Postiâ€™s change negotiations have concluded

04-02-2026

Posti announced on January 7, 2026 planned changes driven by the overall transformation of the postal market. The change negotiations have now concluded, and the need for personnel reductions is smaller than initially estimated. At the start of the negotiations, the total reduction need was estimated at up to 172 permanent employees, but after the negotiations it was specified to 121 employees.

The reduced need for workforce adjustments is influenced by employer-supported solutions, with some employees being redeployed to other roles within Posti and others transitioning outside Posti in other ways.

“Customer needs and the broader societal operating environment are changing and evolving faster than before. This requires us to renew our operations,” says Mikko Hoikkala, responsible for Posti's operations.

Upcoming changes

- The organizational structures of Postal Services’ Basic and Early-Morning Delivery operations have been reorganized to better reflect the changes in customer needs that have taken place in recent years.
- The level of automation at the Helsinki postal center’s sorting operations will be increased, and material flows will be optimized by leveraging the capabilities of sorting technology. Operations will be adjusted to reflect changes in the operating environment and customer needs.
- Services provided by five of Posti-owned shops – service points offering personal customer service – will be transferred to partner companies or to other Posti service points or parcel lockers in March - April 2026. We will share more information on February 5 about the locations and opening hours of the service points affected by the changes. For now, all our shops are operating normally. Of Posti-owned shops, the Posti shop located at Postitalo in central Helsinki (the so-called main post office, Helsinki 10) and the Rovaniemi shop – Santa Claus’ Main Post Office – will continue operations.
- The Customer service unit providing service via chat, phone, and email will be centralized to Helsinki and Rovaniemi during 2026.

Source: Posti

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