

Solutions for climate, value from circularity

Sustainability Review 2025

posti





Promoting
Sustainability

Reducing
Emissions

Low-Emission
Warehousing

Reliable
Delivery

Advancing
Circularity

Supporting
Digitalization

Caring for
People

We have compiled this Sustainability Review to present the key achievements of the past year in a clear and easy-to-read format. It highlights the progress we have made and shows how sustainability is reflected in our services and in the way we work with our customers and partners.

More detailed information about our sustainability work can be found in our [Annual Report 2025](#), which also includes our assured Sustainability Statement.





“ Sustainability is at the core of our strategy and values. We are determined to reduce our emissions, care for the well-being of our people and help build a more sustainable society together with our customers and partners.”

Antti Jääskeläinen, President and CEO

Fulfilling Sustainability

Posti is committed to sustainability across all our business areas. It lies at the core of our strategy and guides our daily work. Our Sustainability Program 2024–2026 focuses on three themes: people, environment and society.

In 2025, we made progress in all these areas. We received significant recognitions that show our work is delivering results. We advanced in climate-risk management, emission reductions and social responsibility.

In 2022, we became the world’s first logistics company whose net-zero targets were approved by the Science Based Targets initiative. Our goal is fossil-free road transport and facility energy by 2030, and net-zero emissions by 2040. In 2025, we reduced our

own emissions by 25 percent (scopes 1 and 2) by increasing the use of renewable fuels and by investing in electric and biogas vehicles, as well as energy-efficient facilities.

Our people enable our strategy and are the driving force behind our sustainability efforts. We support their safety, well-being and development, because sustainable operations are ultimately built on everyday choices and on how we treat one another.

At Posti, sustainability is embedded in the value we create for customers, employees, shareholders and society. Our purpose to responsibly deliver what matters to you on your terms, guides our decisions and actions every day.

Our achievements 2025

↓ **59%**

reduction of our own emissions compared to 2020*

We reached our SBTi target of reducing our own emissions by 50 percent by 2030 already in 2025, five years ahead of schedule.

*Scopes 1 and 2: own emissions and emissions from purchased electricity and heat.

↓ **21%**

decrease in our own emissions and those from our value chain from the 2020 level

We are committed to achieving SBTi-approved net-zero target across all our own operations and our entire value chain by 2040.**

**Scopes 1, 2 and 3.

↓ **14%**

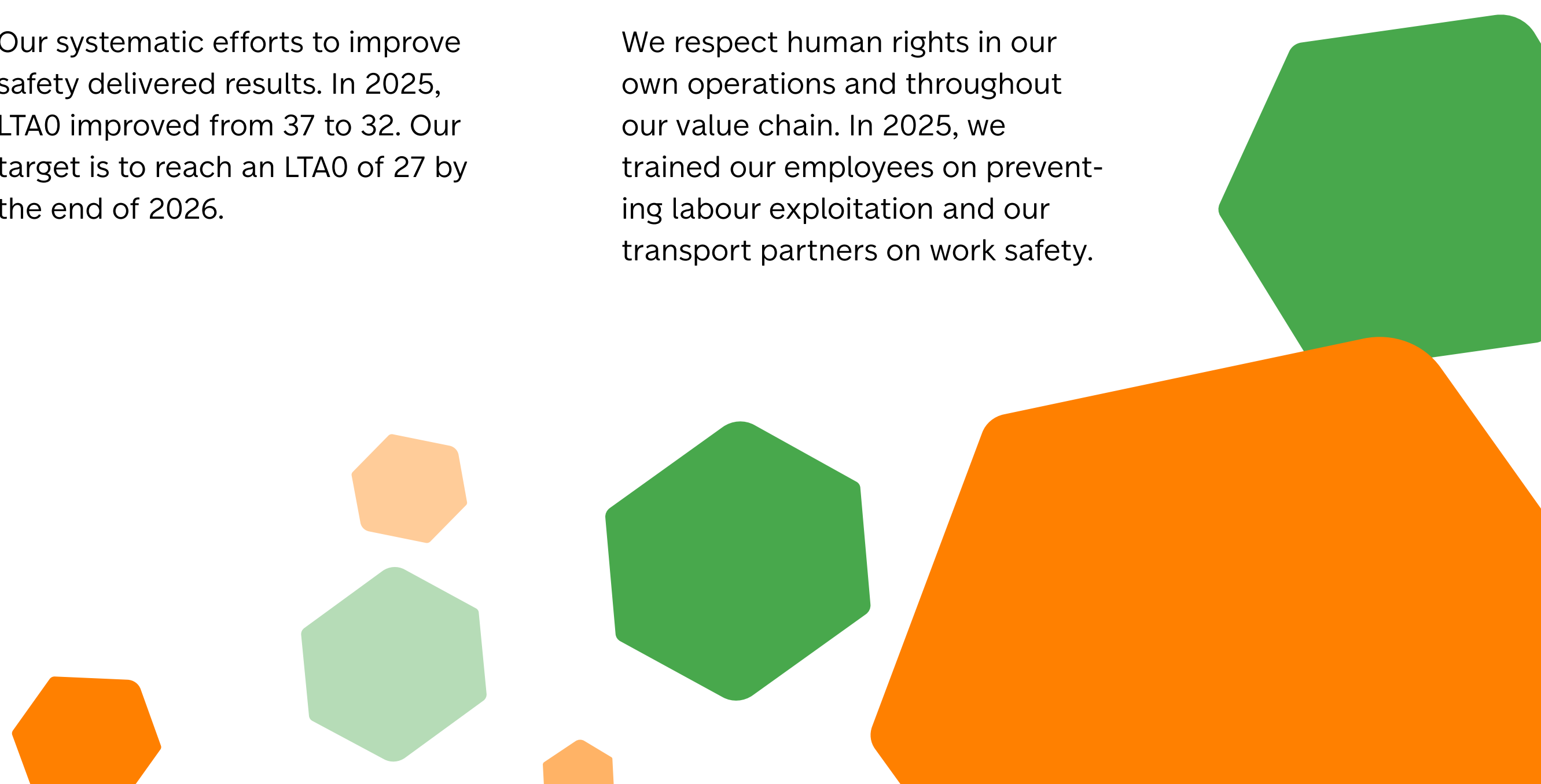
decrease in lost time accident frequency (LTA0) compared to the previous year

