

Swiss Post

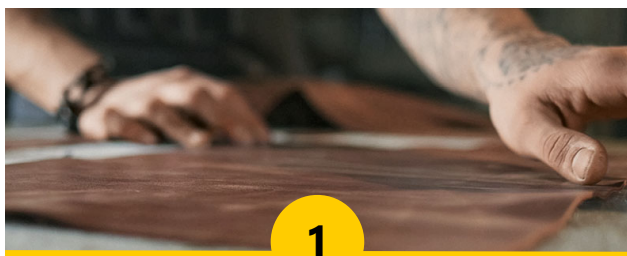
Bringing Switzerland
together – every day
since 1849

175
Jahre ans anni



Contents

(Almost) everything you need to know about Swiss Post



Our mandate



Our journey



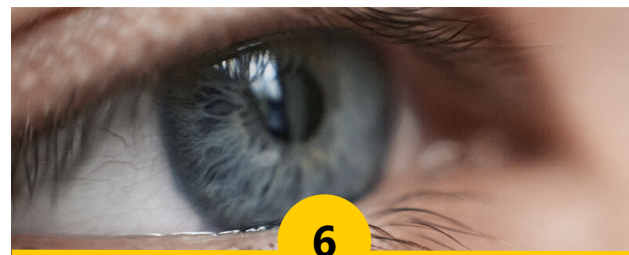
Our company



Our business



Our value



Our future



Our mandate

Our mandate

Strategic goals set by the Federal Council (1/2)



Universal service and market leadership

- A high-quality universal service for postal and payment transactions throughout Switzerland
- A leading market position in communication, logistics, financial services and mobility

Range of services and innovation

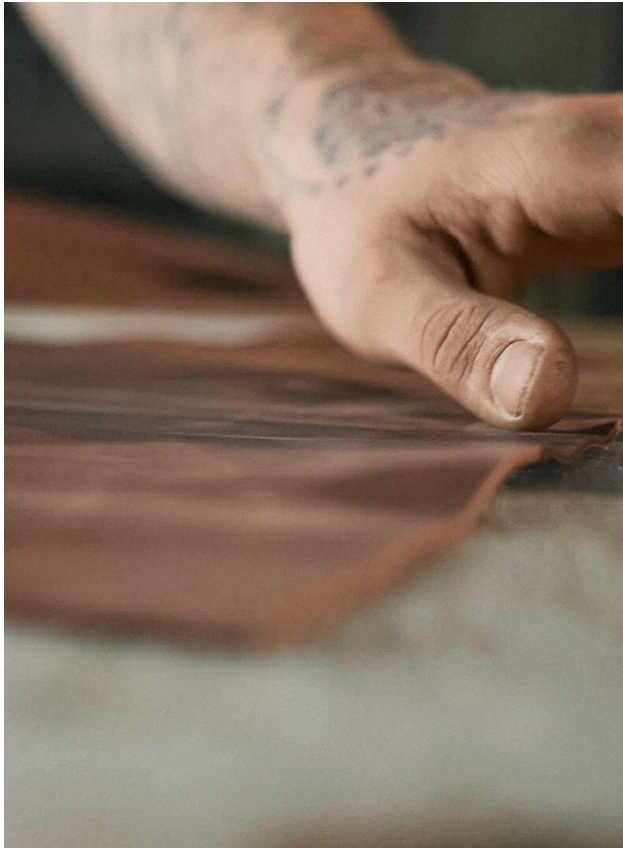
- Needs-orientated, innovative products and services (physical and electronic)
- Development of contemporary services, particularly in the field of information and data transmission

Financial goals

- Secure the company's value in the long term
- Consistent dividend policy

Our mandate

Strategic goals set by the Federal Council (2/2)



Growth and development

- Profitable growth in communication, logistics, financial services and mobility
- Partnerships and investments that support the core business in Switzerland

Sustainability

- A corporate strategy bound to sustainable and ethical principles
- Reduction of greenhouse gas emissions

Human resources policy

- A progressive and socially responsible human resources policy

Our mandate

Universal service obligation | Financing

Mandate

Delivery of consignments/
newspapers; payment transactions;
accessible to 90 percent of the
population within 20 minutes

Revision of the Postal Services Ordinance

Delivery of consignments to all
houses that are occupied for the
whole year; delivery of daily
newspaper subscriptions by
12.30 p.m. at the latest



Net costs

In 2023, the universal service
obligation impacted Swiss
Post's result to the tune of
CHF 268 million¹.

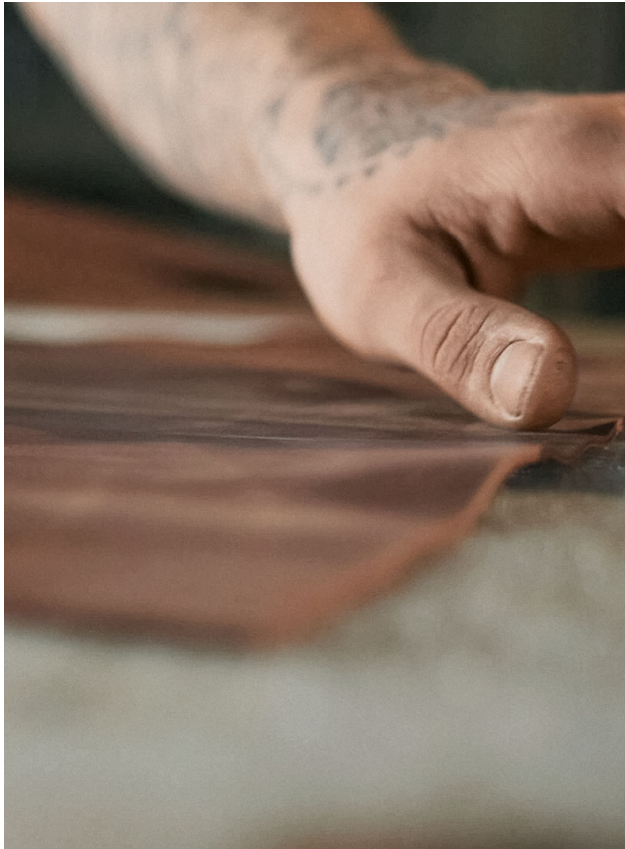
Financing

Swiss Post funds the
universal service from
its own resources

¹ Provisional value

Our mandate

Legal requirements – reviewed annually



PostCom monitors Swiss Post and reports annually on the development of the universal postal service. Other supervisory bodies: OFCOM, FINMA, FOT

The PostCom report for 2022 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 the legal requirements
- has achieved accessibility figures that once again clearly exceed the tightened requirements.

