

An Post Summary Regulatory Financial Statements 2023



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Group Financial Review

Group Financial Performance

In 2023, An Post achieved an EBITDA of €38.5m (2022: €18.6m) before one off items and a loss of €19.0m (2022: €36.3m) after depreciation and amortisation.

Group revenue in 2023 was €922.9m, an increase on the prior year, €888.1m. In the context of continuing core letter mail decline, year on year, this result represents a robust performance by the Company. There were further price adjustments for standard mail in February 2023 and for bulk mail in February and September 2023. These increases are required to enable the Company to recover a portion of the additional costs being incurred in mail processing and delivery. The maintenance of USO service levels, in the context of declining core mail volumes necessitates regular price increases.

Summary An Post Performance 2023	2023 €m	2022 €m
Revenue	922.9	888.1
EBITDA before one off items	38.5	18.6
Depreciation and amortisation	(57.5)	(54.9)
Loss for the year before exceptional costs	(19.0)	(36.3)
Exceptional costs (including transformation costs)	(13.1)	(223.9)
Other Gains	0.0	8.3
Loss before net finance income/costs and taxation	(32.1)	(251.9)
Balance Sheet Net assets (before pension asset/liability)	107.8	144.8

Revenue

There was a further decline in USO mail volumes across all segments in 2023, with consequent loss of revenue. EU customs regulations have resulted in significant disruption in international trade in Ireland and the postal sector has been particularly impacted. As the universal service provider, An Post has borne the major impact of this change. The Company has incurred significant expense in upgrading transaction recording and mail processing systems to account for customs in recent years.

Group revenue at €922.9m for the year represents a very satisfactory performance given the ongoing core mails decline. Activity in the Mails sector continues to change with increasing e-commerce generated volume. There is an underlying growth trajectory in the e-commerce industry and An Post is well positioned to deal with ever-growing volumes, while ensuring excellent quality of service for incoming and outgoing packets and parcels initiated from personal customers, SMEs and large e-commerce retailers.

Traditional mail volumes continued to decline during the year under review. The full year rate of decline in 2023 was 6.1% as against 5.9% in 2022. Similar decline is being recorded across the postal sector internationally. Business letter mailings, which reduced during the pandemic period when businesses were in lockdown, have been recovering. However, the pandemic and emergence of the working from home culture may have accelerated the substitution by email of traditional mails. Most USO products experienced declining volumes in 2023 across all segments. Once again An Post delivered the full service offering throughout the year which contributed to supporting volumes and reinforcing our customer relationships.

Costs

Group operating costs before depreciation and exceptional costs were €884.4m in 2023. This is a marginal increase from €869.5m in 2022. The increase in costs reflects the inflationary pressures in the economy. The number of Full Time Equivalent (FTE) staff at Group level was reduced by 98, as the Company continued its efforts to right size in the context of reducing core volumes. The commitment to electric vehicle technology for the Company's fleet means we now have an e-fleet of more than 1,000 vehicles. This is the largest e-fleet in Ireland, which reflects the Company's continued focus on delivering on its core values. Greater efficiency will be achieved in future years when the Company's operations will be further streamlined.

Outlook

The financial results for 2023 should be viewed in the context of the unprecedented challenges faced by the Company in the past three years. Green Light, An Post's progressive five year strategy for recovery, will empower our people, grow our business and allow us contribute to the common good. It will both meet and help shape customer demand for services by embracing technology, while ensuring sustainability for the long term. Designed to achieve the Company's core values, the strategy will see:

- Increased profitability through a new logistics network to meet demand, and a new sustainable mail delivery service
- A transformed and sustainable Post Office network that will become an even more vital service for consumers and communities
- The development of an advanced digital platform to make e-commerce easy and accessible for everyone
- Growth in An Post Commerce to enable businesses to trade domestically and across the globe and expand into new supply chains
- A new expert and lean Corporate Centre with new ways of working.

Financial Summary and Business Review

Income Statement for Universal Service Mails Business Segment

Mails

	USO		Non USO		Total Mails	
	2023 '000	2022 '000	2023 '000	2022 '000	2023 '000	2022 '000
Volumes	227,335	244,966	149,618	145,309	376,952	390,276
	2023 €'000	2022* €'000	2023 €'000	2022* €'000	2023 €'000	2022* €'000
Revenue	375,741	373,254	287,371	266,257	663,112	639,510
Expenditure	368,603	387,632	319,471	299,526	688,074	687,158
Loss	7,138	(14,379)	(32,100)	(33,269)	(24,962)	(47,648)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

The Mails business had revenue of €663.1m in 2023 compared with €639.5m in 2022. There was continued volume growth in commercial parcels but a decline in USO volumes across all products and sectors.

The overall mails result was a loss of €25.0m for 2023, a significant improvement on the loss of €47.6m in 2022. There were increases in operational, accommodation, administration and transport costs which were outside the Company's control and were a feature of the global business environment in 2023. Price increases were implemented in February and September 2023 and contributed to maintaining revenue in an environment of falling volumes. The Company continued to support small and medium enterprises through discounts allowed to advantage card holders.

There was a significant decline of 61.0% in inbound USO packet volumes from 18.2m in 2021 to 7.1m in 2022. This was due to consumer reaction caused by Brexit and changes to customs charges. The Company invested in systems and infrastructure to streamline our customs processes and this has proved beneficial in that inbound packet volumes incurred a smaller volume reduction of 7.4% in 2023.

The Company's operations succeeded in delivering the Universal Service Obligation throughout the period.

The Company continues its strategy to establish a sustainable mails business with the capacity to service the economy and fulfil the obligations of the Universal Service Obligation (USO). The movement to profitability pre-pandemic represented a very positive development for the Company. While 2023 showed a continued deviation from this trend, senior management remain satisfied that the strategic direction of the Company offers the best opportunity to secure its long-term future as a sustainable mails delivery service.

USO Performance

An Post is designated as the national postal Universal Service Provider. This involves the obligation to fulfil an every working day mail service to every household in the country which places unavoidable cost obligations on the Company.

In 2023, the USO segment recorded a marginal profit of €7.1m, following on from the loss of €14.4m in 2022. This reflected the reduced USO volume experienced by the Company across all segments. The main cost savings were on delivery and inward sortation reflecting the lower volumes processed in 2023.

In future years the Company intends to re-focus on transforming the business and returning to profitability through cost efficiencies, strategic pricing and a new targeted operating model.

USO Volumes and Revenues

Domestic and International Outbound stamped and metered volumes are derived from revenue based on a Sampling Plan. This plan was designed by PricewaterhouseCoopers in accordance with the relevant standard (IS:EN 13850:2012).

Across all segments, USO mails revenue for 2023 was €2.5m (0.7%) higher than in 2022, reflecting the combined impact of falling USO volumes and regular price increases. USO mails volumes fell by 7.2% in 2023 (2022:8.2% decrease). There were declines in volume in all USO segments in 2023; domestic 6.0% (2022:2.3% decrease), international inbound 12.5% (2022: 28.5% decrease) and international outbound 10.0% (2022:18.7% decrease). The decline in international mails continues to be of concern as the rates of decline in 2023 remain significant and much of the causation is outside of the Company's control.

Traditional stamped letter volumes continued to decline in 2023. This is in line with the experience of other postal operators.

In 2023, there was an increase in domestic metered letter mail volume of 7.6% and an increase in domestic metered letter income of 17.9% reflecting the price increases in 2023 and prior years. Domestic business reply volume and income in 2023 remained at the 2022 level. These volume movements may reflect the partial recovery of traditional business mailings which were significantly negatively impacted by the working from home culture.

In 2023 the volume of USO packets across all segments decreased by 3.3% (2022:54.2% decrease) and USO parcels decreased by 21.7% (2022:2.0% increase). The overall USO volume trend in 2023 was for volumes to decline across all segments and products.

In 2023 there was no re-classification of products into or out of the USO.

Pricing

In February 2023, the domestic letter stamp price was increased from €1.25 to €1.35 and the standard international letter stamp price was held at €2.20. An Post's prices remain below the current average European tariffs for high quality, next-day letter delivery services.

The price increases were necessary to offset the higher per unit costs the Company has experienced in recent years as a result of declining traditional mail volumes and to enable continued investment in the business.

In 2020 the Company launched an SME support scheme which included substantial discounts on letters and parcels to help smaller businesses. This scheme continued in 2023 and remains in place offering significant benefits to SMEs. The Company remains committed to rationalising and simplifying its pricing structure so that its prices are as cost reflective as possible.

Bulk Mail Pricing

There were bulk price adjustments in February 2023 for flats and in September 2023 for letters. Standard letter bulk mail and bulk meter mail prices increased by €0.10. Customers continue to receive discounts for high volume postings.

Industry Trends

Overall the core mail index (revenue derived) declined by 6.1% in 2023 (2022: 5.9% decline). Global trends in volume decline, which have been a feature of the industry for many years continued in 2023.

Domestic

Domestic USO letter meter mail increased by 7.6% in 2023 but remained 25% lower than the pre-pandemic volume. Overall domestic mail volumes in An Post fell by 2.2%, with the majority of the decline being in USO letters.

Inbound

In 2023, overall inbound volumes declined by 12.9% (2022:29.1% decline). There were lower volumes for all USO inbound products in 2023 than in 2022. In 2023 USO packet volumes declined by 7.4%. The significant investment by An Post in infrastructure and systems has eased the customs burden on our customers and this has helped to reduce the rate of decline in inbound parcels and packets.

USO letters and large envelope volumes declined in 2023 by 11.0% and 14.9% and there was a 29.5% decrease in USO parcels. Overall income from the inbound sector decreased by 7.4% reflecting the decline in volumes in 2023.

Britain left the EU at the end of January 2021. As the UK is the foreign administration with which An Post has the most significant trade, the impact of Brexit will continue into the future. In terms of the Regulatory Accounts in 2023 and 2022, the inbound mail from the UK is reported in the "International Inbound Rest of World" tables.

