



Swiss Post

Bringing Switzerland
together – every day since
1849.



Content (Almost) all about Swiss Post

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Our
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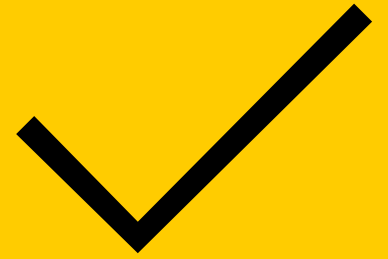
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Our
added value





**Our
mandate**



Our mandate

2025–2028 strategic goals set by the Federal Council

We fulfil the goals of our owner and serve Switzerland



Universal service and quality standards

Universal service with high-quality, competitive and innovative services in logistics, communication, financial services and mobility



Value of the company

Sustainably securing the company's value while achieving industry-standard returns



Products

Provision of high quality, marketable and innovative products and services in physical and electronic form



Growth with responsibility

New business areas serve the public interest; company acquisitions are in line with the legal mandate and provisions of competition law



Human resources policy

Progressive and socially responsible human resources policy



Sustainability

Implementation of concrete measures with the aim of becoming carbon neutral by 2040

Our mandate

Universal service obligation | financing



Mandate

Delivery of
consignments/newspapers
payment transactions

accessible
to 90 percent of the population
within 20 minutes



Financing

Swiss Post funds the
universal service from
its own resources



Net costs

Universal service obligation
impacted Swiss Post's 2024
result by CHF 363 m¹

¹ Provisional figure

Our mandate

Legal requirements – reviewed annually



PostCom monitors the universal postal service and reports on it annually.

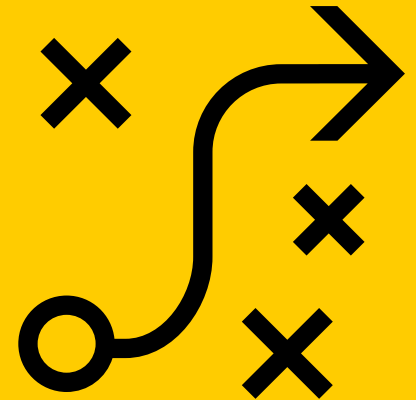
Other supervisory bodies include OFCOM, FINMA, FOT, COMCO.

The PostCom report for 2023 confirms that Swiss Post:

- Offers a high-quality universal service
- Provides its services using its own resources and without claiming state subsidies
- Has achieved punctuality figures (letters, parcels, newspapers) that surpass legal requirements
- Has achieved accessibility figures that again clearly exceed requirements

2

Our
journey



Our journey

A journey through time from 1849 to the present day (1/2)



- 1849 ● Swiss Post founded
- 1906 ● The first Postbuses take to the roads
- 1906 ● Swiss Post modernizes payment transactions
- 1920 ● PTT founded
- 1939 ● Swiss Post goes yellow
- 1964 ● Introduction of postcodes
- 1978 ● Introduction of Postomats

Our journey

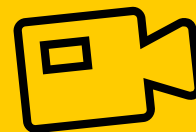
A journey through time from 1849 to the present day (2/2)



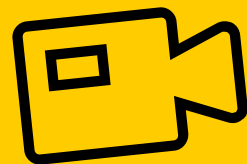
- 1998** ● PTT becomes Swiss Post and Swisscom
- 1998** ● PostFinance launches e-finance
- 2004** ● The parcel market is deregulated
- 2013** ● Swiss Post becomes a limited company
- 2021** ● The “Swiss Post of tomorrow” is launched
- 2024** ● “175 years of Swiss Post” anniversary
- 2025** ● Start of the new 2025–2028 strategy period



Visit [this website](#) to learn more about Swiss Post’s history.