Our systematic efforts to improve safety delivered results. In 2025, LTA0 improved from 37 to 32. Our target is to reach an LTA0 of 27 by the end of 2026.

0

human rights violations

We respect human rights in our own operations and throughout our value chain. In 2025, we trained our employees on preventing labour exploitation and our transport partners on work safety.



Recognized impact in sustainability



SBTi-approved climate targets

Posti was the first Finnish company, globally the first in its industry, and one of the first 17 companies in the world to have its net-zero targets approved by the Science Based Targets initiative. Our net-zero year is 2040.

Committed to the UN Global Compact

We are an active member of the UN Global Compact network and a signatory to the Forward Faster initiatives. We are committed to gender equality and climate goals in line with the UN Sustainable Development Goals by 2030.



Gold rating from EcoVadis

With a score of 80/100, we rank among the top five percent of all companies assessed worldwide.

Among FT's Climate and Diversity Leaders

We have been included in the Financial Times Europe's Climate Leaders list since 2022 and in the Diversity Leaders list since 2023.



B rating from CDP

In our first CDP climate assessment in 2025, we received a B rating. This reflects a significant progress in climate action and systematic management of climate-related risks.

Certified management system

Our management system is built on the ISO 9001 (quality), ISO 14001 (environment), and ISO 45001 (occupational health and safety) standards.

OUR SOLUTION

Helping our customers reduce their emissions

We offer our customers fossil-free transport across Finland, Sweden, Norway and the Baltics. We have fossil-free vehicles in every vehicle category. We continue to invest in new equipment and charging solutions, pilot emerging technologies and reduce driving kilometres through advanced route and fill-rate optimization. To meet our emission reduction targets, we work closely with our transport partners.

To support our customers' own climate work, we also provide monthly emission reports in accordance with the ISO 14083 standard, covering the purchased transport and warehousing services.



Our goal is to achieve fully fossil-free road transport and facility energy by

2030

and net-zero emissions by 2040.

We reduced our own emissions (scopes 1 and 2) by

↓ **25%**

compared to the previous year.

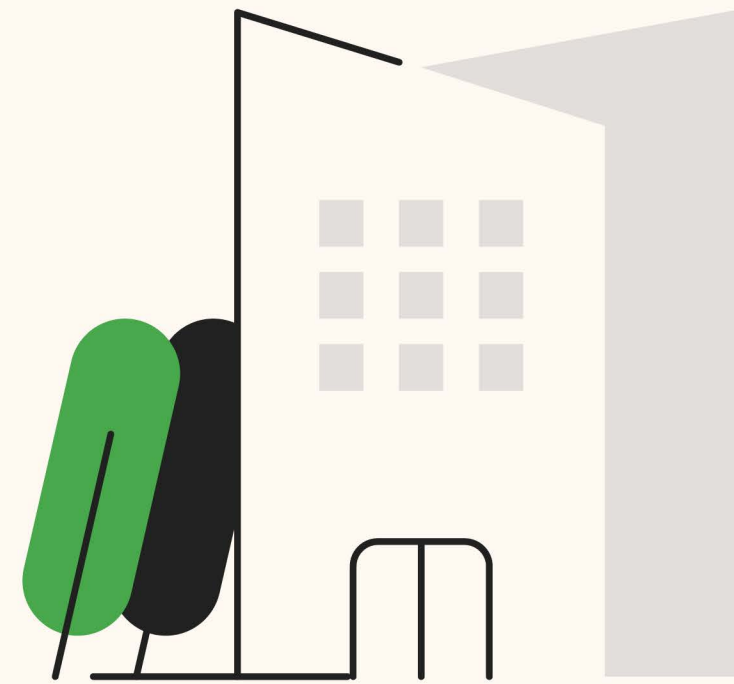
We reduced value chain road transport emissions (TTW) by

↓ **7%**

compared to the previous year.