Financial Summary and Business Review continued

Customs 2020 is an EU Co-operation programme to harmonise and improve the administration of customs charges in the EU. An Post collects customs charges on inbound packets and parcels on behalf of the Irish Revenue Commissioners. With the UK now outside the EU from early 2021 (at the end of the transition year), there was a very significant increase in the amount of customs charges which An Post collected on behalf of the Irish Revenue Commissioners, with the amount increasing from €4m in 2020, to €65m in 2022 and €60m in 2023.

Outbound

In relation to the outbound segment in 2023, there was a decline in volume of 7.2% (2022:13.6% decline) and a decline in income of 2.5% (2022:3.4% decline). There was no adjustment to standard outbound mail prices in 2023 but courier and IBMS prices were adjusted. Losses decreased by 11.5% (2022:18.6% increase) mainly due to lower transport charges incurred in 2023. The cost increases in recent years were caused by spiralling air-freight charges due to the very constrained supply of air-freight capacity during the pandemic which began to improve in 2022. There was further normalisation of international transport capacity in 2023 although costs remained an issue. These costs are particularly significant when sending items to countries outside of Europe.

KPI's

KPI	Performance in 2023	Performance in 2022
Operating Result		
EBITDA before one off items as a percentage of revenue	4.2%	2.1%
Staff costs as a percentage of total operating costs	59.2%	61.2%
Postmasters' costs as a percentage of total operating costs	6.2%	6.2%
Other operating costs as a percentage of total operating costs	34.6%	32.6%
Staff - Average Full Time Equivalents (FTE)		
Company	9,362	9,469
Subsidiaries	644	635
Group	10,006	10,104
Mails and Parcels Business		
Mails and parcels revenue	€631.1m	€614.4m
Core mail volumes decline	(6.1%)	(5.9%)
Customer Service		
Written complaints / enquiries	38,669	44,675
Telephone enquiries	916,893	714,728

Cash at Bank and in Hand

The An Post Company cash at bank and in hand was €11.3m at 31 December 2023, decreased from €45.7m in 2022. The Company continued to invest in digital assets in 2023. It is integral to the Company's strategy that additional cash balances are used for investing in the future of An Post and further consolidating the future viability of the Company.

Customer Service, Written and Telephone Enquiries

The number of written and telephone queries reflect the significant parcel and packet volumes and the continued impact of customs charges in the year.

USO Performance

	Total USO 2023	Total USO 2022*
Volumes ('000)	227,335	244,966
	€'000	€'000
Revenue	375,741	373,254
Total Expenditure	368,603	387,632
Profit / (Loss) for the year	7,138	(14,379)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

USO Performance

Across all segments the USO made a profit of €7.1m in 2023, compared to a loss of €14.4m in 2022. Domestic USO made a profit of €23.3m in 2023 compared to a profit of €8.5m in 2022. Losses experienced on the delivery of inbound USO international traffic were €9.2m in 2023 (2022: €14.7 loss). Losses experienced on the processing of outbound USO international mail were €7.0m in 2023 (2022: €8.1m loss).

Overall USO volumes decreased by 7.2% in 2023 (2022:8.2% decrease) with declines across most products and all segments. The ongoing decline continued in USO letters, where volumes across all segments fell by 6.8% in 2023 (2022:3.5% decline). Volumes declined by 6.2% in USO domestic letter mail in 2023, with most of the decline being in stamped letters which declined by 17.1% in 2023 (2022:19.2% decline).

The international outbound USO volume declined by 10.0% in 2023 (2022:18.7% decline) continuing the trend of prior years. The inbound USO volume in 2023 declined by 12.5% (2022:28.5% decline).

The domestic mail proportion of USO traffic has increased, from 77.6% in 2014 to 81.4% in 2023, with international inbound accounting for 14.2% and the remaining 4.4% being international outbound.

USO revenues across all segments increased by €2.5m (0.7%) in 2023. This was made up of an increase of €9.1m (3.4%) in domestic USO revenue, a €4.3m (7.6%) decrease in inbound international revenue and a €2.3m (4.5%) decrease in outbound international revenue. The domestic and international outbound revenues benefited from the price adjustments implemented in February 2023. There were further volume declines in international outbound in line with the ongoing trend in this segment. The inbound USO income was adversely impacted by a decline across all USO products in 2023.

Letter volumes account for 84.2% of USO mail volumes in 2023 (2022:84%). As is the experience of other postal operators, the decline in core letter volumes is an ongoing challenge for An Post. In 2023, USO letter volumes decreased by 14.0m items or 6.8% (2022:7.5m, 3.5% decline). This is in line with expectations and this trend is expected to continue in the future.

Registered volumes decreased by 0.5m items or 9.8% in 2023 (2022:1.3m, 19.7% decrease). Most of the 2023 decline can be attributed to domestic registered.

Overall USO inbound volumes decreased by 4.6m items or 12.5% in 2023 (2022: 14.7m, 28.5% decrease) and overall USO inbound revenue in 2023 declined by €4.3m or 7.6%. (2022: €22.1m, 28.0% decrease).

Price

In 2023 the domestic standard letter price increased to €1.35 from €1.25 to enable An Post to recoup additional costs being incurred in relation to transport, accommodation and administration. In 2023, the first price point on the international outbound letter service remained at €2.20. Annual price adjustments are required to enable An Post to recover some of the additional cost being incurred in servicing the USO in an inflationary environment.

USO Performance continued

Cost

USO costs decreased by €19.0m (4.9%) in 2023 (2022: €19.5m, 4.8% decrease). This cost decrease was due to the impact of reducing volumes in each of the segments. Staff numbers in 2023 were reduced by 98 FTEs as the Company continued to “right size” the operational work force following the pandemic.

Capex

In 2023, there was significant investment in digital assets as part of the overall Group strategy. In addition, the Company continued to invest in electric vehicles.

USO Profit/(Loss) by Market Segment

Profit/(Loss) €'000	Total USO 2023	Total USO 2022*
Domestic	23,321	8,461
Inbound International	(9,151)	(14,732)
Intra-Community	(1,319)	(2,981)
Rest of World	(7,826)	(11,752)
Outbound International	(7,033)	(8,109)
Profit/(Loss)	7,138	(14,379)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Statement of Directors' Responsibilities

The Board of An Post is responsible for the preparation of Regulatory Financial Statements as required by the Communications Regulation (Postal Services) Act, 2011 ('the Act'), and the Accounting Direction issued by ComReg ('the Direction'). These Regulatory Financial Statements have been prepared in accordance with the Regulatory Accounting Principles and Basis of Preparation set out on pages 12 to 15.

The Directors acknowledge their responsibility for compliance with the accounting provisions of the Act and the following describes how An Post applied the relevant provisions of the Act and the Direction in preparing the Regulatory Financial Statements:

- Financial Records and Accounting Systems - These are maintained by An Post and contain sufficient detail to enable management to ensure that they comply with the accounting provisions of the Direction. Separate accounts are maintained for each of the services within the Universal Service Obligation.
- Separated Accounts - Segmental profit and loss accounts and statements of net assets have been prepared for submission to ComReg for the year ended 31 December 2023. In compliance with the Direction, a competent body has reviewed these accounts and issued an opinion on their compliance with the Direction.
- Accounting Manual - A detailed accounting manual has been prepared showing the range and scope of data to be collected for the purpose of complying with the Direction and the basis on which the data is to be allocated/apportioned between services.
- The Regulatory Financial Statements are based on the financial records of the business and have been reconciled to the audited An Post Statutory Accounts.

Based on the above steps and actions, the directors believe that An Post has complied with the relevant provisions of the Act and with the Direction of ComReg in relation to the Accounting Systems of An Post for the year ended 31 December 2023.

Signed on behalf of the Board of An Post

Kieran Mulvey, Director

David McRedmond, Director

24 October 2024

Report on the Summary Regulatory Financial Statements

Independent auditors' report to the Directors of An Post ("the Company") and the Commission for Communications Regulation ("ComReg", "the Regulator")

Opinion

In our opinion, the Summary Regulatory Financial Statements are consistent, in all material respects, with the audited Regulatory Financial Statements, and in accordance with the Regulatory Accounting Principles and Basis of Preparation.

The Summary Regulatory Financial Statements, which are derived from the audited Regulatory Financial Statements of the Company for the year ended 31 December 2023, comprise:

- Income statement for Universal Service and Mails Business Segment;
- Income statement for each Business Segment;
- Per unit revenue, Cost and Profit/(Loss) details for each USO Service;
- Balance Sheet;
- Summary Income Statement for Mails Business Segment - USO;
- Summary Income Statement for Mails Business Segment - Non USO
- Summary Income Statement for each Universal Service- USO; and
- The notes to the Regulatory Financial Statements on pages 30 to 32

The Summary Regulatory Financial Statements are derived from the audited Regulatory Financial Statements of An Post for the year ended 31 December 2023, and have been prepared by the Directors of the Company based on the Regulatory Accounting Principles and Basis of Preparation set out on pages 12 to 15 of the Summary Regulatory Financial Statements, which are designed to meet the requirements of the Communications Regulation (Postal Services) Act 2011 (the "Act") and the Direction on the Accounting systems of An Post issued by ComReg on 20 January 2017 (the "2017 Accounting Direction") ("the Basis of Preparation").

The Summary Regulatory Financial Statements are prepared to assist the Company to meet the regulatory reporting requirements of ComReg. As a result, the Summary Regulatory Financial Statements may not be suitable for another purpose. Our report is intended solely for the Company and ComReg and should not be distributed to or used by parties other than the Company or ComReg. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and ComReg, for this report, or for the opinions we have formed.

Summary Regulatory Financial Statements

The Summary Regulatory Financial Statements are prepared to assist the company to meet the regulatory reporting requirements of the Accounting Direction, and consequently are not prepared on the basis of preparation or to meet the disclosure requirements of International Financial Reporting Standards ("IFRS"). Reading the Summary Regulatory Financial Statements and the auditor's report thereon, therefore, is not a substitute for reading the audited Regulatory Financial Statements and the auditor's report thereon. The Summary Regulatory Financial Statements and the Regulatory Financial Statements do not reflect the effects of events that occurred subsequent to the date of our auditor's report on the audited Regulatory Financial Statements.

