

PostNL reports Q1 2025 results

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FY 2025 outlook unchanged

Highlights Q1 2025

- Parcels revenue up 3.5%, with volume growth of 2.0% and further client concentration
- Mail volumes down 6.9%, mainly due to ongoing substitution
- Continued high organic cost increase of €31 million, mainly labour-related
- 30% emission-free last-mile delivery (Q1 2024: 26%)

CEO statement

Pim Berendsen, CEO of PostNL, commented:

"The first quarter of the year developed as anticipated. With the main business trends as seen in 2024 continuing into the new year, we are mitigating the impact from changing market dynamics as much as possible. We are fully focussed on the strategic initiatives announced in February. Implementation is progressing according to plan and the first positive signs from targeted yield measures are now visible. Other concrete measures to adapt our operations have resulted in further efficiency improvements and we have achieved costs savings both at Parcels and Mail in the Netherlands.

"At Mail in the Netherlands, the step-down in result was €10 million compared with Q1 last year as the structural decline in mail volume continued. We have successfully started transitioning of business mail towards a standard delivery framework of D+2. We are making every effort we can to maintain a reliable service, but current postal regulation prevents us from further adjusting our business model, which is necessary to safeguard the long-term future of the postal network. As long as adjustments to the USO are pending, measures, such as stamp price increases, are inevitable. We remain committed to an accessible and financially viable postal service and encourage government to take next steps in a parliamentary debate about the future of the postal market before summer.

"At Parcels, volumes grew by 2% with market share more or less stable. The overall price/mix impact was positive, supported by targeted yield measures and regular price increases, while the shift in mix was unfavourable, as expected. Our intra-European activities at Spring showed promising growth and performed well. It is encouraging to see evidence that consumers

are increasingly finding their way to delivery via Out-of-Home options, offering convenience and flexibility. These options have a strong NPS, especially for parcel lockers and are already making an initial contribution to efficiency improvements. Together with the impact from other adaptive measures, such as the termination of Sunday delivery, this has helped us achieve cost savings.

"Our 2025 outlook for normalised EBIT to be in line with 2024 is unchanged. However, the

recent developments on global tariff increases are fuelling macroeconomic uncertainty and increasing volatility. We will be agile in adjusting our plans if necessary. Today it is too early to have a clear view on potential consequences for the e-commerce market, such as a re-routing of Asian volumes or slowdown in GDP growth. In our Capital Markets Update in September, we will be providing further insight on adjustments to our strategy and related medium-term financial guidance."

Source: [PostNL](#)