
Sustainable
Development
REPORT
2022
НОВА
ПОШТА
№179

ABOUT **THE REPORT**

Nova Post is a group of companies, which provides a full range of logistic, financial, and related services to private customers and businesses. Nova Post Group of Companies in-cludes Ukrainian and foreign companies, such as Nova Post, NovaPay, Nova Global, Nova Post, and Novobox.

Every day, our work makes an impact on the lives and businesses of millions of people. During the war, Nova Post has become a real support for Ukrainians.

Transparent and responsible business conduct is the basis of the company's business reputation and one of its competitive advantages.

For the seventh consecutive year, we have been reporting on our achievements in our sustainable development report, which reflects non-financial indicators: social, environmental, and managerial.

The report informs shareholders, employees, partners, society, and all stakeholders on how the company implements the goals of economic sustainability, social accountability, and environmental sustainability enshrined in its mission and strategy for 2022.



































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NO STOPPING
BECAUSE PEOPLE NEED US!



Viacheslav Klymov,
Co-owner of Nova Post



Volodymyr Popereshniuk,
Co-owner of Nova Post

We keep working because back at the very beginning of the full-scale war, we decided that we had no right to stop! Ukrainians, businesses, and the state need us. Nova Post best demonstrates the readiness of Ukrainians to respond to the most formidable challenges. Our company has taken on the task of helping people survive. Therefore, from the first days of the war, our huge team united around the ideas of support, assistance and joint work for the sake of victory.

Millions of Ukrainians were forced to leave their homes, and it was Nova Post that made it possible for people not to lose each other, to take care of their loved ones and support them despite the distance.

As part of the Humanitarian Post of Ukraine project, we delivered dozens of tons of humanitarian aid from volunteers and benefactors to defenders and those Ukrainians who were in dire conditions at our own expense.

We opened new branches even in frontline cities: Lyman, Izium, Kupyansk, Kharkiv, Mykolaiv, etc. We lost many premises and buildings due to missile and drone attacks. Seven sorting terminals and the Nova Post depot were severely damaged. We restored three of them – in Chernihiv, Kharkiv, and Mykolaiv – in one month. Unfortunately, depots in Kupyansk, Dnipro, Kharkiv, and Poltava cannot be restored, so we have opened them in new premises.

Yet, what hurts the most is that our people die in battles at the frontline and from enemy attacks in the rear. We cannot bring them back. Nevertheless, we will always remember them and take care of their families.

Employee support is our priority because the team is what keeps the business going. The company has become a mainstay for the dozens of thousands of its employees. We constantly keep in touch with employees who found themselves in a war zone or in occupation and have arranged evacuation and accommodation in safe regions for thousands of Nova Post employees.

In 2022, we did not stop innovative development and implemented digitalisation and automation at all levels of the company's operation. This great work is invisible, but customers feel it through our convenient postal and financial services, fast delivery, the best tracking, etc.

We have supported Ukrainian entrepreneurs by helping them evacuate their businesses in order to resume operations in a new, relatively safe place.

Despite everything, we have taken a risky step by trying to expand to European countries. We followed the Ukrainians who left abroad because of the war, and in October 2022, we entered the Polish market. We have done a gigantic work to open terminals in Lithuania, Czechia, and Germany, scheduled for 2023, to offer our high-level service there.

It is no exaggeration to say that we do our best for our customers. After all, being a service company is a considerable responsibility. It is not just about creating a service and stopping, it is about continuous improvement, continuous work to improve products and services. Every day, we look at what and where we can improve today for our customers to make our services convenient and comfortable for them, especially during the war.

We want to say to all the Ukrainians out there: hold on! Work and learn, invest everything you can in the development of your own business, grow and never stop. Do everything in your power for the sake of our common victory!

2022. NOVA POST DURING THE RUSSIAN-UKRAINIAN WAR

February

On 24 February, the country woke up to the sounds of explosions. At five o'clock in the morning, almost all oblast centres suffered multiple missile strikes. Russian President Vladimir Putin announced the start of the so-called special military operation. This is how the full-scale war began.

The enemy simultaneously attacked Ukraine from the territory of Russia, Belarus, and the occupied Crimea and tried to quickly destroy military facilities and capture the capital of Ukraine – Kyiv. Battles for the Antonov airport in Hostomel commenced, during which Russian troops destroyed AN-225 Mriya aircraft. The occupying army captured the Chornobyl NPP, and the plant's staff was taken hostage. From Crimea, Russian troops approached Kherson.

Ukrainian military and political leadership made important decisions and put into effect the Defence Plan of Ukraine.



Kyiv, 25 Koshytsia St., 25 February.
Photo: UNDP in Ukraine / Oleksandr Ratushniak

Millions of Ukrainians took to their cars, buses, and evacuation trains to go to the western part of the country and the EU countries, away from hostilities.

Nova Post transferred ₴25 million to the account of the Armed Forces of Ukraine. In the first week, the volume of shipments dropped to 2% of the previous level, and the company decided to halve the number of branches. However, all cities and towns still had operating branches. The company started carrying humanitarian supplies, in particular from the United States, at its own expense.

March

The beginning of spring was marked by multiple strikes on residential neighbourhoods of cities. The enemy was shelling the Saltivka District in Kharkiv almost point-blank. The missile hit the building of the Kharkiv Oblast State Administration. Eighteen residents of Chernihiv were killed by the shelling while standing in line for bread.

President of Ukraine Volodymyr Zelenskyi called Russia a terrorist state for the first time.

Russian troops occupied Kherson. Mariupol was completely encircled and, for the next two months, inhumanly and ruthlessly wiped off from the face of the earth by aerial bombs dropped on the city. On 16 March, an airstrike on the Mariupol Drama Theatre killed, according to various sources, 300 to 600 people who used the premises as a bomb shelter. At the same time, battles for Azovstal began in the city. It was almost impossible to leave Mariupol, and Russia was disrupting all agreements on green corridors. Electricity, gas, and water were no longer available in the city. People were left without the opportunity to escape, and thousands died under the rubble of destroyed buildings.

Russia captured the second nuclear power plant (Zaporizhzhia NPP) in the city of Enerhodar, Zaporizhzhia Ob-last. Only 25 kilometres separated the Russian troops from the centre of Kyiv. Battles were taking place from the north and east of the Kyiv Oblast. Cities and villages in Kyiv suburbs were occupied: Irpin, Bucha, Vorzel, Borodianka...

Almost all stores were closed, and there were no goods. Queues at gas stations and fuel shortages. Due to destroyed roads and shelling, the logistics of supplies were disrupted.

Nova Post started resuming the operation of the previously closed branches and post offiices. People needed delivery of vital stuff, like medicines, documents, food, etc. After all, most displaced persons left dangerous places almost empty-handed. At the same time, Nova Post evacuated businesses from frontline territories and helped state authorities deliver food and humanitarian cargo.



Kharkiv Oblast State Administration after shelling by the invaders, 1 March.
Photo: AR / Pavel Dorogoy

April

The Armed Forces of Ukraine (AFU) and self-defence forces successfully fought back the enemy. A counteroffensive was in progress in the north of the country. The enemy suffered heavy losses, understood that it was not possible to capture the country "in three days," and began to retreat from the Kyiv, Chernihiv, and Sumy Oblasts, but threw all their forces into the capture of the eastern and southern parts of Ukraine. On 1 April, Russian troops captured Izium.

On 2 April, the Ukrainian Defence Forces de-occupied the Kyiv and Chernihiv Oblasts, and by 10 April – the Sumy Oblast followed. The whole world learned about the terrible war crimes of the invaders in Bucha and Irpin: torture, rape, and shooting of Ukrainian civilians. Excavations of mass graves started. Every day, according to the police, they found half a thousand dead people. It was discovered that near Chernihiv, Kadyrovites tortured the manager of Kyiv branch of Nova Post to death.



A street in Bucha piled high with destroyed Russian military equipment.
Photo: BBC/Lee Durant

On 13 April, the Ukrainian navy attacked the flagship of the Russian fleet, the cruiser Moskva, which sank the next day. On 25 April, a message appeared in the media about the first powerful "bavovna" in Bryansk, Russia.

By the end of the month, the Kyiv, Chernihiv, and Sumy Oblasts were completely liberated. Nova Post returned to de-occupied areas, resumed the operation of its surviving branches and organised delivery through the mobile branches. The company launched an important service called "Things from Home Abroad" at the minimum international rates. Partner branches in frontline areas become points of humanitarian aid delivery to residents.

The enemy conducted missile strikes on the terminal in Mykolaiv and depot in Kharkiv.

May

Heavy battles in the Donetsk and Luhansk Oblasts. The Rus-sians occupied Popasna, Rubizhne, Svitlodarsk, and Lyman, but lost a number of villages in the Kharkiv and Myko-laiv Oblasts. The Azov fighters followed the order of the supreme command and left Azovstal, following which they were captured.



Destroyed Azovstal.
Photo: Dmytro Kozatskyi

The Russians continued shelling Ukrainian cities using all types of weapons, mainly to intimidate the civilians.

Nova Post resumed the operation of half of its network and launched courier delivery in de-occupied cities. The company launched an SOS Headquarters – an expanded hotline for employees that helped in various spheres: from financial assistance and employment after relocation to psychological and legal support.

June

Heavy battles continued throughout June in the Donetsk and Luhansk Oblasts. Russian invaders were advancing in three directions. On 22 June, Ukrainian units left the city of Sievierodonetsk, since further defence had lost its operational meaning as a result of total destruction. The Defence Forces of Ukraine inflicted heavy losses on the enemy. On 30 June, the Snake (Zmiinyi) Island was liberated.

The enemy conducted an airstrike on the Amstor mall in Kremenchuk with about 1,000 people inside at that time.

Nova Post continued to deliver humanitarian cargo at its own expense. 1,200 pallets of humanitarian aid were delivered to the Kharkiv Oblast alone. Businesses were resuming their operations, and the e-commerce sector was becoming more active.



Airstrike on the mall in Kremenchuk.
Photo: dsns.gov.ua

July

The world faced the issue of food crisis and hunger. Ukraine is one of the largest suppliers of grain on the world market, and due to the war, it lost about a quarter of arable lands. Transportation of grain by the Black Sea became impossible due to the mines in the water area the threat of shelling. On 22 July, with the mediation of Turkey and the UN, Ukraine signed grain agreements on guarantees of safe export of grain from Ukrainian seaports. The very next day, Russian terrorists conducted missile attacks on grain storage facilities in the Odesa Commercial Sea Port.

On the night of 29 July, an act of terrorism was committed against Ukrainian prisoners of war – Azovstal defenders – in a Russian penal colony near Olenivka Village, the Donetsk Oblast. So far, 53 people have been confirmed dead.



Airstrike on the centre of Vinnytsia, 14 July.
Photo: dsns.gov.ua

Nova Post introduced a service for sending shipments from parcel lockers. The NovaPay financial company launched an online payment and automatic debiting charity campaign. It raised and transferred ₴3.4 million in a month to support the Armed Forces of Ukraine.

August

On 1 August, a ground operation began in Bakhmut, the Donetsk Oblast. Since 2 August, a mandatory evacuation from the Donetsk Oblast has been taking place. Evacuation trains depart daily from Kramatorsk and Pokrovsk.

Having received Western high-precision weapons, Ukraine struck the Saky air base in Novofedorivka, Crimea, destroying 9 Russian aircraft and ammunition depots.

Russian invaders conducted a missile strike on the Chaplyne railway station in the Dnipropetrovsk Oblast. 25 people were killed and about 50 got injured.

Nova Post resumed 100% of the network's operations and reached pre-war indicators in terms of shipment volume.

September

On 5 September, the Defence Forces of Ukraine launched the Kharkiv offensive operation. Balakliia, Izium, and Kupiansk were liberated. The "Irpin horror" repeated: mass graves of tortured and killed local residents were found. At least 400 graves, including entire families, were found in the Izium forest.

On 12 September, a Shahed 136 UAV was shot down for the first time in the Ukrainian airspace. During the month, at least 38 UAVs and 11 hits were recorded.



Exhumation at the site of mass graves in the forest near Izium.
Photo: UNIAN, Andrii Marienko

On 21 September, the first prisoner exchange took place: 215 people, including 108 Azov fighters, were exchanged for Viktor Medvedchuk and 55 captured Russian soldiers.

In the occupied territories, Russian forces held fake referendums on their accession to the Russian Federation.

Nova Post was the first one to follow the Armed Forces of Ukraine to enter the liberated areas: it carried humanitarian aid, generators, and Starlinks so that people who had had no electricity and communication all this time could charge their gadgets and contact their loved ones. Many branches in the liberated the Kharkiv Oblast were destroyed. Nova Post allocated ₴50 million for their restoration.

October

On 8 October, as a result of a special operation of the SSU, the first explosion occurred on the Russian bridge across the Kerch Strait.

On 10 October, Russia conducted a large-scale airstrike on Ukraine's energy system for the first time. Kyiv, Lviv, Zaporizhzhia, Kharkiv, Vinnytsia, Ternopil, Dnipro, and Mykolaiv were struck. More than 3,500 settlements remained de-energised. Having not captured Ukraine in the battles, the Russian authorities decided to force the Ukrainian people and authorities to make concessions through energy blackmail.



Consequences of the attack on the energy facility in the Rivne Oblast.
Photo: Telegram channel of the Head of the Oblast Military Administration

Nova Post started equipping its divisions with generators and uninterrupted internet connection, turning into the "Points of Invincibility" for people. In addition to receiving the company's services, anyone could charge their devices, use electrical appliances and the internet.

The liberation of the Kherson Oblast began, and Nova Post immediately, following the Armed Forces of Ukraine, sent three mobile branches to the de-occupied Vysokopillia, Velyka Oleksandrivka, and Arkhanhelske. By the end of the month, it resumed operation in 45 liberated settlements of the Donetsk and Kharkiv Oblasts.

Nova Post entered the EU market and opened its first branch in Poland.

November

Due to constant shelling, Zaporizhzhia NPP was completely de-energised. Large-scale combined missile strikes on infrastructure facilities in the centre and west of Ukraine continued. A depot in Dnipro was destroyed as a result of a drone attack. The air-raid siren went on after the attack began, resulting in 4 employees being seriously injured. One of them–an 18-year-old guy–died in hospital.

The European Parliament recognised Russia as a state sponsor of terrorism.



People rejoice at the liberation of Kherson from Russian invaders.
Photo: Reuters, Yevhen Zavhorodnii

On 11 November, the Armed Forces of Ukraine liberated Kherson. Kherson residents dug up their hidden yellow-blue flags and greeted the Ukrainian military with tears of happiness. The next day, the National Police, Ukrainian radio, television, and Nova Post started operating there. The company delivered 20 tonnes of humanitarian aid in the first 2 days.

Together with volunteers, Nova Post collected humanitarian aid for the victims of the disaster and people who had stayed under occupation in the Kherson Oblast for 6 months. The company delivered tonnes of food, medicines, hygiene products, and belongings at its own expense.

December

The enemy conducted large-scale missile strikes on critical and civilian infrastructure facilities in Ukraine. On 16 December alone, 98 missiles were launched. Residential buildings were affected, too. The country experienced critical problems with electricity supply. Before the New Year, Ukrainians were left without electricity or heat, with rolling blackouts. However, the "blackmail" failed: Ukrainians bought generators and fought back against the enemy on the battlefield and in the rear.

In 2023, Nova Post employees are fighting for independence in the ranks of the Armed Forces of Ukraine. Nova Post provides them with ammunition and everything they need. Twelve brigades of the Armed Forces of Ukraine receive permanent and full support from Nova Post. The company continued delivering humanitarian aid, building shelters in Mykolaiv and Kharkiv and providing people with the opportunity to use electricity and communications in its branches. Despite all the hardships of the war, it implemented innovative solutions to make services for its customers, most of whom are Ukrainians, more convenient and comfortable during this exceptionally tough period of our lives.



Rescuers eliminate the consequences of the missile attack on the Odesa Oblast on 5 December.
Photo: dsns.gov.ua

COMPANY **MANAGEMENT**

SUPERVISORY BOARD



Klymov
Viacheslav Valeriiovych,
Co-owner



Popereshniuk
Volodymyr Anatoliiovych,
Co-owner



Popereshniuk
Inna Stepanivna,
Co-owner



Kyrychenko
Taras Olehovych,
Chair of the Supervisory–Board

OUR **VALUES**

Hard work, diligence; zero tolerance for the simulation in workplace

Continuous development, the need to create something new; restlessness

Responsibility, willingness to take risks, self-discipline, high demands

Ambition, purposefulness, result-oriented approach

Honesty, sincerity, openness; zero tolerance for data manipulation and embellishment

LEAN culture, focusing on what is important

Simplicity and easiness.

TECHNOLOGIES

Our technologies enable us to have efficient and safe production processes, which we strive to automate and robotise as much as possible. These are technologies that allow our customers to get the best quality, service, and optimal prices. We study and implement the world's most advanced technologies. We are part of the new digital world.

STAFF

The people at Nova Post are reliable, highly professional, and caring. Respect, honesty, and openness are the basis of communication in the company, and a mistake is a search for a path to success. A manager of any level is open to an ordinary employee. Discipline and fulfillment of obligations are part of our culture: right on time, without exceptions. Nova Post is a place for self-fulfillment for professionals and a good company to start a career.

OUR **MISSION**

Easy delivery for life and business.



EFFICIENCY

Only the synergy of three values – Customer – Staff – Technologies – ensures profit. It is the synergy that stimulates us to invest and grow further. We always seek the most efficient way to achieve the maximum result. We strive to simplify processes and minimise costs while maintaining a high quality of services.

Implementing the mission and company's values is a common everyday work of all employees: from Supervisory Board members to specialists. The company's reputation and prestige are our res communis.

KEY INDICATORS

NOVA POST

23,300
service points

33,795
employees

315 mln
parcels

22,073 tonnes
humanitarian aid delivered at the expense of Nova Post

420,539
parcels delivered to de-occupied territories, including

9,300
branches

14,000
parcel lockers

41 terminals + **91** depots

≈6,000
vehicles of the company and partners (2021)

FUN FACT

RECORD BY NOVA POST

1.9 mln
New Year's shipments were delivered on 30 December during 24 hours



NOVAPAY

335 mln
transactions per year

270 mln
money transfers totalling to

167.7

700 thou
transactions international transfers

€36 mln

$16 mln

(98 times more than last year)

2.6 mln
transactions and **100 transactions** per second: maximum performance indicators reached in December

NOVA POST IN POLAND

18 branches in 2022

7 cities of the country

216 employees

67,367 shipments in 3 months since opening in October

NOVA GLOBAL

5.6 mln international parcels delivered by NOVA POST GLOBAL

Own airlines **Supernova Airlines**



KEY PROJECTS AND EVENTS

- Ukrainians consider Nova Post **logistics company No. 1** in Ukraine in terms of accessibility. In 2022, accessibility was ensured by more than **23 thousand** service points.
- **₴388.37 million** of total investments of Nova Post in the future victory (support for the army, mobilised employees, volunteers, State Emergency Service and State Border Guard officers, hospitals, etc.).
- **Nova Post entered the Polish market.** 18 branches have been opened in 7 cities. Paperwork is being prepared to start operations in Lithuania, Germany, Czechia, and Romania. Nova Post plans to open divisions in these markets in the first six months of 2023.



NOVOBOX

4,353
parcel lockers installed in 2022

100
company engineers maintain parcel lockers and install new ones

NOVA POST IN MOLDOVA

19
branches

214
parcel lockers

232
employees

603,783
shipments, which is 200,000 more than last year



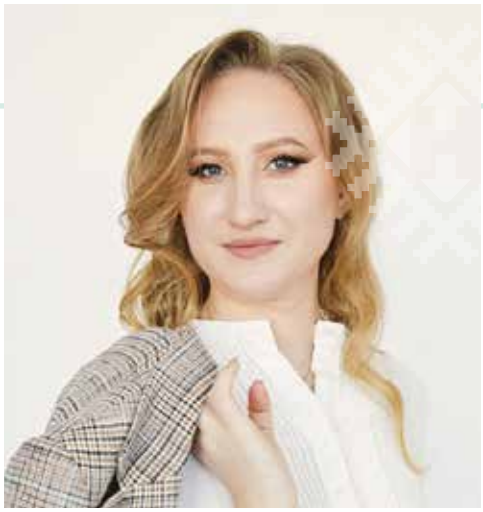


Ours for Ours – an internal volunteer project created to support units of the Armed Forces of Ukraine where Nova Post employees serve. Nova Post employees raise money to purchase military equipment (drones, sights, vehicles, etc.), and Nova Post donates to fundraisers, as well as helps with organisation and communication.

Own airlines of the Nova Post Group of Companies – Supernova Airlines – started preparing for the first Riga – Rzeszów – Riga flight, scheduled for spring 2023: it leased 2 An-26 aircraft and prepared documents for obtaining an operator's certificate at the beginning of next year.

Freight logistics: a new range of services for businesses to transport vehicles weighing as much as 10 or 20 tonnes is provided by Nova Post to entrepreneurs both within Ukraine and on international routes.

NOVA POST – FOR STAKEHOLDERS



Tetiana Tymchenko,
Chief Financial Officer
at Nova Post

Nova Post operates in compliance with the Ukrainian legislation and the legislation of other countries where it conducts business. Honesty and integrity in relations with our customers, employees, partners, suppliers, the state and society are the main criterion for evaluating our actions when paying taxes to the budget, paying monetary remuneration to staff, creating proper working conditions, concluding agreements, and building operational processes.

CUSTOMERS

- → Speed and accessibility
- → Cutting-edge services
- → Quality of services
- → Feedback
- → Global shipping
- → Financial services and security

EMPLOYEES

- → Working conditions
- → Safety
- → Training, career
- → Soft incentives

DEFENDERS

- → Investments and donations for the Victory
- → Systematic support for the military
- → Support for mobilised employees
- → Support for healthcare institutions for the military

PARTNERS AND SUPPLIERS

- → Development
- → Transparency
- → Business Ethics and Compliance

SOCIETY

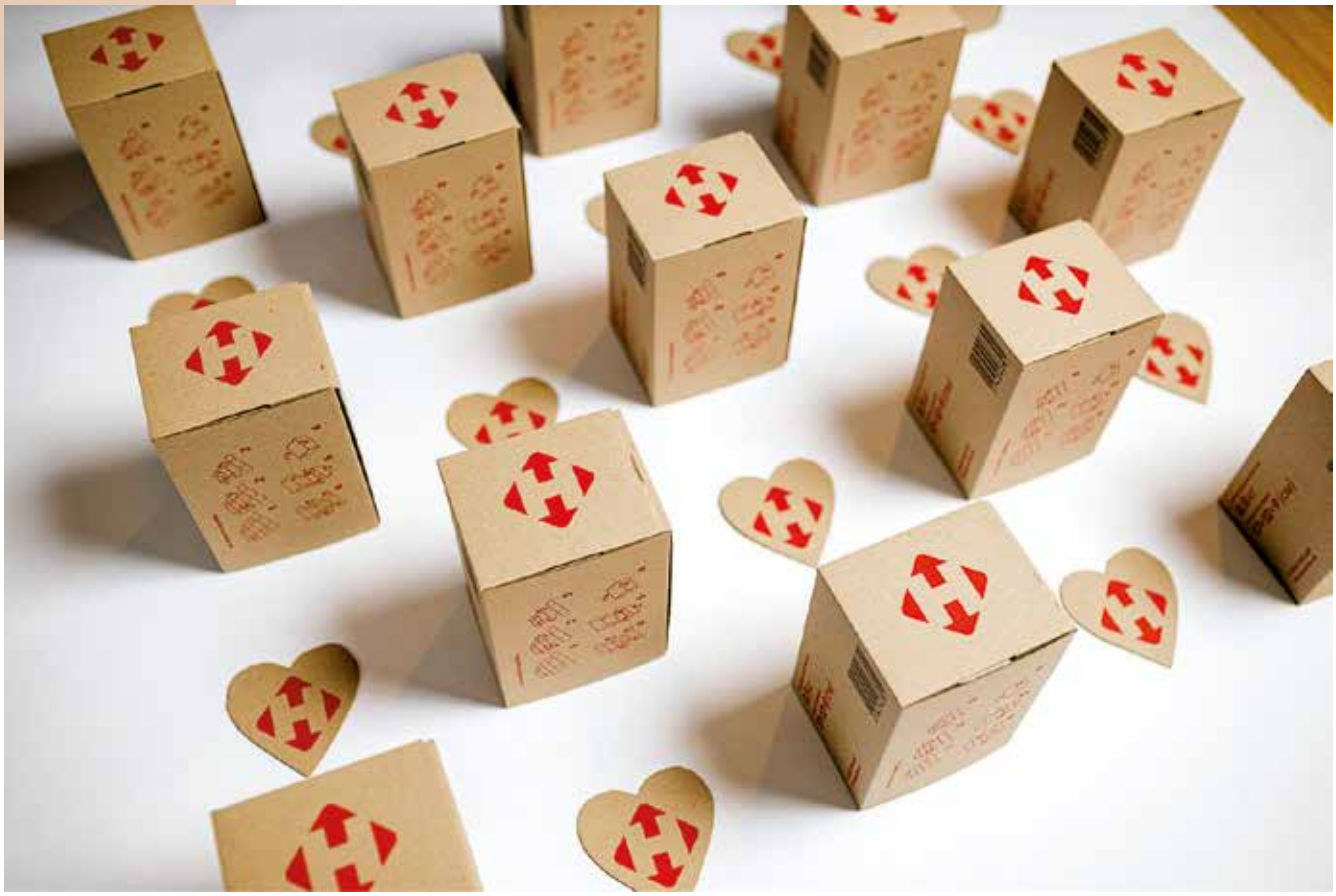
- → Safety
- → Humanitarian Projects
- → Environmental Programmes
- → Support of Cultural Initiatives

STATE

- → Taxes
- → Reporting

INVESTORS

- → Innovations
- → Compliance







NOVA POST – FOR CUSTOMERS

Our customers are all residents of Ukraine, Moldova, and since 2022–of Poland as well. Thus, our main value is people. This is reflected in our strategy with the word HUMAN. Therefore, we provide all services for everyone so that people would to be able to work, earn money, create new businesses, take care of each other, and build connections between relatives, friends, or complete strangers–regardless of distances and borders.



Nova Post is a socially responsible business. In peacetime, people have a choice: where, how, and what to buy, where to go, and when. In times of war, missile and drone attacks, outages, destroyed routes, and broken supply chains restrict our choices significantly. That is why a business that has found the strength to continue working for the sake of people is social. On 25 February, we worked wherever possible. On 26 February, we had only 2% of the usual volume of shipments. But we were rapidly resuming our operations: we opened branches, rebuilt logistics, informed customers of how and where we worked, acted as an ATM, withdrew and issued cash, and delivered humanitarian aid. We immediately offered new, relevant services: “Things from Home Abroad” and “Shipment from Parcel Lockers.” We helped e-commerce get back to work because the country’s economy had to stay afloat. And by the end of the year, we had restored 85% of the prewar volumes.

Oleksandr Bulba,
CEO at Nova Post





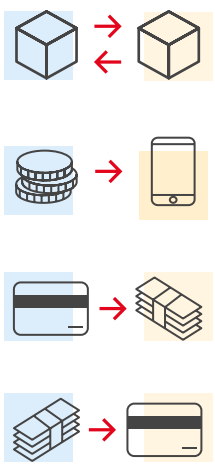
THE FIRST WEEKS OF THE WAR: **NOVA POST WORKS**



Nova Post has not suspended its operations since the first day of the war. We did everything possible every day and in every place, depending on the situation. Since 13 March, the company has resumed the operation of branches on Sundays and started working daily. The functioning of parcel lockers was resumed. In April, courier delivery and pick-up were already available in more than 6,100 settlements. The map of operating contact points was updated on a daily basis and we informed our customers about it every day.

Yevhen Tafiichuk,
Chief Operations Officer at Nova Post

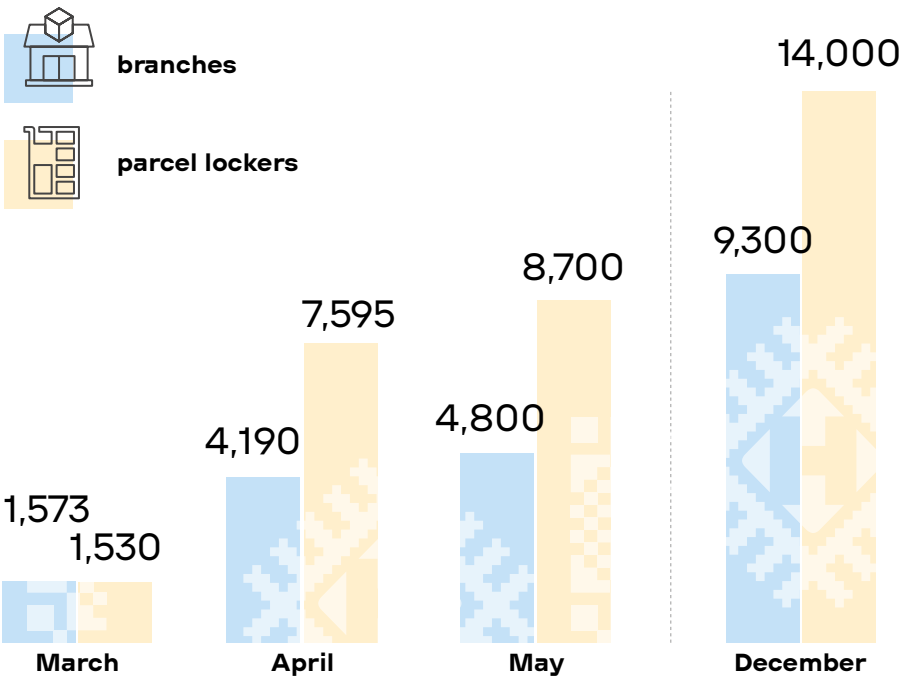
SERVICES THAT NOVA POST PROVIDED DURING THE FIRST WEEKS OF THE WAR:



- → **receiving and sending parcels**
- → **global shipping**
- → **all financial services, namely:**
  - cell phone top-up
  - money transfers
  - cash withdrawal from the card subject to availability of funds
- → **free cash transfers to special accounts of:**
  - the Armed Forces of Ukraine
  - Serhiy Prytula Charity Foundation
  - Come Back Alive Foundation



THE NUMBER OF OPERATING BRANCHES AND PARCEL LOCKERS
AS OF THE BEGINNING AND END OF THE YEAR



FACT

In late April, the Kyiv, Chernihiv, and Sumy Oblasts were completely deoccupied. And in May, Nova Post resumed courier delivery and pick-up throughout the Kyiv Oblast. Residents of Bucha, Irpin, Stoianka, Hostomel, Makariv, and Makariv Raion started using this service again.

PRIORITY SERVICE
FOR MILITARY PERSONNEL AND VOLUNTEERS

- **Volunteers**
- **AFU military personnel**
- **Territorial defence volunteers**

These three categories of customers are served on a priority basis under the new rules of the standard "Providing Priority Service to Customers Requiring Special Attention."

As before, according to the terms of the standard, people of the following categories are also served on a priority basis: the elderly, people with disabilities, war veterans, pregnant women, and visitors with children under 3 years of age.



FIRST-**PERSON**



Sofiia Bunio,
Director of NovaPay Network Regional Management, city of Kharkiv

Kharkiv was shelled starting from the first days of the invasion. More than 100 of our branches in the most dangerous areas were closed, and only a few were working to hand out humanitarian aid. But there were cash balances in the safes of closed branches. We understood that money was to be saved and given out to city residents because it was almost impossible to find cash in the city: banks were closed and collection service did not function. That is why we decided to help people with cash so that they could withdraw their pensions, scholarship allowances, and salaries from their cards, and get money transfers.

We found our cashier operators who had access to the system and could conduct transactions. Bohdan Zolotariov, manager of branch No. 76, and Artur Mnasakanian, operator, agreed to collect the balances and deliver them to the operating branches. We found people with keys to the safes of closed branches, Bohdan brought them to the branch and took them back after the balances were collected.

By the third week of the war, there were many shelled branches in Kharkiv. When Bohdan and Artur reached branch No. 42, they saw that there had been several direct hits: everything was destroyed, the doors were twisted, and cars nearby were damaged. However, the men managed to collect the cash of ₴1 million from there and escape quickly. A few minutes later, the enemy started shelling the area again. However, thanks to the courage of our employees, many people received money to buy food and medicines.



Bohdan Zolotariov and Artur Mnasakanian



To find out more, listen here:



Anatolii Shevchenko,
Territorial Manager,
city of Kharkiv

Only during the night of 11 April, Russia shelled the Kharkiv Oblast 66 times. Invaders destroyed 2 thousand buildings in the city, the damages to road infrastructure made ₴30 billion. Branches closer to Kharkiv got hit by cluster bombs. Near one of them, a shell got stuck right in a tree. Despite everything, Nova Post was operating, and partners in the Kharkiv Oblast resumed operations on 25 February. On the same day, I went to work after spending the night in the underground with my family.

The territory of my network was not captured by the invaders, so almost all branches, except for No. 2 in Zmiiv and Krasnohrad, operated from the first days of the war. Two branches in Zhykhor and Babai were damaged by explosions, but they kept functioning too. Almost immediately, problems with transportation started. Because of the shelling, we had to change routes: we had to drive 150 km or more instead of 70 km. We were forced to close depot No. 4 and move to the KhAI terminal. On 18-20 March, we received all the cargo accumulated there since 24 February. There was so much work to do that there was no time to have a coffee or just to raise our heads. Queues in branches consisted of 30-50 people. But by Monday, 11 April, we had handed out all these parcels, including medicines and basic necessities. The branches also sorted and handed out humanitarian aid.





Partners refueled vehicles at their own expense, carried gasoline from Dnipro because there was no gasoline in Kharkiv whatsoever, and delivered hu-manitarian aid to villages. Employees of the branches understood that the survival of the re-gion depended on them, and it was difficult to replace them. For example, it takes two weeks to train a cashier so that they are able to work unas-sisted: AWIS, cash register discipline, and minimal compliance with the main requirements of the standard. Therefore, they worked 6 days a week, for 8-11 hours. In order to serve volunteers on a priority basis, employees would come to work an hour before the branches normally opened.

To find out more,
listen here:

During the first days of the war, life in Sumy actually froze. It would only get lively around the Nova Post cargo branch No. 1, which is located near the terminal. I went to work because I was not planning to get out of the city. My family stayed, too. I called the employees, and 8 of them were ready to work.

Because the terminal was nearby, we picked up parcels from BDF containers loaded before the war and handed them out to local residents. Customers came from all over the city, the suburbs and nearby areas around Sumy. In addition, we took a docker from the delivery service and travelled all over the city ourselves during the first two weeks, picking up parcels from closed branches to hand them out at our branch. Of course, it was terrifying, especially going to the outskirts, where the shelling was constant. For example, an art college is located near one of the branches, and it was hit five times. It was dangerous at work, too: regular air-raid alarms, then shelling, and you need to hide. They would shell all night, and in the morning, we were supposed to start our shift.

On 4 April, the terminal in Sumy resumed operations, and 32 employees turned up to work. Branch No. 1 started functioning in full, handing out and sending parcels, as well as providing other services. On the same day, branch No. 5 opened, and on 5 April, branches No. 4, 6, 8, and 14 opened. Couriers started working. A week later, 18 branches were already operating.

To find out more, listen here:



Maksym Samoilenko,
Manager at branch No. 1,
city of Sumy







When the hostilities started in the oblast, we closed branches in Khotianivka, Dubechnia, and Lebedivka on the left bank, as well as in Kotsiubynske, Novi Petrivtsi, Stari Petrivtsi, and Liutizh on the right bank. The Vyshhorod and Ivankiv Districts were the first to be invaded by the enemy. Starting from the first day, everything was for real there, helicopters were flying, and everything was exploding.

After the liberation, the branches to the northwest of Kyiv turned out to be completely destroyed and looted by the invaders. The right-bank branches were partially saved thanks to the military who blew up the bridge between Demydiv and Liutizh. This forced the enemy to turn west and prevented the occupation of several villages and Vyshhorod. When the business in the Kyiv Oblast started to gradually come back to life, we opened branches in Kotsiubynske, Stari Petrivtsi and Novi Petrivtsi. However, residents returned very slowly. Needless to say, many entrepreneurs did not believe that their former major customers would return at all. Many of them returned to a completely destroyed infrastructure. The furniture factory burned down, the Ardis bicycle warehouse was destroyed. But we were glad to see at least some of the residents coming back. In addition, they needed Nova Post services, and obviously, a lot of needs had accumulated. The owners of the premises met us halfway: they did not ask for the full rent. We also discussed everything with our employees and agreed that the salary would depend on turnover. And it gradually levelled off.

To find out more, [listen here]:



Vladyslav Kmet,
partner in Vyshhorod Raion,
the Kyiv Oblast,
and employees of the branch
in Kotsiubynske





SPEED AND **ACCESSIBILITY**



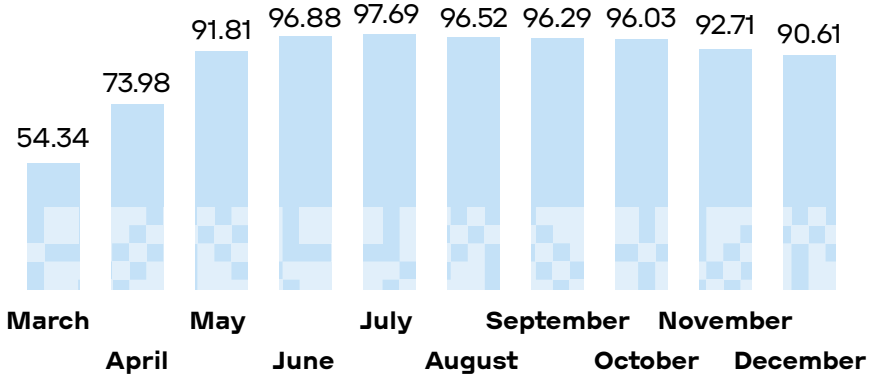
Oleksii Taranenko,
Director for
Business Development

We believe in Ukraine's victory and are doing everything possible to accelerate the recovery of our economy. After all, we know that during the war, Ukrainians expect more than just delivery services from us. Now, we are solving people's pressing problems, which once again confirms the reputation of a super-service company. The company keeps investing in the restoration and construction of new divisions. In May 2022 alone, 16 new branches were opened in Odesa, Lviv, Brovary, Kyiv, and Oleksandriia, and a mobile branch was opened in Bucha. Another 10 branches moved to new modern premises. Not only did we not stop the development of new services, we even accelerated their implementation, because Ukrainians need them today and now. New branches and terminals, automation and robotisation of processes, development and improvement of the parcel locker network embody Nova Post's strategy, which is relevant even during the war: speed, user-friendliness, service, convenience, and proximity.

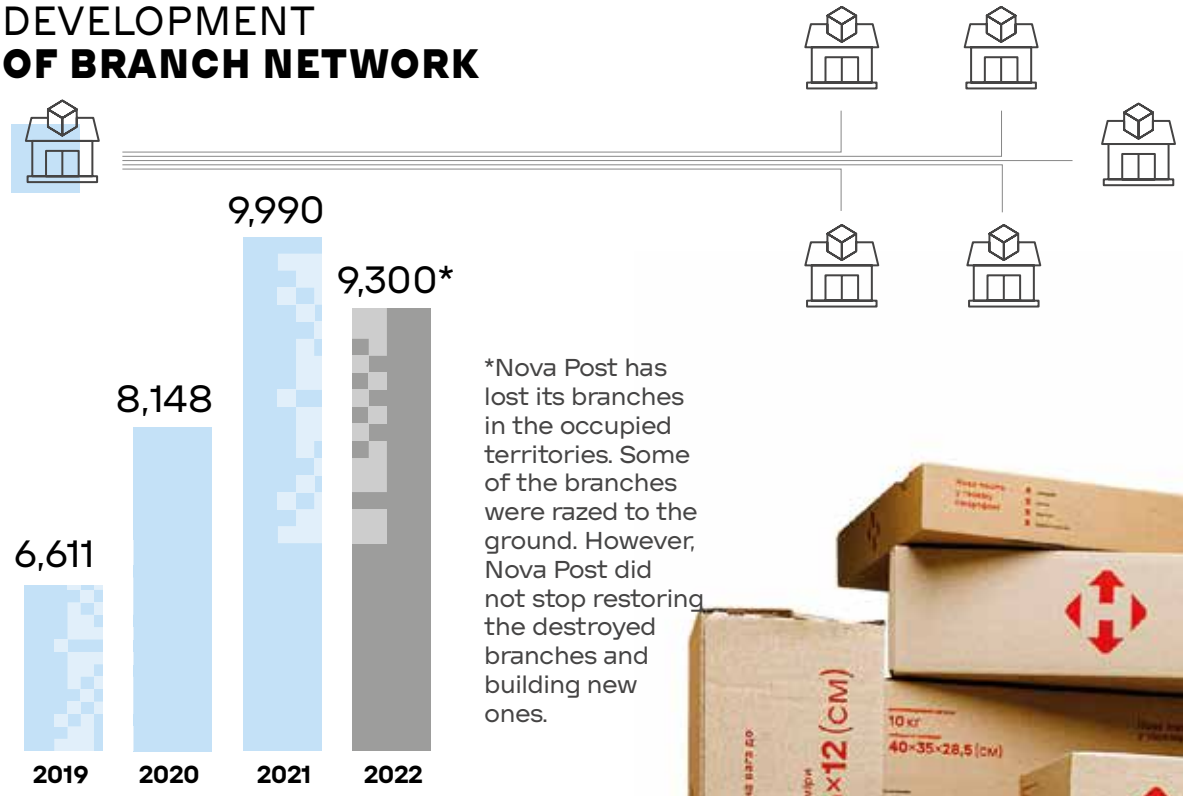
23 hours
average speed*
of delivery across Ukraine

*At the beginning of the war, our average speed dropped to 5 days. But in May, we have already returned to the pre-war figures.

Estimated parcel delivery time, %

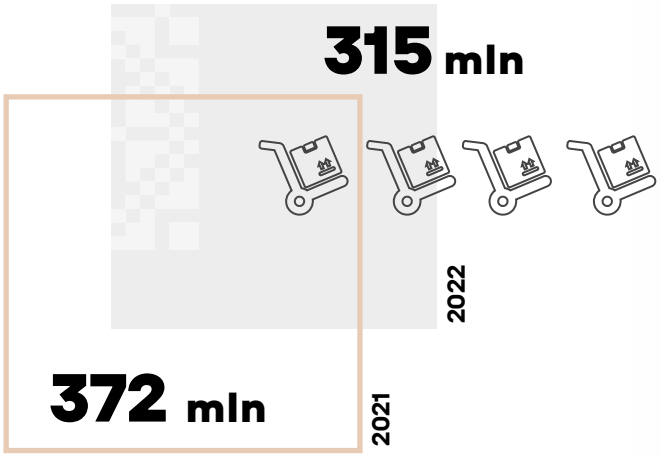


DEVELOPMENT **OF BRANCH NETWORK**



*Nova Post has lost its branches in the occupied territories. Some of the branches were razed to the ground. However, Nova Post did not stop restoring the destroyed branches and building new ones.

PARCEL AND CARGO DELIVERY VOLUMES





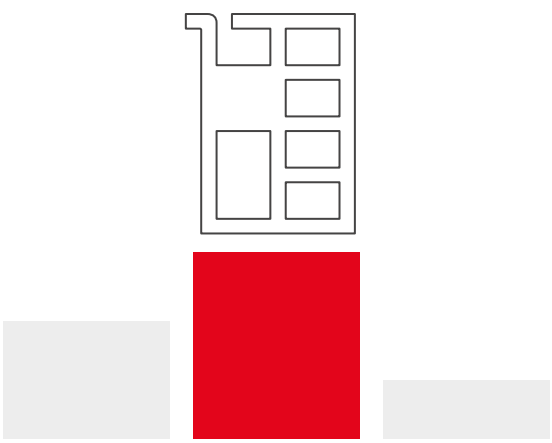
* This is only 15% less compared to the last peaceful year.
The figure was affected by the impossibility of working in the occupied territories.

PARCEL LOCKERS

Last year, Nova Post created a vast network of parcel lockers, larger than that of all market operators. This year, despite the war, we are still the leaders in this area. The advantage of such a delivery channel is its security: customers can pick up their shipment with a single click on their smartphone at any time. After all, parcel lockers are available around the clock. It is convenient and comfortable. We went even further and introduced sending parcels via parcel lockers this year. This service quickly became widely popular.



Artur Kudelin,
Director of the Parcel Locker Department



ADVANTAGES OF USING A **PARCEL LOCKER**

- → Customers receive and send their parcels near home, work, etc.
- → Parcel lockers are available 24/7.
- → A large number of online stores choose shipping to the parcel locker.
- → Our parcel lockers function without connection to the power grid or the Internet.
- → No need to stand in queue.
- → A parcel locker is a delivery channel that does not require contact with people.

13,700

parcel lockers within the Nova Post network in Ukraine in 2022

233,802
lockers for parcels weighing up to 30 kg!

1,189
in malls and business centres

9,422
in residential building entrance halls

3,407
in the streets

Parcel lockers are always close to your office or home:

→ 1-10 minutes away in megalopolises;

→ 1-15 minutes away in oblast centres;

→ 1-25 minutes away in small towns and villages.



NEW SERVICE–SHIPMENTS FROM THE PARCEL LOCKER

For the sake of the customers' safety and greater convenience in using parcel lockers, Nova Post has launched a service that enables customers to send parcels from parcel lockers.

- → **Shipping destinations:** another parcel locker, branch, or recipient's address across the country.
- → **What can be sent (and received):** any parcels weighing up to 20 kg that contain books, documents, shoes, toys, dishes, cosmetics, clothing, small household appliances, etc.
- → The courier comes to pick up parcels from the parcel locker twice a day across Ukraine, and 3 times a day in Kyiv.
- → If the shipment is not packed, Nova Post will pack it.

RULE:
only one shipment per parcel locker cell. However, the number of shipments per visit is unlimited.



A TRANSFER POINT SERVICE VIA A PARCEL LOCKER

You can leave your parcel at the same parcel locker where the recipient will pick it up. This is very convenient for customers when they need to quickly transfer keys, documents, or an important item if they are unable to do it in person.

How to use the service:

- → Open the Nova Post mobile app and click "Create Shipment".
- → Select a parcel locker for sending.
- → In the "Pick-up Location" box, select the same parcel locker.
- → Specify the recipient's details, locker size, and parcel description, and create an electronic waybill.
- → The recipient will receive a parcel delivery notification on their phone.

NOVOBOX

Novobox is an engineering and technology subdivision of Nova Post Group of Companies ensuring the production and development of parcel locker infrastructure.

About 100 company engineers are engaged in installing and maintaining parcel lockers in 375 settlements.

Novobox employees, together with Ukrainian and international partners, developed and put into operation cutting-edge parcel locker models, which provide the simplest and most convenient service for customers.

Peculiarities of a new format parcel lockers:

- They have no displays to enter the code.
- Lockers can be opened using Nova Post mobile app.
- When the order arrives at the parcel locker, the customer receives a notification, presses the “Open Locker” button in the mobile app and picks up the order.
- New parcel lockers are equipped with strong batteries and can function without electricity and Internet connection.





Nova Post has one of the largest networks in Europe with its 14,000 parcel lockers. During the war, this delivery channel turned out to be very relevant because parcels can be picked up and received at any time, and even during curfew if the parcel locker is installed in the residential building’s entrance halls. Our parcel lockers operate using on autonomous power sources, and have a convenient design and user-friendly services. By the way, we are developing our network not only in Ukraine but also abroad: we have launched parcel lockers in Moldova.

Oleksandr Lysovets,
CEO at Novobox





Serhii Symonov,
Director for Terminal Logistics

AUTOMATION

To ensure that each customer receives their parcel within 24 hours, Nova Post implements automation of its processes. This allows us to process 15 million parcels a day. Therefore, the company invests in innovative terminals from year to year. During the 10 months of the war, six sorting terminals and Nova Post depots were damaged by shelling and bombing. Three of them were looted. The terminal in Mariupol, which is now occupied by invaders, was completely destroyed. Missile strikes were carried out at terminals and depots in Mykolaiv, Dnipro, Kharkiv, Chernihiv, and Poltava. Losses from the destruction of terminals and other facilities amounted to ₴502 million.

However, Nova Post restores and builds new automated terminals. They are equipped with high-tech lines where shipments packed in boxes are sorted in mere seconds. Parcels are automatically weighed, and scanners installed on sorting belts read the markings on all sides of the box. After that, the system determines the direction in which the parcel is to be sent. This means that parcels reach our customers as quickly as possible. After all, any of them may contain something vital.

MOST POWERFUL PROJECTS
ON LAUNCHING AUTOMATED TERMINALS – 2022

DAO, Dnipro

On 2 February 2022, Nova Post opened an automated DAO terminal with a total area of 16 thousand m^2 in Dnipro with a processing capability of 26 thousand parcels per hour to double the speed of parcel processing for 108 settlements in the Dnipropetrovsk, Kharkiv, and Donetsk Oblasts. It is the largest in terms of capacity after the Kyiv innovation terminal (50 thousand parcels per hour).

The terminal is equipped with automated equipment of the Dutch MHS Global, Lithuanian Equinox, and SBR robots of Ukrainian production:

- → The main, two-tiered line for sorting parcels in boxes up to 30 kg.
- → Spiral vertical "shell" gutters for downward movement of parcels.
- → Telescopic conveyors delivering shipments directly to the car body (29 for loading and 14 for unloading).
- → Separate automated line for sorting small shipments up to 2 kg (10 thousand parcels per hour).
- → Robot carriers with a carrying capacity of 300 kg and a pulling capacity of 1,000 kg.





500
jobs created on DAO for 24/7 work in 4 shifts

~€28.5 mln
Nova Post's investment in the facility, of which **€13 million** is a loan from the EBRD



Zaporizhzhia is a frontline city of heroes. Constant hits, especially in October, significantly affected business activity, and many people left the city. However, life goes on during the war and business in Zaporizhzhia is also reviving. We are recovering and developing.

Volodymyr Popereshniuk,
Co-Owner of Nova Post



SICH, Zaporizhzhia

On 25 February 2022, the grand opening of Zaporizhzhia terminal was planned: tickets to Zaporizhzhia were booked, journalists from all over Ukraine were invited... The plans were thwarted by the war only in terms of the celebrations. The terminal started operating mainly dealing with humanitarian cargo.

16,000 shipments per hour, or 384,000 per day is the capacity of the SICH terminal due to its 24/7 operation.

>8,224 m²
terminal area

78
ramps for cars of all formats for loading and unloading

Automatic sorting systems **Shoe Sorter and Konsort**

176
full-time employees



Terminal in Boryspil

The construction of another logistic hub near Kyiv began in November 2021, and, just like in Odesa, was suspended after the onset of the war. Since 1 October 2022, construction has been works resumed.

31,664 m²
total area of the centre

₴ 1.8 bln
total investment in construction and equipment

Terminal in Odesa

Despite the war, the construction of the logistic hub in Odesa, which started in late 2021, continues. With the onset of the war, it was suspended, but the Company resumed work in September 2022. The construction is scheduled to be completed in 2023.

28,065 m²
total area of all premises

≈₴ 1.3 bln
total investment in construction and equipment

TERMINAL OPERATIONS WITH HUMANITARIAN CARGO







Ruslan Stadnik,
Manager of Khmelnytskyi cargo terminal

In one 12-hour shift, we processed about 5.5 thousand shipments, of which more than 3 thousand are humanitarian cargo. Our terminal served as a transit hub between the east and west of Ukraine: we sorted cargo coming from Europe and sent it to the frontline regions. There, they were received by volunteers and delivered to where they were most needed. Compared to peacetime, the share of heavy cargo on pallets at the terminal has significantly increased. If earlier the average parcel weight was 50 kg, now it has increased to 200. Humanitarian cargo is a priority for us: it is unloaded and sorted immediately, before any other shipments. Parcels contain both necessary items for the front line and aid for displaced persons or people from frontline areas. These include armoured tactical vests, first-aid kits and medicines, clothing, food and hygiene products.







Since the beginning of the war, Nova Post terminals have largely been repurposed to work with humanitarian cargo.



TERMINALS THAT WERE DAMAGED









Mykolaiv:
On 15 April, in the evening, invaders fired a missile at the Nova Post terminal launched in 2021. Three employees were injured.

Kharkiv:
On 22 April, KhAI was struck by missiles. In Kharkiv, one employee was killed and six employees got injured.

Dnipro:
On 9 November, kamikaze drones hit a depot in Dnipro. One employee was killed and three employees got injured.

Chernihiv and Poltava:
Terminals were shelled.

Viacheslav Klymov visited the KhAI terminal and branch No. 140 in Kharkiv, which were hit by a Russian missile in March. According to branch manager Ivan Kulachuk, employees were very pleased that the co-owner had just visited them and that he immersed himself in their processes.

Inna Popereshniuk visited Poltava cargo branch No. 1, which was damaged by the debris of the kamikaze drone, and expressed her support for the employees who continued to work. While the renovation was underway, a mobile branch was set up there.

Volodymyr Popereshniuk visited Zaporizhzhia and Dnipro, visited the terminal and depot attacked by drones, and saw injured employees at the hospital.

On the night of 9 November, the enemy extensively used kamikaze drones to attack Dnipro. The air-raid alarm went on after the depot had been hit. Four employees were seriously injured. Victims were quickly taken to the Mechnykov Hospital. But Andrii Cherevko's injury was critical: his right hip was torn off by debris, and he almost bled to death. He was immediately taken to the operating room. The guy underwent two surgeries. Nova Post employees donated blood en masse to save his life. Doctors did everything possible, but on the night of 14 November Andrii died. He was only 18 years old.

Nova Post provided colleagues with all the necessary medicines and full medical support during recovery and rehabilitation. The operation of terminals, depots, and branches was resumed after renovations. However, we cannot bring back the people who died.









CONVENIENCE

SERVICES
LAUNCHED IN 2022

RETURN TO ANY ADDRESS

The demand for the service emerged during the war. Sometimes, customers were simply unable to pick up the returned packages because they moved somewhere. This has become particularly inconvenient for entrepreneurs.

Nova Post has expanded the functionality of the Return service: one can return a parcel to an address that differs from the address it was sent from. Customers can do this on their own in the business account, using tracking on the website or in the mobile app.



ANOTHER RECIPIENT

If the customer is unable to receive a parcel and pay for it, they can assign it to another person using our mobile app. The Another Recipient service is free of charge and applies to shipments worth up to ₴30,000.



4 KG CLOTHING BAGS

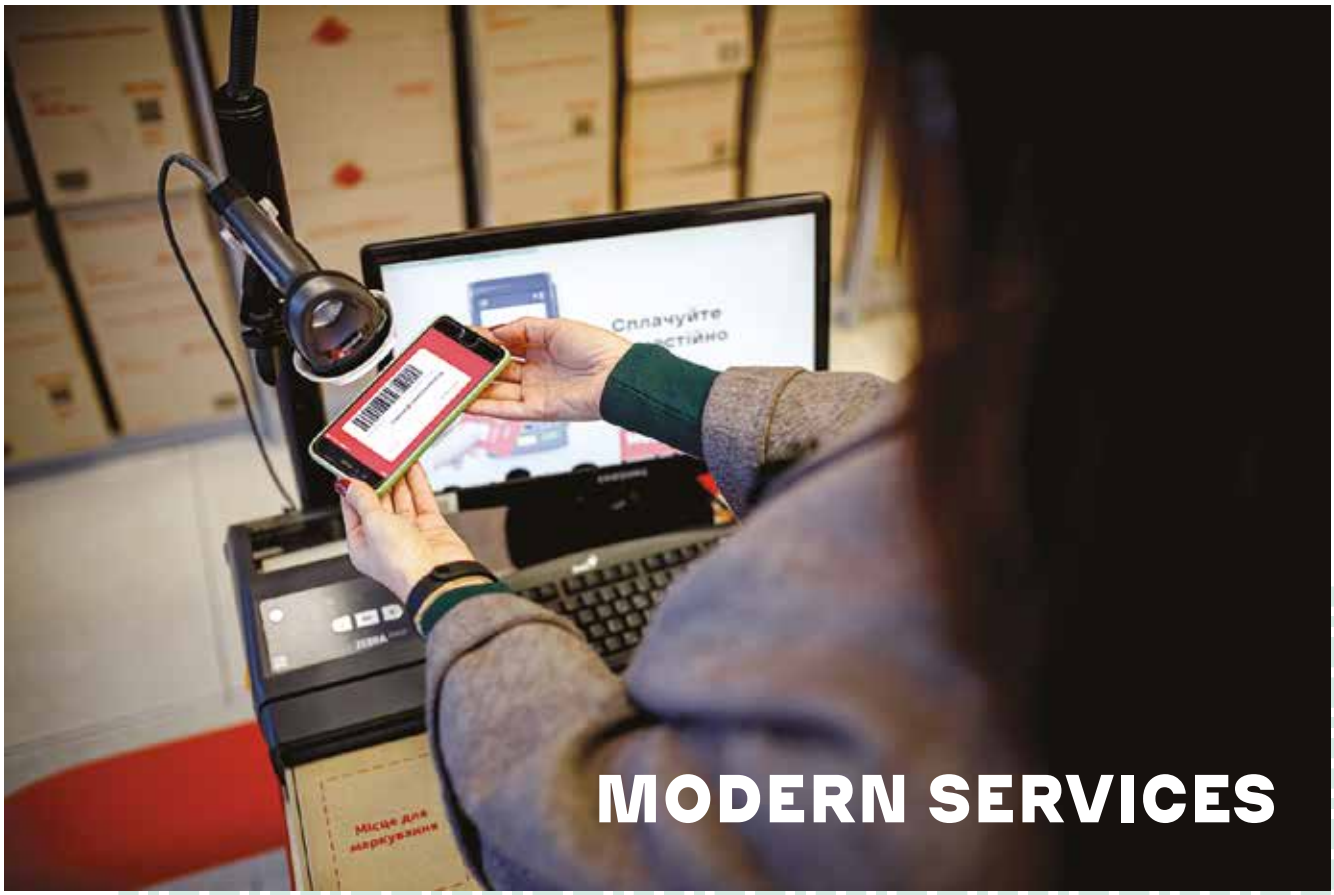
Large bags for clothing of 4 kg have been successfully piloted and implemented. During the war, this packaging became needed because many people left with a minimum of their belongings that were then ordered in stores or sent by someone from home. The advantage of this package is its simple design, which also allows for reuse, and a small price of ₴8.



SUITCASE DELIVERY ~~₴120~~

across Ukraine, which was introduced in January for travellers, also extended to boxes up to 30 kg. After all, millions of Ukrainians have become internally displaced. Delivery of their belongings has become a necessity for them.





Services in numbers:

Mobile app

₴25.1 mln
active users

₴20.8 mln
electronic waybills (EW)

Business Account

₴2.6 mln
active users

₴50 mln
electronic waybills (EW)

API service

₴123 mln
electronic waybills (EW)

Digitalisation has been an important part of Nova Post's strategy for several years. We continuously invest in the development of the mobile app and courier app, website, business account, and cyber protection to make sending and receiving parcels more convenient and secure for customers. We are also constantly looking for even more effective tools for internal processes – the performance of dispatchers, call centres, accounting systems, etc. It is the focus on technology that helps Nova Post provide customers with the highest level of service. Thanks to investments in our own IT technologies, Nova Post is able to process so many parcels to deliver them quickly.



Andrii Chepiha,
CEO at Nova Digital

DIGITAL INFRASTRUCTURE FOR THE CUSTOMER CONSISTS OF FOUR MAIN SERVICES:

Nova Post API is a set of business tools designed to automate working with Nova Post. The API functionality allows quick integration of logistic processes into any business and serves as a single entry point for all customers and services. API integrations with our own CRM speed up order processing.

Mobile app on your phone allows to manage shipments 24/7. Quick access to information makes the service of express delivery in Ukraine even easier and more comfortable.

Business account is a personal page on the company's corporate website where a customer can manage their shipments, create waybills, and call a courier 24/7.

Tracking allows the customer to monitor the shipment movement and manage delivery: find out the parcel's location, forward it to another person, extend the term of storage in the branch, and pay for delivery services.



CUSTOMER SUPPORT
AND PROCESSING OF REQUESTS



Aliona Mytrofanova,
Director of the National
Contact Centre

At any time, our daily work is lots of calls, messages, and taking on a whole range of different emotions of our customers. In the first months of the war, our specialists had to partly take on the role of psychologists: find ways to cope with the customer's emotions and find the right words to answer the question, "How should we live now? What will happen now? Do branches work? Will the company deliver the shipment, because it...". Parcels contain medicines, documents, and keys which people need urgently in their specific circumstances. However, the circumstances are all common and too terrible. But people's hope for Nova Post motivated us, kept our employees from falling into despair, and encouraged us to continue helping people.

REQUESTS
TO THE NATIONAL CONTACT CENTRE

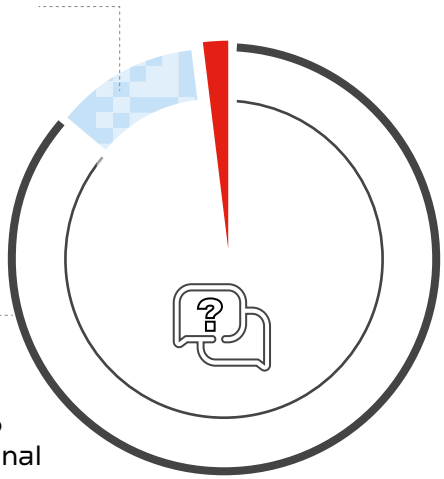
>11 mln
requests
processed in 2022

84.5% of requests by phone are resolved during a call. In 15.5% of cases, employees resolve requests after additional clarifications or actions.

The average time to resolve such requests was halved compared to 2021.

11.9%
online requests
chats, Viber,
via Telegram,
feedback forms
on websites,
e-mail, etc.

1.8%
requests
on social media



86.2%
calls to the National
Contact Centre

FEEDBACK
IN DIGITAL CHANNELS

Nova Post has a digital channel feedback department. Its employees work with customer requests on social media: they actually solve all the issues and problems experienced by people who ask for help or comment under posts, and advise on the company's services and rules.

>200,000
requests were processed using digital channels: Facebook, Instagram, TikTok, X, LinkedIn, Telegram

16.3
hours – average time to close a customer's request (address an issue), which is 6 hours less than last year

97.62%
make up the first responses to the customer within 30 minutes

47.5
requests were processed on average by each department employee per day in December when the company had a "high season" – peak annual load due to New Year's holidays



FINANCIAL SERVICES **AND SECURITY**



Andrii Kryvoshapko,
CEO at NovaPay

We have planned a lot for 2022, and, despite the full-scale invasion, we were able to implement a lot. Some plans were postponed, some were adjusted to the needs of customers, for example, this is how the Parcel on Credit appeared. The main needs were met: large-scale preparation for working in the European market, the launch of credit products, and, of course, providing Nova Post customers with high-quality financial services, the most relevant of which during the war were money transfers, payments, and cash withdrawal. At the beginning of the war, we were nearly the only place where people could get it.

We also immediately joined the aid campaigns for the Armed Forces of Ukraine and launched a charity campaign in April. In 4 months, thanks to our customers and the zeal of our employees, we increased the incoming funds for our military by ₴18 million. We keep improving our payment infrastructure, looking for and being the first to introduce new, fast, and secure technologies, making our services more accessible and convenient, and doing everything possible to take a worthy place on the European fintech map with products that are interesting both for Ukrainians and Europeans.

NOVAPAY

335
mln
transactions
a year

270 mln
transfers amounting to
₴167.7 bln

Leader among non-banking money transfer systems in Ukraine, with a market share of 45.0%. This is evidenced by the data of the National Bank of Ukraine. The regulator also recognised NovaPay as one of the top five important payment infrastructure facilities.

Received an award of the Ukrainian FinTech Awards for the best collaboration of a logistics and fintech company in 2022.

Employer of the Year
according to the results of the Ukrainian FinTech Awards-2022.

Best TechFin Project
based on the results of 2022, according to the PaySpace Magazine Awards.





FINANCIAL SERVICES LAUNCHED IN 2022

PAYMENT OF CASH ASSISTANCE TO UKRAINIANS FROM THE UN WORLD FOOD PROGRAMME

In 2022, NovaPay continued its cooperation with Western Union. 700 thousand transactions were made by NovaPay under the programme of cash assistance to internally displaced Ukrainians from the UN World Food Programme in the Nova Post branches. Receiving other international money transfers never stopped.

HANDING OVER OF SALES REVENUE

Business customers now have the opportunity to hand over sales revenue at Nova Post branches, which has become especially important in small settlements where there is no access to bank collection. Funds are transferred to the current account of the company or individual entrepreneur in any Ukrainian bank.

MERCHANT ACQUIRING

We have launched our own online acquiring and servicing of Visa and MasterCard payment cards.

THE PARCEL ON CREDIT SERVICE

NovaPay provided an opportunity for Nova Post customers to receive parcels with payment on delivery, to receive parcels on credit during pickup. At the same time, the seller of the goods receives funds as soon as the customer examines the parcel and confirms its receipt. The credit is issued for 12 months for goods starting from ₴1,000 or more. Find out about the individual credit limit for each customer in the mobile app, in your personal account, or in the Nova Post branch.

THE INSTANT ONLINE SERVICE

With this new service, customers can instantly transfer funds from a bank card to the Nova Post branch via the website online.novapay.ua. After all, it is during quickly the war that the ability to send money, without leaving the home, to another region of the country where it can be quickly received in cash at any of our branches, has become an urgent need.



DATA **SECURITY**

NovaPay received the On the List 2022 award, which confirms the reliable protection of users' bank data when making payments through the NovaPay international payment system. Companies included in the On the List 2022 undergo reviews annually.

NOVAPAY ENTERED **THE EUROPEAN MARKET**

- Opened branches in Chisinau and Vilnius were opened in 2022.
- A licence to conduct money transfers in Moldova was obtained.
- Documents were submitted to the Central Bank of Lithuania to obtain an EMI (Electronic Money Institution) licence.



NOVA POST–
FOR BUSINESS CUSTOMERS



Mykhailo Tetiorkin,
Head of the Strategic Customer Relations at Nova Post Sales Department

At the beginning of the war, in a context of uncertainty, managers working with Nova Post's corporate customers became a mainstay for entrepreneurs. During the first 1.5 months, we managed to motivate most of our customers to restore their businesses and supported them. We helped our customers move their businesses from the hottest spots in Ukraine. We focused on freight shipments, machine tool export, and complex transportation of enterprises and productions. This service was in high demand in April. The situation improved every month. Many entrepreneurs resumed their work in a new location and started implementing even more than they used to before the war.

6 March 2022: **9.5 thousand** working counterparties in the customer base.

30 March 2022: **45 thousand** working counterparties (~35% of the total customer base).

2-2.5 thousand corporate customers who resumed their operations were being added to the customer base every day.

Within six months, **80-90%** of business customers have resumed their work.









FREIGHT **LOGISTICS**

Freight (contract) logistics is a set of services that allows customers to order transportation of not only individual parcels or pallets but also of heavy freights that take up entire cars of 10, 20 tonnes or space in them. Since the beginning of the war, the demand for freight has increased, hence Nova Post started providing these services both across Ukraine and on international routes.

There are two ways to order the service:

- Online calculator: you can calculate the cost of delivery and book transportation.
- Contacting the sales department. The sales manager keeps in touch with the customer from the moment of contract conclusion (unless there is one already) until the cargo is delivered.