The Audited Regulatory Financial Statements and Our Report

We expressed an unmodified audit opinion on the audited Regulatory Financial Statements in our report dated 25 October 2024. That report also includes:

- An Emphasis of Matter paragraph that draws attention to the Regulatory Accounting Principles and Basis of Preparation of the Regulatory Financial Statements. The Regulatory Financial Statements are prepared to assist the company to meet the regulatory reporting requirements of the Accounting Direction, and consequently are not prepared on the basis of preparation or to meet the disclosure requirements of International Financial Reporting Standards. As a result, the regulatory financial statements may not be suitable for another purpose. Our opinion was not modified in respect of this matter.
- An Other Matter paragraph that draws attention to the fact that the Company has prepared a separate set of statutory financial statements for the year ended 31 December 2023 in accordance with International Financial Reporting Standards as adopted by the EU on which we issued a separate auditor's report to the members of the Company dated 26 March 2024. Our opinion on the regulatory financial statements is separate from our opinion on the statutory financial statements of the Company, which are prepared for a different purpose.

Directors' Responsibility for the Summary Regulatory Financial Statements

The Directors are responsible for the preparation and fair presentation of the Summary Regulatory Financial Statements in accordance with the Regulatory Accounting Principles and Basis of Preparation and for such internal control as Directors determine is necessary to enable the preparation of Summary Regulatory Financial Statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion as to whether the Summary Regulatory Financial Statements are consistent in all material respects with the audited Regulatory Financial Statements based on our procedures, which were conducted in accordance with International Standard on Auditing 810 (Revised), "Engagements to Report on Summary Financial Statements".

Use of our report

Our report is made, on terms that have been agreed, solely by the Company and ComReg, in order to meet the requirements of the Act and the Accounting Direction. Our report is intended solely for the Company and ComReg and should not be distributed to or used by parties other than the Company or ComReg. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the Regulator for our audit work, for this report, or for the opinions we have formed.

Emer O'Shaughnessy

For and on behalf of Deloitte Ireland LLP

Chartered Accountants and Statutory Audit Firm

Deloitte & Touche House
Earlsfort Terrace
Dublin 2

Date: 26 November 2024

Regulatory Accounting Principles and Basis of Preparation

Obligation to produce the Regulatory Financial Statements

The legal background to the accounting requirements placed on An Post as a Universal Services Provider is contained in the following two documents:

- Section 31 of the Communications Regulation (Postal Services) Act, 2011 ('the Act')
- Direction on the Accounting systems of An Post issued by ComReg on 20 January 2017 (the 'Direction')

General

The Regulatory Financial Statements are based on the financial records of the business and are reconciled to the operating profit and the Balance Sheet as reported in the An Post Statutory Accounts on which the Auditors have expressed an unqualified opinion. The Regulatory Financial Statements have been prepared in accordance with the accounting policies as set out on pages 99 to 109 of the An Post Statutory Accounts 2023 unless otherwise stated.

The Regulatory Accounts have been prepared adopting the following principles:

- Policies as documented in the Accounting Manual, which reflect the requirements of the Direction
- Accounting Policies for the Income Statements are consistent with EU IFRS as applied in the An Post Statutory Accounts

In cases of conflict the principles as documented in the Accounting Manual prevail.

Accounting Manual

An Post prepares and submits an Accounting Manual to ComReg on an annual basis in line with the requirements set down by ComReg in the Direction.

Under the Direction, An Post is required to:

- document in an Accounting Manual the procedures and policies being used in the preparation of its Regulatory Financial Statements
- document in the Accounting Manual the procedures undertaken to establish the processes used to identify revenues and mail volumes, by service
- review the Accounting Manual annually
- make the Accounting Manual subject to review by a competent body as and when required by ComReg

Accounting Records

Processes have been developed and estimates have been applied in determining the assignment of costs and revenues to products. The records are not those that would exist if each of the services was carried on by a separate business.

This is consistent with the records supporting the production of previous Regulatory Financial Statements.

General Principles

Income Statements by product have been prepared by applying activity based costing methods and principles to the financial records of the business to assign costs. The resulting statements present the fully allocated costs of products.

Costs have been directly assigned to products as far as practicable. Common operational costs that cannot be directly assigned are attributed to products using appropriate cost drivers in line with the Direction. Where no appropriate driver is identified, costs are allocated to products using a general allocator. As with any activity based costing methodology, estimates and judgements are required and have been applied in order to comply with the requirements of the Direction.

The Regulatory Financial Statements are prepared on a consistent basis from year to year so certain 2022 comparator figures in these accounts have been restated to reflect changes made to the 2023 Accounts.

Income Statements

Revenue is made up of external income plus internally recognised income for core services (supplied within the Company). Revenue is assigned directly to the appropriate product, with the exception of stamp and meter revenue. Stamp and meter revenue is assigned to An Post products by applying a statistical analysis of mail stream characteristics. The revenue from value added products is calculated from the volumes recorded by the Track and Trace system.

Postage income is recognised as sales are made, with an adjustment for stamps sold and unused, and balances in postage meter machines unused at the year end.

Adjustments in production of the Regulatory Accounts

2023 revenue in the Regulatory Financial Statements has been adjusted to exclude prior year terminal dues settlements of €5.0m (2022: €-0.5m).

Volumes

Volumes are a key driver in the allocation of costs.

Revenue derived traffic methodology, based on reported revenues and sampling, have been used as the basis for measuring domestic and outbound international stamped and metered traffic volumes. The Sampling Plan is designed to meet the requirements of the Accounting Direction. Results for the year October 2022 to September 2023 Real Mail Study (RMS) have been applied in the production of these accounts. The results of the 2023 RMS statistical sample (single piece) are accurate to +/-0.99% at the 95% Confidence Level.

Non stamped and metered traffic (namely account traffic volumes) are primarily sourced from the billing or track and trace systems.

Inbound international traffic volumes are determined by applying a statistically derived items per kilo (IPK) to the weight of mail received from international destinations.

Operating Costs

For the purposes of the Regulatory Financial Statements, pay and non pay costs are separately identified and within each heading are further categorised between Revenue Collection, Collection, Outward Sorting, Transport, Inward Sorting and Preparation and Delivery.

Activity Analysis

The hours worked by operational staff in performing their daily duties are recorded by work activity in a database that reconciles to the payroll system. This facilitates pay costs to be assigned to activities based on the time spent by staff working on these specific activities. Other costs have been assigned to activities by the use of appropriate drivers.

Changes in Accounting Policies, Methodologies and Estimation Techniques

There were no changes in 2023 in the accounting policies incorporated in the Group Statutory Financial Statements.

The preparation of these accounts requires a certain level of estimation, based on available data, of revenue transfers between predefined products and services to accurately reflect total volumes and revenues.

ComReg requires that where the figures for the previous financial year are not comparable (because, for example, of some change in accounting policy or some other reason (as may be applicable), the comparative figures for the preceding financial year shall be adjusted with full details provided on any adjustment.

Restatement of Comparative Figures for 2022

A number of changes have been made in completing the 2023 Regulatory Financial Statements that correct a misidentification and an historical oversight and update allocations for reinstatement of operational activities ceased during Covid.

Weighting factors are used in the cost allocation models underlying the RFS to reflect the effort involved in processing different mail items. The weighting factors are applied against the profiled volume of mail to produce weighted volumes which are used to allocate costs against products. A number of corrections and adjustments have been made to certain weighting factors applicable to Mail Preparation, Walk Sorting, Registered Mail and the allocation of Brexit Adjustment Reserve funding in the 2023 RFS and the comparative 2022 figures have been restated accordingly.

Regulatory Accounting Principles and Basis of Preparation continued

Counter Automation

In preparing the 2018 Regulatory Financial Statements, an assessment of the revenue and volumes derived from customers purchasing mail products at the Counter using stamps or labels printed from the An Post Counter Automation system was undertaken. This review highlighted instances where customers affix a stamp or a meter frank on an item, in part payment for a service, and then purchase a top up at the counter for the remaining amount due. An additional element of stamped revenue should therefore be allocated to those products and this has been done for 2023 and 2022 as it more accurately reflects the substance of the transactions at the Counter.

Internal Trading and Transfer Charging

An Post operates in different businesses and internal trading occurs where one business makes use of another's services. Transfer charges are raised for internal trading and eliminated on consolidation. Charges made for core services provided by the Mails business to other parts of the Company are accounted for within revenue, whilst charges incurred by An Post Mails business for other services are accounted for within other operating charges. Inter-company transactions between An Post and its subsidiaries are all accounted for on an arms-length basis. Where the mails business provides a mails service to An Post subsidiary, the charge is based on the appropriate published tariff.

Use of Judgements and Estimates

In preparing these Regulatory Financial Statements, management has made judgements, estimates and assumptions that affect the allocations of the Company's accounting assets, liabilities, income and expenses.

The nature of the business and the premise of these accounts is predicated on judgements and estimations. These are based on available data, operational knowledge, expert advice and are consistent. Sampling, that meets statistical standard, is used when no other data is available to allocate revenue and volumes to products and services. Judgement is required on the most accurate method to allocate costs between products and services in line with the Accounting Direction.

Estimates and underlying assumptions are reviewed on an ongoing basis and tested for accuracy and continued appropriateness via management review and external audit. Estimates made in the Statutory Accounts will be reflected in these Regulatory Financial statements. Revisions to estimates are recognised prospectively.

Property, Plant and Equipment

Recognition and measurement

Items of property, plant and equipment are measured at cost less accumulated depreciation and any accumulated impairment losses.

If significant parts of an item of property, plant and equipment have different useful lives, then they are accounted for as separate items (major components) of property, plant and equipment.

Any gain or loss on disposal of an item of property, plant and equipment is recognised in profit or loss.

