Weâ€™re acting now to ensure we can continue to offer Switzerland added value in the future

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In the first six months of 2025, Swiss Post generated operating profit (EBIT) of 118 million francs. This result is in line with expectations, but well below the previous yearâ€™s level. The main reasons for this are the continuing decline in letter volumes, newspapers and over-the-counter transactions, coupled with rising costs. Swiss Post remains financially sound despite the challenging environment, although it also needs to adapt to new market conditions: it is continuing to develop its services in line with real customer requirements and is proactively implementing efficiency measures. In doing so, it wants to remain relevant for people and companies in Switzerland, and ensure it can provide the Swiss universal service from its own resources without taxpayersâ€™ money in future.

Swiss Post customers are increasingly using Swiss Post's digital services

In the first six months of the year, the parcel market in Switzerland saw growth for the first time in three years, and Swiss Post's parcel volumes increased by 3.4 percent year-on-year. Over the same period, letter volumes fell by a further 4.9 percent. Despite this, Swiss Post customers are increasingly using Swiss Post's digital services, with the Post-App's increase in downloads an example of this. Whereas there were only 2 million downloads in 2019, this figure had doubled by 2024 and stood at 4.4 million at the end of that year. To date, the app has been downloaded 4.7 million times. Performance in areas such as the digital advertising market and digitized public services was also positive. PostBus recorded a 2.8 percent increase in passenger numbers, with over 95 million passengers in the same period. Thanks to modern products and customer-oriented services, Swiss Post is ensuring it can make everyday life easier for companies, institutions and the public with its physical and digital services. Alex Glanzmann, interim CEO, says: "That's precisely why we are adopting a proactive approach. We're developing a modern public service that meets the real needs of people in Switzerland. We're acting now to ensure we can continue to offer Switzerland added value in the future."

Swiss Post is constantly working on its efficiency and capacity to deliver a universal service without taxpayers' money

At the same time, Swiss Post is optimizing its internal structures and continually working to improve their efficiency. Besides these measures, regular and market-driven price adjustments are required to ensure that Swiss Post can continue to develop in line with customer needs and fulfil the universal service obligation on behalf of the Confederation to the highest quality – self-financed, without taxpayers' money. Price increases and

efficiency measures are two pillars of Swiss Post's strategy, with such measures being implemented since 2021. The focus is on the changing needs of private customers and SMEs. For this reason, Swiss Post is planning to realign the central units of the PostalNetwork unit from 2026. As part of the reorganization, a maximum of 100 terminations and 20 changes may be made. Swiss Post strives to implement these measures in the most socially responsible way possible. Final decisions will follow once the consultation process has been completed at the end of September. The two other pillars – growth & development and sustainability – are also vital to Swiss Post's future. However, it is clear that the economic pressure on the universal postal service is continuing to increase.

Entrepreneurial freedom remains key to a modern universal service

The universal service obligation currently costs Swiss Post around 370 million francs. As customers send fewer letters, the same fixed costs are spread over fewer letters. In other words, sending individual letters is becoming increasingly expensive for Swiss Post. To ensure that the universal service remains sustainable in the future, regulatory provisions are needed that enable long-term innovation, allow realistic adjustments to changing customer behaviour and continue to ensure sufficient entrepreneurial freedom. Current postal legislation dates back to a time when smartphones were not nearly as widespread. What matters is the level of service provided to Swiss Post's customers and that people in Switzerland have access to reliable Swiss Post services. Whether on the app or at the counter: Swiss Post aims to provide reliable communication and logistics infrastructure – both now and in the future. The key points on the revision of the Postal Services Act recently presented by the Federal Council and the ordinance amendment are an important step towards creating a modern regulatory framework.

Source: Swiss Post

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