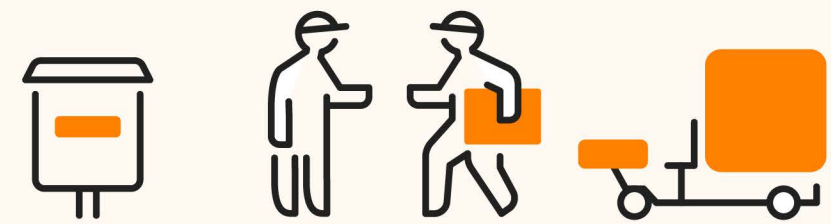
Fossil-free road transportation by 2030

In 2025, Posti operated Finland's largest transport fleet, ensuring smooth deliveries. Our fossil-free transports run on electricity and renewable fuels. We are also actively developing charging and refueling infrastructure together with our partners.



More than 1,400

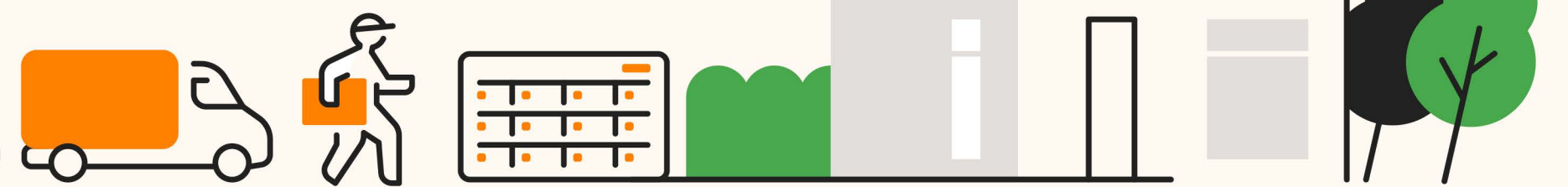
electric light vehicles deliver mail and small parcels



36 electric trucks and
39 gas-powered trucks ensure smooth deliveries for customers



3 electric truck combinations and
106 gas-powered combinations transport freight even over long distances



765 electric delivery vans bring parcels swiftly to customers' doors, parcel lockers or service points



Source: [Posti's Annual Report 2025](#). Figures include transport partners' fossil-free fleet.

VALUE FOR YOU

Shared commitment to reducing emissions

Posti and Olvi began their collaboration back in 2012. From the very beginning, the shared goal has been to reduce the environmental impact of transport.

We deliver Olvi's brewery products from Iisalmi to locations across Finland. To support Olvi's emission-reduction efforts, we apply practical solutions, such as using renewable fuels, route planning, monitoring driving habits, and optimizing the use of cargo space and vehicles.

Olvi values the flexibility and sustainability of our service, even during demand peaks. In addition, our accurate emission reports help Olvi track the climate impact of the transport.

Case Olvi

“ Posti's sustainability program and plans to reduce the carbon footprint were key factors for us when choosing a partner. It is great to continue our excellent collaboration.”

Timo Miettinen,
Logistics Manager, Olvi



OUR SOLUTION

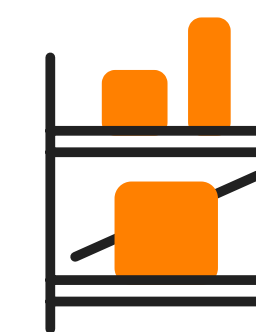
Providing resource-efficient warehousing and logistics

Our warehousing and logistics services cover in-house logistics, storage and transport. Our solutions combine capacity with modern technology close to our customers in Finland, Sweden, Norway and the Baltics. The services scale flexibly with demand and seasonal variations allowing customers to use only the space and resources they need, while keeping energy consumption and emissions as low as possible. We also provide packaging design, assembly, consulting, customs services and staffing solutions.

Our Nordic warehouses run on fossil-free energy, and we are continuously improving energy efficiency through a range of enhancements.



We opened a new mega warehouse in Järvenpää, Finland, designed to meet the BREEAM Excellent certification target.



By optimizing our customers' warehousing and transport, we create a sustainably operated and cost-efficient logistics chain.



Our warehouses in Finland, Sweden and Norway run on fossil-free energy and are ISO 9001, ISO 14001 and ISO 45001 certified.