INTERNATIONAL SHIPPING



- Launch in Poland
- Development in Moldova
- Preparing to enter new European markets
- Online shopping in foreign stores and marketplaces with delivery to the branch
- Delivery of goods sold on Amazon, eBay, etc., from Ukraine
- Own airlines Supernova Airlines



Viacheslav Klymov,
Co-Owner of Nova Post

Previously, we shipped globally through partnership with other companies, but now Nova Post has entered the international market, too: we have been operating in Moldova for several years and have just launched in Poland. But we understand that this is just the beginning. We are actively moving towards Lithuania, Czechia, Romania, and Germany. We focused on statistics, choosing countries where most Ukrainians were forced to move. Now, our citizens abroad need us urgently, and we may also be useful to residents of European countries. Thus, we need to enter new markets here and now.



NOVA POST **IN POLAND**

At Nova Post branches in Poland, Ukrainians can:

- receive their belongings from home;
- send parcels with clothing, food in factory packaging, equipment, etc., to Ukraine;
- use packaging services;
- pay for services in cash, by card, or contactless via Apple Pay or Google Pay.

During blackouts, new generators, batteries, and charging stations of up to 30 kg were sent from Polish branches without customs duty and tax and delivered to the customer's address or any Nova Post branch in Ukraine. The delivery took up to 5 days.



18 Nova Post branches were opened by Nova Post in Poland.

In October, the first branch was opened. During the last three months of 2022, our own branches were launched in major Polish cities:

- Warsaw – **6**
- Kraków – **2**
- Lublin – **2**
- Gdańsk – **2**
- Poznan – **2**
- Wrocław – **2**
- Rzeszów – **1**
- Łódź – **1**

215 thou
customers in December 2022

220 thou
parcels

222 thou
registered mobile app users

216
employees

NOVA POST **IN MOLDOVA**

603,783
shipments made by Nova Post in Moldova in 2022

- The company delivers documents from Moldova to **95 countries** of the world.
- **TO GO** – delivery in Chisinau from branch to branch in just 3 hours.
- **"Transfer Point"** – a service available to residents of cities where Nova Post is present.
- **Moldova Agroindbank** – we partner with the most famous bank in the country, to which Nova Post in Moldova delivers salary, debit, and credit cards.





Nova Post network in Moldova includes:

19
branches

214
parcel lockers

232
employees

Branches offer a wide range of services, from sending and receiving parcels to utility and state payments.



POSITION ON THE MARKET **AND REPUTATION OF NOVA POST**



Olena Plakhova,
Chief Reputation and Marketing Officer at Nova Post

Nova Post stays by the people at all times of their lives. We are present at all levels. We are together when combating the COVID pandemic and rehabilitating the military. We are close when the electricity and connection are needed. We support those who had to find themselves far from their loved ones. We deliver to locations where no one delivers but us. We run a marathon together in Ukrainian New York. We evacuate enterprises so they can operate in new locations. With all our activities, we help many businesses develop: we launch important services, contribute to their deployment in the new markets, and teach entrepreneurs at Nova Post School of Business. We do our work out of love for Ukraine and its people. This is why we have a reputation as a volunteer company. The company that serves as a mainstay for people at all times. Nova Post's reputation is based on our values, actions, and professional communications.

POSITION **ON THE MARKET**

99%
brand awareness

98%
used the services

93%
used the services
over the last 6 months

79%
the company that comes
to mind first (Top of mind)

78%
the highest level of trust
among delivery companies



This is data from the Online Health Study of the "Nova Post" brand, conducted by InMind in August – September 2022 among the urban population aged 18-60 who use delivery services (except for residents of temporarily occupied territories).

FUN FACT

83% of customers consider Nova Post the fastest delivery. Speed is among the top 3 associations with Nova Post, according to 68% of respondents.

NOVA POST'S REPUTATION

The Reputation Institute defines that business success depends on stakeholder support, stakeholder support depends on trust, and trust is the foundation of a sustainable reputation.

TRUST → SUPPORT → SUCCESS



But what does reputation depend on? How to make stakeholders trust and support the company? Seeking answers to these questions, the Reputation Institute developed the RepTrak® reputation measurement model.

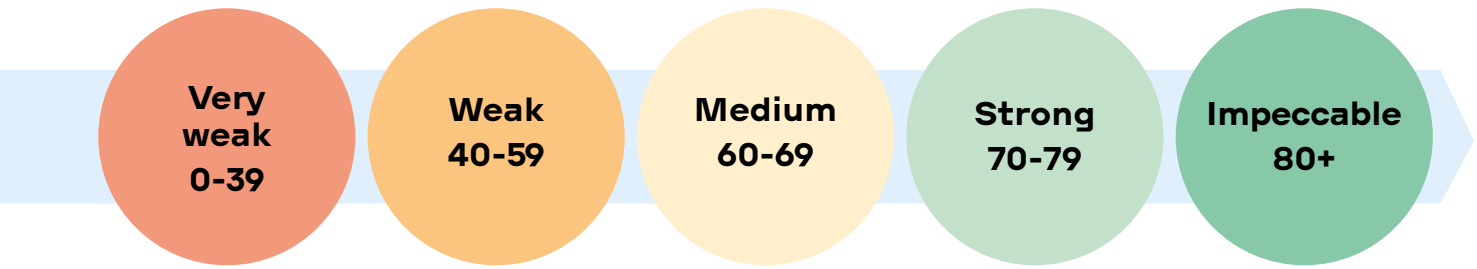
For stakeholders to trust the company and, as a result, support it, the company must meet their expectations concerning the following dimensions:

- Products/Services
- Innovations
- Working Conditions
- Management
- Responsibility
- Leadership
- Performance

78.25

total reputation index of Nova Post

The reputation index* allows for a comprehensive assessment of the efficiency of working with stakeholders, the perception of the company's activities, and its media influence. Reputation is measured on a scale from 0 to 100. A score of 74.6 means that Nova Post is in the green zone and has a strong reputation.
We do not stop at what we have achieved, we are constantly improving, and with all our activities, we strive to become a brand with an unrivaled reputation.





*The reputation index is measured based on the international RepTrak model according to the methodology of the Reputation Institute (Massachusetts, USA). Since 2016, annual reputation assessments of more than 5,000 brands in more than 60 countries have been conducted based on the RepTrak model.





DEFENDERS

In the days when the country's support for the army came first, Nova Post buys and delivers ammunition, equipment, drones, communications equipment, cars, generators, etc., for the military. Every month, the company donates to the Come Back Alive Foundation, the Serhiy Prytula Charity Foundation, United24, etc., funds the development of Ukrainian drones and sapper robots, supports the State Emergency Service, and takes care of the rehabilitation of our defenders.



Viacheslav Klymov,
Co-Owner of Nova Post

Risking their own lives every minute, our soldiers provide millions of Ukrainians with the opportunity to enjoy time with their families, drink morning coffee, study and work, support the country's economy, that is, just live their lives! We are very grateful to them for this, and our support for them with funding, provision of military equipment, logistic services at our expense, and the dedicated work of our employees are our ways to express our gratitude. The company systematically supports 5 military units and all mobilised Nova Post employees, helps other units and soldiers based on their specific needs, and cooperates with volunteers.

INVESTMENT **IN VICTORY**

₴ 388.4 mln
total investment in Victory by Nova Post in 2022

₴ 183.5 mln
support for the army

₴ 143.03 mln
support for mobilised employees

₴ 41.01 mln
humanitarian post of Ukraine

Every day, our military defends Ukraine standing for its independence. They are real heroes of Ukraine. Therefore, as a conscious company, as a Ukrainian company, we must do our best to provide our defenders with a reliable rear, support the country economically, and ensure that our soldiers and volunteers have everything they need.

Volodymyr Popereshniuk,
Co-Owner of Nova Post



₴ 3.4 mln for supporting the AFU

the result of the NovaPay charity campaign for online payments. NovaPay transferred ₴10 of each transfer to the NBU special account for the Armed Forces of Ukraine.

₴ 11.36 mln
demining

₴ 5.05 mln
support for healthcare institutions

₴ 4.44 mln
support for State Border Guard officers



SYSTEMATIC SUPPORT **FOR THE MILITARY**



₴ 183.5 mln

donated by Nova Post in 2022 as systematic support to the Ukrainian army

Nova Post regularly covers the needs of five units of the Armed Forces of Ukraine.

Other units and individual military personnel also receive assistance from the company.

Moreover, the company has a system of support for the mobilised Nova Post employees and the units where they serve.





DONATIONS
FOR THE VICTORY

In 2022, Nova Post, as a corporate citizen, transferred funds to charity foundations and organisations helping our army and much more.

₴ 25 mln
donated by Nova Post on 24 February 2022 for the needs of the Armed Forces of Ukraine

₴ 78 mln
donations transferred by the company to the accounts of charitable foundations and organisations

Serhiy Prytula Charity Foundation

₴ 9 mln –
for Spartan armoured vehicles and their delivery to Ukraine

₴ 1 mln –
for Bayraktar TB2

₴ 1 mln –
for RAM II UAV kamikaze attack drones

₴ 1 mln –
for the repair of captured equipment



Competent Army Assistance Foundation "Come Back Alive"

₴ 2 mln –
for the needs of the Armed Forces of Ukraine

Aerorozvidka NGO

₴ 11.4 mln –
for the production of R18 unmanned aircraft systems

₴ 1 mln –
for the equipment of situation centres in Kyiv

Army SOS Charitable Foundation

₴ 1.5 mln –
for modernisation of air defence units in the Zaporizhzhia Oblast

₴ 1 mln –
for supporting mobile air defence groups that protect critical infrastructure

United24 Charitable Organisation

₴ 1 mln –
for the marine drone fleet

₴ 200 thou
for Ukrainian-made SKIF drones

PURCHASE OF NECESSARY EQUIPMENT FOR OUR MILITARY





OVER THE YEAR OF FULL-SCALE INVASION, THE COMPANY **PURCHASED AND HANDED OVER TO THE ARMED FORCES OF UKRAINE:**

- **164** quadrocopters
- **397** two-way radios
- **187** generators
- **760** splints
- **3,490** tourniquets

and hundreds of thousands of combat supplies and household stuff needed at the frontline.

56

own cars

donated by Nova Post for the needs of the army and defence in the first hours of the full-scale war











NON-MONETARY **AID**

In the first days of the war, Nova Post opened humanitarian corners in its branches, where people could leave aid for the Armed Forces of Ukraine, which the company would send to the defenders at its own expense.

Anyone from Ukraine could send long-term storage products, medicines, personal hygiene products and other things that our defenders and people from the frontline regions need in martial law conditions.

SUPPORT FOR MOBILISED EMPLOYEES

THESE ARE THOUSANDS **OF THE MOST NECESSARY THINGS:**

- → **Summer and winter uniforms, footwear, thermal underwear**
- → **Helmets**
- → **Raincoats**
- → **Sleeping bags, tents, ground pads**
- → **Tourniquets**
- → **Tactical backpacks**
- → **Bulletproof vests, plate carriers,**
- → **Tactical vests**
- → **Headphones, tactical glasses**
- → **Thermal imaging monoculars**
- → **Power banks, etc.**







2,726

Nova Post employees

served in the Armed Forces of Ukraine as of the end of 2022

₴ 24,5 mln

purchase of ammunition for mobilised Nova Post employees

46

our defenders

gave their lives defending Ukraine







OURS FOR OURS PROJECT

In the autumn of 2022, the company launched an internal volunteer movement Ours for Ours.

Since the beginning of the full-scale invasion, Nova Post has been providing its mobilised employees with the necessary ammunition – bulletproof vests, helmets, uniforms, etc. Over time, co-workers of mobilised colleagues began wondering how they could support our defenders. It turned out that in addition to ammunition, mobilised Nova Post employees and their comrades also needed additional assistance in military equipment: drones, thermal imagers, vehicles for rotation and transportation of the wounded, generators, etc.

Thus, in November 2022, the Nova Post's volunteer movement Ours for Ours was launched and supported by the company. This project is responsible for collecting equipment for the specific needs of soldiers. The project team and Nova Post volunteers learn about the defender's needs and announce a fundraiser involving company employees, their relatives and friends. Then they quickly find and buy the required stuff and send it to the frontline. Thanks to the project, more than 3 thousand mobilised colleagues enjoy continuous support – both moral and financial – from their teams. The company supports this movement through communications and finances.





₴1.5 mln

collected monthly by Nova Post employees as part of the Ours for Ours project

Nova Post multiplies the funds raised to purchase and send equipment as quickly as possible. The company also supports the movement through communications, organises training for volunteers, accompanies procurement processes, and deals with delivery.





Cars, quadrocopters, thermal imagers, monoculars, generators... The list of what our mobilised colleagues need at the front line is very long. And our volunteers raise money for this. We close the fundraiser, buy the stuff and send it by Nova Post. Sometimes we hand it over in person. These are very emotional moments. Our defenders are very grateful to their colleagues.
Why do we need to make donations? First of all, for the Victory. Second, to see this person again, because a thermal imager, for example, can save someone's life. Third, so that you and your family were alive, so that you had children and grandchildren would live in a free country.



Ivan Polishchuk,
curator of the Ours for Ours Volunteer Movement







We started raising funds for the needs of our mobilised colleagues right at the beginning of the war. People in our network are positive about collecting donations and consider it important. During the first fundraiser, as part of the Ours for Ours project, we were raising money for a thermal imager for a colleague. Employees, partners, and customers joined in. I invited them via Viber, Telegram, Facebook. But my main means of communication were personal conversations with the heads of departments. Then, they talked to their employees. The planned amount, although large, was raised rather quickly. The thermal imager was delivered to the front line on time. Our soldier sent me an image with a comment: "This is how the thermal imager operates in complete darkness at a distance of more than 100 metres. You can see why it is so important to us." It was the best thank you to everyone who joined the fundraising.



Alina Prokopoie,
Director of Branch No. 19,
the Chernivtsi and Ternopil Oblasts



When it comes to battles and saving the lives of soldiers, much depends on whether a military unit has a vehicle. Performing a combat mission, one of the crews came under enemy's fire from the Uragans. The soldier was seriously injured. Three tourniquets were applied, and numerous shrapnel wounds were tamponed. Every minute that he stayed in the field, blood loss increased, which could lead to death. Fortunately, our support vehicle was at the command post at that moment. Our comrade was urgently taken by it and delivered to the battalion's stabilisation point, where he was provided professional medical care. That is, thanks to just a regular vehicle, the man's life was saved. And this is only one of a dozen such cases.

Oleksandr,
Nova Post employee serving in the
Armed Forces of Ukraine



Do you know how nice it is to be remembered and helped? For example, if I need a sleeping bag, I ask them to send me this bag, and it is not just any bag, but a super sleeping bag. Then, I was sent a winter uniform, then three thermal imagers, and a quadcopter. These are simply irreplaceable things during the war, the military explains. A quadcopter means intelligence. Thermal imagers arrived just in time. Then, we were just on the defensive, and the enemy was advancing, we could see all this through these devices. All this saved our lives.

Oleksii,
Nova Post employee
serving in the Armed Forces
of Ukraine







NOVA POST EMPLOYEES WHO LOST THEIR LIVES FOR UKRAINE. WE REMEMBER...



15.12.2001–15.12.2022

Volodymyr STOYIANOV

Site Specialist,
Terminal No. 1 (Odesa)



05.11.1992–11.12.2022

Oleh TSOKAN

Specialist (Operator),
Department No. 4 (Lysychansk)



05.02.1988–29.10.2022

Pavel KOVAL

Site Specialist,
Kyiv West terminal (cargo)



26.02.2002-23.10.2022

Ivan MOROZ

Site Specialist
Depot No. 1 (Shostka)



12.10.1995–18.12.2022

Yurii BRYNDAK,

Site Specialist,
Vinnytsia terminal (cargo)



16.03.1984–10.11.2022

Roman YUKHTA

Site Specialist,
Depot No. 1, Brovary



27.07.1988 – 20.08.2022

Artem RIABUKHA

Senior Specialist, Nova Post Global Import Department, Kyiv



28.07.1969 – 01.10.2022

Serhii LOBATENKO

Parking Attendant, Terminal No. 1, Odesa



07.09.1976 – 02.03.2022

Yevhen KAZIMIROV

Territorial Manager of the partner branch network No. 2, the Khmelnytskyi Oblast



20.10.1991 – 26.06.2022

Yaroslav MOKHONKO

Head of the Communication Channel Support Team at the Technical Support Department of the IT Directorate



07.10.1981 – 11.03.2022

Valerii SMAHLOV

Site Specialist, Terminal No. 1, Dnipro



14.04.1989 – 30.06.2022

Volodymyr SOVA-LISOVETS

Manager of Khmelnytskyi Innovation Terminal



28.02.1989 – 14.12.2022

Andrii POPOVSKYI

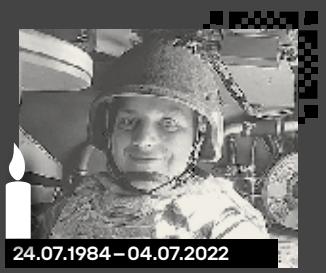
Mobile Point Operator, Zaporizhzhia



21.04.1977 – 07.05.2022

Oleksii DIDENKO

Unloading Site Specialist, terminal, Zaporizhzhia



24.07.1984 – 04.07.2022

Dmytro EISHYSHOK

Driver of the Leasing Car at the parcel site in Dnipro, Address Service Department



30.11.1994 – 12.03.2022

Volodymyr BOIARKIN

Site Specialist at Kharkiv Innovation Terminal



25.03.1996 – 25.02.2022

Kyrylo MOROZ

Specialist, Address depot (North) Kyiv



22.02.1988 – 19.11.2022

Serhii KOZYNIAK

Site Specialist, Terminal No. 3 (Kyiv)



16.07.1981 – 17.06.2022

Ruslan MOROZ

Security Inspector, Regional Security Group of the Northern Region Kyiv, the Chernihiv Oblasts, Boryspil



04.04.1978 – 26.08.2022

Oleksandr MURAVKA

Vehicle Control Specialist at the Department of Operation of Transport, Containers, and Loading Equipment, Kharkiv



14.02.1979 – 13.09.2022

Ruslan MOLIARENKO

Acceptance Inspector, branch No. 7, Zaporizhzhia



19.09.1971 – 18.09.2022

Volodymyr SAMSON

Security Inspector, Regional Security Group, the Zaporizhzhia Oblast



12.12.1991 – 13.07.2022

Ihor KUZNIETSOV

Acceptance Inspector, branch No. 1, Dnipro



09.03.1983 – 01.08.2022

Taras TISHCHENKO

Packer at closed-type branch No. 199, Kharkiv



18.08.2001 – 04.07.2022

Oleksandr BILOHOLOVSKYI

Site Specialist at Lviv Innovation Terminal



23.10.1981 – 18.08.2022

Volodymyr RIZNYK

Inspector (Security) Regional Security Group of the Central Region (the Dnipropetrovsk and Zaporizhzhia Oblasts)



22.06.1994 – 11.03.2022

Vadym GRYNIUK

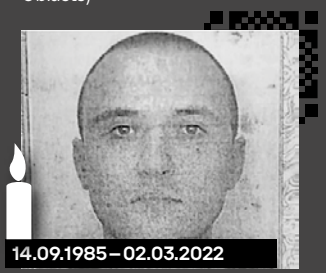
Acceptance Inspector at Branch No. 1, Lutsk



20.08.1998 – 30.07.2022

Illia USENKO

Operator at Branch No. 11, Kamianske



14.09.1985 – 02.03.2022

Ivan BONDARENKO

Site Specialist Depot No. 4 (Kharkiv)



02.07.1986 – 02.10.2022

Oleksandr KOLTSOV

Courier (bus up to 12) Pick-Up Logistics Service (South)



31.10.1973 – 09.06.2022

Oleksandr KOBKA

Site Specialist at Dnipro Innovation Postal Service Terminal



26.12.1997 – 21.09.2022

Yevhen TARANDUSHKA

Site Specialist, Terminal No. 1, Mykolaiv



14.01.1996 – 04.03.2022

Artem KLYMOV

Site Specialist, Terminal No. 1, Dnipro



12.01.2000 – 26.02.2022

Vasyl BILAK

Acceptance Inspector at Branch No. 1, Mukachevo



07.04.1998 – 31.05.2022

Vitalii MALETYCH

Acceptance Inspector at Branch No. 1, Kropyvnytskyi



26.05.1988 – 05.07.2022

Valentyn SOKOLOV

Driver of Motor Vehicles, Delivery Service (West), Freight Forwarder



05.11.1987 – 03.05.2022

Vitalii LOBODA

Site Specialist at Vinnytsia Parcel Terminal



8.12.2002 – 14.12.2022

Yehor SHUMAIEV

Specialist Operator, Branch No. 74, Kharkiv



19.06.1987 – 10.05.2022

Oleksandr BUZYNNYI

Operator at the Mobile Branch Network Group No. 7 (Kyiv East)



01.02.1998 – 06.04.2022

Roman CHALYI

Release Manager of the Delivery Service, Vinnytsia



30.11.1991 – 21.03.2022

Volodymyr SHVETS

Site Manager at the cargo terminal



19.01.1989 – 06.10.2022

Ihor OSNACH

Manager, Terminal T1, Odesa

INSCRIBED **IN HISTORY**



Yevhen Kazimirov,
Captain, Combat Navigator of Su-24M, the Armed Forces of Ukraine. Hero pilot, who saved the village at the price of his own life covering the Ukrainian column from the air

Yevhen Kazimirov worked at Nova Post from April 2012. In 2021, he became one of the best territorial managers of the partner network having opened the largest number of partner branches in villages and towns of the Khmelnytskyi Oblast.

On 24 February 2022, Yevhen went to the military enlistment office and was appointed commander of a reconnaissance platoon in Starokonstiantyniv. On the seventh day of the war, his plane covered the Ukrainian column, which was going in Zhytomyr direction, in a military battle. To save Dovbysh village, Novohrad-Volynskyi District, from being turned into ruins, the pilots directed the plane out heading towards the forest. It was then that a missile hit the cockpit. Everyone on the plane was killed.

Yevhen was very fond of his work during peaceful times. Even having started flying, he managed to give instructions to his Nova Post unit on how to act in the first days of the war.

Yevhen Kazimirov was awarded the class III "Order for Courage" posthumously for personal courage and selfless actions shown in defending the state sovereignty and territorial integrity of Ukraine, loyalty to the military oath.

After the tragic death of his father, his 19-year-old son Dmytro, a European champion and bronze medalist at the world Hand-To-Hand Fighting Championship, enlisted in the Liut assault brigade to continue Yevhen's work and hammer the invaders away from the territory of Ukraine.

INSCRIBED IN HISTORY

On 28 February 2022, Yehor Shumaiev, a native of Kramatorsk, the Donetsk Oblast, voluntarily joined the military unit A7286 as a rifleman to defend our state. Together with the Kharkiv Territorial Defence Forces, he was involved in the defence of the Kharkiv Oblast.

