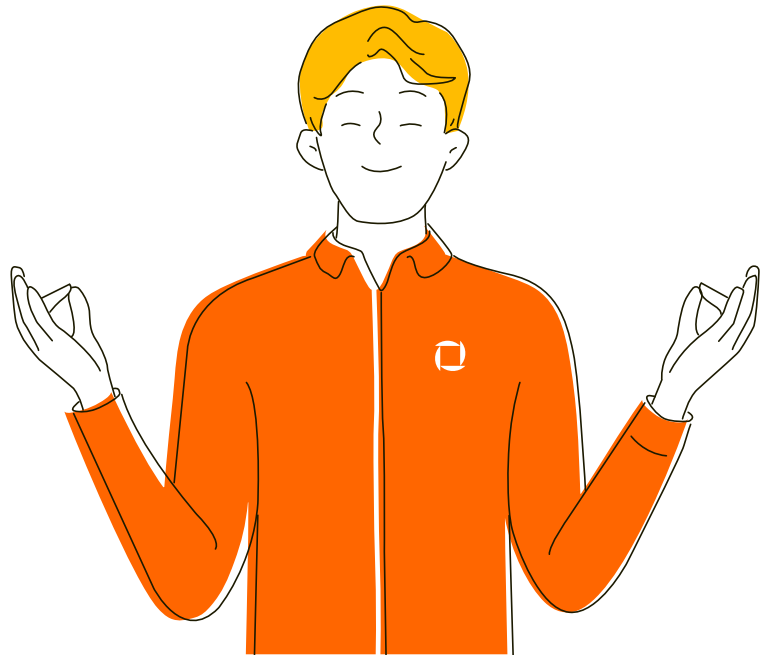
Estonian Ministry of Economic Affairs and Communications, „Transpordi ja liikuvuse arengukava 2021-2035“: [LINK](#). Goals: By 2035, reduce transport CO<sub>2</sub> emissions to 1,700 kilotons (kt) or 669,05 kt compared to 2019; By 2035, achieve 24% share of renewable energy within the transportation sector.

We embrace diversity and equality in all aspects of our operations, including recruitment, decision-making processes, daily interactions, and the management of our Group. Omniva's employees include people from various backgrounds, many different nationalities, and different cultural spaces. We firmly believe that diverse worldviews, as well as backgrounds, bring unique perspectives and enhanced creativity, thereby contributing to our overall success.

We find that a strong organizational culture is based on employee involvement. We have developed numerous pathways to engage with our employees across the company, examples of which include regular feedback surveys, inspiration mornings and other internal events, modern and engaging internal channels for info flow, etc.

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. In addition to the salary, Omniva has a value proposition for the employee, through which we support the achievement of a balance between the private and professional life of the employees and promote the employee's well-being. Related to this, Omniva has been repeatedly awarded the gold label for a family-friendly employer, truly demonstrating our efforts within this field.

To ensure that our employees have opportunities to learn new skills and increase their competencies or simply keep themselves well-informed, we have well-established principles throughout the Group with which we ensure a uniform approach to employee development in Estonia, Latvia, and Lithuania. We follow a 70-20-10 model wherein 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 training.



The strategic focuses of our employee development are as follows:

- Development of management culture
- Development and motivation of key people
- Development of logistics competencies
- Increasing the level of service quality

#### TARGETS:

- Priority area: Employee health, safety, and engagement
  - Employee recommendation index (eNPS) 50 by 2026
  - Lost time injury frequency rate (LTIFR) below 4 per annum
- Priority area: Diversity and equality
  - 40%-60% gender balance in top management by 2026



## Reporting

By annual public ESG reporting adhering to EU regulatory frameworks and guidelines (Corporate Sustainability Reporting Directive and related ESRS standards), local legislation as well as best market practices, Omniva aims to demonstrate its commitment to transparency, accountability, and responsible business allowing its key stakeholders – employees, customers, partners, etc - to make informed decisions about engaging with Omniva based on its ESG performance. The company's annual sustainability report is based on double materiality analysis and provides detailed data as well as contextualization in the materially important areas for the company.

In addition to annual sustainability reports, Omniva aims to provide ongoing and frequent info flow and updates to both internal and external stakeholders about the company's key steps and progress in the different subareas of ESG.