Subsequent expenditure

Subsequent expenditure is capitalised only if it is probable that the future economic benefits associated with the expenditure will flow to the Group.

Depreciation

Depreciation is calculated to write off the cost of items of property, plant and equipment, other than land, less their estimated residual values using the straight-line method over their estimated useful lives, and is recognised in profit or loss. Leased assets are depreciated over the shorter of the lease term and their useful lives. Land is not depreciated. The estimated useful lives of property, plant and equipment for current and comparative periods are as follows:

	Years or lease term if shorter
Freehold & long leasehold buildings	20–50
Motor vehicles	5
Operating & computer equipment	3–10

Depreciation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate.

Disposal of Property, Plant and Equipment

Profits and losses on the sale of properties and assets will be assigned to non-letters services (i.e. excluded from the Regulatory Financial Statements total).

Excluded Items

Items below "(Loss)/Profit before one off items, net finance income/(costs) and taxation" are excluded from the Regulatory Financial Statements. These items include:

- Exceptional items as noted in the Statutory Accounts.
- Taxation

In 2023, transformation costs, which are exceptional in the Statutory Accounts, are included in the Regulatory Accounts.

In addition, items included in the Operating profit/loss - continuing operations in the An Post Statutory Accounts are excluded from the Regulatory Accounts if they are not relevant to the accounting period. Where items relating to the immediately preceding year are excluded from the current year, the prior year comparatives will not be re-stated.

Other items may be excluded, following a case by case review, in order to ensure that the Regulatory Financial Statements are in compliance with the Direction. These items will be explained in the Notes to the Accounts.

Comparatives

The restatement of comparative figures is only required in the event of a material error or a material change in accounting policy, as is the case with the Statutory Financial Statements on the 2023 regulatory financial statements.

Regulatory Accounts by their nature make use of estimation and sampling techniques. Improvements continue to be made in these areas resulting in more robust financial data. Comparatives are not restated as a result of changes in these techniques, except in the case of a material error. While the individual changes made in the 2023 accounts were not material it was decided that their overall impact on the 2023 financial statements justified restatement of the 2022 comparators in the 2023 regulatory financial statements.

Reconciliation to Statutory Accounts

As certain items are excluded from the Regulatory Financial Statements, a reconciliation of both Revenue and Profit/Loss to the Statutory Accounts is prepared.

Statement of Net Assets

Assets and Liabilities specifically related to one Business Segment are recorded in the Statement of Net Assets of that Business Segment. Assets and Liabilities not wholly and exclusively related to one particular Business Segment are divided between Business Segments based on usage.

Inter-company debtors and creditors, netted off in preparing the Statutory Accounts are shown gross in the Statement of Net Assets.

Certain items are not divided between Business Segments, but rather, are shown as reconciling items between the Statement of Net Assets and the Balance Sheet included in the Statutory Accounts. The excluded items are goodwill, investment in joint venture, cash, provision for charges, the pension asset and liability (IAS 19) and other items specifically excluded from the Regulatory Financial Statements. Similarly, the intercompany debtors and creditors shown gross in the Statement of Net Assets are excluded to reconcile to the Statutory Accounts.

Cash Flow Statement

A Cash Flow Statement is not included with these Accounts as there is no requirement to do so within the Direction.

Income Statement for Universal Service and Mails Business Segment

	Year Ended 31 December 2023			Year Ended 31 December 2022*		
	Total USO	Non USO	Total Mails	Total USO	Non USO	Total Mails
Volumes ('000)	227,335	149,618	376,952	244,966	145,309	390,276
Revenue	€'000	€'000	€'000	€'000	€'000	€'000
Payroll Costs	375,741	287,371	663,112	373,254	266,257	639,510
Non Payroll Costs	240,591	212,934	453,524	259,043	204,678	463,721
	128,012	106,537	234,550	128,589	94,848	223,437
Total Expenditure	368,603	319,471	688,074	387,632	299,526	687,158
Total Operating Profit / (Loss)	7,138	(32,100)	(24,962)	(14,379)	(33,269)	(47,648)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Income Statement for each Business Segment

	Notes	Mails		Retail		Subsidiaries & Other Activities		Inter-Segment Transactions		Adjustments between Regulated & Statutory Financial Accounts		Group Operating Results - continuing operations (as per An Post's Statutory Financial Accounts)	
		2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Revenue		€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
External Revenue	1	640,223	617,716	186,760	164,796	107,715	112,029	-	-	(11,836)	(6,402)	922,862	888,139
Inter-segment revenue		22,889	21,794	24,502	26,460	121,479	112,624	(168,870)	(160,879)	-	-	-	-
Segment Revenue		663,112	639,510	211,262	191,257	229,193	224,653	(168,870)	(160,879)	(11,836)	(6,402)	922,862	888,139
Expenditure													
Operating Costs:													
External costs	2	589,272	591,647	153,606	148,809	205,807	190,850	-	-	(6,811)	(6,902)	941,873	924,404
Inter-segment costs		98,803	95,510	56,903	53,755	13,164	11,615	(168,870)	(160,879)	-	-	-	-
Total Expenditure		688,074	687,157	210,508	202,564	218,971	202,465	(168,870)	(160,879)	(6,811)	(6,902)	(941,873)	(924,404)
Net Segment Operating Profit / (Loss)	3	(24,962)	(47,647)	753	(11,307)	10,223	22,189	-	-	(5,025)	500	(19,012)	(36,265)

Per Unit Revenue, Cost and Profit/(Loss) Details for each USO Service

	Letters		Flats		Packets		Parcels		Registered		Total	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Revenue per unit	€1.11	€1.01	€2.23	€2.07	€4.77	€4.60	€9.38	€7.73	€8.52	€7.75	€1.65	€1.52
Total Cost per unit	€1.12	€1.06	€1.97	€1.96	€5.09	€5.32	€9.82	€8.33	€7.37	€7.45	€1.62	€1.58
Profit/(Loss) per Unit	(€0.01)	(€0.05)	€0.26	€0.11	(€0.32)	(€0.72)	(€0.45)	(€0.60)	€1.16	€0.30	€0.03	(€0.06)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Balance Sheet

	Notes	Mails		Other and Excluded Items		Consolidation Adjustments		Group Balance Sheet (as per An Post's Statutory Financial Statements)	
		2023 €'000	2022 €'000	2023 €'000	2022 €'000	2023 €'000	2022 €'000	2023 €'000	2022 €'000
Statement of Net Assets									
Non-current assets	4	254,530	258,450	750,007	820,127	-	-	1,004,537	1,078,577
Trade and other receivables	5	91,592	96,947	133,938	131,134	(85,224)	(83,513)	140,306	144,568
Assets Classified as Held for Sale		-	-	-	-	-	-	-	-
Cash		-	-	830,459	765,935	-	-	830,459	765,935
Creditor (<1 year)	6	(202,360)	(214,515)	(953,360)	(865,898)	85,224	83,513	(1,070,496)	(996,900)
Liabilities Classified as held for sale		-	-	-	-	-	-	-	-
Net Current (Liabilities)/Assets		(110,768)	(117,568)	11,037	31,171	-	-	(99,730)	(86,397)
Creditors (>1 year)	7	(89,894)	(96,264)	(58,893)	(61,894)	-	-	(148,787)	(158,158)
Provisions for Charges		-	-	(8,125)	(10,088)	-	-	(8,125)	(10,088)
Pension Liability		-	-	(12,808)	(12,904)	-	-	(12,808)	(12,904)
NET ASSETS		53,868	44,618	681,219	766,412	-	-	735,087	811,030
Reconciliation to Equity and Reserves									
Called-up share capital		-	-	68,239	68,239	-	-	68,239	68,239
Other capital reserves		-	-	(941)	(1,358)	-	-	(941)	(1,358)
Retained earnings & Non-controlling interests		-	-	667,787	744,149	-	-	667,787	744,149
TOTAL EQUITY		-	-	735,085	811,030	-	-	735,085	811,030

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment – USO

All Geographical Segments	Universal Services											
	Letters		Flats		Packets		Parcels		Registered		Note 1 - Other USO Services	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	191,458	205,443	17,755	19,632	9,969	10,305	3,257	4,158	4,896	5,428	-	-
Year-on-Year % Change in Volumes	(7%)		(10%)		(3%)		(22%)		(10%)		(7%)	
Revenue	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Directly Attributable	86,777	84,477	12,760	12,765	21,367	19,289	30,537	32,146	37,053	37,100	4,052	3,870
Allocated using Sampling	125,118	122,415	26,909	27,888	26,181	28,091	-	-	3,585	3,776	-	-
Total Segment Revenue	211,895	206,892	39,670	40,652	47,548	47,380	30,537	32,146	40,638	40,876	4,052	3,870
Inter-segment revenue	301	274	-	-	-	-	-	-	1,099	1,163	-	-
Service Revenue	212,197	207,166	39,670	40,652	47,548	47,380	30,537	32,146	41,737	42,039	4,052	3,870
Year-on-Year % Change in Revenue	2%		(2%)		0%		(5%)		(1%)		5%	1%
Expenditure												
Total Direct Costs	15,551	16,185	1,616	1,676	11,115	9,029	6,808	7,195	11,364	13,207	592	641
Total Indirect Costs	135,601	142,403	23,138	26,251	24,836	30,951	19,136	19,136	14,176	16,208	77	82
Total Common Costs	62,558	59,541	10,236	10,473	14,746	14,865	8,306	8,321	10,535	11,000	468	466
Service Expenditure	213,709	218,129	34,991	38,400	50,696	54,846	31,995	34,653	36,075	40,415	1,137	1,190
Year-on-Year % Change in Expenditure	2%		9%		8%		8%		11%		4%	5%
Net Segment Profit/(Loss)	(1,512)	(10,963)	4,679	2,252	(3,148)	(7,465)	(1,458)	(2,507)	5,662	1,624	2,915	2,680

Note 1 - Other Services include Redirections, MailMinder & PO Boxes. * In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued – Non USO

