

## Slovak Post presented economic results and next steps of transformation: the post office will be closer to the people

14-04-2026

Slovak Post achieved its best financial result in the last six years in 2025. The planned loss of 25 million euros was reduced to -1.7 million euros, which is a significant improvement over expectations. This shift confirms that, through responsible decisions, it is possible to gradually fulfill the ambition of achieving a profit by 2028. On the other hand, this is still a negative result, which indicates that without a fundamental transformation, the current operating model cannot be maintained in the long term. The post office must adapt to changing customer behavior.

The postal market is undergoing long-term and irreversible change. Digitalization, significantly accelerated by the pandemic, is changing the way people communicate. Interest in traditional services such as letters, postal orders or SIPO has been declining for a long time. This is also related to a decrease in branch traffic and income - not only from postal services, but also from partner services, which results in a deterioration in the overall profitability of post offices - out of 1,317 branches, more than 1,000 are loss-making.

Since 30 percent fewer customers visit the post office today than ten years ago, the volume of work per employee has naturally also decreased – by approximately half since 2018, to which the post office has not responded sufficiently and in a timely

manner. Moreover, the average wage has increased by more than 60% during this period. The result is a significant disparity between falling revenues from postal services and rising personnel and operating costs.

number of services

"In the long term, it is unsustainable, and especially irresponsible, to turn a blind eye to reality and operate the network to a scale that does not correspond to real demand, or to postpone necessary decisions. For years, we have been 'investing' in maintaining a network of loss-making branches and unnecessary jobs. It is high time to convert these costs into resources for modern services, improving customer experience and adequately rewarding employees," said Vladislav Kupka, CEO and Chairman of the Board of Directors of Slovak Post.

## Transformation as a necessary step

Therefore, last year, Slovak Post launched a transformation process, the aim of which is to:

- adapt the size of the postal network to real demand,
- transfer resources and capacities to sought-after services and alternatives that customers actually use (BalíkoBOXes, PoštaPOINTes),
- invest in innovations, increase the availability of services and enable their more convenient use (mobile application, branch renovation),
- improve working conditions and employee remuneration.

We optimize network and costs, not availability

Network optimization in 2026 will focus primarily on the least used rural post offices. These will be gradually replaced with practical alternatives that will maintain or increase the availability of postal services:

- smallMAIL,
- expanding the network of BalíkoBOXes with continuous availability,
- picking up the shipment without having to visit the branch (re-delivery, redirection of the shipment, delayed delivery),
- enhanced competences of delivery people directly in homes.

## smallMAIL

Existing PoštaPOINTS serve mainly as parcel delivery points, franchises function as classic post offices with a full portfolio of services. malaPOŠTA will provide the most frequently used services. Residents will pick up parcels and registered mail here, send parcels or letters paid online or marked with a stamp. In the next phase, it is planned to expand to include financial services. This is a practical, useful and financially undemanding model, suitable even for those municipalities that have not had a post office before. Its operator can be the local government, a grocery store or another facility in the municipality.

"Our goal is not to leave the regions, but to change the form and place of service so that we are even more accessible even where the post office has not been before. Clients will also be able to access all services thanks to our unique network of delivery personnel, which is not affected by the reduction in branches," emphasized the CEO of Slovak Post.

Since last year, every Slovak Post delivery person has had a multifunctional mobile device at their disposal – a phone with a payment terminal and a scanner. Thanks to this, it is possible to pay for COD with a payment card directly upon delivery, but also to contact your delivery person and arrange for the provision of the service as

needed directly at home. In addition to delivering letters, newspapers, and pensions, it is also possible to send parcels through the delivery person, pay checks, and have a postal order paid out if the client cannot go to the post office in person for health reasons. You can easily and comfortably arrange up to 90% of all services with them.

Employees remain a priority

The transformation also includes a gradual adjustment of the number of jobs to the real needs of the post office. The changes will be implemented sensitively, without impacting the smooth operation and with maximum consideration for the employees affected. This will primarily involve natural departures - retirements and termination of fixed-term contracts after the agreed period in redundant positions - and individual agreements with employees, including

appropriate compensation and support in establishing themselves in the labor market.

The aim of job reductions is to create stable and fair working conditions for employees who are necessary to ensure the operation of the company. Without adjusting the number of jobs to the current volume of work, it is not possible to ensure that they receive the recognition they deserve.

"Our ambition is to be a financially healthy, modern post office that is accessible to people, easy to use and at the same time fair to its employees. Transformation is not a choice, but a necessity - and also an opportunity to move the post office forward so that it does not complicate people's lives, but makes them easier," concludes Vladislav Kupka.

Source: [Slovak Post](#)