But Yehor's thoughts and soul have always been with his beloved Donbas. Since May 2022, his unit has participated in the defence of our soldier's small homeland, which Yehor was immensely happy about. In November, the unit was sent to reinforce the defence of the fortress city of Bakhmut.

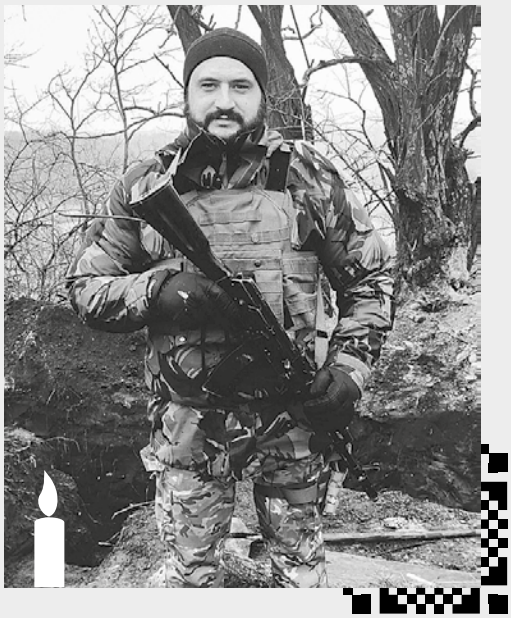
During his service, Yehor defended Kharkiv, Barvinkove, Dolyna, Kurdiumivka, and Bakhmut, and was awarded rewards For Dignity and Patriotism and For Service To The State. He participated in the fiercest battles until the shrapnel of the enemy shell hit the fearless 20-year-old warrior. On 14 December 2022, his heart, which was devoted to Ukraine, stopped beating at the I.I. Mechnykov Oblast Hospital in Dnipro.

On 17 April 2023, Petition No. 22/189904-ep on Awarding the Title of the "Hero of Ukraine" (posthumously) to the Serviceman of the Armed Forces of Ukraine Yehor Volodymyrovych Shumaev, born on 8 December 2022 was submitted for consideration of the President of Ukraine. The votes required have been collected, and the petition is pending consideration.



Yehor Shumaiev,
Operator at Kharkiv Branch,
Geography Student at Kharkiv
University who died
on the frontline near Bakhmut

INSCRIBED **IN HISTORY**



Yaroslav Mokhonko "Yaryi",
Senior Soldier of the 72nd Mechanised Brigade,
Commander who enjoyed absolute trust from his soldiers

Yaroslav joined Nova Post in 2015 after returning from the front. Back in 2014, he went to the Donbas as a volunteer and participated in the liberation of Mariupol. It was his infantry fighting vehicle that first entered the city during the liberation from separatists.

Yaroslav was also among those who fought out of the Ilovaisk trap and got a concussion.
At Nova Post, he worked as a team lead in the IT directorate. He was a wonderful IT specialist, a mentor for young system administrators and a person who was known and loved in the company: after all, he would solve any difficult issue and never refused anyone.

In February 2022, Yaroslav returned to the unit in Bila Tserkva, to which he was seconded in 2014, the 72nd Mechanised Brigade named after the Black Zaporozhians. Yaroslav actually assumed command of the strongpoint of platoon 371. From the first days, he defended Kyiv near Brovary. Following that, soldiers of his unit ousted Russian troops from the Chernihiv Oblast, then cleared the Kyiv Oblast of landmines. Then, the unit was sent to the "road of life" – Lysychansk–Bakhmut Highway. Thanks to Yaryi's organisational skills, the platoon was prepared mentally: before leaving for the Donetsk Oblast, each soldier was confident in his commander.

Yaryi established the performance of combat tasks, the transportation of wounded and killed

INSCRIBED IN HISTORY

fellow soldiers, arranged the provision of supplies, and ammunition, established contact with the local population and prepared training for soldiers. When changing positions, he planned fortifications and unit deployment for defence.

During battles in Klynove near Bakhmut, Yaryi and a platoon captured strongpoint 72371, which was the hottest battle until their last day in this settlement. In a few days, Yaryi arranged trenches in the positions and prepared each position for a circular defence, which later saved many lives. During active battles, it was thanks to Yaryi that no fighter left their positions. When transferring the strongpoint to another unit, Yaryi personally led all his soldiers out. Yaryi spent all his days with the guys in the trenches, leaving the positions only to transport away soldiers wounded and fallen during the combing for enemy subversive reconnaissance units.

Then, the unit had been deployed in another direction, which the enemy broke through. Three hours to regroup forces, 3 km on foot with weapons and ammunition to a new difficult critical line. Yaryi led the tanks and the soldiers in the trenches, not a step back. The enemy understood that they would not manage to knock out our fighters from the taken position and started shelling the line with self-propelled guns, and helicopters and, at the same time, burning grass. However, the soldiers did not leave their positions.

On 25 June, Yaroslav organised the deployment of soldiers in defence sectors. On 26 June 2022, after delivering the first group to the de-ployment site, he identified the sectors. But while moving to the deployment site of the second sector, Yaryi and three other soldiers were ambushed by the enemy subversive reconnaissance unit and took a fight, during which all four received fatal injuries. Thanks to Yaroslav's bravery and self-sacrifice, he managed to restrain the invaders until the main forces approached and kept the positions held by the Armed Forces of Ukraine in the strategic direction.

On 10 August 2022, Petition No. 22/158496-ep "On Awarding the Highest State Award "Hero of Ukraine" to Senior Soldier of the 72nd Separate Mechanised Brigade Yaroslav Oleksandrovych Mokhonko, Call Sign "Yaryi"" (Posthumously)" was submitted for consideration by the President of Ukraine. In less than a month, the petition gathered the required 25 thousand votes. The proposal was considered by President of Ukraine Volodymyr Zelenskyy. The results and final decision are pending consideration by Prime Minister of Ukraine Denys Shmyhal.

REHABILITATION OF THE MILITARY



Back in 2015, Nova Post launched the war veteran rehabilitation programme. Since then, we have regularly provided healthcare institutions with the necessary equipment. The training equipment we purchased includes Paralympic adaptive bench presses, rowing machines, exercise bikes, etc. These sessions contribute not only to the physical but also to the psychological rehabilitation of the military.

Inna Popereshniuk,
Co-Founder of Nova Post





IN PARTICULAR, **WE PURCHASED:**

- Justfit Pirato sports equipment for EMS training
- Concept2 Model D Black rowing machine
- Impulse UltraBike simulator with aerodynamic system

5.05 mln
of financial support to healthcare facilities rehabilitating defenders

₴ 1 mln
invested in training simulators for rehabilitation

Doctors use
special sports equipment for the effective recovery of Ukrainian veterans, even those who lost their extremities in the war.

NOVA POST-FOR DOCTORS AND HOSPITALS

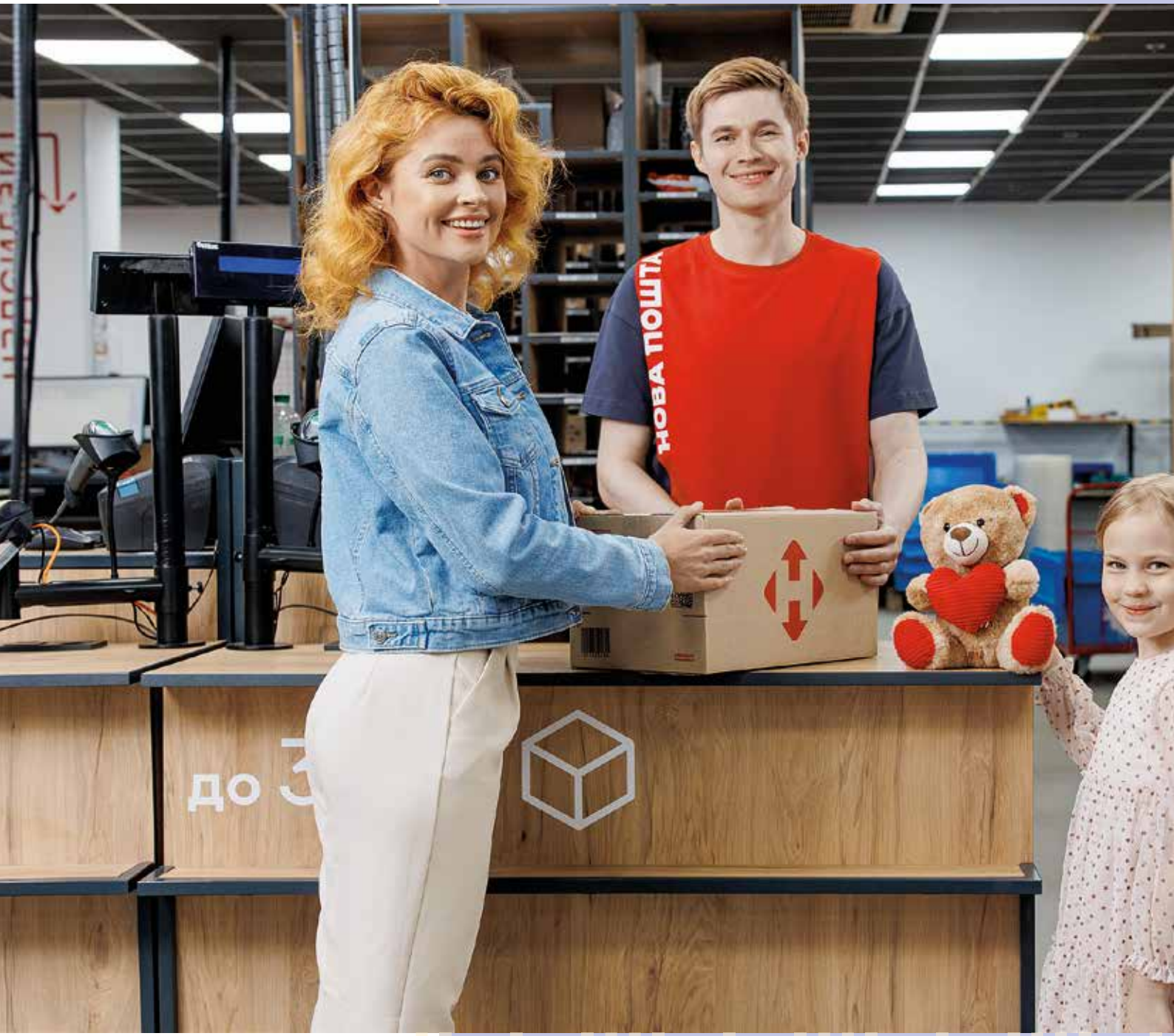
₴900,000
invested in the production of 83 lightweight bulletproof vests for medical professionals, which were manufactured by the Lviv Defence Cluster

2 operating tables and 1 operating table illuminator were purchased for Kramatorsk City Hospital. This is an important investment for the frontline city with many wounded.

₴ 1 mln
invested in medical equipment for the Poltava Military Hospital. In particular, the following were purchased:

- → **Outpatient blood pressure monitor AVRM-06 (BP6)**
- → **Audiometer Auditus-A1**
- → **Holter daily electrocardiogram recorder VI6600-12 (PO)**




НОВА ПОШТА



SOCIETY

Nova Post has always been an integral part of the life of Ukrainians, and during the war, it became even more important for them. We scaled up the activities of the Humanitarian Post of Ukraine, worked closely with charitable foundations, and helped our defenders, residents of deoccupied territories, and all Ukrainians who united for the future of Ukraine. We have not stopped developing and introducing innovations, helped keep the Ukrainian economy afloat and supported humanitarian, social, cultural, and educational initiatives.

HUMANITARIAN POST OF UKRAINE



Humanitarian Post of Ukraine has been and is a reliable partner for the volunteer movement and charitable foundations of Ukraine. As part of the partnership, these organisations can send and receive humanitarian cargo at the expense of Nova Post. All our employees help the humanitarian forces of Ukraine from their workplaces. We do not stop and are ready to further support the military and those who help them bring victory closer in the rear.

Heorhii Harkusha,
Head of the Humanitarian Post Department

COOPERATION WITH HUMANITARIAN POST
THERE ARE TWO WAYS TO DO THIS:

1. Permanent partnership

Logistic assistance to those who regularly send humanitarian aid across Ukraine.

Programme participants include:

- → Come Back Alive Foundation
- → Serhiy Prytula Charity Foundation
- → Enjoying Life Charitable Foundation
- → Dobrodiy Club
- → You Are Not Alone Andrii Shabanov's Charitable Foundation
- → UAnimals

2. One-time payment for cargo delivery

The programme is intended for those who send humanitarian aid on a one-time basis, if necessary.

Participants:

- → Individual volunteers working with small amounts of humanitarian cargo

4
humanitarian hubs opened by Nova Post in 2022



664
charitable foundations and volunteer organisations as of late 2022

8 times
more organisations participating in the project in 2022

8 mln
Ukrainians have received aid as part of the project since 2014

>40,000 tonnes
aid delivered during the project's existence

>42,000
company employees are involved in the project in one way or another





NUMBER AND WEIGHT OF SHIPMENTS

2022	261 490 → 14,534 tonnes
2021	38 724 → 1,264 tonnes
2020	38 527 → 1,720 tonnes
2019	31 720 → 1,093 tonnes
2018	33 508 → 1,048 tonnes
2017	34 028 → 1,503 tonnes
2016	28 326 → 1,620 tonnes
2015	37 209 → 7,978 tonnes
2014	22 317 → 3,241 tonnes

HUMANITARIAN AID
IN FRONTLINE AREAS



From the very beginning of the war, Nova Post, together with local administrations, organised the provision of humanitarian aid in its branches in Mykolaiv, Kharkiv, and Izium. People who needed help received food, medicines, personal care products, and other items.

Employees of the national network branches and partners with their employees in the frontline zones were personally engaged in the delivery of humanitarian aid to residents.

Ukrainians who wanted to help frontline territory residents and defenders could send free of charge long-term storage products, medicines, personal hygiene products, and other things deeded in the conditions of martial law from our branches.





ARRANGEMENT OF SHELTERS

The aggressor launches missiles at Mykolaiv, Kharkiv, and Kherson nearly every day. In such conditions, protecting the lives of citizens remains a priority. Nova Post decided to help protect residents of Mykolaiv and the most dangerous areas of these cities by installing protective structures. We took care of the needs of people: the shelter was equipped with seating areas, it has electricity, as well as sockets for charging gadgets, so that citizens do not lose contact with the outside world while inside.



Olena Umerenko,
Head of the Department for Business Social Responsibility





↘ **Mykolaiv, November 2022**

- The shelter with a reinforced concrete frame was installed in Korabelnyi District
- 10 seats
- Accommodates a total of 18 people
- Equipped with electricity and sockets to charge gadgets

↘ **Kharkiv, December 2022**

- The shelter made of reinforced concrete frame was installed in Slobidskyi District
- Wall thickness – 50 centimetres
- 32 seats
- Accommodates a total 50 people.
- Connected generators and access to Starlink

↘ **Kherson**

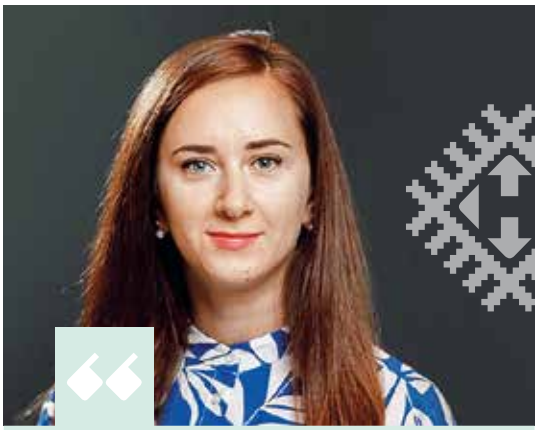
A shelter installation project has been launched, which is scheduled for early 2023



ASSISTANCE IN DE-OCCUPIED TERRITORIES







As soon as the Armed Forces of Ukraine liberated another settlement from the invaders, Nova Post, with the permission of the military, was the first one to enter that settlement the very next day. We brought humanitarian aid, generators, and Starlinks. Then we studied the situation with the condition of our branches. If they cannot be restored, we operate in mobile branches. Nova Post is extremely needed by residents of de-occupied territories because no infrastructure worked there for a long time.

Hanna Fedchenko,
Head of the Network Development Planning Department





Working in de-occupied territories, especially close to frontline, where shelling is almost daily, is not easy both mentally and physically. Our employees ship a lot of heavy cargo, in particular, numerous automobile spare parts for the military and construction materials that are so necessary for restoring the destroyed homes of the Kharkiv Oblast residents. But all our employees understand that they do not just do their job, but help people who really need it. After all, residents of these cities bear the entire burden of life near the frontline.

Vitalii Kupriianov,
Director at Kharkiv Branch No. 17

≈40 tonnes
of humanitarian aid delivered by Nova Post to the liberated territories of the Kharkiv and Donetsk Oblasts and Kherson.
Including:

- **14 tonnes** of food
- **12 tonnes** of water
- **8 tonnes** of hygiene products
- **4 tonnes** of baby formula and arts & crafts sets

420,539 parcels
delivered to de-occupied territories by the end of the year





MOBILE BRANCHES
IN DE-OCCUPIED TERRITORIES

Nova Post has developed a special mobile branch in de-occupied territories where there is no electricity. Hydraulic supports enable quick lowering of the container after transportation and adjusting the height for comfortable customer service.

- The mobile branch is powered both by the 220V network and the generator in locations with no electricity.
- A Starlink module with free Internet for visitors is installed near the branch.

10,000
parcels
can be processed by a mobile branch per month



FIRST-**PERSON**



Natalia Maliarchuk,
Territorial Manager of Network No. 4 in Kharkiv

Staryi Saltiv was liberated from the invaders in May. But there were constant battles nearby. At the end of September, almost the entire the Kharkiv Oblast was liberated. Mobile branches started going to the de-occupied areas. Even for us, Kharkiv residents, people who are constantly being shelled, it is very difficult to see the condition of this territory during our trips. Almost all the buildings were destroyed. Many branches of Nova Post burned down. The roads were smashed to smithereens. When we first brought humanitarian aid, only one person came out to us. After greeting Nova Post employees, he went to his neighbours and told them that we were there. Then, another man brought people from all over the village in his minivan.



They were in a terrible psychological condition, so depressed that it was painful to look at them. People told the mobile team how they spent days in basements. Someone has only a basement left of the entire house. The woman offered to treat us to coffee made on an open fire because of no electricity or gas.

Most of all, local residents were happy with the generator and Starlink, so they rushed to charge their phones to inform their relatives that they were alive. The news of Nova Post quickly spread across the village. People came from the other bank of the Siverskyi Donets River by boat because the bridge over the river was destroyed. “Life is finally back,” they said.

HUMANITARIAN PARTNERSHIP WITH BUSINESSES AND NON-GOVERNMENTAL ORGANISATIONS



→ LET'S MAKE OUR PEOPLE WARM

In partnership with the Regional Gas Company, Nova Post held a campaign dedicated to the Defenders Day of Ukraine. RGC produced 850 potbelly stoves, and Nova Post delivered them to the AFU and territorial defence units at its own expense.



→ FOOD KITS FROM RONALD MCDONALD HOUSE CHARITIES

51,640 food kits from the foundation were delivered to Ukrainian families by Nova Post.

→ NEW MOTHERS SUPPORT CHARITY PROJECT

Together with BGV, Charity Fund, Biosphere Corporation, DM and **#weareallukrainians** Nova Post has become a logistic partner of the large-scale proect.

30,000 families received aid

500,000 goods delivered to babies and their mothers



→ MA!LIA!

900 **boxes** with everything needed for babies were sent by Nova Post.
Partners: Nasha Riaba, Biosphere Corporation, Khorol Infant Nutrition Factory LLC, Maliutka, Bob Snail, and Masha Fund.

35 **settlements** of Ukraine are covered by the project: Kharkiv, Rivne, Bucha, Nizhyn, Za-porizhzhia, Odesa, Sumy, Zhytomyr, etc.

→ PATRIOTIC MERCHANDISE FROM FUIB





320 orders of patriotic merchandise by FUIB delivered by Nova Post.

₴ 1.6 mln from the sale of the merchandise was used to replenish the blood bank, purchase tourniquets and compression bandages.

→ DELIVERY OF UNESCO HERITAGE–UKRAINIAN BORSCHT

Ukrainian borscht has been included in the UNESCO list of Intangible Cultural Heritage. Nova Post has become a logistic partner of Infocus.Goods Initiative in selling exclusive charity merchandise Borscht starter pack.



It contained a package of freeze-dried borscht, a wooden plate and spoon made by Ukrainian craftsmen, and a stylish eco-bag. The goal of the project is to promote Ukrainian traditions not only among Ukrainians but also among foreigners.

All funds from the sales were sent to the Peaceful Fields of Ukraine Foundation for humanitarian aid to Ukrainians affected by the war.



→ CORRUGATED FIBERBOARD BEDS FOR UKRAINIANS

A joint project of Kyiv Cardboard and Paper Mill and our Humanitarian Post of Ukraine.

2,500 corrugated fiberboard beds delivered by Nova Post to internally displaced persons.

Hundreds and thousands of Ukrainians had to spend nights in basements or other unfurnished premises. Assembling a bed in a matter of minutes without any tools or design knowledge is an opportunity for at least minimum comfort for them.

Beds can hold up to 100 kg and are moisture-resistant and recyclable.





NOVA POST PROJECT WITH A CHARITABLE FOUNDATION: HELPING RESIDENTS OF DE-OCCUPIED TERRITORIES

First of all, residents of de-occupied the Kharkiv, Donetsk, and Kherson Oblasts needed food and medicines.

PROJECT ACTION ALGORITHM:

- → Everyone can buy the necessary goods in stores.
- → People can bring the goods to a Nova Post branch and hand them over to the operator.
- → The operator packs and prepares the goods for shipment at the expense of Nova Post.
- → Representatives of the ONUKY Charitable Foundation sort and distribute the goods among those in need of assistance.

4,027 kits

with essentials from caring citizens were collected and sent by Nova Post employees

50 tonnes

total weight of these shipments

The project has been extended for 2023.

HELP TO ANIMAL VOLUNTEERS AND ANIMAL SHELTERS



Kateryna Levyk,
Manager of the Humanitarian Post of Ukraine

During the war, not only people but also animals suffer and are often abandoned. Shelters are overcrowded. We did not hesitate for a second to cooperate with Save Pets of Ukraine. Our delivery saves many people, and from now on – even cats and dogs from starvation, because people cannot always feed the paws in the areas along the contact line or in de-occupied territories as they barely make ends meet themselves. Kormotech provides feed and has attracted international donors to purchase vaccines in cooperation with the U-Hearts Foundation. We quickly deliver this aid to coordination centres along contact lines in the Donetsk, Luhansk, Odesa, Mykolaiv, and the Kharkiv Oblasts, as well as to some applicants, for example, people with disabilities.