All Geographical Segments	Total Non USO				Mails Results			
	2023		2022		2023		2022	
	Volume ('000s)	€'000	Volume ('000s)	€'000	Volume ('000s)	€'000	Volume ('000s)	€'000
Volume ('000s)	149,618	145,309	149,618	145,309	376,952	390,276	376,952	390,276
Revenue								
Directly Attributable	265,882	245,899	265,882	245,899	458,429	435,546	458,429	435,546
Allocated using Sampling	-	-	-	-	181,794	182,170	181,794	182,170
Total Segment Revenue	265,882	245,899	265,882	245,899	640,223	617,716	640,223	617,716
Inter-segment revenue	21,489	20,357	21,489	20,357	22,889	21,794	22,889	21,794
Service Revenue	287,371	266,257	287,371	266,257	663,112	639,510	663,112	639,510
Expenditure								
Total Direct Costs	29,887	30,656	29,887	30,656	76,933	78,590	76,933	78,590
Total Indirect Costs	198,190	188,741	198,190	188,741	412,898	423,773	412,898	423,773
Total Common Costs	91,395	80,128	91,395	80,128	198,243	184,794	198,243	184,794
Service Expenditure	319,471	299,526	319,471	299,526	688,074	687,158	688,074	687,158
Net Segment Profit/(Loss)	(32,100)	(33,269)	(32,100)	(33,269)	(24,962)	(47,648)	(24,962)	(47,648)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

All Geographical Segments	Domestic		International Inbound		International Outbound		Total	
	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	185,049	196,948	32,296	36,915	9,989	11,103	227,335	244,966
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue								
Directly Attributable	149,013	144,096	10,852	12,249	32,682	33,302	192,547	189,647
Allocated using Sampling	124,720	120,529	41,654	44,563	15,420	17,078	181,794	182,170
Total Segment Revenue	273,732	264,625	52,507	56,812	48,102	50,380	374,341	371,817
Inter-segment revenue	1,400	1,437	-	-	-	-	1,400	1,437
Service Revenue	275,133	266,062	52,507	56,812	48,102	50,380	375,741	373,254
Expenditure								
Total Direct Costs	21,223	20,723	1,567	1,703	24,256	25,509	47,046	47,934
Total Indirect Costs	156,862	166,502	42,251	50,567	15,595	17,963	214,709	235,032
Total Common Costs	73,726	70,376	17,838	19,273	15,284	15,017	106,848	104,666
Service Expenditure	251,811	257,600	61,657	71,543	55,135	58,489	368,603	387,632
Net Segment Profit/(Loss)	23,321	8,461	(9,151)	(14,732)	(7,033)	(8,109)	7,138	(14,379)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

Domestic Segment	Universal Services										Total USO			
	Letters (Note 1)		Flats (Note 1)		Packets (Note 1)		Parcels		Registered		Other USO Services (Note 2)		2022	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	166,587	177,601	11,933	12,804	2,524	2,171	827	846	3,179	3,526	-	-	185,049	196,948
Revenue	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Directly Attributable	85,626	83,313	9,737	9,734	10,071	7,197	9,326	9,450	30,200	30,532	4,052	3,870	149,013	144,096
Allocated using Sampling	100,944	96,208	19,537	18,972	4,238	5,349	-	-	-	-	-	-	124,720	120,529
Total Segment Revenue	186,570	179,521	29,274	28,706	14,310	12,545	9,326	9,450	30,200	30,532	4,052	3,870	273,732	264,625
Inter-segment revenue	301	274	-	-	-	-	-	-	1,099	1,163	-	-	1,400	1,437
Service Revenue	186,872	179,795	29,274	28,706	14,310	12,545	9,326	9,450	31,299	31,695	4,052	3,870	275,133	266,062
Expenditure														
Total Direct Costs	6,691	7,087	516	556	2,872	1,361	3,627	3,271	6,925	7,806	592	641	21,223	20,723
Total Indirect Costs	120,439	125,774	16,416	18,117	6,017	6,994	3,898	4,261	10,015	11,274	77	82	156,862	166,502
Total Common Costs	52,759	50,045	7,025	7,031	3,688	3,146	2,755	2,499	7,031	7,188	468	466	73,726	70,376
Service Expenditure	179,889	182,906	23,957	25,704	12,577	11,501	10,279	10,031	23,971	26,267	1,137	1,190	251,811	257,600
Net Segment Profit/(Loss)	6,982	(3,111)	5,317	3,002	1,733	1,044	(953)	(581)	7,328	5,428	2,915	2,680	23,321	8,461

Note 1 - Free postal service for blind and partially sighted persons, Sending books abroad etc. are included under the appropriate category (i.e. letters, flats, packets) above. Note 2 - Other Services include Redirections, MailMinder & PO Boxes. * In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - Non USO

Domestic Segment	Total Non USO				Total Domestic Segment			
	2023		2022		2023		2022	
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Volume ('000s)	144,591	139,962			329,641		336,910	
Revenue								
Directly Attributable								
Allocated using Sampling	238,954	218,989			387,966		363,085	
Total Segment Revenue	238,954	218,989			512,686		483,614	
Inter-segment revenue	21,489	20,357			22,889		21,794	
Service Revenue	260,442	239,346			535,575		505,408	
Expenditure								
Total Direct Costs	17,962	18,946			39,185		39,668	
Total Indirect Costs	186,649	176,736			343,511		343,238	
Total Common Costs	81,740	71,250			155,466		141,626	
Service Expenditure	286,351	266,932			538,163		524,532	
Net Segment Profit/(Loss)	(25,909)	(27,585)			(2,588)		(19,124)	

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

International (Inbound) Segment - Total	Universal Services											
	Letters		Flats		Packets		Parcels		Registered		Total USO	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	17,609	19,778	4,685	5,504	6,577	7,103	2,165	3,073	1,261	1,457	32,296	36,915
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue												
Directly Attributable	-	-	-	-	-	-	10,852	12,249	-	-	10,852	12,249
Allocated using Sampling	10,745	12,385	5,922	7,049	21,402	21,353	-	-	3,585	3,776	41,654	44,563
Total Segment Revenue	10,745	12,385	5,922	7,049	21,402	21,353	10,852	12,249	3,585	3,776	52,507	56,812
Inter-segment revenue	-	-	-	-	-	-	-	-	-	-	-	-
Service Revenue	10,745	12,385	5,922	7,049	21,402	21,353	10,852	12,249	3,585	3,776	52,507	56,812
Expenditure												
Total Direct Costs	115	22	65	49	287	295	70	122	1,030	1,215	1,567	1,703
Total Indirect Costs	11,982	12,790	5,335	6,288	14,690	18,559	7,166	9,153	3,078	3,777	42,251	50,567
Total Common Costs	5,019	4,824	2,240	2,386	6,214	7,100	2,661	3,083	1,704	1,880	17,838	19,273
Service Expenditure	17,116	17,636	7,640	8,724	21,191	25,954	9,897	12,358	5,812	6,871	61,657	71,543
Net Segment Profit/(Loss)	(6,371)	(5,251)	(1,718)	(1,675)	211	(4,601)	955	(110)	(2,227)	(3,095)	(9,151)	(14,732)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - Non USO

International (Inbound) Segment - Total	Total Non USO		Total International (Inbound) Segment	
	2023	2022	2023	2022
Volume ('000s)	1,364	1,744	33,660	38,659
	€'000	€'000	€'000	€'000
Revenue				
Directly Attributable	8,639	9,190	19,492	21,439
Allocated using Sampling	-	-	41,654	44,563
Total Segment Revenue	8,639	9,190	61,146	66,002
Inter-segment revenue	-	-	-	-
Service Revenue	8,639	9,190	61,146	66,002
Expenditure				
Total Direct Costs	1,383	1,424	2,950	3,126
Total Indirect Costs	2,439	1,827	44,690	52,394
Total Common Costs	2,477	2,155	20,316	21,428
Service Expenditure	6,299	5,406	67,956	76,949
Net Segment Profit/(Loss)	2,341	3,784	(6,810)	(10,947)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

International (Inbound) Segment – Intra EU	Universal Services										Total USO	
	Letters		Flats		Packets		Parcels		Registered			
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	2,879	2,725	1,329	1,142	1,579	1,528	1,927	2,795	628	708	8,342	8,898
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue												
Directly Attributable	-	-	-	-	-	-	9,657	11,141	-	-	9,657	11,141
Allocated using Sampling	2,013	1,912	1,925	1,609	4,632	4,452	-	-	2,208	2,311	10,778	10,284
Total Segment Revenue	2,013	1,912	1,925	1,609	4,632	4,452	9,657	11,141	2,208	2,311	20,435	21,425
Inter-segment revenue	-	-	-	-	-	-	-	-	-	-	-	-
Service Revenue	2,013	1,912	1,925	1,609	4,632	4,452	9,657	11,141	2,208	2,311	20,435	21,425
Expenditure												
Total Direct Costs	18	4	18	10	69	64	62	111	513	590	680	779
Total Indirect Costs	1,960	1,763	1,514	1,306	3,526	3,992	6,378	8,326	1,533	1,835	14,911	17,222
Total Common Costs	820	665	635	495	1,491	1,528	2,368	2,804	849	913	6,163	6,405
Service Expenditure	2,798	2,432	2,167	1,811	5,086	5,584	8,808	11,241	2,895	3,338	21,754	24,406
Net Segment Profit/(Loss)	(785)	(520)	(242)	(202)	(454)	(1,132)	849	(100)	(687)	(1,027)	(1,319)	(2,981)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - Non USO

International (Inbound) - Intra EU	Total Non USO		Total International (Inbound) - Intra EU	
	2023	2022	2023	2022
Volume ('000s)	682	1,149	9,024	10,047
	€'000	€'000	€'000	€'000
Revenue				
Directly Attributable	-	-	-	-
Allocated using Sampling	3,205	4,004	12,862	15,145
Total Segment Revenue	3,205	4,004	10,778	10,284
Inter-segment revenue	-	-	23,640	25,429
Service Revenue	3,205	4,004	-	-
Expenditure				
Total Direct Costs	83	165	763	944
Total Indirect Costs	917	544	15,828	17,766
Total Common Costs	382	258	6,545	6,663
Service Expenditure	1,382	967	23,136	25,373
Net Segment Profit/(Loss)	1,823	3,037	504	56

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

International (Inbound) Segment – Rest of World	Universal Services											
	Letters		Flats		Packets		Parcels		Registered		Total USO	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	14,729 €'000	17,052 €'000	3,356 €'000	4,362 €'000	4,998 €'000	5,575 €'000	238 €'000	278 €'000	632 €'000	750 €'000	23,953 €'000	28,017 €'000
Revenue												
Directly Attributable	-	-	-	-	-	-	1,195	1,108	-	-	1,195	1,108
Allocated using Sampling	8,732	10,473	3,997	5,440	16,770	16,901	-	-	1,378	1,465	30,877	34,279
Total Segment Revenue	8,732	10,473	3,997	5,440	16,770	16,901	1,195	1,108	1,378	1,465	32,072	35,387
Inter-segment revenue	-	-	-	-	-	-	-	-	-	-	-	-
Service Revenue	8,732	10,473	3,997	5,440	16,770	16,901	1,195	1,108	1,378	1,465	32,072	35,387
Expenditure												
Total Direct Costs	96	17	47	39	218	231	8	11	518	625	887	923
Total Indirect Costs	10,021	11,027	3,821	4,983	11,164	14,567	787	827	1,544	1,942	27,337	33,346
Total Common Costs	4,198	4,160	1,605	1,892	4,723	5,572	292	279	856	967	11,674	12,870
Service Expenditure	14,315	15,204	5,473	6,914	16,105	20,370	1,087	1,117	2,918	3,534	39,898	47,139
Net Segment Profit/(Loss)	(5,583)	(4,731)	(1,476)	(1,474)	665	(3,469)	108	(9)	(1,540)	(2,069)	(7,826)	(11,752)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - Non USO

International (Inbound) Segment - Rest of World	Total Non USO		Total International (Inbound) - Rest of World	
	2023	2022	2023	2022
	€'000	€'000	€'000	€'000
Volume ('000s)	683	595	24,636	28,612
Revenue				
Directly Attributable	5,434	5,186	6,629	6,294
Allocated using Sampling	-	-	30,877	34,279
Total Segment Revenue	5,434	5,186	37,506	40,573
Inter-segment revenue	-	-	-	-
Service Revenue	5,434	5,186	37,506	40,573
Expenditure				
Total Direct Costs	1,300	1,258	2,187	2,181
Total Indirect Costs	1,522	1,285	28,859	34,631
Total Common Costs	2,097	1,897	13,771	14,767
Service Expenditure	4,919	4,440	44,817	51,579
Net Segment Profit/(Loss)	515	746	(7,311)	(11,006)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - USO

International (Outbound) Segment	Universal Services											
	Letters (Note 1)		Flats (Note 1)		Packets (Note 1)		Parcels		Registered		Total USO	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)	7,263 €'000	8,064 €'000	1,137 €'000	1,324 €'000	868 €'000	1,032 €'000	265 €'000	239 €'000	456 €'000	444 €'000	9,989 €'000	11,103 €'000
Revenue												
Directly Attributable	1,152	1,163	3,024	3,031	11,296	12,093	10,359	10,448	6,853	6,568	32,682	33,302
Allocated using Sampling	13,429	13,822	1,450	1,867	541	1,389	-	-	-	-	15,420	17,078
Total Segment Revenue	14,580	14,985	4,474	4,898	11,836	13,481	10,359	10,448	6,853	6,568	48,102	50,380
Inter-segment revenue	-	-	-	-	-	-	-	-	-	-	-	-
Service Revenue	14,580	14,985	4,474	4,898	11,836	13,481	10,359	10,448	6,853	6,568	48,102	50,380
Expenditure												
Total Direct Costs	8,745	9,076	1,035	1,071	7,956	7,373	3,111	3,802	3,408	4,187	24,256	25,509
Total Indirect Costs	3,179	3,839	1,387	1,846	4,128	5,398	5,818	5,722	1,083	1,157	15,595	17,963
Total Common Costs	4,779	4,672	971	1,055	4,843	4,619	2,890	2,739	1,800	1,933	15,284	15,017
Service Expenditure	16,704	17,587	3,393	3,972	16,928	17,390	11,819	12,263	6,291	7,277	55,135	58,489
Net Segment Profit/(Loss)	(2,123)	(2,602)	1,081	926	(5,092)	(3,909)	(1,460)	(1,816)	561	(708)	(7,033)	(8,109)

Note 1 - Free postal service for blind and partially sighted persons, Sending books abroad etc. are included under the appropriate category (i.e. letters, flats, packets) above. * In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for Mails Business Segment continued - Non USO

	Total Non USO		Total International (Outbound) Segment	
	2023	2022	2023	2022
Volume ('000s)	3,663 €'000	3,603 €'000	13,652 €'000	14,707 €'000
Revenue				
Directly Attributable	18,289	17,720	50,971	51,023
Allocated using Sampling	-	-	15,420	17,078
Total Segment Revenue	18,289	17,720	66,391	68,101
Inter-segment revenue	-	-	-	-
Service Revenue	18,289	17,720	66,391	68,101
Expenditure				
Total Direct Costs	10,541	10,287	34,797	35,796
Total Indirect Costs	9,102	10,179	24,697	28,141
Total Common Costs	7,178	6,723	22,462	21,740
Service Expenditure	26,821	27,188	81,956	85,677
Net Segment Profit/(Loss)	(8,532)	(9,468)	(15,565)	(17,577)

Note 1- Bulk Mail Including IBMS Extra and IBMS DSA. * In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service – USO

Domestic Letter Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Freepost/Business Reply Mail		Total - Fully Paid	
	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)								
	35,164	42,421	44,383	41,231	4,217	4,283	83,764	87,935
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue								
Directly Attributable	66	65	-	-	4,739	4,840	4,805	4,905
Allocated using Sampling	46,565	50,076	54,379	46,132	-	-	100,944	96,208
Total Segment Revenue	46,631	50,141	54,379	46,132	4,739	4,840	105,749	101,113
Inter-segment revenue	-	-	-	5	301	269	301	274
Service Revenue	46,631	50,141	54,379	46,137	5,040	5,109	106,050	101,387
Expenditure								
Total Direct Costs	5,548	6,065	765	611	46	43	6,359	6,719
Total Indirect Costs	31,239	37,697	33,941	30,749	3,289	3,222	68,469	71,668
Total Common Costs	15,263	16,479	14,399	11,809	1,384	1,229	31,046	29,517
Service Expenditure	52,049	60,241	49,106	43,169	4,718	4,494	105,874	107,904
Net Segment Profit/(Loss)	(5,418)	(10,100)	5,273	2,968	322	615	177	(6,517)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued – USO

Domestic Letter Services continued	Bulk Deferred Delivery		Other Discount Bulk		Total USO Domestic Letter Services	
	2023	2022	2023	2022	2023	2022
Volume ('000s)						
	46,547	49,776	36,276	39,891	166,587	177,601
	€'000	€'000	€'000	€'000	€'000	€'000
Revenue						
Directly Attributable	44,058	42,057	36,764	36,351	85,626	83,313
Allocated using Sampling	-	-	-	-	100,944	96,208
Total Segment Revenue	44,058	42,057	36,764	36,351	186,570	179,521
Inter-segment revenue	-	-	-	-	301	274
Service Revenue	44,058	42,057	36,764	36,351	186,872	179,795
Expenditure						
Total Direct Costs	184	202	148	166	6,691	7,087
Total Indirect Costs	27,588	28,608	24,382	25,498	120,439	125,774
Total Common Costs	11,530	10,857	10,184	9,671	52,759	50,045
Service Expenditure	39,301	39,667	34,714	35,335	179,889	182,906
Net Segment Profit/(Loss)	4,756	2,390	2,049	1,016	6,982	(3,111)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued – USO

Domestic Flats Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Freepost/Business Reply Mail		Total - Fully Paid	
	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)								
	3,648	4,983	5,129	4,640	612	709	9,389	10,333
	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue								
Directly Attributable	3,087	3,201	-	-	1,396	1,574	4,483	4,775
Allocated using Sampling	6,606	8,417	12,931	10,555	-	-	19,537	18,972
Total Segment Revenue	9,693	11,618	12,931	10,555	1,396	1,574	24,021	23,747
Inter-segment revenue	-	-	-	-	-	-	-	-
Service Revenue	9,693	11,618	12,931	10,555	1,396	1,574	24,021	23,747
Expenditure								
Total Direct Costs	303	366	162	139	12	14	477	518
Total Indirect Costs	5,832	8,098	7,131	6,568	846	986	13,810	15,652
Total Common Costs	2,545	3,187	3,026	2,525	356	376	5,927	6,089
Service Expenditure	8,680	11,652	10,319	9,232	1,214	1,376	20,213	22,260
Net Segment Profit/(Loss)	1,013	(34)	2,612	1,323	182	198	3,807	1,487

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued – USO

Domestic Flats Services continued	Bulk Deferred Delivery		Other Discount Bulk		Total USO Domestic Flats Services	
	2023	2022	2023	2022	2023	2022
Volume ('000s)						
	994	984	1,549	1,488	11,933	12,804
	€'000	€'000	€'000	€'000	€'000	€'000
Revenue						
Directly Attributable	1,999	1,904	3,254	3,055	9,737	9,734
Allocated using Sampling	-	-	-	-	19,537	18,972
Total Segment Revenue	1,999	1,904	3,254	3,055	29,274	28,706
Inter-segment revenue	-	-	-	-	-	-
Service Revenue	1,999	1,904	3,254	3,055	29,274	28,706
Expenditure						
Total Direct Costs	13	13	26	25	516	556
Total Indirect Costs	983	956	1,623	1,509	16,416	18,117
Total Common Costs	413	365	684	577	7,025	7,031
Service Expenditure	1,410	1,334	2,334	2,110	23,957	25,704
Net Segment Profit/(Loss)	589	570	920	944	5,317	3,002