Our vision
**Powering a
modern
Switzerland**

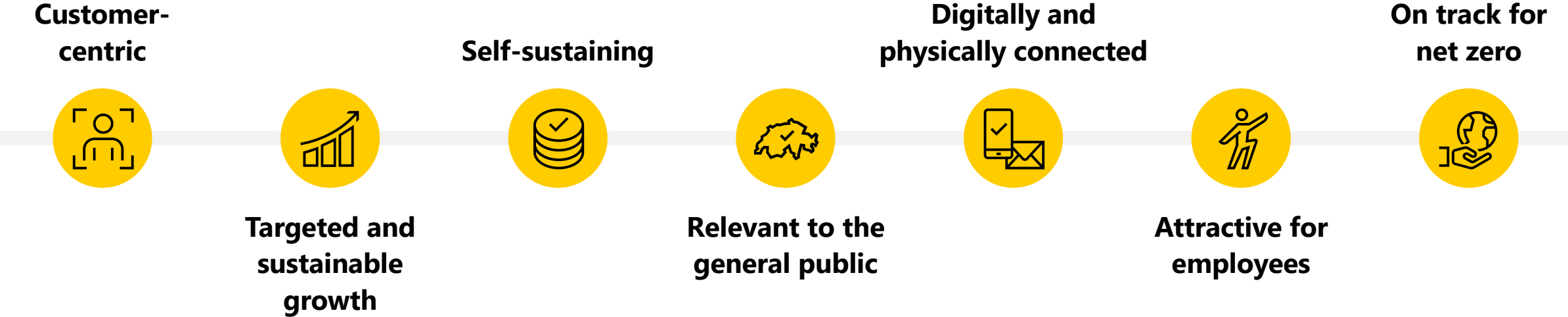


Our strategy
**How we will
achieve our
vision**

Our strategy

Seven strategic ambitions

To ensure that it can manage the strategy in a targeted manner and measure its success, Swiss Post has created seven strategic ambitions.



3

Our
company



Our company

Swiss Post as an employer (1/2)



Around
45,000
employees in Switzerland



One of the
5 largest
employers in Switzerland



139
nations



83,8%
employed under Swiss
Post CEC



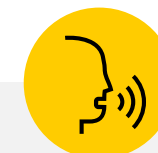
41% women
59% men



23,1%
women in management¹



106
leadership pairs



76% German
19% French
5% Italian

¹ CO or leaders under CEC: share of employees across management (leaders under CEC, middle, senior and top management and Executive Management).

Our company

Swiss Post as an employer (2/2)



Over
100
professions



19
occupational groups



Around **50**
trainees, graduate
interns and juniors



97%
final examination
completion rate



772
new apprentices as of
August



1,887
apprentices

Our company

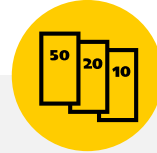
Swiss Post in figures



CHF **324** million
in Group profit



183 million
passengers
(PostBus)



CHF **107** billion
In customer assets
(PostFinance)



76
out of points for
customer
satisfaction



78
out of 100 points
"My commitment"¹



180 million
parcels



1,556 million
letters



CHF **614** million
in investments



88%
of revenue
generated in free
competition



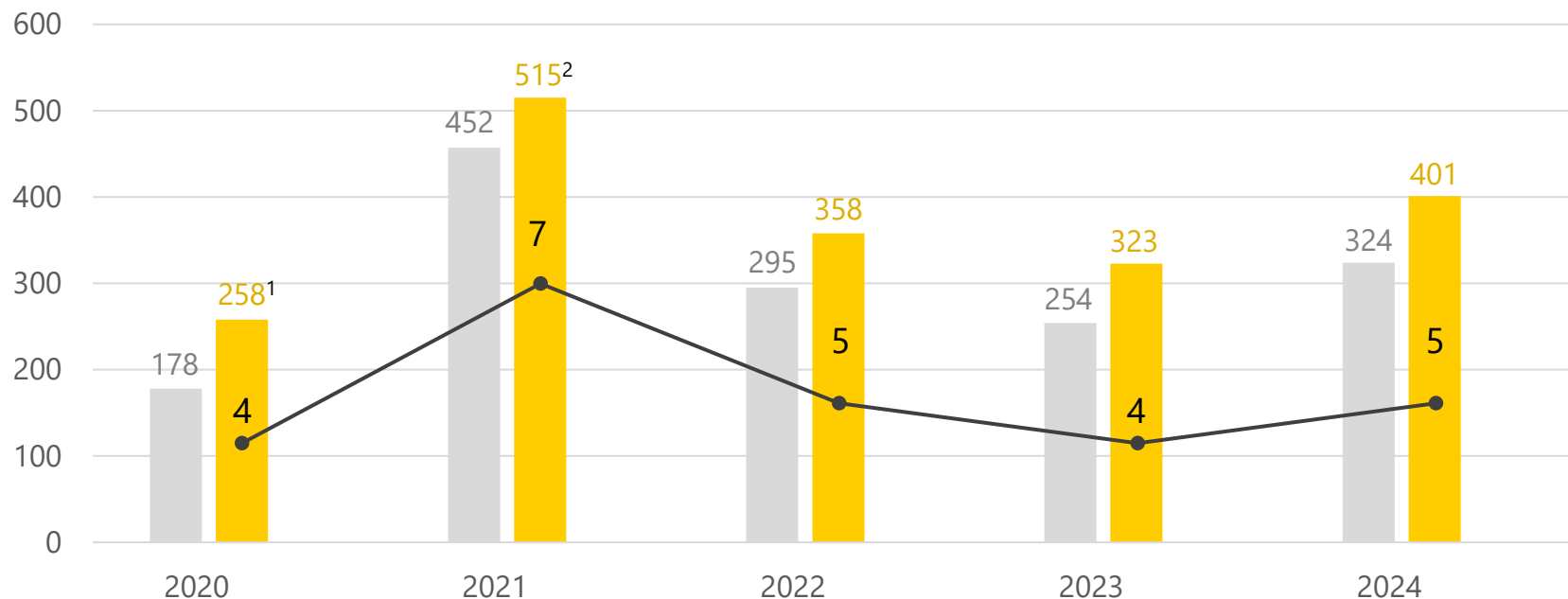
CHF **7626**
million in operating
revenue

