Solid start to a demanding year: Swiss Post meets challenges with a clear strategy

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Swiss Post recorded a solid performance in the first quarter of 2025. As expected, however, the results were below the previous yearâ€™s figures. Operating profit (EBIT) fell by 30 million to 57 million francs. At 36 million francs, Group profit was also lower. This is mainly due to increased costs and the ongoing decline in letter volumes. In this challenging environment, Swiss Post is continually modernizing its products and services and adapting them to the real needs of its customers. Swiss Post intends to continue ensuring a high-quality, self-financed universal service in the future and to make everyday life easier for people in Switzerland.

Financially stable in a challenging environment

Swiss Post customers are increasingly using online services. In the first quarter of the year, this again led to a fall in the number of over-the-counter payments and fewer letters sent. These trends underline that the core business is changing inexorably. The results are also impacted by the uncertain global economic situation, higher costs and the volatile interest rate environment. Despite the challenging environment, Swiss Post achieved operating profit (EBIT) of 57 million francs in the first three months. This represents a decrease of 30 million francs year-on-year. Group profit was down by 48 million francs to 36 million francs. Operating revenue stands at 1,830 million francs (–4.7 percent). In the first quarter, free cash flow remained at the previous year’s level. This enabled Swiss Post to finance its investments entirely from its current business, which continues to highlight its financial stability.

More parcels despite subdued consumer confidence

Parcel volume trends in the first quarter are positive. Despite ongoing subdued consumer confidence, Swiss Post transported more parcels (+4.2 percent) compared to the previous year. Letter volumes were down by –4.6 percent due to ongoing digitization. For over-the-counter payments at post offices, the decline stands at –8.4 percent. These trends in over-the-counter transactions and letters are set to continue. Commenting on the results, Björn Walker, Swiss Post's Interim Head of Finance says: «We are operating in an extremely demanding environment. We're addressing these challenges systematically with our forward-looking «Swiss Post of tomorrow» strategy. In this transformation

process, it's hugely important for Swiss Post to continue to be financially stable, to work on efficiency and to retain its capacity to act. Targeted investments are also crucial, as are regulatory provisions that reflect today's environment. The Federal Council has taken the first important steps in this direction.»

Swiss Post is making ongoing investments in modern and sustainable services

Swiss Post is continuing to pursue its path of transformation and the «Swiss Post of tomorrow» strategy. A nationwide universal service can only be provided without taxpayers' money if the company is able to adapt to societal and economic developments. In a dynamic environment, it also wants to remain a strong, customer-centric partner for Switzerland. That's why it is making targeted investments in modern physical and digital products and services that are used by its customers. In the first quarter of 2025, for example, Swiss Post modernized the range of services available in its branches and introduced new video consultation formats in 20 branches, including branches with partners. It continued to refine its digital solutions, including new mobile access to the electronic patient record. In goods logistics, the existing brands and services were brought together under the new Swiss Post Cargo brand to create a strong, unified market presence. In mobility, Swiss Post initiated the electrification of the PostBus fleet in the Zurich Transport Network. This is a major step in its sustainability strategy and the transformation of public transport services. Since the introduction of its new strategy in January 2025, PostFinance has been focusing more consistently than ever on the needs of its customers, strengthening its position in the market.

Source: Swiss Post

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