HELP DURING BLACKOUTS



Maksym Melezhyk,
Director of
Customer Service

All branches in large settlements were equipped with generators and Starlinks and had a fuel supply for 5 days. In the event of an emergency power outage in all regions of Ukraine, customers could receive all services in Nova Post branches equipped with generators: send and receive parcels, withdraw cash, pay in cash, pay online via a mobile app, by automatic debiting or by card via a POS terminal subject to available connection with the bank.

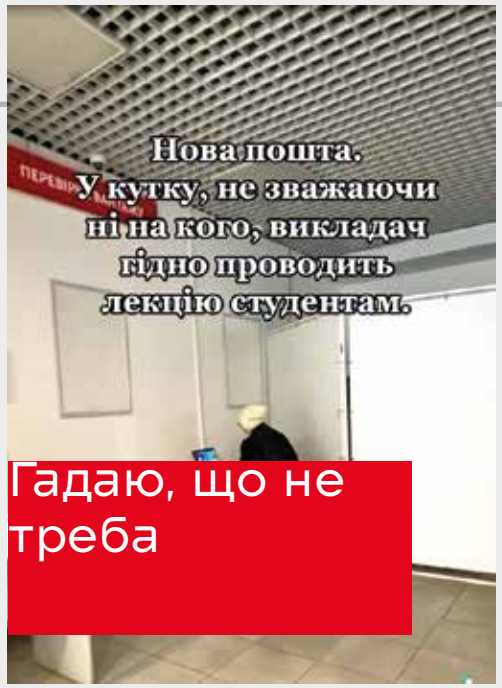
In addition, we opened our doors to all Ukrainians who needed to recharge their gadgets and communicate with their families and friends during the blackout. We became local 'Points of Invincibility' and helped the country work and live even during blackouts.

After large-scale Russian attacks in October and November, the country found itself in a severe energy shortage. Nova Post purchased generators and Starlinks to keep terminals, depots, and branches running during blackouts.





OUR CUSTOMERS' STORIES



Гадаю, що не треба

On 23 November, after another missile attack on energy facilities, a video went viral of a university teacher delivering a lecture to students at the Nova Post branch, which also served as a 'Point of Invincibility'. The woman was not at all confused by Nova Post visitors, she was doing her job. The social media said that the video was recorded in Kharkiv. Users simply admired the ingenuity of the teacher.

Also, a video of two women drying their hair in one of the Nova Post branches went viral on the Internet. And another video showed child with asthma using a nebulizer to take the medications.





SOCIALLY IMPORTANT EVENTS

Nova Post has been an active participant and trendsetter in the public life of Ukrainians for more than 21 years.

We create trends and join initiatives that represent our country in the global arena and shape its status in the international community.



AWARD TO HUMANITARIAN FORCES OF UKRAINE

On 2 December, on the eve of International Volunteer Day, Nova Post awarded a number of charitable and volunteer organisations and volunteers with special awards.

To determine the winners, event organisers analysed the database of the Humanitarian Post of Ukraine, taking into account the number and weight of shipments, categories of aid, and its consistency.







Winners of awards in 10 categories:

1. **Help to the Armed Forces of Ukraine:** Help Army. Kharkiv, Peacekeepers of Ukraine, Army SOS, Mir & Co Foundation Organisation Helping Ukrainian Military.
2. **Helping female defenders:** Zemliachky. Ukrainian Front.
3. **Humanitarian aid:** EleosUkraine, Hope.ua Charitable Foundation.



4. **Helping children:** Dobrodiy Club, Mira i Dobra All-Ukrainian Charitable Foundation, Wings of Hope Charity Foundation.
5. **Helping the elderly:** Enjoying Life Charitable Foundation, ONUKY.
6. **Helping animals:** UAnimals, Save Pets of Ukraine.

3 volunteers were awarded: Olena Domina, Alim Bodnia, and Artem Marchenko. These people were most often mentioned and nominated on the website of the Humanitarian Post of Ukraine project.



7. **Medical support:** SVOI, You Are Not Alone Andrii Shabanov's CF, Volonterska Sotnja Dobrovoli, Initiative E+ Public Organisation, Mykola Pirogov First Volunteer Mobile Hospital
8. **Helping the regions:** M Corporation Charitable Foundation, Change Bila Tserkva, Quasar Volunteer Centre, Volyn Youth Centre NGO (Lutsk), Lehenda Podillia NGO
9. **Regular help: (foundations that have been consistently working with the Humanitarian Post of Ukraine since 2014):** Come Back Alive Foundation, Phoenix Wings Charitable Foundation, National Home Front NGO
10. **Powerful force:** Serhiy Prytula Charity Foundation, Ronald McDonald House Charities

SYMBOL OF INVINCIBILITY – AZOVSTAL BRACELET

This is a joint project of our company and United24. Metinvest Group and Sova Jewelry House, which produced commemorative bracelets from the latest batch of Azovstal steel*, took part in the project as well. Nova Post packed and delivered them to customers at its own expense. The proceeds from the sale of bracelets were transferred to the Army of Drones for the Armed Forces of Ukraine.
Unbreakable steel Azovstal is more than bracelets. They have become a real symbol of the unity of Ukrainians. Each bracelet is made of 5 grams of the most durable steel. This metal was used to make a silo for launch of the spacecraft in 1981 and a new sarcophagus at the Chernobyl nuclear power plant in 2012. The paracord of the bracelet was chosen for a reason. This cord is used by our military, it can withstand up to 250 kilograms. This highlights the idea of strength behind the bracelet.





100,000
bracelets made in two releases

₴3.8 mln
invested by Nova Post in the project

₴40.3 mln
from the sale of the first release directed to the “Army of Drones”

₴94 mln
from the sale of the last international release donated to the Naval Fleet of Drones

₴152.8 mln
transferred for the Shahed Hunters anti-drone system from the sale of I BELIEVE IN THE ARMED FORCES OF UKRAINE special release

44 countries,
where Nova Post delivered the bracelets

**Owned by Metinvest Group*

KYIV – WARSAW **ULTRAMARATHON OF GRATITUDE**



As part of the event, we initiated the Ultramarathon For All race, so that every Ukrainian could help raise money for the purchase of equipment for our rescuers. We decided to support this event because it combined everything that is important for Nova Post: running, helping rescuers, helping on the way to victory, and the unity of Ukrainians.

Inna Popereshniuk,
Co-Founder of Nova Post, Ambassador of the Nova Post running movement



Volodymyr Skovorodka is one of the hero rescuers who has been working as a firefighter at the State Emergency Service for 9 years. In addition to dozens of saved lives, he already holds three Ukrainian records. He set an absolute record in Ukraine as part of this project, having run 850 kilometres in 14 days on a route that passed through five Ukrainian and five Polish cities: Kyiv – Zhytomyr – Rivne – Lutsk – Kovel – Chełm – Lublin – Garwolin – Wiązowna – Warsaw.

Nova Post has joined the Kyiv – Warsaw Ultra-marathon of Gratitude initiated by the State Emergency Service. Ukrainian rescuers are the first to come to extinguish the fire after the explosion, they are the ones who rescue people from the rubble. Fundraising for the State Emergency Service is the project goal.



SUPPORT **OF CULTURAL INITIATIVES**



COOPERATION WITH THE MUSEUM OF THE HISTORY OF UKRAINE IN THE SECOND WORLD WAR

Nova Post signed a memorandum of cooperation with the Museum and became its logistic partner. Scientists of the museum, led by Director General Yurii Savchuk, collect exhibits during field expeditions in de-occupied cities and villages of the country. The Museum arranges exhibitions in Ukraine and abroad so that people know the truth about the war, which is based on documentary evidence and artifacts. One of these exhibitions is Ukraine – Crucifixion. Nova Post covered all transportation costs.

Items collected at battle sites in the Kharkiv Oblast include parts of the Russian Buk missile system, fragments of the enemy's Smerch and Uragan shells, 122-mm shell casings for artillery systems, and propaganda literature abandoned by the invaders.



We know how much grief the rewritten history brings. Therefore, our goal is to never allow this to happen again. The artifacts of this war are direct evidence of the enemy's aggression, which will be exhibited in our country and abroad. Even now, we must create the right memory of the Russian-Ukrainian war, so that it is understood in every corner of the world: who the enemy is and which country they attacked.

Olena Plakhova,
Chief Reputation and Marketing Officer at Nova Post







COOPERATION **WITH ARTARMOR**

ArtArmor is a charity art project founded in the spring of 2022 in Rivne. Outstanding artists turned armoured plates damaged by bullets and debris, which have already fulfilled their mission to protect human life, into art objects.

The goal of the project is to draw attention to the Russian war against Ukraine and raise funds for humanitarian needs:

- → purchase of protective equipment for the Security and Defence Forces of Ukraine;
- → demining of territories;
- → treatment and rehabilitation of wounded defenders of Ukraine.



The official presentation of the ArtArmor project took place on 14 October 2022 at the Maidan Nezalezhnosti underground station in Kyiv.
The National Museum of the History of Ukraine in the Second World War hosted the exhibition in November – December 2022, after which Nova Post helped deliver the exhibition from Kyiv to Lviv. Subsequently, a series of exhibitions in European countries is planned.



CHARITY FAIR SPASKYI MOVEMENT IN POLTAVA

₴611,812
raised to buy a drone

The goal of this fair was to raise funds for the purchase of the Valkyrja UAV for the army. Nova Post joined Ukrainian brands by creating its own location, where all its visitors received gifts and learned to use parcel lockers.





WINTER COUNTRY AT VDNH

Nova Post became a partner of the Winter Country at VDNH and organised a real holiday for children. As part of the project, Nova Post created its own location where children wrote letters or made drawings for Santa, threw them into a lightbox and received a gift – a wonderful book called Troll, Starship and Space Pebble, which is the result of the Nova Post project – from a parcel locker.. In 2022, the holiday location operated under the conditions of critical energy saving.





ENVIRONMENTAL INITIATIVES

Nova Post has developed and implemented policies and a number of standards to identify and manage environmental aspects and risks.

PACKAGING

3R: Reduce, Reuse, Recycle – this is the principle of responsible consumption by which Nova Post is guided when choosing packaging to protect items during transportation. We offer our customers high-quality and environmentally friendly packaging materials. All our boxes and paper fillers are made of recycled materials and can be recycled. In the branches, used packaging (paper and polyethylene) is collected and recycled.





Our relevant packaging fully meets the increased requirements, because shipments undergo a difficult path through sorting centres, where they are processed automatically. Boxes and packaging created according to the Nova Post standard specifically for express delivery ensure the transportation of goods without damage.

Yaroslav Mudryi,
Head of Packaging
Development Department

GREEN TRANSPORT

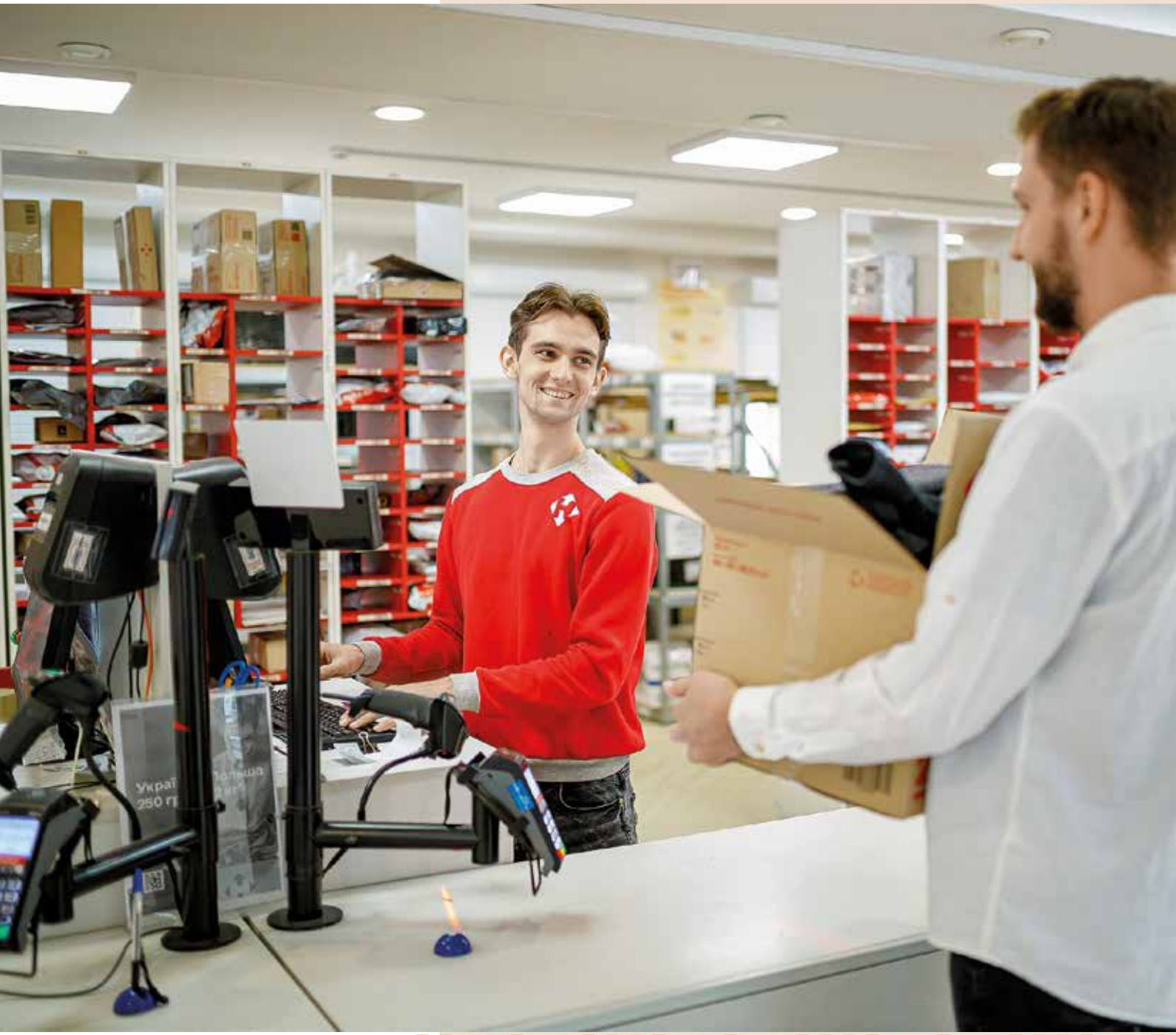
Even during the war, Nova Post continued to upgrade its fleet, increasing the number of cars that meet environmental standards.

6 **electric vehicles**

107 **scooters**

in electric transport
fleet in 2022







EMPLOYEES

Leadership on the market, innovation, continuous development and purposeful movement have always attracted people to Nova Post and motivated them to join the company, grow and enhance their careers. During the war, Nova Post became a source of stability and responsibility for its employees, united everyone to help people, and further strengthened all Nova Post teams.

EMPLOYEES

Nova Post is one of the largest employers in Ukraine. The national network accounts for more than 32,000 employees, the partner network – more than 11,000 employees. The company creates modern workplaces throughout the country and provides its employees with all social guarantees official employment and salaries, modern workplaces, career development opportunities and intangible incentive programmes.

In the first months of the war, we had two priorities: our employees and the company's profitability. We had to achieve a balance in this. After all, it is impossible to provide people with decent working conditions, protection, and safety, assistance in complex situations, without having a profit. And thanks to the joint efforts of the entire team, we succeeded. We have resumed the operation of most of our divisions, launched an SOS Headquarters to help employees in various areas, and implemented programmes to help our mobilised colleagues. And our employees have become a strong support for almost all Ukrainians.



Oleksandr Bulba,
CEO at Nova Post



NOVA POST IS

≈32 thou

employees of the group of companies

≈11 thou

employees of partner representative offices

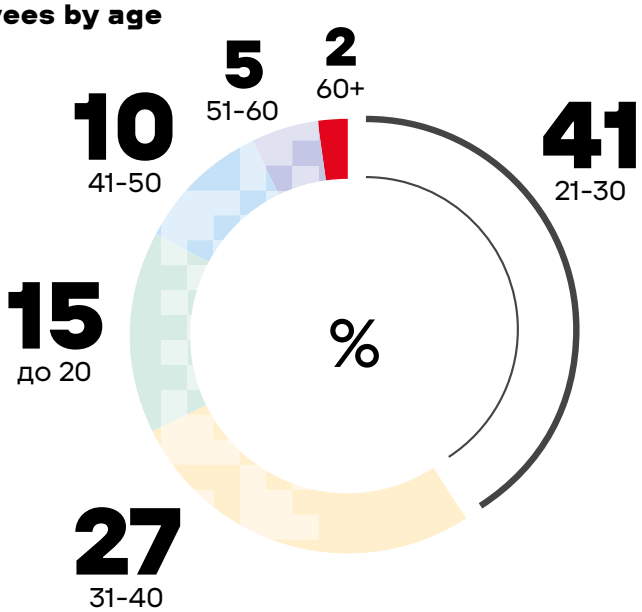
≈3 thou

employees served in the Armed Forces of Ukraine as of late 2022





Nova Post employees by age



THE WORK OF THE COMPANY'S EMPLOYEES **AT THE BEGINNING OF THE WAR**



Volodymyr Popereshniuk,
Co-Owner of Nova Post

On 25 February, only 40% of the Nova Post network was open. Customers were desperate, so they stopped sending parcels and ordering goods. Employees were leaving their homes to move to safer places. We helped with the evacuation and resettlement. The operation of many of our divisions was reoriented to humanitarian cargo, which Nova Post sorted and delivered at its own expense. The company had to reduce the network of branches by more than 80%. At this time, about 100 top managers refused to receive their March salaries: after all, you cannot adopt decisions on reducing salaries or temporarily suspending employment unless you start with yourself. The financial reserve that the company held for a rainy day helped cover the cash gap in March. But we survived, restored a significant part of our volumes, restored destroyed premises where possible, and brought people back to their workplaces.





At the end of March, we knew that the company had made it. From 1 March to 21 March, the number of Nova Post shipments increased 3.5 times to 350,000 per day. In April, Nova Post has already broke even, and since May it has started earning more than spending. At the end of July, 75% of the network was operating, and the volume of shipments reached 90% of the pre-war level. We are truly grateful to our employees for their understanding, their courage to work in extremely difficult conditions, their selfless work to save their compatriots and help those who find themselves in a difficult situation.



Viacheslav Klymov,
Co-Owner of Nova Post





1,500
branches reopened in March

4,190
branches already opened as of the end of April

5
branches launched in de-occupied cities of the Kyiv Oblast since 25 April: one in Irpin, 2 in Makariv, and one each in Bucha and Kolonshchyna



EVACUATION BUSES
FOR NOVA POST EMPLOYEES

Evacuation support for employees:

February – March

- From Kyiv to Khmelnytskyi, Lviv, Chernivtsi.
- From Kharkiv to Dnipro, Poltava, etc.

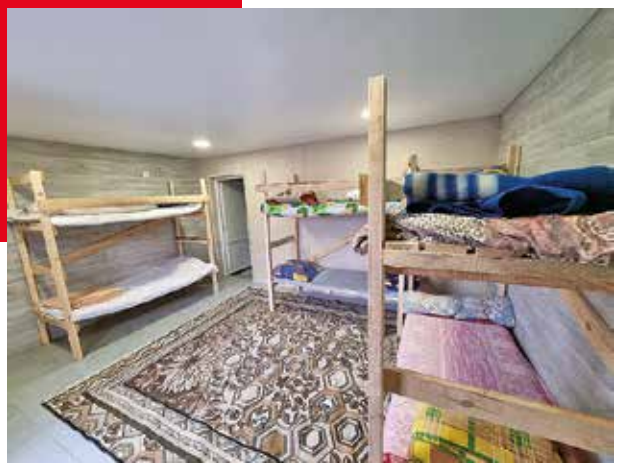
April

- From the Donetsk Oblast to the Poltava Oblast.

At the end of February, several car convoys with families of Nova Post employees were sent from Kyiv. Those who did not have a car could leave in the cars of their colleagues who had vacant seats or by buses.



Along the route, Nova Post has prepared accommodation points for employees at the company's terminals, branches, and office premises in Lutsk, Rivne, Lviv, Uzhhorod, Chernivtsi, etc. The premises had heat and water supply, sleeping places and everything necessary for temporary accommodation.



211 m^2 of the premises were redesigned in a matter of days by the head of the partner representative office of Nova Post Mykola Shatailo and his family and friends at the reception point for people displaced from hot spot areas of Ukraine. There, people could rest, spend the night, and continue their journey to the west of Ukraine. Every day, the point accommodated 60 people.





WORKING **CONDITIONS**

EMPLOYEE **SAFETY**

Despite the war in Ukraine, people could continue using the services of Nova Post, which did not stop its operations. Nova Post employees worked even in cities with active hostilities taking place nearby. The only reason why Nova Post branches were unable to operate for some time was the danger during air-raid alerts. After all, the life of employees and customers is the company's priority.

- Security zones were created in many branches of Nova Post, and shelters were set up at the terminals.
- Indicators that are affected by loss of working time during air-raid alerts have been removed from the employee incentive system.



Nova Post also continued traditional investments into the employee safety:

₴15 mln

fire protection of employees

₴797 thou

pre-trip driver examinations

₴46.8 thou

occupational health and safety and fire safety training

10

first aid rooms opened in 2022

54

first aid rooms operating in the company's divisions

A training programme has been developed to train employees in the first aid basics. The launch is scheduled for early 2023.

COMPREHENSIVE SUPPORT OF EMPLOYEES



₴118.5 mln

spent by the company in 2022 on financial assistance in these areas

10,000

monthly assistance being received by each mobilised employee of the company

FINANCIAL ASSISTANCE TO EMPLOYEES

Both mobilised and civilian employees of all companies of Nova Post group, as well as their family members, can receive aid during martial law in the following cases:

- In case of serious injuries, illnesses, and wounds.
- In connection with the death of the first line of kinship relative as a result of military operations.
- In case of partial and complete destruction of housing.
- In case of moving from the war zone/ occupied territories.
- If the employee could not/did not have time to leave and stayed in the occupied territory.
- Aid to the family in case of the death of an employee.

FACT

Despite the cancellation by the state of the requirement to pay mobilized employees the average salary, Nova Post continues paying financial assistance to employees who serve in the Armed Forces of Ukraine

₴38 mln

monthly average in 2022

SOS HEADQUARTERS

SOS Headquarters is a community of specialists providing qualified assistance to employees in various areas upon their submission request to a dedicated Headquarters hotline.