¹ Made up of employees' personal commitment, enjoyment of their work and willingness to recommend to others

Our company

Operating profit in 2024

Group profit, EBIT and margin in CHF million



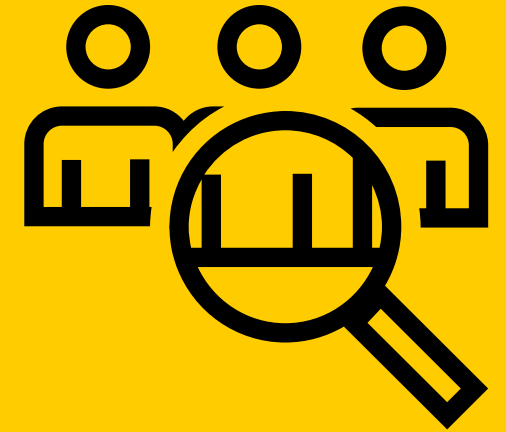
- Group profit in CHF million
- EBIT in CHF million
- EBIT margin in %

¹ The figure for 2020 has been adjusted (see Financial Report, Notes to the 2021 Group annual financial statements, Note 2.2, Accounting changes).

² Normalized figure for 2021.



Our business



Our business Overview

All of the Group units work side by side to meet customers' needs and secure Swiss Post's future:



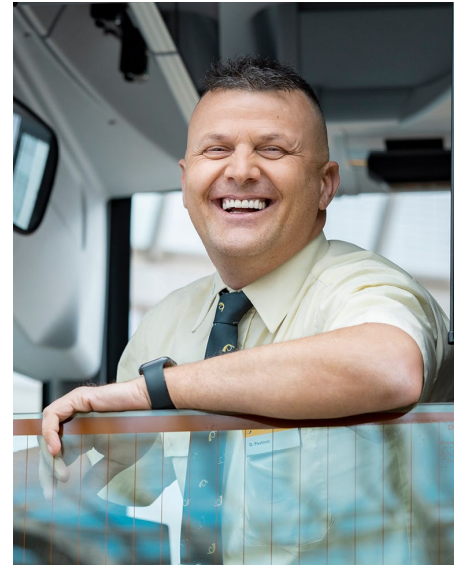
Logistics Services



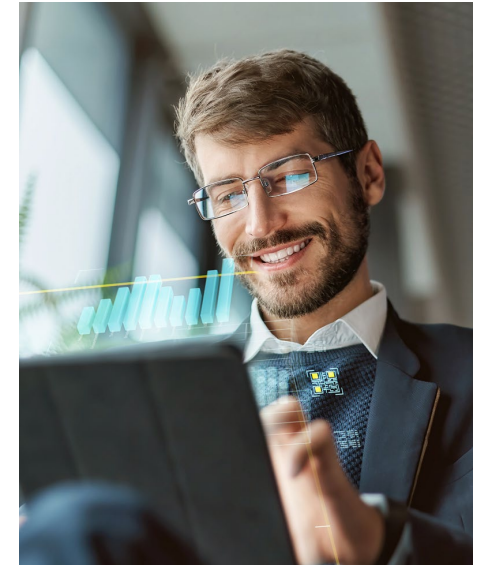
Digital Services



PostalNetwork



Mobility Services



PostFinance

Logistics Services

Brief overview



The Logistics Services unit includes all of Swiss Post's **logistics services**. In these areas, it aims to fulfil its **universal service obligation**, build on its leading position as a provider of logistics services in Switzerland and develop internationally.