Our journey

Our journey

A history of transformation (1/2)



- 1849 ● Swiss Post founded
- 1903 ● The first Postbuses take to the roads
- 1906 ● Swiss Post modernizes payment transactions
- 1920 ● PTT founded
- 1939 ● Swiss Post goes yellow
- 1964 ● Postcodes are introduced
- 1978 ● Postomats are introduced

Our journey A history of transformation (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
- 2020 ● The "Swiss Post of tomorrow" is launched

2024 ●



Our journey Our raison d'être



Bringing Switzerland together.

"Everyone has the power to make a difference. From small to large scale. No matter where. And in their own personal way. That's why we at Swiss Post do our very best, day in and day out.

Every day, we perform valuable work and are actively involved in the community, helping to bring Switzerland together. We create new opportunities to ensure that everyone can achieve their goals and dreams. Individually, in teams and as a company. Yesterday, today and tomorrow, too.

Because we are Swiss Post: bringing Switzerland together – every day since 1849."



Our raison d'être
**Bringing Switzerland
together – every day
since 1849**

Our journey Our vision

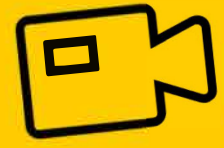
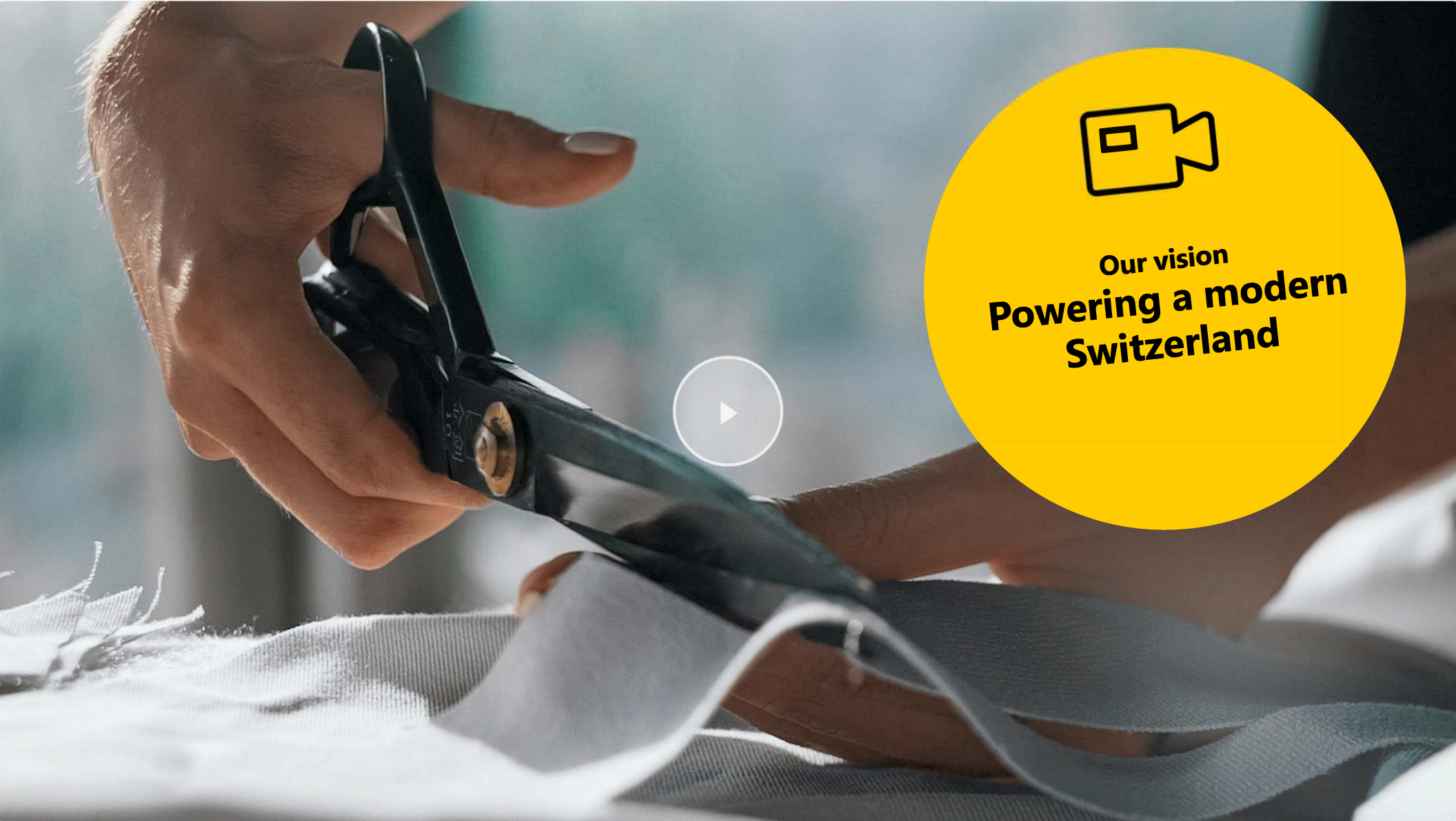


Powering a modern Switzerland.

“Something special is created when we can focus on essentials. This is why people and companies need as much freedom as possible.

At Swiss Post, we create this freedom by moving goods, information, assets and people. We power Switzerland – with trustworthy services in the physical and digital worlds. At home, during leisure time and at work. In the countryside and in the city. At any time and across all borders.

To ensure that Switzerland can focus on the important issues in the future, too. Thanks to Swiss Post: powering a modern Switzerland.”



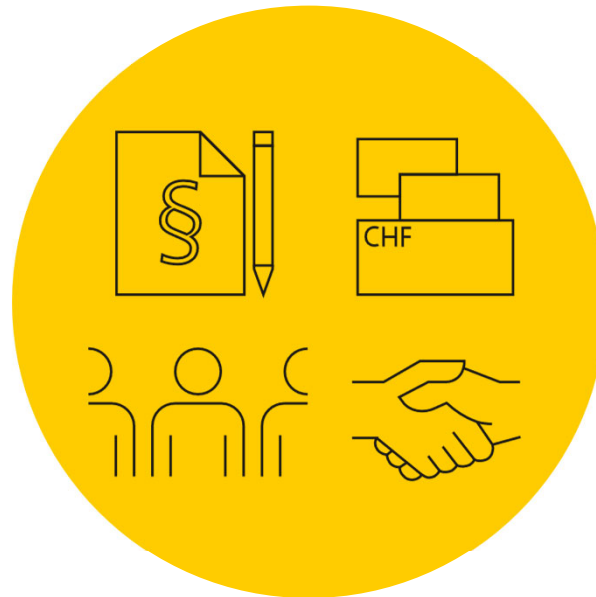
Our vision
**Powering a modern
Switzerland**

Our four basic principles

On the path to “powering a modern Switzerland”

Swiss Post remains an **enterprise affiliated with the Confederation**

Economic benefits thanks to modern public services



Self-financed as an overall Group

Contribution to the development of a **modern, competitive and sustainable Switzerland**

Our journey

Our values



The Swiss Post culture

Customer-centric
With emotion,
courage and reason

Committed
From small to
large scale

Trustworthy
By people and for
people

Our journey

The “Swiss Post of tomorrow” strategy



We're dynamic.