The support line for employees, a 'one-stop-shop', where an employee can apply for help, was created in Nova Post even before the war. Everyone could get advice on requests that were mainly related to HR and salary issues.



After 24 February 2022, employees had asked hotline completely different questions. Russian missiles destroyed someone's home and property or someone's place of work, because their branches were destroyed. Or the war took away someone's loved ones. Some needed psychological support. We as-sumed that the flow of requests would grow even more and started creating a separate tool for working with requests from SOS Headquarters employees. It has been partially operating since 25 February. The Headquarters was launched in May covering the list of questions in all areas.

Anastasiia Yalova,
Head of the Brand Development Department at Nova Post Group of Companies

Main areas of SOS Headquarters operation:

- → Employment, including in a new location.
- → Financial and household assistance (buying food, clothing, and basic necessities).
- → Financial assistance for treatment in case of injury or serious illness.
- → Domestic assistance during the war.
- → Legal support.
- → Psychological support.
- → Advice on HR and salary issues.



PSYCHOLOGICAL SUPPORT

Since the beginning of the war, all Ukrainians have been under permanent stress. Nova Post employees are no exception because the anxiety for themselves, their families, friends, customers, and colleagues in the rear and at the front line is exactly the feeling that everyone has, every day. Nova Post organised individual counseling sessions and psychological support groups for employees.

100

psychologists were in touch with employees, including family, children's, and military psychologists

I'm Here

A Telegram community moderated by the full-time psychologist with **more than 300** participants



We discuss pressing matters in the I'm Here group. Here, employees share their experiences, listen, and share tips, and regularly discuss books they have read in the book club format. These are not the events where everyone is reassured that everything is OK and will be fine, a real opportunity to sort out your feelings and help yourself.

Iryna Ivlieieva,
Full-Time Psychologist
at Nova Post





WORKING WITH **MOBILISED EMPLOYEES**

Working with mobilised employees is a consistent process that involves HR, procurement specialists, and managers who take care of their mobilised employees.

Communication with mobilised colleagues is maintained by the Intangible Incentive and Request Processing Department. These employees work in the office, but the war is definitely not "somewhere far away" for them. It is around all day and beyond. Colleagues address not only their needs of something, but also tell everything that worries them, everything that is in their hearts. Department employees find a personalised approach and words of support for everyone.

8,800 pieces
military equipment and other necessary items for mobilised employees purchased by Nova Post in 2022:

- **5,152** units of uniforms, clothing, underwear, footwear
- **1,693** units of military equipment (helmets, bullet-proof vests, plate carriers, backpacks, tactical vests, etc.)
- **1,550** units of military household items (sleeping bags, ground pads, thermos flasks, power banks)
- **140** units of tactical headphones and glasses, headlamps
- **75** thermal imagers
- **190** tourniquets

₴24,5 mln
the amount that Nova Post spent to purchase ammunition for mobilised employees

₴2.5 mln
monthly budget for aid to Nova Post employees serving in the Armed Forces of Ukraine



The situations of our mobilised colleagues vary depending on where they are now. Those who are in the most active hostilities zones are not always able to speak briefly and to the point. Those who are in the neighbouring areas talk more often and longer. It seems that they lack communication, the warmth of their family and friends, colleagues, and the work they love. They say a lot of good words about Nova Post. The most difficult thing at work is when someone does not get in touch for a while: you are afraid to learn bad news. It is a great joy when this specific "someone" is back in touch.

Oksana Antoshyna,
Head of the Intangible Incentive and Request Processing Department

OURS FOR OURS:
NOVA POST VOLUNTEER MOVEMENT

OURS FOR OURS
donations for the colleagues who are defending us



Nova Post provides mobilised employees with ammunition, bulletproof vests, helmets, uniforms, etc. Their colleagues asked how they could join in helping the defenders. Many Nova Post employees started volunteering from the very beginning of the war. To respond to these requests, Nova Post created a platform for its own volunteer movement in the autumn of 2022 and launched the Ours for Ours project.



₴1.5 mln
donated by Nova Post employees during the first fundraiser. The same approximate amount is donated by the company employees monthly

₴2 mln
added by the company to close the fundraiser and buy everything we need for our colleagues need

Since then, colleagues from the front line have been addressing colleagues in the rear when they and their fellow soldiers need additional assistance, military equipment: drones, thermal imagers, vehicles for rotating and transporting the wounded, generators, etc. Ours for Ours project is responsible for collecting specific equipment for the needs of a certain soldier. The project team and Nova Post volunteers learn about the defender's needs and announce a fundraiser involving company employees, their relatives and friends. Then they quickly find and buy the required stuff and send it to the frontline. As part of the project, more than 3 thousand mobilised colleagues enjoy continuous support, both moral and financial, from their teams. The company supports this movement through communications and finances.

We decided to help with something large-scale. Two of our colleagues serve in the same squad. They needed a car to transport ammunition and the wounded. We divided a certain amount between divisions of the branch. Absolutely everyone joined the fundraiser: branches, delivery services, depots, and sales departments. Employees shared posts on social media and involved their friends, loved ones, relatives, and customers. The car was purchased and sent to the frontline. All my colleagues understood that it was thanks to those who are fighting that we can all continue to live and work today.



Serhii Khreshyk,
Project Volunteer,
Manager of Branch No. 1, Kyiv





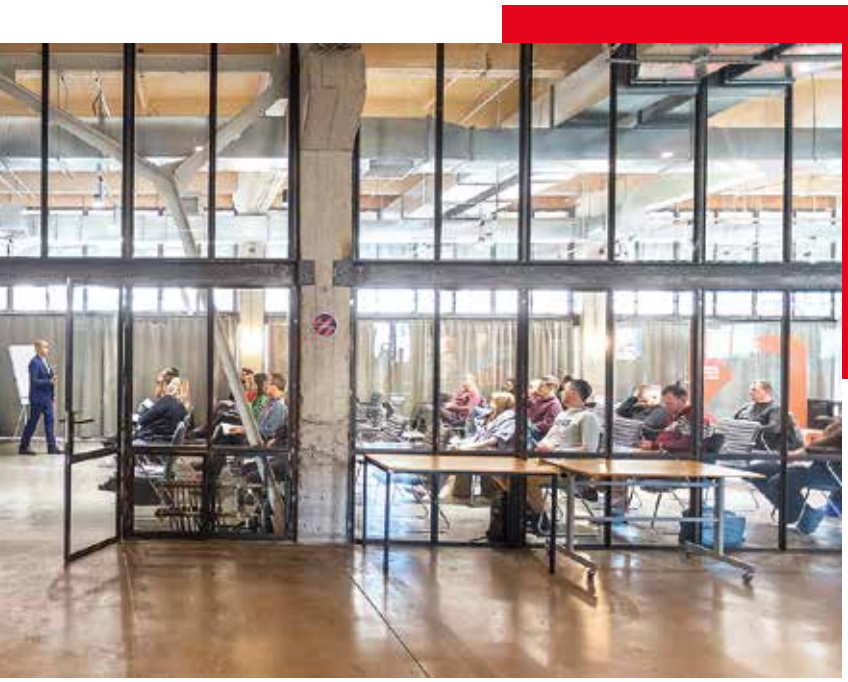


TRAINING, DEVELOPMENT, CAREER



Oleksandra Hnitii,
Director of Training and Development Department

According to the corporate culture study conducted in 2022, career growth turned out to be important for our employees even during the war. In other words, many employees associate their future lives with Nova Post: they want to stay there, develop, and build their career. This can be understood, as logistics is a promising economic sector in the modern world, and Nova Post is a major leading company that represents this industry. We work consistently so that talented people, whether it is a manager in the capital, an ordinary operator somewhere in a small town, or a scanning specialist at the terminal who is a university student, will eventually be able to build a successful career at Nova Post.



34.7
thou
employees underwent training in 2022

34
hours
average number of training hours per 1 employee

The Training, Development, and Evaluation Department provides a multi-level system of employee training and development implemented in the following key areas:

- Primary employee training
- Training in standards
- Professional development programmes
- Training for managers



Forms of employee training

- Distance learning on the training portal
- Training sessions
- Mentoring
- On-the-job training

The most popular programmes in 2022 were English, LEAN – Lean Production School, Microsoft Excel, and Effective Middle Manager.



Training courses for career growth

259
unique participants

85
courses

1,020
employees trained

LEAN MOVEMENT

2022 was marked by the sign of LEAN at Nova Post.

LEAN is a management concept based on a steady commitment to eliminate all types of losses and implement continuous improvements.

Company owners Volodymyr Poperesh-niuk and Viacheslav Klymov are the main ambassadors of the Lean movement in the company.





Technologies play a huge role, and they are mandatory for us. Companies need to surprise customers, and offer new products, while constantly optimising costs and improving performance. Being innovative does not mean making some breakthrough technology and then working based on it. This means rational use of the company's resources, efficient work of employees, as well as fast and reliable delivery. Therefore, Nova Post uses the Lean manufacturing methodology, creates own innovations, and engages as many of its employees as possible in developing and implementing continuous improvements.

The company started implementing the tradi-tions of Lean management several years ago. Nova Post works closely with the Lean Institute Ukraine and provides training in this area for managers. Regular Lean fairs have been introduced where teams compete in the implementation of their projects to develop and introduce improvements and innovations.



A new impetus to the development of Lean, primarily in terminal logistics, was provided by the opening of the DAO Dnipro Innovation Terminal on 4 February 2022. The very name of this sorting centre has a symbolic meaning: in Ukrainian the abbreviation DAO stands for 'Dnipro. Automation. Efficiency', and the entire name is a reference to the Japanese TAO of Toyota. After all, Toyota is the founder of the Lean philosophy. The 14 principles of Toyota TAO are the foundation of the modern Lean culture.

Therefore, Lean tools such as 5C, visual management, Obeya room, etc., were implemented at the DAO terminal from the very beginning.

Lean management is also being massively implemented in other company divisions, from branches to large sorting centres.

103
projects in A3 format developed during the year



20 projects presented at the Lean fair

41 projects developed as part of the training

25 initiated by employees of the branches

20 projects developed and implemented by the Department of Technologies

158 applications submitted as part of 'a million-dollar idea' project on collecting ideas for improvements from all the company's employees with a special programme of participant motivation

251 employees received certificates confirming their Lean training level

₴41 mln
total economic impact of Lean Initiatives in 2022



LEAN FAIRS

Lean fairs are official events where 6-8 teams, which include employees from different company divisions present their projects on improvements and innovations, and demonstrate the effects from their implementation. Winners are selected by voting and commission recommendations.

The war suspended the Lean events at the company for a short period of time, but did not negate the strong innovation movement. The implementation of some projects even accelerated because the company had to achieve greater efficiency in extreme military conditions to retain business and personnel and be able to engage in humanitarian activities.



Our Lean Management Implementation Team resumed holding Lean fairs during the war as soon as possible. It is impossible to adapt to the war, but it is possible to learn to take into account its realities and act accordingly. The work on improvement was resumed, and sometimes complete process transformation and innovation, proved very important during the war. After all, in difficult times, the processes should include nothing in excess: nothing that does not carry value. And the teams that developed such projects sometimes made incredible efforts. Yet, they paid off. We realised that Lean was one of the important factors leading to a surge in ideas for improvement at a minimum cost. In times of war, this is very important for the company.



Roman Nikolenko,
Head of Lean Department

In 2022, an improvement project was presented for the first time, which was focused on the Nova Post representative office in Poland.

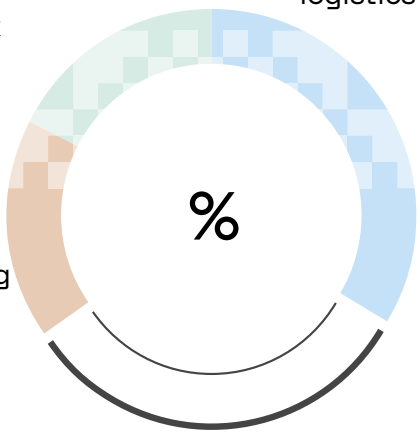
The revival of Lean culture and the presentation of projects at Lean fairs were accompanied by Lean training of employees.

Priorities for projects in 2022

19
national branch network

35
terminal logistics

19
address servicing





INTANGIBLE **INCENTIVES**



DELIVERY **OF GOOD NEWS**

Since the beginning of the war, Nova Post employees have become a real support for Ukrainians. Everyone is doing more in their place than they should do according to their job description, standards, etc. Company employees help volunteers, philanthropists, and the military, and become somewhat like psychologists when customers ask them for support and share their pain.

Therefore, the company has decided that our employees also need something more than traditional programmes of financial and intangible incentives. This is how the Delivery of Good News project, which existed in the company for an external audience, turned into an internal one.

The Good News in this project is a pleasant surprise for an employee who was nominated by colleagues to deliver this 'news'.

There is a permanent platform for nominating candidates. The candidate's colleagues describe the story of their colleague who deserves a surprise and suggest something to be delivered to this colleague a gift, a pleasant emotion, etc.



The dreams of other nominees will come true in 2023. The project has been extended for the entire next year.



>200

colleagues were nominated as part of the project in 2022

150

good news

'delivered' by the end of the year by the Reputation Management Directorate

WAR STORIES

The first story as part of the internal project was the story of digital project manager Dmytro Liubchyk. In March 2022, Irpin was under occupation. The city was cut from the power, heating and water supply. It was almost impossible to get out – the invaders were shooting the cars on the spot. Exit to-wards the forest was the only one that stayed out of their control. Dmytro knew this forest very well because he used to jog there every day before the war. So, he gathered the neighbours, divided them into two teams, and arranged an escape through this forest, thus saving them all. Colleagues from the sales department retold this truly heroic act because Dmytro, as the organiser, risked the most. They offered to make him a surprise related to Dmytro's passion for cooking. The good news for him was an internship at Yevhen Klopotenko's restaurant kitchen.





ANTISTRESS:
HOBBY CLUBS

To improve the psychological condition of our employees and provide useful knowledge, the company organised hobby clubs. Over time, they have grown into entire communities of participants.

Unformidable English

English Improvement Club operates in the same manner.

300-900
participants visit language clubs

"LIU Ukrainian"

Gentle Ukrainisation Club Meetings to improve proficiency in Ukrainian are held once a week in the Telegram channel. Participants watch and discuss short Ukrainian films. There is a lot of cultural events, news, etc. Participants do not criticise or correct each other. The moderator directs colleagues to ensure that meetings are held with maximum benefit.





Anna Syniashchyk,
Manager at the Reputation Management Directorate
Language Club Moderator
Applied Linguist

Our language clubs started as corporate publication rubrics, but later transformed into permanent Telegram communities. Club meetings are held weekly. As part of the club, we hold online evening meetings dedicated to different regions of Ukraine: Northern Bukovyna, Slobozhanshchyna, Transcarpathia, etc. Neither blackouts nor air-raid alarms prevented us from meeting. We charge power banks, move to a shelter, and continue to improve our language proficiency, learn about culture and history, and encourage each other at the end of a difficult day.



Running Club
Running is the main sport of Nova Post and a favourite activity of its employees. By the end of the year, offline running clubs resumed their activity in Kyiv and Poltava. Runners train with a professional running coach, taking precautions during the war.

In other cities, running enthusiasts could train under the online supervision of a professional coach.

In addition to consulting on running, coaches give advice on nutrition, starting training, improving athletic performance, etc.



Book Club
At the meetings of the psychological club I'm Here, many employees found that they were fond of literature. Discussing the books they have read, sharing their impressions, and advising each other on the book: these needs became the reason for arranging a book club. It is moderated by Iryna Ivlieieva, a full-time psychologist at Nova Post.

Online Fitness Classes
Physical Exercises to Improve Your Psychological Condition was the name of online training sessions arranged in the first three months of the war. They were held free of charge for our employees by a customer and, of course, an admirer of Nova Post, the owner of a fitness studio in Kyiv.



25–50 employees with their families and children gathered in front of the camera and did exercises with a coach, using water bottles instead of dumbbells and thick books as sports equipment, gave their best and eventually felt a little better psychologically. After all, sports is a good medicine.

"If there is a Nova Post branch nearby, you can open a business, because Nova Post employees will always help an entrepreneur girl, says fitness coach Yuliia. Thus, I was glad to join in and help the employees of my favourite company in difficult times."





CONTEST OF CHILDREN'S CREATIVITY
'COURAGE TO DELIVER THE FUTURE'

An unchanging tradition of Nova Post is the annual Contest of Children's Creativity for the children of all employees.

'Courage to Deliver the Future' is the theme of the 2022 contest. It included two categories: Drawing and Essay.

All participants received gifts of toys for younger children and arts & crafts kits for older children.

>200
participants sent their works this time

21
winners determined in various categories and age groups received valuable prizes













FAIRYTALE BOOK FOR CHILDREN

This is the third children's book about Nova Post employees and their friends – fairytale characters published by Nova Post. After all, employees of branches, terminals, contact centers, offices, couriers, engineers and all Nova Post employees are superheroes for their children and for each other. Therefore, all fairytale books are dedicated to them. Children are happy to read them and wait for a sequel every year.

Troll, Cargo Plane, and Magic Rainbow is a book by Ukrainian children's writer Halyna Budilova, which she wrote this year for the younger members of the Nova Post family.

20,000 children of Nova Post employees received this book as a gift.

The book was also given to children of visitors to Santa's residence at VDNH and other cultural events, as well as charity foundations involved in helping children.

PHOTO CONTEST 'PETS IN NOVA POST BOXES'



Almost every Ukrainian has a Nova Post box at home. Pets are very fond of climbing into them to play or sleep, and their owners take pictures of them. We decided to make a contest out of it. After all, dogs and cats are a source of positive emotions in any situation.

We have not had so much buzz as we had at the start of voting for photos of participants since pre-war times. Winners received valuable gifts, and the audience was discussing the event for a whole week.



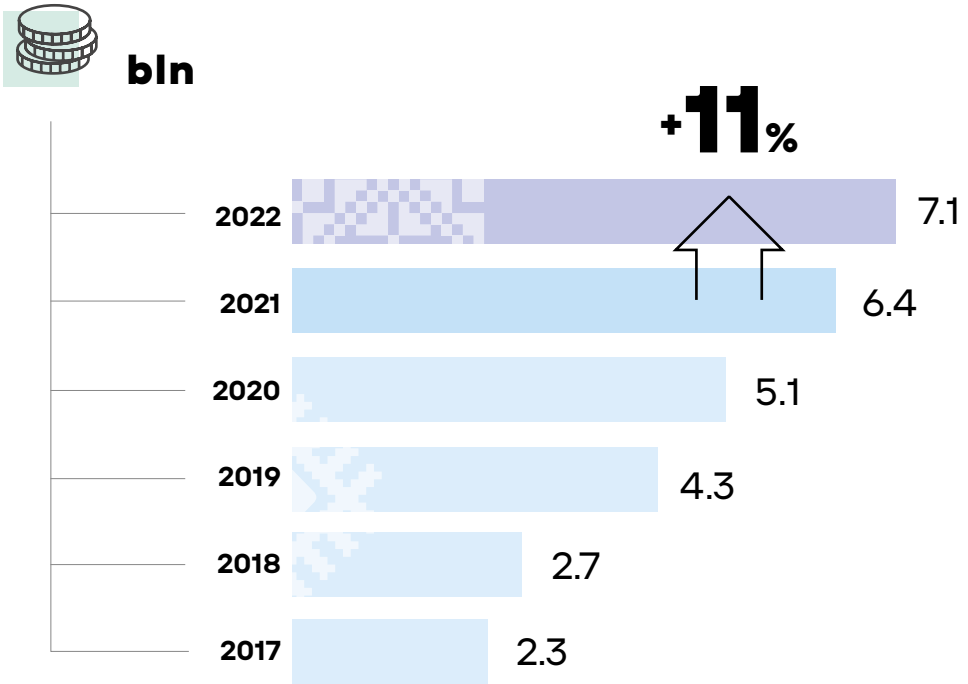


STATE

In its relations with the state, Nova Post is guided by the principle of ensuring sustainable development today and looking for prospects for the future. With the beginning of the full-scale invasion, the country's economy declined drastically. To keep it afloat, Nova Post did everything possible: from paying taxes to all budgets to creating new modern jobs and stimulating the work of other businesses.



TAXES





Petro Fokov,
CFO at Nova Post Group of Companies

As a responsible citizen, Nova Post Group of Companies operates within the Ukrainian legislation and pays taxes to budgets of all levels across the country. Our employees receive official salaries, adequate working conditions, protection and support from the company. Despite the war, we are concerned not only about the present of Ukraine, but also about its future. Therefore, we continue setting the trend for innovation in the country and becoming an example for others. We increase the prestige of our country globally by offering world-class services to the countries where we start our business. We see Ukraine of tomorrow as modern, technological, creative, and exemplary for the whole world.

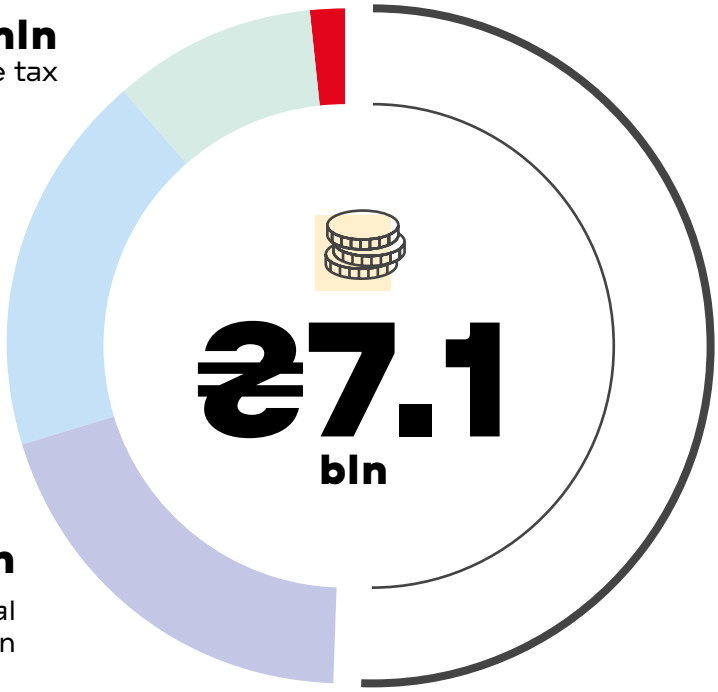
Paid in 2022:

100 mln
military levy tax and other duties

700 mln
corporate income tax

1.3 bln
personal income tax

1.4 bln
single social contribution



3.6 bln
value-added tax



NOVA POST JOBS

Right after the full-scale invasion started, Nova Post quickly adapted to the new reality and kept moving forward, preserving jobs and social guarantees for its employees.