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

Domestic Packet's Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Freepost/Business Reply Mail		Other Discount Bulk		Total - Fully Paid	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)										
Revenue										
Directly Attributable	1,871	1,557	382	475	261	96	10	42	2,524	2,171
Allocated using Sampling	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Total Segment Revenue	8,952	6,586	-	-	1,076	433	44	177	10,071	7,197
Inter-segment revenue	1,759	2,167	2,479	3,182	-	-	-	-	4,238	5,349
	10,711	8,753	2,479	3,182	1,076	433	44	177	14,310	12,545
Service Revenue	-	-	-	-	-	-	-	-	-	-
Expenditure										
Total Direct Costs	2,411	973	269	287	176	55	16	45	2,872	1,361
Total Indirect Costs	4,221	5,190	1,067	1,437	709	279	20	89	6,017	6,994
Total Common Costs	2,751	2,321	554	649	367	126	15	51	3,688	3,146
Service Expenditure	9,383	8,484	1,891	2,373	1,252	460	51	185	12,577	11,501
Net Segment Profit/(Loss)	1,328	269	588	809	(176)	(26)	(8)	(8)	1,733	1,044

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

Domestic Parcel Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Total - Fully Paid	
	2023	2022	2023	2022	2023	2022
Volume ('000s)						
Revenue						
Directly Attributable	560	574	266	272	826	846
Allocated using Sampling	€'000	€'000	€'000	€'000	€'000	€'000
Total Segment Revenue	6,364	6,467	2,962	2,983	9,326	9,450
Inter-segment revenue	-	-	-	-	-	-
Service Revenue	6,364	6,467	2,962	2,983	9,326	9,450
Expenditure						
Total Direct Costs	3,390	2,736	236	536	3,626	3,271
Total Indirect Costs	2,756	2,966	1,143	1,295	3,899	4,261
Total Common Costs	2,266	1,900	488	599	2,754	2,499
Service Expenditure	8,412	7,602	1,867	2,429	10,279	10,031
Net Segment Profit/(Loss)	(2,048)	(1,135)	1,095	554	(953)	(581)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

International (Outbound) Letter Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Total Fully Paid		IBMS Standard		Total USO Letters	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)										
Revenue										
Directly Attributable	5,501	6,318	1,097	972	6,599	7,290	664	774	7,263	8,064
Allocated using Sampling	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Total Segment Revenue	11,305	12,093	2,124	1,729	13,429	13,822	-	-	13,429	13,822
Inter-segment revenue	11,429	12,207	2,124	1,729	13,552	13,936	1,028	1,049	14,580	14,985
Service Revenue	-	-	-	-	-	-	-	-	-	-
Expenditure										
Total Direct Costs	6,781	7,230	1,312	1,206	8,093	8,436	652	641	8,745	9,076
Total Indirect Costs	2,657	3,303	371	343	3,028	3,646	151	194	3,179	3,839
Total Common Costs	3,783	3,810	675	560	4,457	4,370	322	302	4,779	4,672
Service Expenditure	13,221	14,343	2,358	2,108	15,578	16,451	1,126	1,136	16,704	17,587
Net Segment Profit/(Loss)	(1,792)	(2,135)	(234)	(379)	(2,026)	(2,515)	(98)	(87)	(2,123)	(2,602)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

International (Outbound) Flats Services	Fully Paid - Stamped and Labels		Fully Paid - Metered		Total Fully Paid		IBMS Standard		Total USO Flats	
	2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)										
Revenue										
Directly Attributable	587	795	201	204	788	999	349	325	1,137	1,324
Allocated using Sampling	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Total Segment Revenue	2,155	2,313	-	-	2,155	2,313	868	718	3,024	3,031
Inter-segment revenue	661	1,212	789	655	1,450	1,867	-	-	1,450	1,867
Service Revenue	2,816	3,525	789	655	3,606	4,180	868	718	4,474	4,898
Expenditure										
Total Direct Costs	-	-	-	-	-	-	-	-	-	-
Total Indirect Costs	2,816	3,525	789	655	3,606	4,180	868	718	4,474	4,898
Total Common Costs	585	692	265	265	851	957	184	114	1,035	1,071
Total Segment Revenue	955	1,389	247	257	1,202	1,645	186	200	1,387	1,846
Service Expenditure	617	753	205	189	823	941	148	114	971	1,055
Net Segment Profit/(Loss)	2,157	2,833	718	710	2,875	3,543	518	429	3,393	3,972
	659	692	71	(55)	730	636	350	289	1,081	926

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

International (Outbound) Packets Services		Fully Paid - Stamped and Labels		Fully Paid - Metered		Total Fully Paid		IBMS Standard		Total USO Packets	
		2023	2022	2023	2022	2023	2022	2023	2022	2023	2022
Volume ('000s)		778	902	21	52	799	954	69	77	868	1,032
		€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000	€'000
Revenue											
Directly Attributable		10,893	11,654	-	-	10,893	11,654	402	438	11,296	12,093
Allocated using Sampling		335	787	205	602	541	1,389	-	-	541	1,389
Total Segment Revenue		11,228	12,441	205	602	11,434	13,043	402	438	11,836	13,481
Inter-segment revenue		-	-	-	-	-	-	-	-	-	-
Service Revenue		11,228	12,441	205	602	11,434	13,043	402	438	11,836	13,481
Expenditure											
Total Direct Costs		7,404	6,198	227	860	7,631	7,058	325	315	7,956	7,373
Total Indirect Costs		3,832	4,875	88	248	3,920	5,122	208	276	4,128	5,398
Total Common Costs		4,503	4,005	126	401	4,629	4,406	214	214	4,843	4,619
Service Expenditure		15,738	15,077	442	1,508	16,180	16,586	748	804	16,928	17,390
Net Segment Profit/(Loss)		(4,510)	(2,636)	(236)	(906)	(4,746)	(3,543)	(345)	(366)	(5,092)	(3,909)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Summary Income Statement for each Universal Service continued - USO

International (Outbound) Parcel Services		Fully Paid - Stamped and Labels		Fully Paid - Metered		Total - Fully Paid	
		2023	2022	2023	2022	2023	2022
Volume ('000s)		184	171	82	68	266	239
		€'000	€'000	€'000	€'000	€'000	€'000
Revenue							
Directly Attributable							
Allocated using Sampling		7,669	7,350	2,689	3,098	10,358	10,448
Total Segment Revenue		7,669	7,350	2,689	3,098	10,358	10,448
Inter-segment revenue		-	-	-	-	-	-
Service Revenue		7,669	7,350	2,689	3,098	10,358	10,448
Expenditure							
Total Direct Costs		2,234	2,772	878	1,030	3,112	3,802
Total Indirect Costs		4,126	4,172	1,692	1,550	5,818	5,722
Total Common Costs		2,079	2,015	810	724	2,889	2,739
Service Expenditure		8,439	8,959	3,380	3,304	11,819	12,263
Net Segment Profit/(Loss)		(770)	(1,609)	(691)	(206)	(1,461)	(1,815)

* In order to correct certain cost allocations some 2022 data has been restated. See Section 6 of this document for details.

Notes to the Regulatory Financial Statements

1. Reconciliation of Revenue to the Statutory Accounts

	2023 €m	2022 €m
Mails USO	375.7	373.3
Mails Non USO	287.4	266.3
Consolidation Adjustments	(22.9)	(21.8)
Regulatory Accounts Adjustments*	(11.8)	(6.4)
Postage: Letters & Parcels	628.4	611.3
Retail	186.8	164.8
Interest Income & Other Services	107.7	112.0
Revenue Per Statutory Accounts	922.9	888.1
*Regulatory Accounts Adjustments		
Stamp Retailing Commission etc.	(6.8)	(6.9)
Terminal Dues	(5.0)	0.5
Total	(11.8)	(6.4)

2. Reconciliation of Operating Costs to the Statutory Accounts

	2023 €m	2022 €m
Mails USO Per Regulatory Accounts	368.6	387.6
Mails Non USO	319.5	299.6
Regulatory Accounts Adjustments*	(6.8)	(6.9)
Retail	153.6	148.8
Corporate/Subsidiaries etc.	107.0	95.3
Operating Costs Per Statutory Accounts	941.9	924.4
*Regulatory Accounts Adjustments		
Stamp Retailing Commission etc.	(6.8)	(6.9)
Total	(6.8)	(6.9)

* Due to improvement in cost allocation some 2022 data has been restated.

3. Reconciliation of Profit/(Loss) to the Statutory Accounts

	2023 €m	2022 €m
Mails USO Per Regulatory Accounts	7.1	(17.1)
Mails Non USO	(32.1)	(30.5)
Retail	0.8	(11.3)
Regulatory Accounts Adjustments*	(5.0)	0.5
Corporate/Subsidiaries etc.	10.2	22.2
Operating Profit/(Loss) - Continuing Operations	(19.0)	(36.3)
*Regulatory Accounts Adjustments		
Revenue	11.8	6.4
Expenditure	(6.8)	(6.9)
Total	5.0	(0.5)

4. Non Current Assets

	Land & Buildings €m	Motor Vehicles €m	Computer & Other Equipment €m	Total €m
Net Book Values as at 31/12/2022	141.5	3.6	113.3	258.5
Additions/ Disposals/ Other	12.0	0.0	25.1	37.0
Depreciation	(6.5)	(1.3)	(33.1)	(41.0)
Net Book Values as at 31/12/2023	147.0	2.3	105.3	254.5

5. Trade and other receivables

	2023 €m	2022 €m
Trade Debtors	84.6	90.7
Inter Group Debtors	0.0	1.2
Prepayments & Accrued Income	7.0	5.1
Total	91.6	96.9

6. Creditors (Amounts falling due within 1 year)

	2023 €m	2022 €m
Trade Creditors	28.5	22.6
Inter Group & Other Creditors	27.5	26.4
Taxation and Social Welfare	72.5	80.9
Accruals	42.3	37.4
Right of Use Asset Lease liability	17.4	16.9
Finance Lease	2.5	20.2
Deferred Income - Capital Grants	0.1	0.1
Deferred Postage Income	11.4	10.0
Total	202.4	214.5

7. Creditors (Amounts falling due after 1 year)

	2023 €m	2022 €m
Right of Use Asset Lease liability	71.2	73.3
Finance Lease	16.4	20.6
Deferred Income - Capital Grants	2.2	2.3
Total	89.9	96.3

Notes to the Regulatory Financial Statements continued

8. Payroll Costs by Cost Type

	2023 €'000	2022 €'000
The aggregate payroll costs and postmasters' costs were as follows:		
Wages and salaries	449,885	439,561
Postmasters: Engaged as Agents	54,425	53,865
Social Insurance Costs	44,832	44,076
Pension costs	29,251	48,454
Total Payroll and Postmasters' Costs	578,393	585,956

Universal Service

(not covered by Independent Auditor's Report)

The Communications Regulation (Postal Services) Act 2011 ('the Act') was enacted in August 2011.