A dynamic country needs an equally dynamic postal service.

Your everyday life and your needs are changing. At Swiss Post, we're making the journey with you. We'll meet your new needs, regardless of whether they are physical or digital.

Our current strategy is based on our strengths and core competencies – transporting goods, information and people in a trustworthy manner.

“Swiss Post of tomorrow” tomorrow

How we will achieve our vision

Financial services

Securing our business model



Logistics Services

Ensuring expansion over the last mile and Switzerland's connection to international goods flows



PostalNetwork

Stabilizing self-operated branches, expanding access points and opening up to service companies and public authorities

Public service



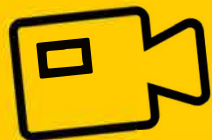
Mobility Services

Networked and sustainable road-based mobility solutions



Communication Services

Trustworthy and simple solutions for a digital future



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

Our company

Our company Overview



Our organization



Swiss Post in numbers



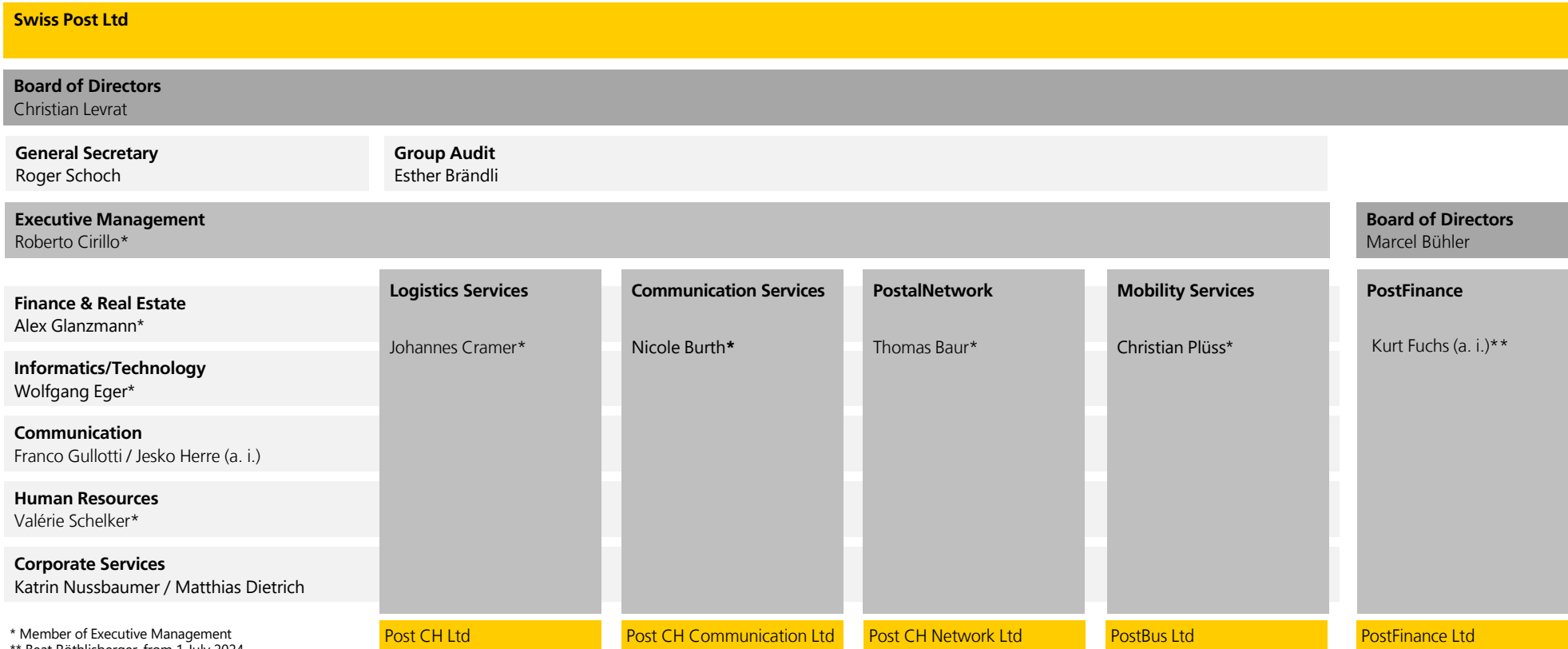
Our employees



Our responsibility

Our organization

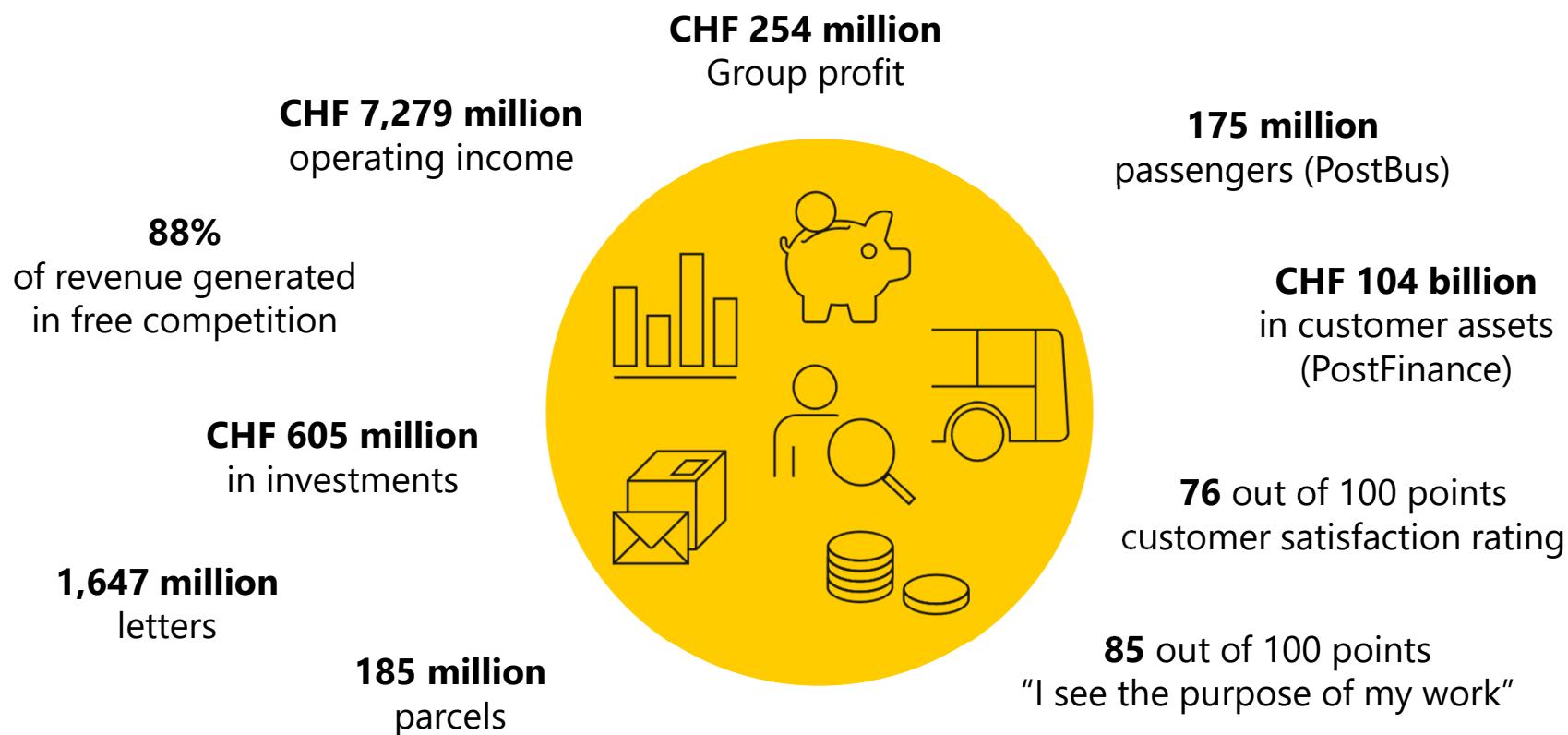
Group organization chart as at 1 March 2024



