

The postal service needs to change

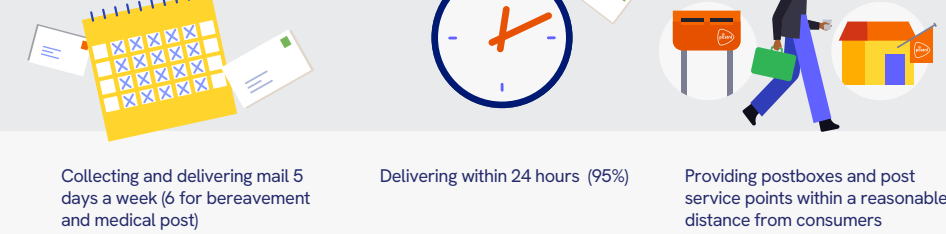


PostNL has been proud to carry out the universal service obligation (USO) for 225 years, as laid down in the Postal Act. Structural declines in mail volumes and rising costs are making USO implementation unsustainable. Which is why PostNL is urging change in the postal service, and in the Postal Act that governs it.

PostNL carries out the USO

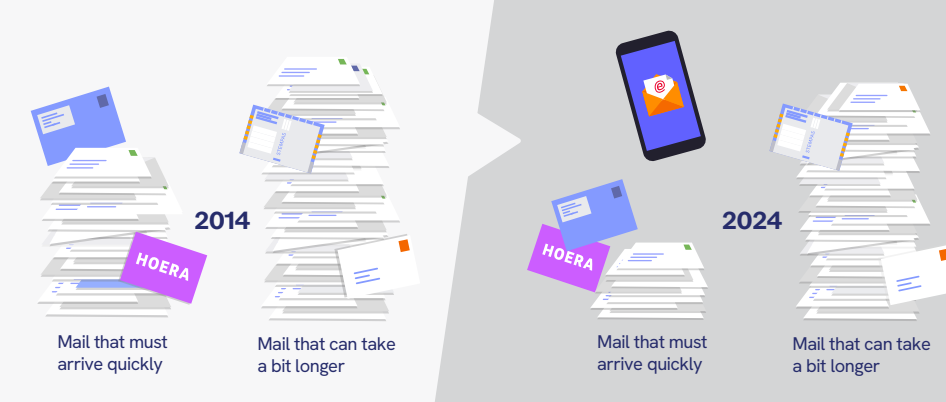
The USO comprises consumer mail, international mail, registered mail, braille mail, bereavement mail and medical mail. The Postal Act dates from 2009 and was last changed in 2014.

Under the Postal Act, PostNL's responsibilities include:



Mail's role has changed

There's less demand for mail that must arrive the next day. There are digital alternatives for this. A lot of mail can take a bit longer.



Consumer survey

A recent survey by Direct Research (2024) of a sample of 1,027 Dutch people.



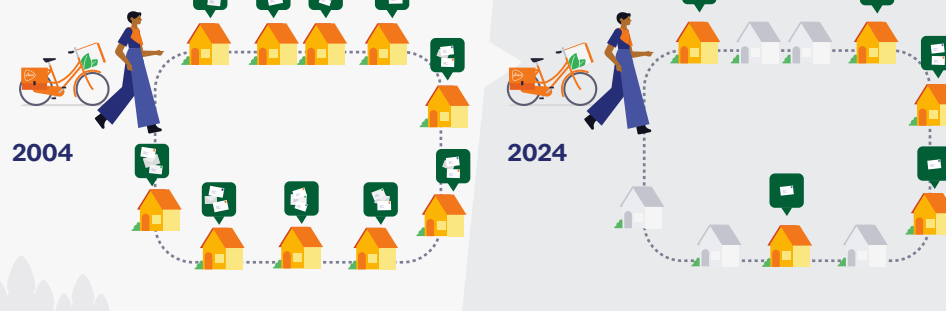
The volume of mail has declined

From 3 letters a day to 4 letters a week.



PostNL hits every street every day

But we walk past ever more homes, ever more often.



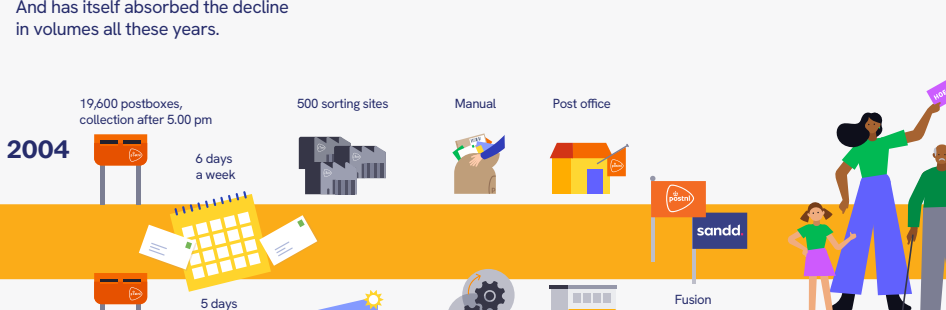
The postal service is labour-intensive

What are the costs of postal delivery?



PostNL continues to adapt

And has itself absorbed the decline in volumes all these years.



Postal service already changed in many countries

In the Netherlands, PostNL delivers mail posted today within 24 hours. In many countries, standard mail takes longer to arrive.

Financial contribution
USO providers receive a financial contribution from the government in France, Belgium, Spain, Italy, Norway, Poland and the Czech Republic.



Postal service that meets today's needs

We need politicians to change the rules of the Postal Act. Our proposal for a future-proof postal service asks for:

- A standard delivery term for USO mail of two days, and of three days over time.
- The option to deliver urgent mail within 24 hours, but at higher rates.
- A financial safety net guaranteeing a minimum USO return, even if mail volumes decline further.



The goal: a future-proof postal market

Mail in the Netherlands:

And for the workforce:

