

## The renewal of Posti's operating model to get closer to customers will lead to certain changes in positions at the indirect employee level

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Posti is engaged in a renewal of its operating model and organization to better respond to market and customer needs. The goal is to further improve the customer experience and streamline Posti's operations to bring services as close to customers as possible. This will mean new job descriptions among Posti employees and the discontinuation of some previous positions.

Posti is continuing to make target-oriented changes in line with its strategy. Postal operations are undergoing a historical transformation: e-commerce is experiencing strong growth, while traditional postal operations are moving from paper to electronic format and competition is getting tougher. The new operating model will enable more comprehensive development of the customer experience, faster reaction to changes in our customer needs and even more target-oriented growth in e-commerce and logistics.

The new operating model and organization have been planned together with personnel during the fall. The planning process has highlighted needs for changes that will affect

the positions and job descriptions of indirect employees and senior indirect employees. Cooperation negotiations will begin on October 23. The topics to be discussed during the negotiations include establishing and filling new positions as well as the discontinuation of some previous positions. According to the current estimate, the personnel reduction need will be at most 72 employees, with the hope that the number will be decreased by filling newly established positions.

The change will have no effect on mail delivery or Posti's other services. All customers will be served as usual, without interruptions.

Source: [Posti](#)