* Member of Executive Management
** Beat Röthlisberger, from 1 July 2024

Swiss Post in numbers

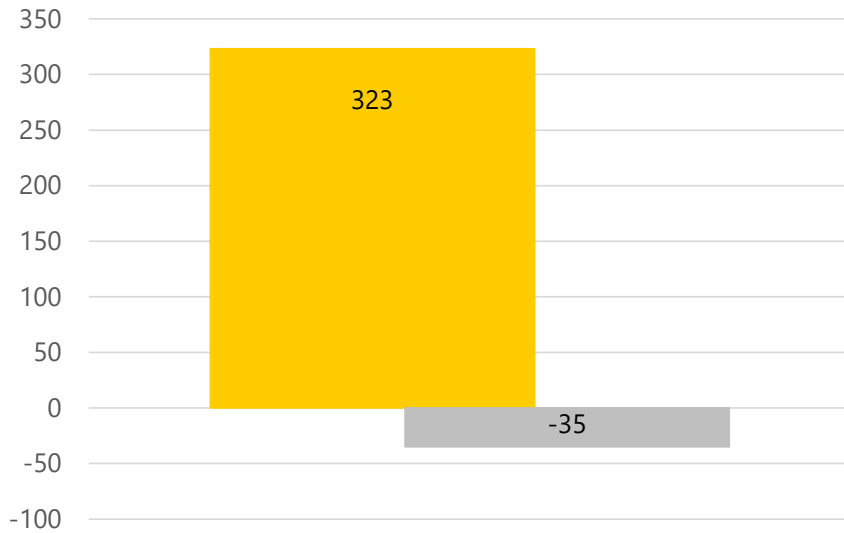
Key figures 2023



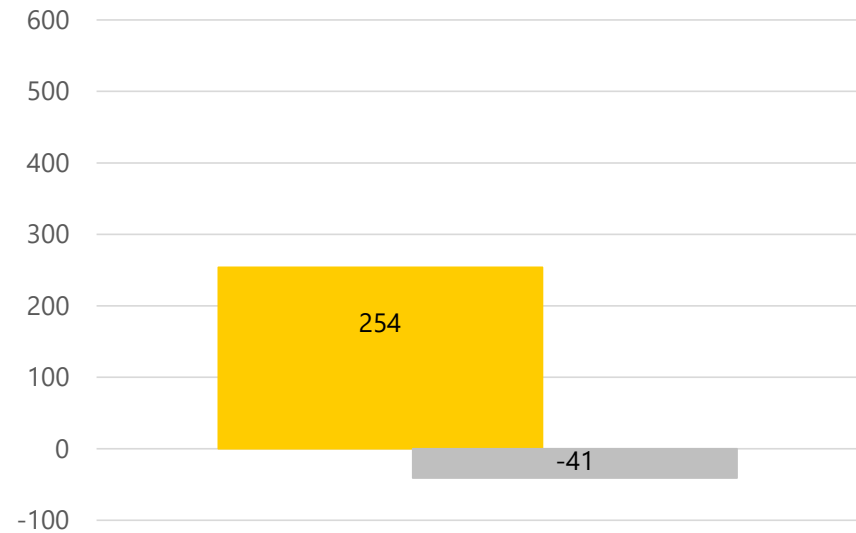
Swiss Post in numbers

Stable result despite major challenges

Group operating profit (EBIT)



Group profit

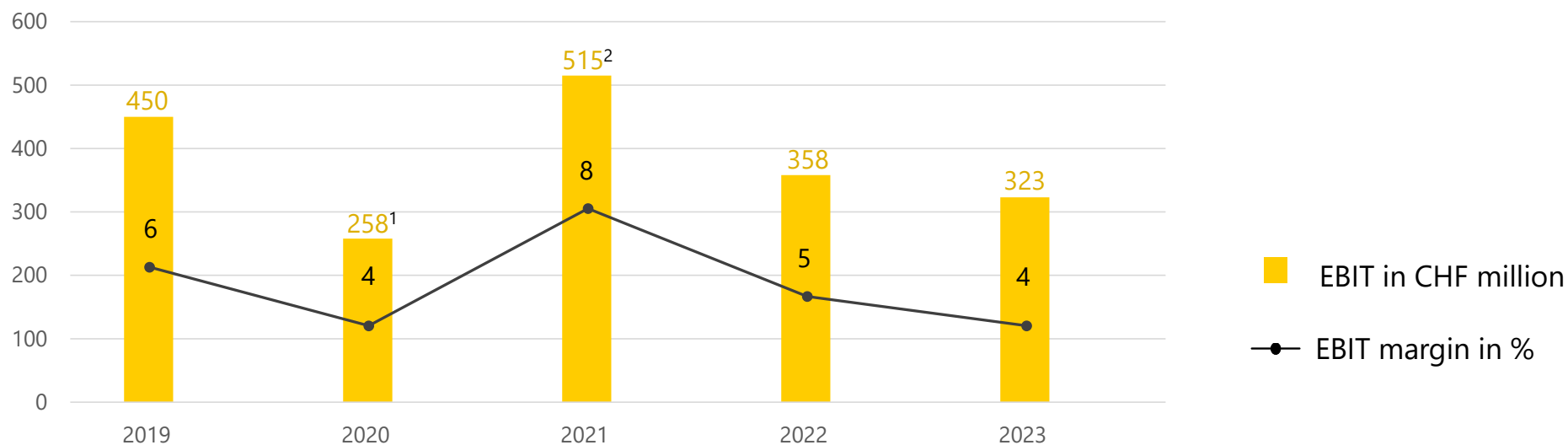


- Result for 2023 in CHF million
- Change compared with 2022 in CHF million

Swiss Post in numbers

Operating profit for 2023

Group | EBIT and margin in CHF million



¹ The figure for 2020 has been adjusted (see Financial Report, Notes to the 2021 Group annual financial statements, Note 2.2, Accounting changes). The year 2019 is not comparable with the years 2020 to 2023.