Market fields:

- Courier, express parcel logistics, and domestic and international mail
- Media & advertising market
- Goods logistics
- Industry solutions

Logistics Services Key figures 2024



1,556 million
letters posted and
delivered in
Switzerland



180 million
parcels



1,250
electric scooters in
delivery



28,655
employees



127
nationalities



6,000
electric four-wheeled
vehicles in delivery

Digital Services

Brief overview



Swiss Post assumes the role of a trustworthy, independent intermediary between the physical and digital worlds. As **a specialist in secure digital communication**, it offers solutions in three core areas.

Three core areas:

- Protected communication platforms for the secure exchange of information between senders and recipients
- Software solutions for the digital connectivity of SMEs and municipalities
- Cybersecurity solutions for a secure digital environment where senders and recipients can operate in a protected way

Digital Services

Key figures 2024



500

companies and
authorities place their
trust in Swiss Post's
cybersecurity solutions



10,000

business customers are
connected to the ePost
communication
platform



50%

Post Sanela Health AG
operates more than half
of all EPRs in
Switzerland.



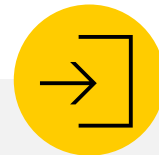
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cantons use Swiss
Post's e-voting system



3.3 million

consignments were
sent via the ePost
communication
platform



4.7 Mio.

customers rely on
SwissID's login solution

PostalNetwork

Brief overview



Swiss Post's **physical presence** in **all regions** of Switzerland reflects our view of a nationwide universal service.

A strong postal network:

- 5,003 access points for postal services
- Around 2,000 staffed locations, consisting of around 600 self-operated branches and 1,400 branches with partners by 2028
- Modernization of branches, for example with new advice formats such as video consultation and service
- Further development of self-operated branches into regional service centers together with network opening partners

PostalNetwork Key figures 2024



101
counters for business
customers



231
business customer
points



At **563**
My Post Service
points, parcels can be
collected and sent
flexibly



303
My Post 24 terminals



1,995
branches, of which 765
are operated by Swiss
Post staff and 1,230 by
partners



1,911
locations with home
service

Mobility Services

Brief overview



Mobility is part of Swiss Post's DNA. Under the umbrella of **Mobility Services**, Swiss Post implements **simple and efficient, sustainable and digitally connected mobility services and charging solutions** for private and business customers and for the public sector.

- With PostBus, Swiss Post is **number one in road-based public passenger transport** in Switzerland. It intends to strengthen this position even further.
- With Post Company Cars, it is also Switzerland's **biggest brand-independent fleet service provider** and develops sustainable and innovative solutions for its business customers and Swiss Post.
- The E-Mobility Charging Solutions unit provides the **charging infrastructure for Swiss Post's electric fleet** and offers **fast-charging solutions for private customers** as part of the PowerUp joint venture with fenaco.

Mobility Services

Key figures 2024



183.1 million
passengers carried in
Postbuses



2,307
Postbuses



140.5 million
kilometres covered on
950 PostBus routes



100
electric Postbuses
ordered



More than
25,500
internal and external
vehicles managed



With **8,000**
vehicles, Switzerland's
largest e-fleet

PostFinance

Brief overview



PostFinance is a diversified, innovation-driven financial service provider that offers its customers **modern solutions for managing their finances.**

As a driver of innovation, PostFinance helps people and companies in Switzerland to tackle the **challenges of the digital world.**

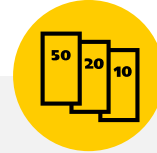
Business areas:

- Payment Solutions
- Retail Banking
- Digital First Banking

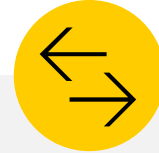
PostFinance Key figures 2024



Around **2.4** million
customers



CHF **107** billion
in customer assets



Over **1.4** billion
transactions per year
at home and abroad



Around **2** million
e-finance users



3.824 million
customer accounts

5

Our
added value



Our added value

Overview

With its public service, Swiss Post helps to shape community life in Switzerland. Through sustainable investments, it remains self-sustaining and fit for the future. Its added value can be seen in four key areas:



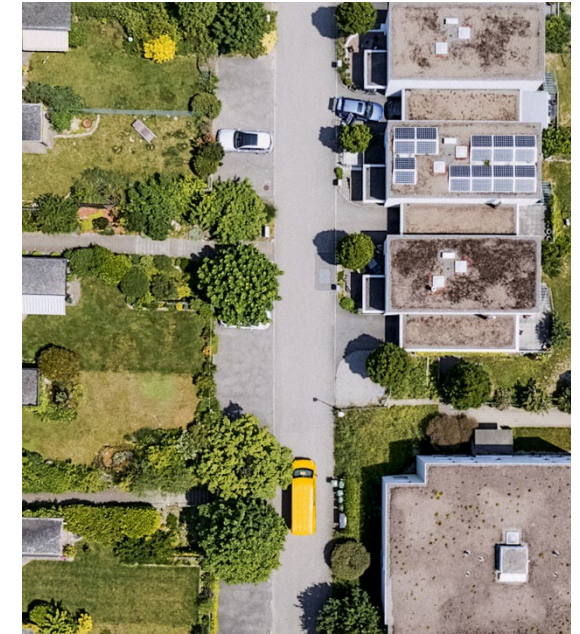
Employees



Economy



Society



Environment

Our added value

Employees



Important employer

for 45,000 people in all language regions in Switzerland, including around 16,000 in rural areas and mountain regions.



Third largest training company in Switzerland

1,900 apprentices in 19 occupational groups in 2024. Every year, 750 young people start their apprenticeship at Swiss Post.



Promoting gender diversity

In 2024, the proportion of women in senior management stood at over 25% for the first time and in lower/middle management at around 23%.



Caring employer

An appreciative working environment, a healthy work-life balance, promoting good physical and mental health.



Development opportunities for all

regardless of gender, language, origin or other personal traits.



Positive corporate culture

Creating a safe, respectful working environment is a core value of the company – as confirmed by the 2024 employee survey.

Our added value

Economy



1.25 billion francs in dividends

paid by Swiss Post to the Confederation over the last ten years. Despite the financial burden posed by the universal service.



Innovation through partnerships

with startups and universities of applied sciences. That's how Swiss Post gains access to external expertise and secures access to new technologies and markets, creating new business models and sources of income.



Investments of over 100 million francs

in branches, new formats and employees. That's how Swiss Post ensures that it continues to offer its customers a modern range of access points.



76 out of 100 points

is the overall level of satisfaction among the customers surveyed in 2024, showing that Swiss Post is gearing its services successfully to customers' needs.

Our added value

Society



Nationwide public service

Swiss Post ensures the supply of letters, parcels and financial services and strengthens the digital public service.



Around a quarter of the 2,131 municipalities

are connected to the Swiss public transport network only via PostBus.



Punctual delivery

In 2024, Swiss Post delivered 97.4% of A Mail letters and 99.6% of Economy parcels on time.



Data protection and digital ethics

For Swiss Post, secure and trustworthy handling of data is a top priority. It acts as a role model in digital ethics and helps to raise awareness of the issue.



Four cantons

use Swiss Post's e-voting system.



Around the clock

Customers can reach Swiss Post 24 hours a day, for example by telephone, using the contact form on the website, in-person in branches and at points of sale, and also via social media and WhatsApp.

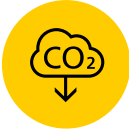
Our added value

Environment



Carbon neutral in-house operations from 2030

To achieve this, Swiss Post is investing in electric and alternative drive systems and fossil-free heating systems, and it uses 100 percent renewable electricity from Switzerland. In 2024, it reduced its greenhouse gas emissions from its in-house operations by almost 0.8%.



Net zero across the entire value chain from 2040

To remove and store unavoidable greenhouse gas emissions from the atmosphere, Swiss Post is building up a portfolio of measures and projects. In 2024, Swiss Post reduced its CO₂ emissions across its entire value chain by 330,000 tonnes of CO₂e.



Around 7.5 gigawatt hours of solar electricity

generated annually at 52 locations with photovoltaic systems. That equates to around 6% of Swiss Post's entire power consumption.



Circular solutions

for companies, Swiss Post supports them with its logistics network. Our delivery staff drive to practically every household six days a week in electric vehicles and can bring or collect goods.



Less emissions, more responsibility

Swiss Post is aware of the impact of its vehicle fleet and buildings and is continually optimizing its processes to avoid or reduce noise, air and light emissions.

Thank you