We took risks, now the war is part of our life. Our plan by the end of 2022 was to reach the pre-war income level to support the country with taxes, jobs, and humanitarian activities, as well as the availability of our services, which are so important for Ukrainians. The shortterm task was to restart branches in settlements with 500-1,000 residents. We managed to restore the network to 90% by September.

Viacheslav Klymov,
Co-Owner of Nova Post

DECEMBER 2022:

32,000

employees work
in Nova Post divisions

11,000

employees work in the divisions
of the company's partner network

>1,000

new branches opened in 2022–the year when the war started



COOPERATION WITH THE STATE EMERGENCY SERVICE

Nova Post cooperates with the State Emergency Service on an ongoing basis. In particular, we mean the logistic support for rescue teams. In 2022, Nova Post invested ₴11 million for the needs of the State Emergency Service. Nova Post also provides logistic support to the State Emergency Service of Ukraine.



LOGISTIC SUPPORT OF THE STATE EMERGENCY SERVICE

≈ ₴ 250 thou

sending cargo for the State Emergency Service of Ukraine at the company's expense



In the fall of 2022, Nova Post handed over the first 10 sapper robots to the State Emergency Service units. They have proven their effectiveness in Ukrainian reservoirs. The company does not stop there, because we understand that for Ukraine, the issue of clearing territories of explosive objects is one of the most urgent. This is our contribution not only to the demining process but also to saving human lives. After all, they are the greatest value.

Heorhii Harkusha,
Head of the Humanitarian Post Department

INVESTMENTS WITHIN THE FRAMEWORK OF COOPERATION WITH THE STATE EMERGENCY SERVICE IN 2022:

₴ 5.85 mln
20 sapper robots

₴ 1.2 mln
48 two-way radios

₴ 1 mln
16 generators

₴ 1 mln
387 power tools

₴ 1 mln
88 metal detectors

COOPERATION **WITH STATE AUTHORITIES**

Thanks to fruitful cooperation with state authorities, we managed to complete several important deliveries and implement a number of projects.



>11 thousand pallets
of humanitarian aid from abroad for the Ministry of Social Policy delivered by Nova Post in cooperation with the HelpUkraine Foundation and other organisations.

KHARKIV OBLAST MILITARY ADMINISTRATION

A bilirubin metre and ambulances for children's outpatient clinics No. 1 and No. 16 in Kharkiv were purchased with monetary assistance from Nova Post.

KYIV OBLAST MILITARY ADMINISTRATION

₴ 1 mln
sent by Nova Post for the purchase of generators for the residents of the Kyiv Oblast

Logistic assistance for the delivery of humanitarian cargo:

₴160 thou
of financial assistance provided

46 tonnes
of humanitarian cargo delivered

MINISTRY OF REINTEGRATION OF THE TEMPORARILY OCCUPIED TERRITORIES OF UKRAINE

1.2 thou tonnes
of humanitarian cargo delivered as part of cooperation with the Ministry





COOPERATION WITH THE RED CROSS AND THE UN UNITS

500 thou
food kits from the UN assembled and delivered by Nova Post employees

₴25 mln
sent by Nova Post for the purchase of humanitarian aid







Assembly of food kits is a new commercial service introduced by Nova Post. The Red Cross and the UN units needed a product that the company did not yet have. Following their request, the service was quickly developed and implemented.






НОВА ПОШТА
№285



PARTNERS AND INVESTORS

Nova Post does everything possible to ensure that its services are available even in the most remote villages and towns of Ukraine. Therefore, the company has been developing its partner network for 13 consecutive years. During the war, partners and their employees took on the full burden of caring for local residents: they delivered parcels and cargo, delivered and handed out humanitarian aid the despite destroyed roads and bridges, shelling, and fuel shortages in the first months.

PARTNER NETWORK DEVELOPMENT



8,166
branches in the partner network in 2022

802
new partner branches opened this year

>700
partners cooperating with Nova Post, 80% of them – for more than 10 years

>1,000
people – all settlements with such population are already covered by Nova Post partner network, so the company has started opening branches there where the population is smaller

4 new partners joined Nova Post in 2022

11 thou employees working in the partner network

1.6 thou
people employed in 2022

The largest number of new branches has been opened in the Lviv, Kyiv, Cherkasy, Vinnytsia, Zhytomyr, Rivne, Ternopil, Khmelnytskyi, and Mykolaiv Oblasts. Despite all the difficulties, partner branches also operate in frontline cities: Izium, Staryi Saltiv, Kharkiv, Sviatohirsk, Lyman, etc.





Maksym Hryb,
Head of the Partner Network Department

Currently, Nova Post is the largest and most affordable available delivery network in Ukraine. These are twenty-three thousand service points, and with over eight thousand being partner branches. They operate according to the same high standards of service as Nova Post itself. There are plans to open more than one and a half thousand new partner network branches in 2023. In the first months of the war, partner offices became a real support for rural residents. In addition to postal and financial services, they took over the delivery and handing out of humanitarian aid. In some places, they have become almost the only way for some families to survive.



WAR STORIES

Dmytro Sydorov and his mother Tetiana Viktorivna were among the first partners in the Kharkiv Oblast who joined the delivery of humanitarian cargo. They took on all the costs of humanitarian activities: they refuelled cars and paid salaries to drivers to deliver aid to the villages in the Kharkiv Oblast, to Zhykhor, Pokotylivka, and Babai. Zhykhor is almost the outskirts of Kharkiv. Nova Post employees brought food there, from where it was handed out by volunteers. Tetiana Viktorivna came to Pokotylivka, where she handed out humanitarian aid in a local café, which was turned into an actual aid centre. Then, she delivered food door-to-door for large families where mothers could not leave their children, seniors, as well as doctors who could not leave their patients to get aid.





HOW TO BECOME **A PARTNER?**



₴50-200 thou	Amount of investment in to a partner branch, depending on its size. The entrepreneur invests these funds in repairs, purchase of machinery and equipment, transport, and marketing so that the branch meets the high standards of Nova Post. There is no lump sum (entrance) fee, and the royalty (monthly payment) is 0.5% of the remuneration
2 weeks	Average time required to open a standard turnkey branch
8 months	The partner's payback period



Partnership with Nova Post ↓


Чек-лист
дбайливого
пакування:
3 кг
60×16×12 (см)



SUPPLIERS

Nova Post cooperates with its suppliers on a mutually beneficial and reliable partnership basis. We guarantee transparent and uniform rules for participation in tenders, compliance with legal requirements, business ethics, prevention of corruption and fraud, honesty and transparency in relations. We expect the same approach to interaction from the companies that want to build partnerships with us.

PRINCIPLES OF COOPERATION WITH SUPPLIERS



Olena Horulko,
Administrative Director
at Nova Post

Nova Post interacts with a vast number of suppliers of goods and services, thus creating conditions for the development of entrepreneurship in the country, and contributing to creating new jobs in the regions. We are open to cooperation with large and well-known companies, as well as SMEs and startups. The main selection criteria are honesty and transparency in doing business, compliance with legal requirements, reliability and a customercentred approach. To cooperate with us, counterparties undergo a thorough due diligence procedure. On our part, we guarantee similar conduct in all aspects of our interaction.

THE COMPANY GUARANTEES ITS SUPPLIERS:

- → Uniform and transparent rules for supplier registration and participation in tenders.
- → Maximum level of automation for participation in tenders.
- → No discrimination or unjustified restrictions on competition.
- → Detailed feedback on the progress and results of tenders.
- → The option of appealing decisions.
- → Compliance with business ethics, anti-corruption policies, and effective tools for countering conflicts of interest and fraud.

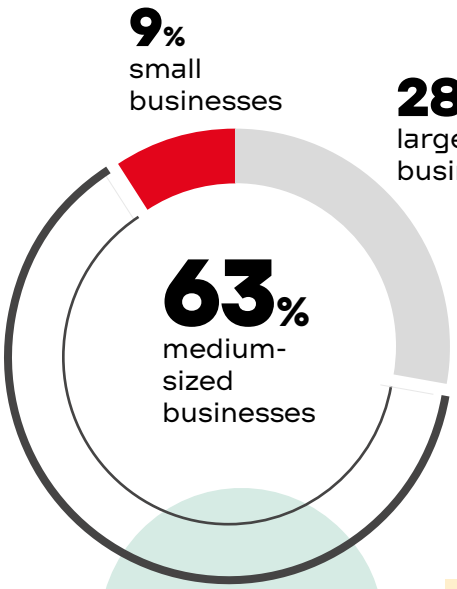


As a leader in innovative projects, Nova Post has implemented the automated procurement management system APS Smart. This solution ensures the principles of transparency and trust in cooperation with partners and suppliers.

The company has a separate team that deals exclusively with tenders, market analysis, and factors that affect pricing. Based on this knowledge, Nova Post builds strategic partnerships with suppliers.



69%
of Nova Post suppliers have their own production facilities in Ukraine

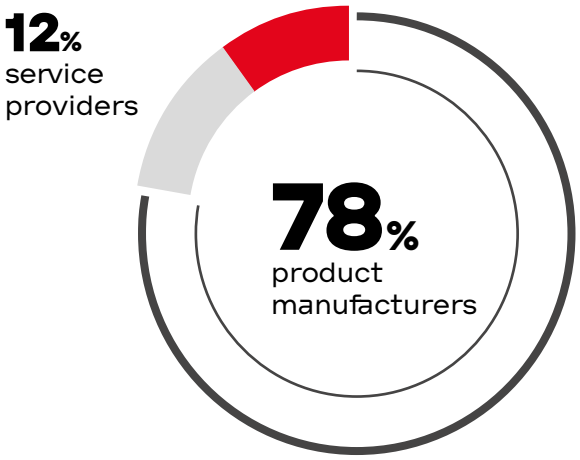


205
suppliers of products and service providers



32 of which with a total turnover of almost **₴1.5 billion**





BUSINESS ETHICS AND COMPLIANCE

The company's compliance policy is based on the principles of the Corporate Code of Conduct and documents adopted to implement its provisions.

CORPORATE CODE OF CONDUCT

The Nova Post Corporate Code of Conduct reflects our values and clearly defines performance rules, policies, and standards that help the company achieve its goals, conduct an honest and transparent business, and maintain a leading position in the market.

Nova Post is a Ukrainian company, and its owners are true patriots of their country, and our entire team is doing everything possible to bring victory over the Russian invaders closer. That is why Nova Post has and will have no business relations with persons who cooperated with the aggressor state or carried out any complicity in its activities. This is stipulated in the new version of the Corporate Code of Conduct, which was supplemented with the Actions During Wartime section.



Olena Dundova,
Head of Compliance

CORPORATE CODE OF CONDUCT

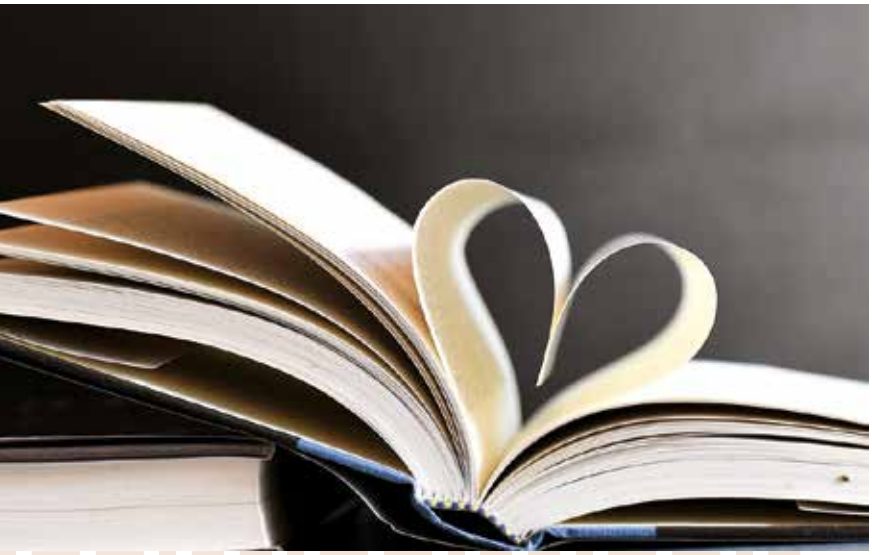
Actions during Wartime is a section that was added to the new version of the Corporate Code of Conduct in 2022. It states that Nova Post will have no business relations with persons who cooperated with the aggressor state or contributed to their activity in any way.



ACTIONS DURING WARTIME

Nova Post reports the facts known to it about persons listed below to law enforcement agencies and immediately initiates the termination of employment, business, or any other relations with persons who:

- → Voluntarily obtained passports of the aggressor state.
- → Implemented or supported decisions and actions of the aggressor state.
- → Were members of armed formations or occupation administrations of the aggressor state.
- → Voluntarily collected, prepared, or transferred financial resources or other assets to representatives of the aggressor state or voluntarily provided any assistance to armed or paramilitary formations of the aggressor state.
- → Committed abuse of state symbols.
- → Carried out business activities in cooperation with the aggressor state and illegal authorities established in the temporarily occupied territory.
- → Voluntarily held any positions in illegal authorities established in the temporarily occupied territory, including in the occupation administration of the aggressor state, voluntarily participated in the elections to such authorities, called for illegal elections or referendums and participated in their organisation, etc.
- → Deny armed aggression against Ukraine.
- → Carry out propaganda to promote the establishment of temporary occupation of the part of Ukrainian territory.
- → Help representatives of the aggressor state avoid liability for carrying out armed aggression against Ukraine.



COMPLIANCE POLICY
NOVA POST

Documents underlying the Compliance Policy:

- → Supplier Code of Conduct
- → Anti-Fraud Policy
- → Anti-Corruption Policy
- → Conflict of Interest Management Policy
- → Competition Policy
- → Compliance Hotline Procedure and others

ANTI-CORRUPTION
POLICY

Nova Post declares zero tolerance for corruption, promotes raising the level of anti-corruption culture among company employees, and encourages compliance with the principles and requirements of this policy by all its counterparties and other persons who are directly or indirectly in legal relations with the company.

We carry out our business activities in accordance with the current legislation. Nova Post never tries to gain commercial benefits that result from illegal, unlawful, or unethical actions.

This policy is a binding document that applies to all legal relations both inside and outside the company. The policy applies to all company employees, as well as third parties who are directly or indirectly engaged in legal relations with the company, including counterparties, partners, representatives, intermediaries, agents, contractors, etc.

Anti-Corruption Policy

COMPETITION POLICY

One of the priority areas of the company's compliance policy is compliance with the antitrust legislation. We support and promote healthy competition, which gives customers a choice. Nova Post declares zero tolerance for any manifestations of unlawful conduct in competition.



The revised Competition Policy was introduced in 2021 and is available on the Nova Post official website under the Corporate Code of Conduct section.

PARTICIPATION **IN UNIONS**



Viacheslav Klymov and Volodymyr Popereshniuk were recognised as entrepreneurs of 2022 by Forbes Ukraine.

SUP

The Union of Ukrainian Entrepreneurs unites independent Ukrainian entrepreneurs of any scale, industry, and geography. It stands for innovation and opening up new markets for Ukrainian companies. Its principles:

- Freedom of entrepreneurship
- Rule of law
- Creating a civilised and comfortable business climate
- Ensuring the shaping of a positive image of the "entrepreneur" and "entrepreneurship" in society, etc.

More than

1,000
participating companies

₴275 bln
taxes paid

100
events per year

400 thou
jobs

SUP AWARD 2022: **INVINCIBLE BUSINESS**

At the end of December, the Union of Ukrainian Entrepreneurs announced the winners of the SUP Award 2022: Invincible Business. Nova Post won in the Successful Flight category.

According to organisers, the award seemed especially important in 2022. The war really tested and hardened Ukrainian businesses. During this period, companies proved to be stable and invincible.

In the Successful Flight category, businesses were evaluated in terms of the most effective entry into new markets. Out of 11 nominees, Nova Post turned out to be the best one because it was able to launch its business efficiently in Poland, the country that was the first to accept Ukrainian refugees, in the most difficult conditions.

Viacheslav Klymov,
Co-Owner of
Nova Post

I am happy to present this award to these businesses, because, first of all, Ajax Systems and stfalcon.com are reliable partners that we cooperate with. Second, this product saves human lives. I was struck by the numbers they reached in just a week: 11 million people became users of the app that warns about air-raid alarms. This is an indicator of the Silicon Valley level.



ACC | AMERICAN CHAMBER OF COMMERCE UKRAINE

Nova Post is a member of the American Chamber of Commerce in Ukraine (ACC).



CSR DEVELOPMENT CENTRE

40 socially responsible companies in Ukraine are united by the CSR Development Centre which works with more than

120 companies in CSR projects

67% of the company's reputation in the modern world is CSR

At the beginning of 2016, Nova Post became a member of the CSR Development Centre of a leading expert community that unites socially responsible companies in Ukraine.

GLOBAL SUSTAINABLE DEVELOPMENT GOALS

17 UN Sustainable Development Goals are designed to overcome global economic, social, and environmental problems by 2030. Nova Post contributes annually to the achievement of the Global Sustainable Development Goals.





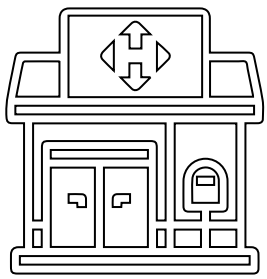
Inna Popereshniuk,
Co-Founder of Nova Post

Nova Post supports the 10 Principles of the UN Global Compact, working on solving key tasks in the field of combating the consequences of military operations in Ukraine, promoting a healthy and active lifestyle, developing entrepreneurial activity, creating decent working conditions, etc.

We strive to make this Compact and its principles part of our company's strategy, culture, and day-to-day operations. To achieve its goals, we implement our own projects and join strategic partnerships that allow us to work together with other organisations. We summarise our achievements and progress towards the implementation of these principles every year in the form of a report you are holding right now.

FUN FACT

In 2021, Nova Post became one of the 25 finalist companies in the Leaders of Sustainable Business rating that implemented the best social projects. The rating is created by the TOP 100 magazine and business portal delo.ua in partnership with the SUP Sustainable Development Association and the UN Global Compact.



17 SUSTAINABLE DEVELOPMENT GOALS

Nova Post certifies that it adheres to the 10 principles of sustainable development and reports on the progress in achieving 17 Sustainable Development Goals.

Goal	Description	Description
	From the first days of the war, Nova Post started delivering humanitarian aid, in particular food, to frontline regions and then to de-occupied territories, etc.	6, 24-28, 69, 92, 94-95, 97, 152
	Nova Post has been operating a programme to help healthcare facilities rehabilitate defenders of Ukraine since 2015. The company also covered the cost of treating employees affected by enemy attacks on terminals and depots.	86-87, 119-125
	The company pays a lot of attention to the quality of its employees' knowledge. Nova Post also cooperates with the Lean Institute Ukraine and implements Lean management training programmes for its employees.	126-131, 134
	The company creates modern jobs and provides its employees with all social guarantees and incentive programmes. The life of employees is a priority for Nova Post. Security zones were set up in branches and terminals. The company also continued to invest in traditional areas of employee safety.	72-77, 93, 114-125, 132-133, 136-137
	The company invests a lot in its own infrastructure, automation, and robotics, which simultaneously increases the efficiency of logistics processes and convenience for service users.	28-41, 43-47, 96-97

ГЛОБАЛЬНІ ЦІЛІ СТАЛОГО РОЗВИТКУ

	The company has a corporate code of conduct in place. Management and employees adhere to its provisions on the prevention of any discrimination.	158-161
	Nova Post implements a number of projects aimed at strengthening local communities through educational and humanitarian initiatives and improves the accessibility of its services for local communities.	50, 56-57, 149-151
	We change our processes and technologies to reduce the use of raw materials in the manufacture of products and to reuse and recycle raw materials.	111
	The company makes efforts to improve logistic processes and, accordingly, reduce greenhouse gas emissions.	111
	Since the onset of war in 2022, the Humanitarian Post has significantly increased the scale of logistic support for volunteers and charity foundations. The quantity and weight of shipments increased 12-fold.	38-39, 63-77
	Nova Post joins efforts with other businesses, governmental, and non-governmental organisations for the sake of sustainable development. A striking example of this were projects on delivering humanitarian cargo.	50-52, 89-91, 98-110, 140-147, 162-163

COMPLIANCE WITH THE **GRI STANDARD**

This report contains standard disclosure elements in accordance with the Global Reporting Initiative.

No.	Item	GRI indicator description	Reference
Organisation profile			
1	GRI 102-1	Name of the organisation	12
2	GRI 102-2	Activities, brands, products and services	18-57
3	GRI 102-3	Head office location	170
4	GRI 102-4	Location of operations	14-15
5	GRI 102-5	Ownership and legal form	novaposhta.ua
6	GRI 102-6	Markets served	12-15, 19, 54-57
7	GRI 102-7	Scale of the organisation	12-15, 22-23, 28-39, 49-50, 58-61
8	GRI 102-8	Information on employees and other workers	113-137, 149-153
9	GRI 102-9	Supply chain	156-157
10	GRI 102-13	Membership in associations	162-163
Strategy			
11	GRI 102-14	Statement from the top manager	4-5
Ethics and integrity			
12	GRI 102-16	Values, principles, standards and norms of conduct	11, 16-17, 28-45
13	GRI 102-17	Mechanisms to share advice and doubts about ethics	novaposhta.ua 158-161
Governance			
14	GRI 102-18	Governance structure	10
15	GRI 102-22	Composition of the highest management body and its committees	10
16	GRI 102-23	Head of the highest management body	10
17	GRI 102-26	Role of the highest management body in determining the goal, values, and strategy	11

Stakeholder engagement			
18	GRI 102-40	List of stakeholder groups	16-17
21	GRI 102-44	Key topics and concerns raised	16-17
Reporting practice			
22	GRI 102-45	Entities included in the consolidated financial statements	2, 12-15
23	GRI 102-46	Defining report content and topic boundaries	2
24	GRI 102-50	Reporting period	2022 pik
25	GRI 102-51	Date of the most recent report	June 2022
26	GRI 102-52	Reporting cycle	1 year
27	GRI 102-53	Contact person for report matters	170
28	GRI 102-55	GRI content index	167-168
29	GRI 102-56	External assurance	no audit conducted
Environmental indicators			
30	GRI 301-1	Materials used by weight or volume	111
31	GRI 305-1	Direct greenhouse gas emissions	111
32	GRI 305-5	Reduction of greenhouse gas emissions	111
33	GRI 306-4	Waste disposal	111
Employment practices			
34	GRI 401-1	Employment of new employees	114, 116, 121, 150
35	GRI 403-1	Occupational health and safety management system	119
36	GRI 403-5	Occupational health and safety training of employees	119
37	GRI 403-6	Improving employee health	41, 86, 122, 134-135
38	GRI 404-1	Average number of hours of training per employee per year	126
39	GRI 404-2	Employee qualification improvement programmes	126-131, 134

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