² Normalized figure for 2021.

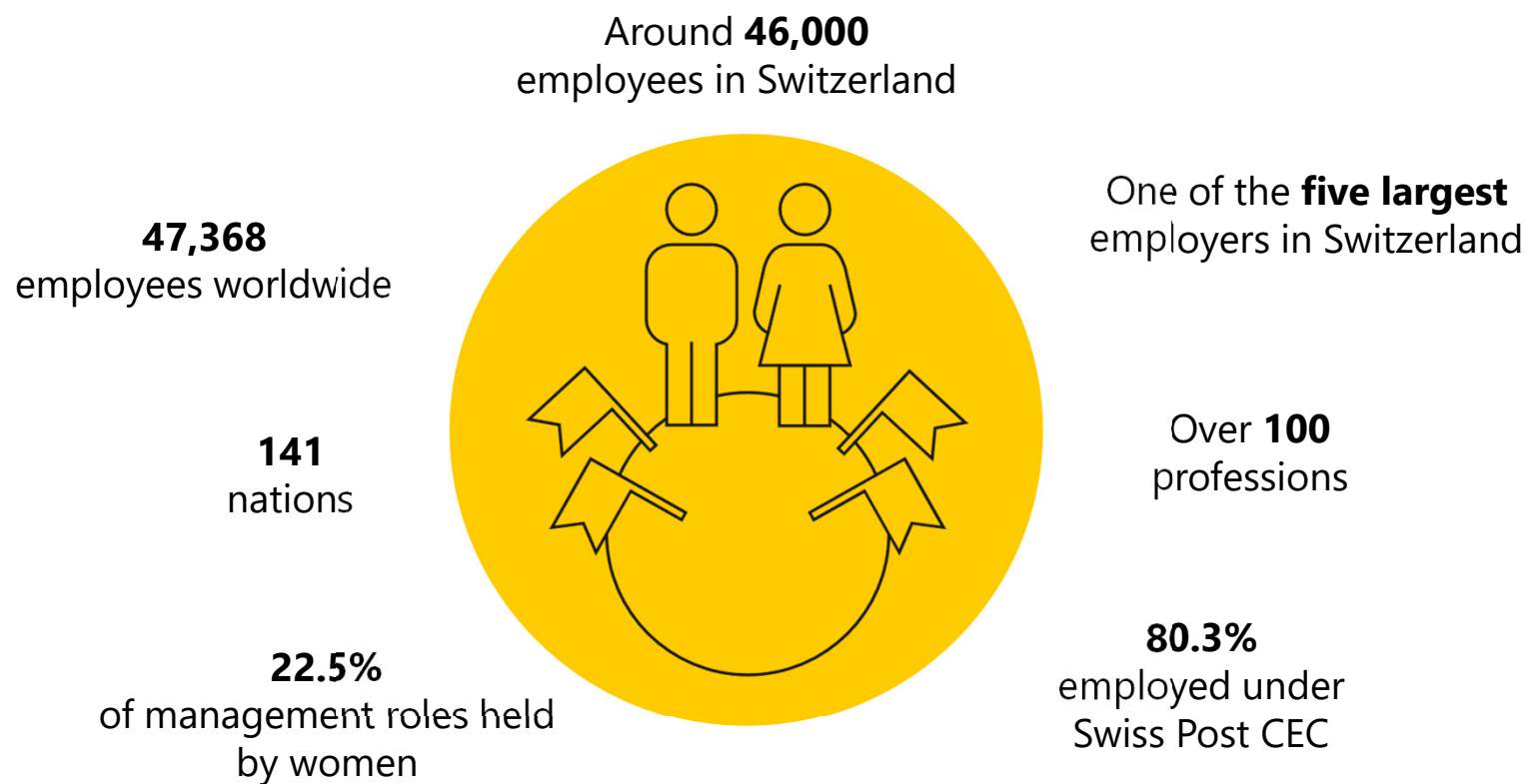
Swiss Post in numbers

Operating income and operating profit 2023 (by segment)

Segment	Operating income in CHF million	Operating profit in CHF million
Logistics Services	4,127	335
Communication Services	157	-72
PostalNetwork	547	-93
Mobility Services	1,069	21
PostFinance	1,961	264

Our employees

Swiss Post as an employer



Our employees

Training at Swiss Post



Our employees

Employee development and diversity

Employees
47,368 employees,
of whom around
46,000 are in Switzerland

Diversity
141 nations
41% women
59% men



Management
22.5% women in
management positions

Informatics
Over 1,300 employees in the
Informatics unit

Our responsibility

Swiss Post has been promoting sustainable development in Switzerland for over 20 years

Economically, ecologically and socially responsible

Our five areas of action



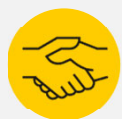
People

1. Socially responsible employer
2. Common good



Environment

3. Environment



Economy

4. Responsible procurement
5. Sustainable customer solutions



Achieving the global Sustainable Development Goals

Swiss Post is making a significant contribution to achieving the 17 **Sustainable Development Goals** (SDGs) set by the UN in the 2030 Agenda for Sustainable Development.

Swiss Post's focus:



Our responsibility

Swiss Post is acting now for tomorrow



Best-practice climate and energy target

(validated by Science-Based Targets initiative (SBTi))



Carbon neutral for in-house operations from 2030: CO₂ reduction by 42% in in-house operations (Scopes 1, 2) and by 25% in the value chain (Scope 3) compared to the base year of 2021.

Net zero from 2040: CO₂ reduction by 90% in the entire value chain compared with the base year of 2021. The residual emissions will be actively removed from the atmosphere.