Requirements of the Universal Service Obligation ('USO')

Under Section 17 of the Act, An Post is designated as the Universal Postal Service Provider for a period up until August 2023.

Under Section 16 of the Act, "Universal Postal Service" means that on every working day, except in such circumstances or geographical conditions deemed exceptional by ComReg, there is at least:

- (i) one clearance, and
- (ii) one delivery to the home or premises of every person in the State or, as ComReg considers appropriate, under such conditions as it may determine from time to time, to appropriate installations.

The following services are provided:

- (a) the clearance, sorting, transport and distribution of postal packets up to 2kgs in weight;
- (b) the clearance, sorting, transport and distribution of postal parcels to a weight limit to be specified by order of ComReg (or in the absence of this 20kg) - ComReg decided to use its power to reduce the maximum weight limit of 20kg to 10kg in 2019;
- (c) the sorting, transportation and distribution of parcels from other Member States of the European Union up to 20kg in weight;
- (d) a registered items service;
- (e) an insured items service within the State and to and from all countries which, as signatories to the Universal Postal Convention of the Universal Postal Union, declare their willingness to admit such items whether reciprocally or in one direction only; and
- (f) postal services free of charge to blind and partially sighted persons.

As required by Section 16(9) of the Act, in July 2012 ComReg made regulations specifying the services to be provided by An Post relating to the provision of the universal postal service. The Communications Regulation (Universal Postal Service) Regulations 2012 to 2019 (SI No. 280/2012; SI No. 534/2018; and SI No. 149/2019), which set out these services, are available on www.irishstatutebook.ie or www.comreg.ie.

The terms and conditions of Universal Services are available on <https://www.anpost.com>.

Access to Universal Services

An Post provides access to its services through its network of 45 Company Post Offices and 856 Contract Post Offices. In addition, some 2,104 retail premises are authorised to sell postage stamps, as active agents. To facilitate physical access to the service, approximately 5,550 post boxes, including meter post boxes and those located in Delivery Service Units, are distributed widely throughout the State. There are 42 designated acceptance points for bulk mail services.

Universal Service continued
(not covered by Independent Auditor’s Report)

Tariffs

The following is a summary of the prices for standard services weighing up to 100g which were applicable from 1 February 2024. Other than Letters (up to C5), higher prices apply for heavier weights.

	Ireland & NI	
	Standard Post	Registered Post*
Letters (up to C5)	€1.40 €1.30 if item bears a franking impression	€9.50
Large Envelopes	€2.95 €2.85 if item bears a franking impression	€9.50
Packets	€4.00 €3.90 if item bears a franking impression	€9.50
Parcels	€9.00	€13.00

*The fee payable for the basic registered service covers compensation up to a maximum of €350 (€320 for Northern Ireland). Further compensation (non Universal Service) up to a limit of €1,500 is available for €4.50 and up to a limit of €2,000 for €5.50 based on declared value at time of posting.

	International Destinations	
	Standard Post	Registered Post*
Letters (up to C5)	€2.20	€9.70
Large Envelopes		
Zone 2	€4.00	€11.00
Zone 3	€4.00	€11.00
Zone 4	€6.00	€13.00
Zone 5	€7.50	€14.50
Packets		
Zone 2	€7.50	€12.50
Zone 3	€8.00	€13.00
Zone 4	€12.00	€19.00
Zone 5	€12.50	€20.50
Parcels		
Zone 2	€21.00	€26.00
Zone 3	€30.00	€35.00
Zone 4	€36.00	€41.00
Zone 5	€36.00	€43.00

*Availability of service dependent on postal administration in destination country. Compensation up to €320 in GB; €150 in Europe; €100 for parcels and €35 for letters outside Europe.

Zone 2 includes Belgium, France, Germany, Great Britain, Luxembourg and Netherlands. Zone 3 includes most other EU countries plus Norway and Switzerland. Zone 5 includes Australia, New Zealand and South America. Other countries are in Zone 4. A full list of current USO tariffs is available in the Guide to Postal Rates (see www.anpost.com, where the full list of countries in each zone is also available).

Quality of Service

International

The quality performance standard for the delivery of intra-Community cross-border mail was laid down in the Postal Directives (97/67/EC, as amended) and is included in Schedule 3 of the Act. The quality standard for postal items of the fastest standard category is as follows:

D+3: 85% of items; D+5: 97% of items, where D refers to the day of posting.

Domestic

The Act requires ComReg to set quality-of-service standards for domestic universal service mail which must be compatible with those for intra-Community cross-border services. ComReg have set a quality-of-service target for domestic single piece priority mail as follows:

D+1: 94% D+3: 99.5%, where D refers to the day of posting.

Customer Complaints

An Post is required to maintain records of customer complaints in compliance with European standard IS: EN 14012:2003. The table provides, in relation to mail, a breakdown of written complaints received from customers during 2023.

Written complaints received from customers	2023	2022
Items lost or substantially delayed	31,307	35,890
Items damaged	1,300	1,617
Items arriving late	576	794
Mail collection or delivery:	1	28
Failure to make daily delivery to home or premises	2	8
Collection times/Collection failures	2	-
Mis-delivery	2,709	2,798
Change of Address (Redirections)	1,072	896
Behaviour and competence of postal personnel	42	5
Underpaid mail	1	3
How complaints are treated	-	3
Others (not included in the above)	1,657	2,633
Total	38,669	44,675

Included in the total figure are complaints about registered items, which number 10,694 (2022: 11,833).

In 2023, there were 916,893 telephone calls, (2022: 714,728) made to An Post Customer Services. Included in this total are 168,471 telephone contacts to Money Hub (2022: 127,160) and 85,734 (2022: 57,578) regarding Customs. However, most of these were routine or general enquiries rather than complaints. In 2023, there was a total of 428,348 Web Chats and Socials answered for the year (2022: 280,668)

There were 43,119 telephone contacts regarding Post Mobile in 2023 compared to (2022: 31,309)

ComReg has issued Guidelines for Postal Service Providers on Complaints and Redress Procedures (see ComReg document 14/06 on www.comreg.ie). An Post Complaint and Dispute Resolution Procedures are set out in 'Getting it Sorted', which is available on our website, in larger Post Office outlets, and from our Customer Services Centre.

We also have a Customer Charter, containing specific pledges to customers regarding our services, which is available on our website; <https://www.anpost.com>.

Further Information

Additional information in relation to services provided by An Post is available at www.anpost.com/Help-Support, by phoning An Post Customer Services on 01-7057600, via email at www.anpost.com/contactus, by completing an online enquiry form at <https://forms.anpost.ie/enquiry>, or by writing to An Post Customer Services, The EXO Building, North Wall Quay, Freepost, Dublin 1, D01 W5Y2 or by calling into any Post Office.

Glossary and Explanation of Terms

2023

Year ending 31 December 2023

2022

Year ending 31 December 2022

Accounting Manual

The An Post Accounting Manual for the Accounting period commencing 1 January 2023

Act

Communications Regulation (Postal Services) Act, 2011 (transposing the Directive (as amended)).

Activity Based Costing (ABC)

Activity based costing is a widely used and accepted method of costing products and services based upon the cost of the activities required to produce these outputs. Activity costs are assigned to outputs based upon pre-defined cost drivers. These cost-drivers provide a measure of the intensity or frequency of an activity demanded by a product or service and reflect a cause and effect relationship.

ComReg

Commission for Communications Regulation, designated as the National Regulatory Authority under the Regulations.

Direction

Direction on the accounting systems of An Post (issued by ComReg on 20 January 2017 for accounting periods commencing on or after 1 January 2017).

Directive

EC directive 97/67/EC as amended by 2002/39/EC and 2008/6/EC.

Fully Allocated Cost (FAC)

The summation of direct and indirect costs for products or services such that no costs are left unallocated.

IFRS (EU IFRS)

International Financial Reporting Standards, as adopted by the EU.

IPC

International Post Corporation

Postal Services

A collective term for USO and other Mails products.

Price Cap Mechanism

Price Cap Mechanism as set out in Section 30 of the Act.

Products and Services Offered to Customers

For a full list of products refer to <https://www.anpost.com>.

Regulatory Financial Statements (Regulatory Accounts)

The statements, accounts and reports which specifically refer to the year ended 31 December 2023.

Revenue Derived Traffic

Stamped and Metered volumes derived from reported revenue the results of sampling – a survey of mail formats and profiles.

Sampling Plan

The Sampling Plan designed by PricewaterhouseCoopers in accordance with the relevant standard (IS:EN 13850:2012).

Standard Fill

The average number of mail items by format per container type (e.g. number of letters per tray, number of packets per cage) used in operational volumes counting.

UPU

Universal Postal Union (Inter Governmental Agreement governing international rates)

USP

Universal Service Provider

USO

Universal Service Obligation

Volumes

Volumes refer to addressed mail.

