swiss-post-achieves-solid-annual-result

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Solid finances, satisfied customers â€" increasing pressure to act: Swiss Post has recorded a year of strong operating business with rising parcel volumes and growing use of digital post. PostFinance has also increased its operating result in a challenging interest rate environment and contributed to a solid Swiss Post result. However, at 332 million francs, Swiss Postâ€™s operating profit is still down year-on-year: economic income remains under pressure due to the decline in the letter market and largely fixed cost structures, meaning that the company needs to refine its existing strategy. The financial statements are overshadowed by the tragic Postbus accident in the municipality of Kerzers in the Canton of Fribourg, in which several people lost their lives and others were injured. Swiss Post is deeply affected and its thoughts are with the victims, the injured and their families.

The annual financial statement of Swiss Post is set against the backdrop of the tragic PostBus incident in the municipality of Kerzers, Fribourg. Since Wednesday evening, it has been confirmed that the driver of the PostBus is among the victims. The Board of Directors, the executive management, and the employees of Swiss Post mourn their colleague and extend their deepest condolences to the family. Swiss Post is in contact with the relatives and supports the ongoing investigations by the relevant authorities. The aim is to fully clarify the circumstances of this tragic incident. Even in light of this tragic event, Swiss Post continues to fulfil its mission, demonstrating resilience and responsibility towards the population as it reviews its annual results.

Solid operating profit in challenging year

Despite a challenging environment, Swiss Post generated solid operating profit of 332 million francs (–82 million francs year-on-year). Swiss Post's Group profit fell by 20 million francs to 315 million francs. The result was bolstered by PostFinance's operating result, despite structural interest rate disadvantages. "Without PostFinance's contribution, the Group's operating profit would be close to zero. Our operating environment has become even more challenging," says CEO Pascal Grieder. Head of Finance Alex Glanzmann adds: "Because Swiss Post has continuously worked on itself, it has nevertheless remained efficient. The quality of our services is still as high as ever."

Post-App being continually expanded

Customer usage developed positively in many segments. The new Post-App, which is

continually undergoing development, is particularly popular. In 2025, 4.5 million consignments were sent digitally, equating to an increase of 60 percent year-on-year. By the end of 2025, 360,000 private customers had signed up to receive digital consignments, around 90 percent more than a year ago. This significant increase highlights the relevance of digital post, which enables secure digital communication through the digital letter and other services.

Swiss Post also enjoys a high level of customer trust in logistics. For the first time since the pandemic, the number of parcels rose, now standing at 186.6 million consignments (+3.7 percent).

In accordance with IFRS, PostFinance generated operating profit of 290 million francs. New digital investment and retirement planning solutions and e-trading functions are important developments for customers.

With over 189 million passengers, PostBus reached a new record (+3.3 percent).

As expected, the letter market (1.49 billion; –4.2 percent addressed items) and over-the-counter transactions (–9.5 percent) declined. Swiss Post is continually losing significant income, mainly due to shrinking letter volumes. In the letter and newspaper business, the fall in revenue last year amounted to 85 million francs.

Strengthening the core business, focusing growth, becoming faster

In order to remain successful under financial pressure, Swiss Post will refine its existing strategy between now and 2030. In doing so, it will strengthen its business of logistics, communication, mobility and financial services and focus primarily on targeted organic growth in these core markets rather than on acquisitions. “We’re doing less, but with greater focus and impact. We want to increase the contribution to profits from our parcel business, accelerate growth in the investment business and ensure that customers use Swiss Post’s services more frequently in the future,” explains Pascal Grieder. With customer-orientated products and services, Swiss Post will create more value for the 250,000 customers who visit its branches every day and continue to meet its high quality criteria. As previously announced, Swiss Post intends to maintain its network of around 2,000 branches at a constant level and to operate 600 of them itself. PostFinance is expanding its retirement planning, payments and investment business and is positioning itself more robustly in the ongoing challenging interest rate environment.

To ensure a financially viable universal service, Swiss Post will continue to take pricing measures and have to reduce costs as before. Processes will be simplified in the internal units by 2030 in order to be faster. The relevant processes are currently in progress. Swiss Post is also counting on the support it

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needs from politicians, both to enable dialogue on the scope of the universal service in the medium term and to maintain its current entrepreneurial freedom.

Strong together: CEO pays tribute to unity
"Swiss Post is becoming more yellow. This is possible thanks to a fantastic world champion team that always sticks together," says Group CEO Pascal Grieder. "This sense of unity is particularly evident in these challenging times – especially after the tragic PostBus incident, which has deeply affected Swiss Post. On Tuesday evening, shortly before 6:30 p.m., a PostBus caught fire in the municipality of Kerzers, Fribourg. Several people were injured and six lost their lives, including the driver. Our thoughts are with the victims and their relatives. Swiss Post extends its deepest condolences – Swiss Post mourns.

Source: Swiss Post

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