- 1. In line with the United Nations' climate target,** which strives to limit the rise in temperatures to max. 1.5 °C (applies to reduction in in-house operations)
- 2. Three main thrusts:**
 - Conversion to alternative drive systems (Swiss Post fleet)
 - Departure from fossil-fuel heat generation (Swiss Post's own buildings)
 - Use of electricity generated entirely from renewable sources in Switzerland

Our business

Our business Overview



1

Logistics Services



2

Communication Services



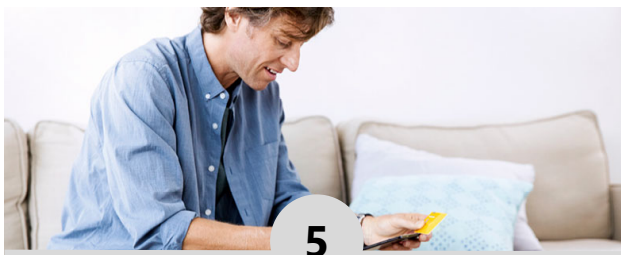
3

PostalNetwork



4

Mobility Services



5

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**, consolidate its strong position in Switzerland and continue to develop internationally.

Market fields:

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

Logistics Services Key figures 2023

1,647 million
letters posted and
delivered in Switzerland

CHF 131.8 million
for the construction of two
regional parcel centers¹ and
a parcel sorting plant²

185 million
parcels



38.9 million
imported small goods
consignments processed

2040
By then,
Swiss Post aims to become
carbon neutral

¹ In Pratteln (BL) and Wallisellen (ZH)

² At Härkingen letter center (SO)

Communication Services Brief overview



Swiss Post assumes the role of a trustworthy, independent **intermediary between the physical and digital worlds**, focusing on four market areas:

- Services and communications platforms for secure digital information transfer
- Secure and legally compliant digital services for public authorities
- Digital solutions in the healthcare sector
- Services for monitoring and protecting against cyberattacks

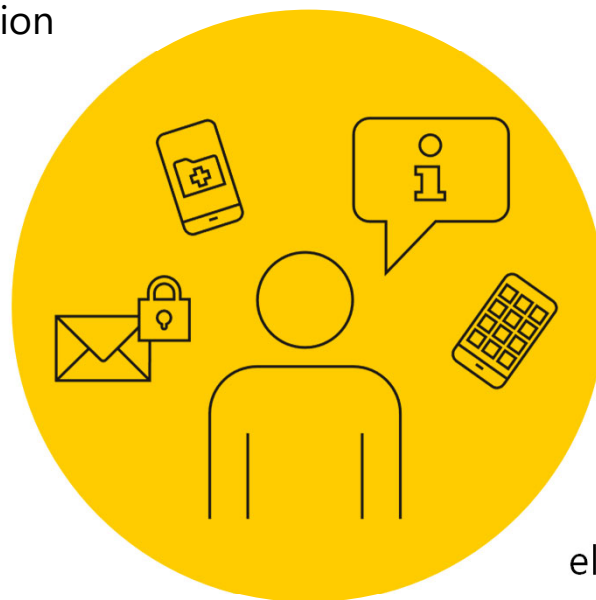
Communication Services Key figures 2023

4.18 million
customers rely on
SwissID's login solution

360
SMEs trust Swiss Post's
cybersecurity solutions

2.3 million
consignments were sent via
the ePost communication
platform

4
cantons use Swiss Post's
e-voting system



5,900
business customers are
registered for ePost

In all **26** cantons,
electronic patient records can be
opened online

PostalNetwork Brief overview



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

- 4,963 access points for postal services
- Enhanced quality in branches with partners
- Stabilization of the number of self-operated branches at around 800
- Further expansion of the number of access points to around 5,000 in 2024
- Opening of the network to major service providers and authorities

PostalNetwork

Key figures 2023



Mobility Services Brief overview

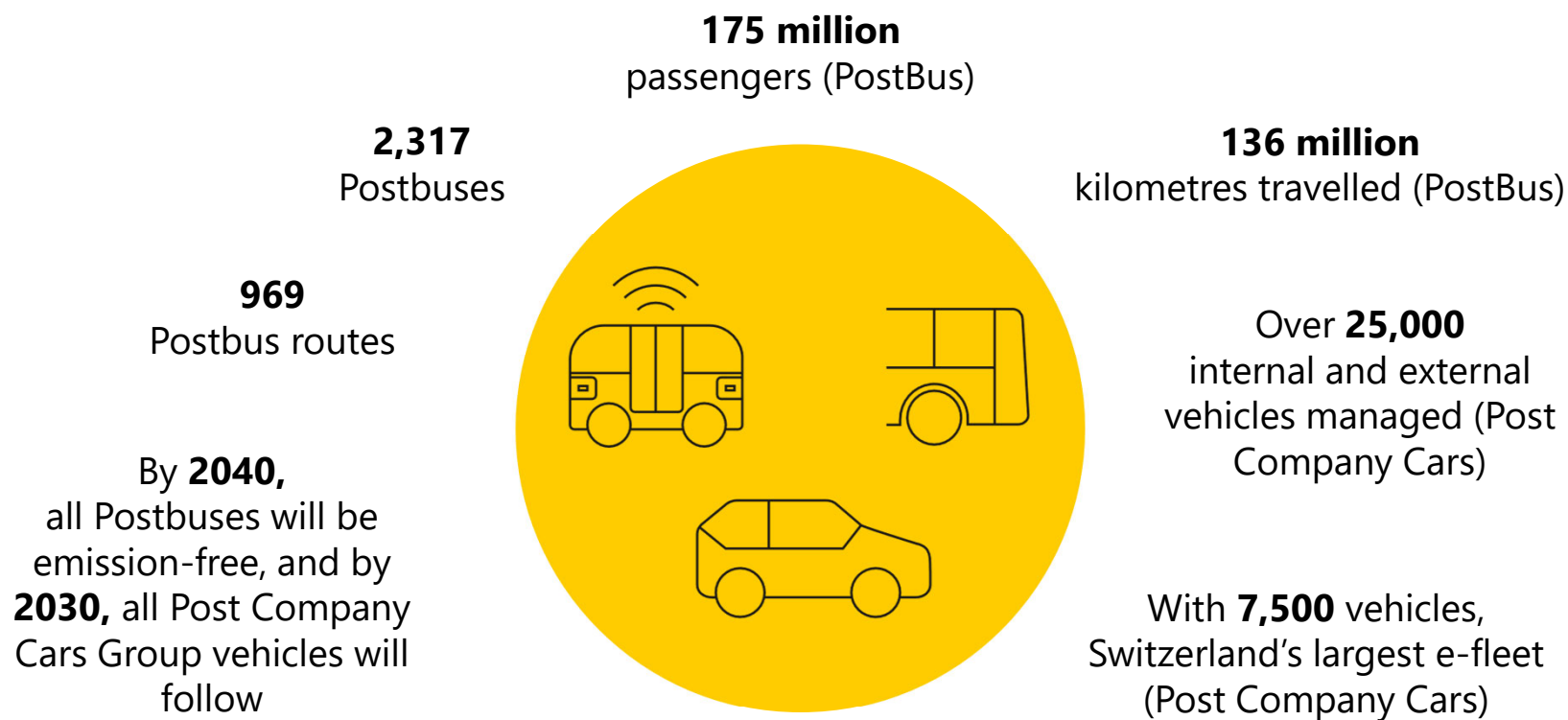


Mobility is part of Swiss Post's DNA. Under the umbrella of **Mobility Services**, PostBus and Post Company Cars are harnessing synergies across company boundaries – to achieve **simple, efficient, sustainable and digitally connected mobility services together**.

PostBus is **number one in road-based public passenger transport** in Switzerland. PostBus intends to strengthen this position even further.

Post Company Cars is Switzerland's **biggest brand-independent fleet service provider** and develops sustainable mobility solutions for its business customers.

Mobility Services Key figures 2023



PostFinance Brief overview



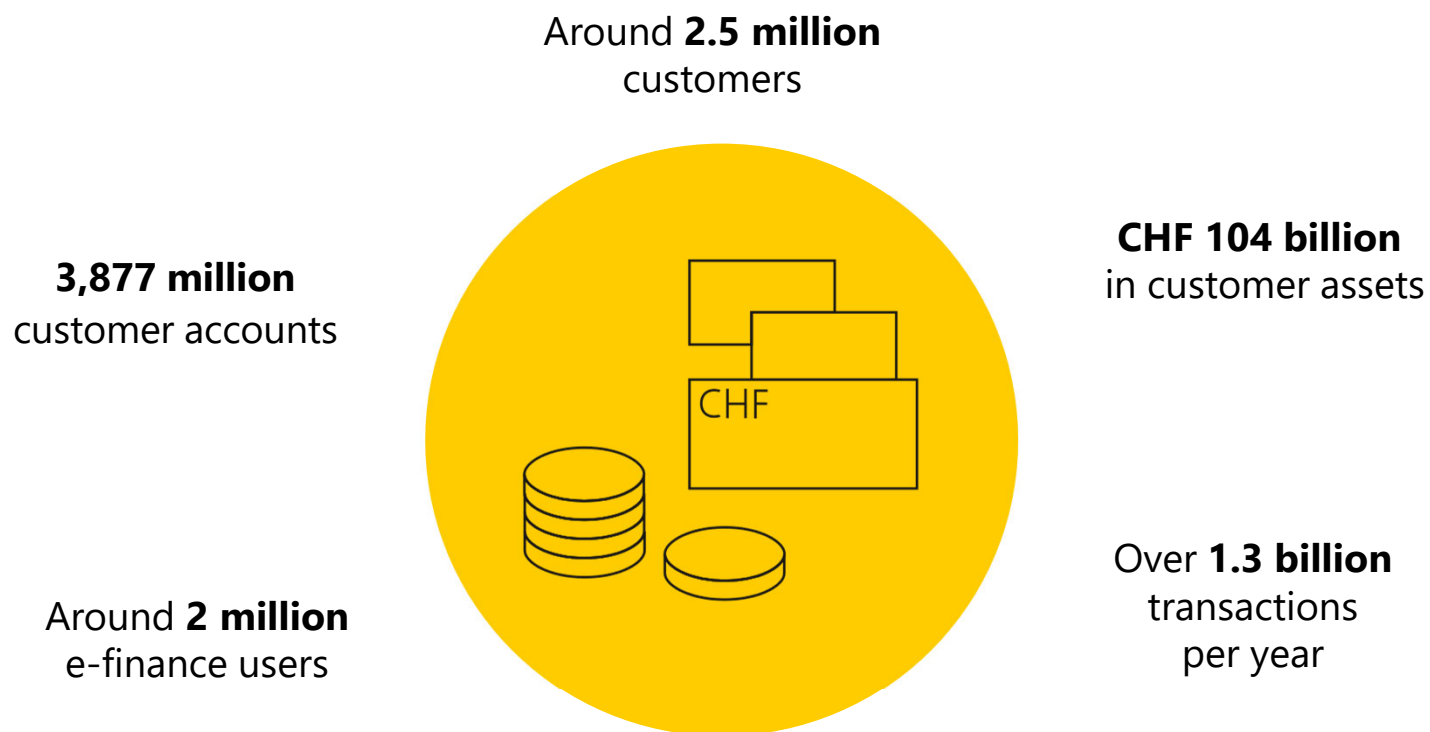
PostFinance is a diversified, innovation-driven financial service provider that offers its customers **modern solutions for managing their finances.**

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

Business areas:

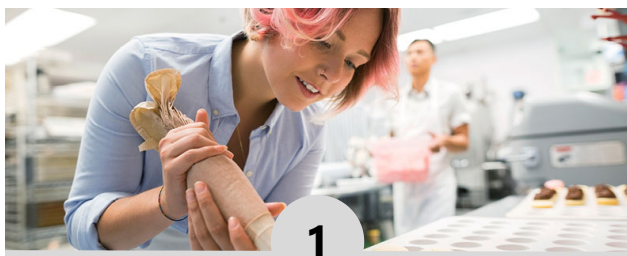
- Payment Solutions
- Retail Banking
- Digital First Banking

PostFinance Key figures 2023



Our value

Our value Overview



Economy



Business location



Employer



**Democracy and the
rule of law**

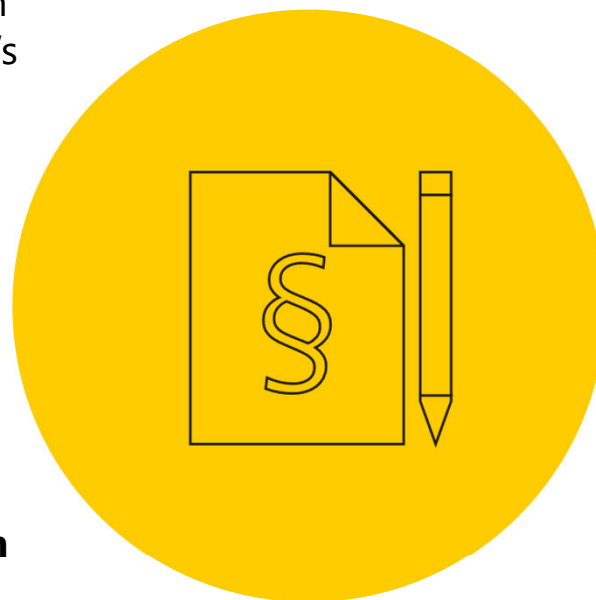
Economy

Economic value for Switzerland

Over **CHF 6.5 billion** are spent by customers in Switzerland on Swiss Post's products and services

Around **CHF 2.7 billion** is spent by Swiss Post on procuring goods and services from domestic suppliers

Around **CHF 3.5 billion** are paid by Swiss Post in salaries and social security benefits



Around **CHF 48 million** in corporate income tax and capital tax were paid by Swiss Post in Switzerland

Over **CHF 1.25 billion** have been paid by Swiss Post to the Confederation in the form of dividends over the past ten years

Business location

Guaranteeing the business location



Security of supply:

Swiss Post is available anytime and anywhere.

Not just any company:

if Swiss Post ceased to exist, no private company could fill the gap.

Universal service:

the coronavirus pandemic has clearly shown how important Swiss Post is to smooth operations in Switzerland.

Employer

An employer that serves all of Switzerland

Swiss Post is a
decentralized employer

Around **46,000**
people work at Swiss Post – in
all cantons, and in 804 of the
2,136 Swiss municipalities



Around **16,000¹**
jobs in a wide variety of
sectors are secured by Swiss
Post at its domestic suppliers

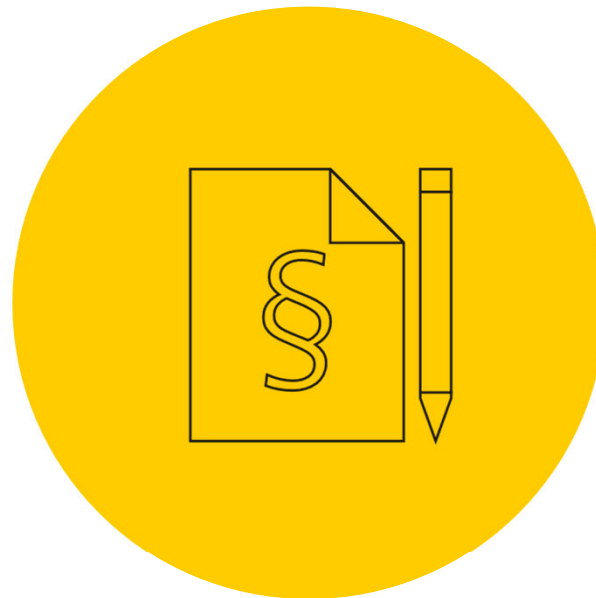
¹ Swiss Post estimate based on SFSO data (2021)

Democracy and rule of law

Our value for Switzerland

Functioning democracy
and the rule of law

E-voting system



E-government services
for public authorities

Opening up the network
to service companies and
public authorities

Our future

Our future

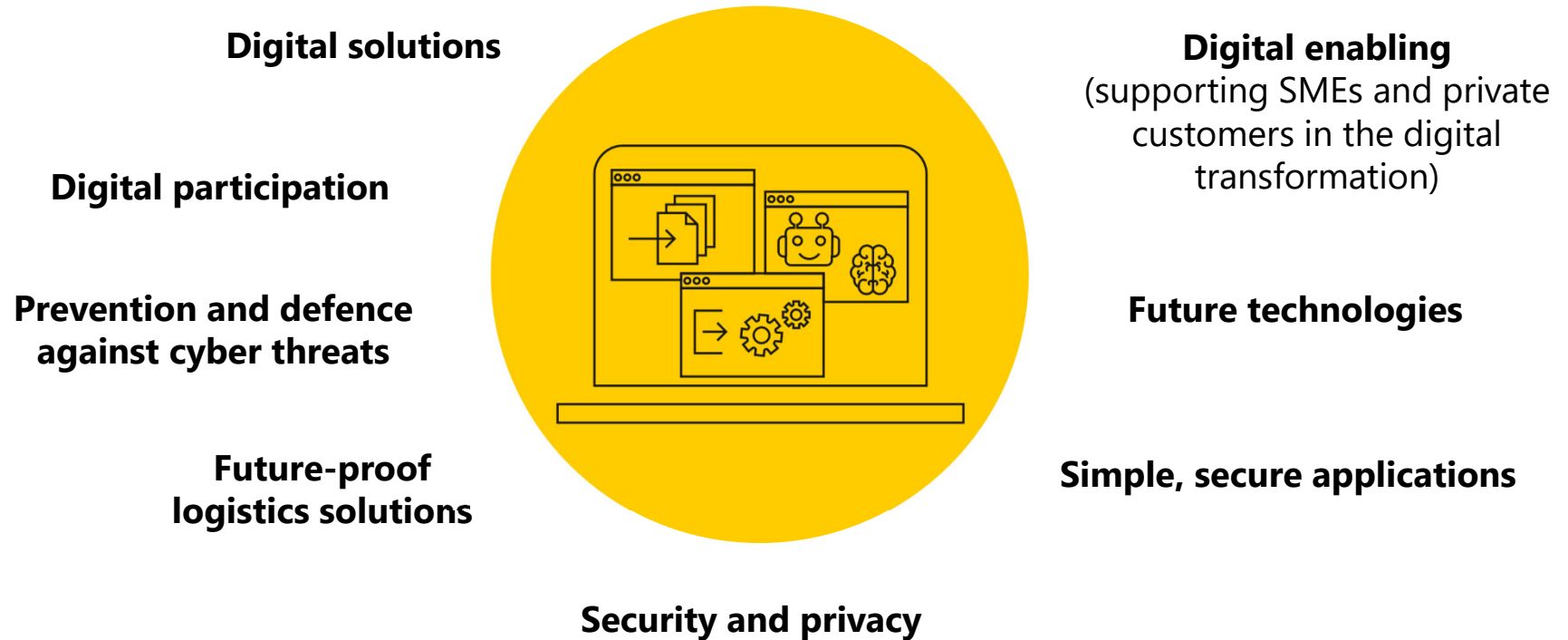
Swiss Post of tomorrow



- By pursuing the “Swiss Post of tomorrow” strategy, we are ensuring that Swiss Post **remains relevant to Switzerland in future**.
- We want to continue providing **services for the whole of Switzerland without using taxpayers’ money** (exception: subsidized area at PostBus).
- We can only maintain this **economic viability** if we undergo sustainable transformation in line with changing customer requirements.
- We will **achieve targeted growth** in precisely those areas where we see **added value for our customers** – partly organically (internally), and partly through acquisitions and partnerships.
- This will always be **related to our core markets**, which are communication and logistics, financial services and passenger transport.

Our future

Identifying the needs of tomorrow



Our future

Secure, digital products and developments

Signature and certificate solutions

E-voting system

ePost App

Software and cloud solutions
for public authorities

Secure event and
communication platforms



Digital health platform
for the electronic patient record

Cuore –
the Swiss health platform

Cybersecurity solutions

Cloud storage and
filesharing solutions

With its "Swiss Post of tomorrow" strategy, Swiss Post has plotted a clear and promising journey, enabling it to continue developing itself and its core business.

This will ensure that it can carry on playing the role it has played for 175 years: **powering a well-oiled Switzerland.**



Swiss Post
Thank you