VALUE FOR YOU

Logistics solutions for evolving needs

Our collaboration with Kempower, a manufacturer of fast-charging solutions for electric vehicles, began with packaging design. As Kempower grew, our role expanded to cover its entire in-house logistics: receiving materials, warehousing, feeding production, internal transfers and dispatching finished products, all from the same logistics centre. This freed up space for Kempower to expand its production.

In 2025, we introduced a high-power electric truck that is still a rare sight in Finland. It serves transport flows between Kempower's factory and warehouse, as well as between the company and its subcontractors. In addition to providing fossil-free transport, the solution gives Kempower valuable data to support further development of its operations.

Case Kempower

“ Our collaboration with Posti has worked seamlessly. We solve things together, quite rapidly at times.”

Heidi Koljonen, Logistics Director, Kempower



OUR SOLUTION

Accelerating e-commerce

E-commerce has become firmly established in everyday life, driven by convenience and ease. Consumers buy online especially clothing, footwear, cosmetics and pharmaceuticals. They increasingly expect faster, more effortless deliveries and easily accessible pickup points.*

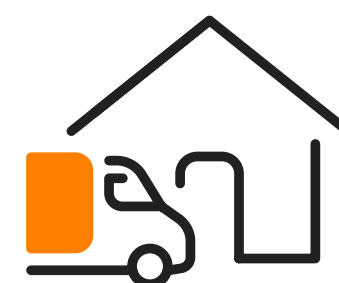
The market for second-hand goods is growing rapidly, and in 2025 already one quarter of all the e-commerce parcels we delivered contained second-hand items.

We offer Finland's most extensive network of service points and parcel lockers, along with multiple delivery options, including home delivery. For online retailers, this means predictable and reliable distribution, flexibility to manage seasonal peaks and freedom to focus on their core business.

*Posti's e-commerce index 2025 survey



Our e-commerce services cover the entire service chain from warehousing and order handling to deliveries and returns, both in Finland and internationally.



Posti was the delivery partner most frequently offered by online stores in Finland.



We operate nearly

2,200

parcel lockers and around

1,100

staffed service points across Finland.

VALUE FOR YOU

A growth story built together

Posti and the skincare and cosmetics company Dermoshop have worked together for decades. Dermoshop launched its own online store for Dermosil products 30 years ago, making it a pioneer of its time. For this family-owned company based in Ostrobothnia, local presence, sustainability and long-term customer relationships are core values, all of which we support with Finland's most extensive delivery and pickup point network. From our regional logistics centre, we transport, sort and deliver Dermosil parcels across Finland and internationally. We also strengthen Dermosil's marketing by distributing the popular customer magazine.

Our partnership has grown alongside Dermoshop's expansion, and we continue to be a reliable partner through both peaks and periods of rapid growth.

Case Dermoshop

“ We value Posti's broad network, sustainable operations and genuine willingness to develop our collaboration. We have grown in e-commerce side by side with Posti.”

Suvi Markko, CEO, Dermoshop

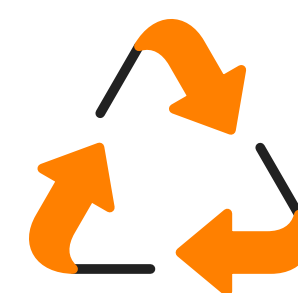


OUR SOLUTION

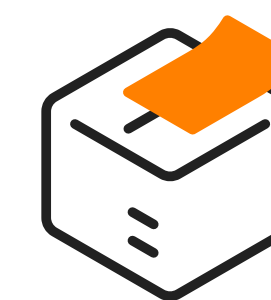
Sustainable business through circularity

We work together with customers and partners to develop and enable circular economy solutions that are both functional and commercially viable. Our goal is also to make it easier for companies to pilot and adopt circular services.

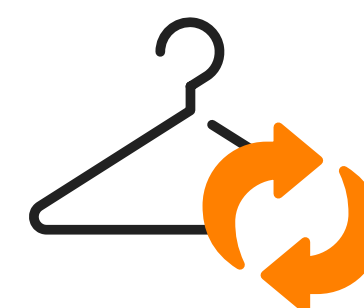
The linear buy–use–dispose model cannot turn into a continuous loop without support from logistics. Logistics functions as the nerve centre of the circular economy, the point where a product’s value either stops or multiplies. We help our customers build and scale circular services across the value chain: from collecting and transporting used products to sorting, refurbishing, warehousing and redistributing them.



We processed tens of thousands of used and unsold products from smartphones to clothing and furniture to give them a new life.



The number of second-hand parcels delivered by Posti increased significantly in a year as consumers looked for more sustainable options.



In 2025, we organized our Secondhand September campaign for the third time, larger than ever.



Promoting Sustainability

Reducing Emissions

Low-Emission Warehousing

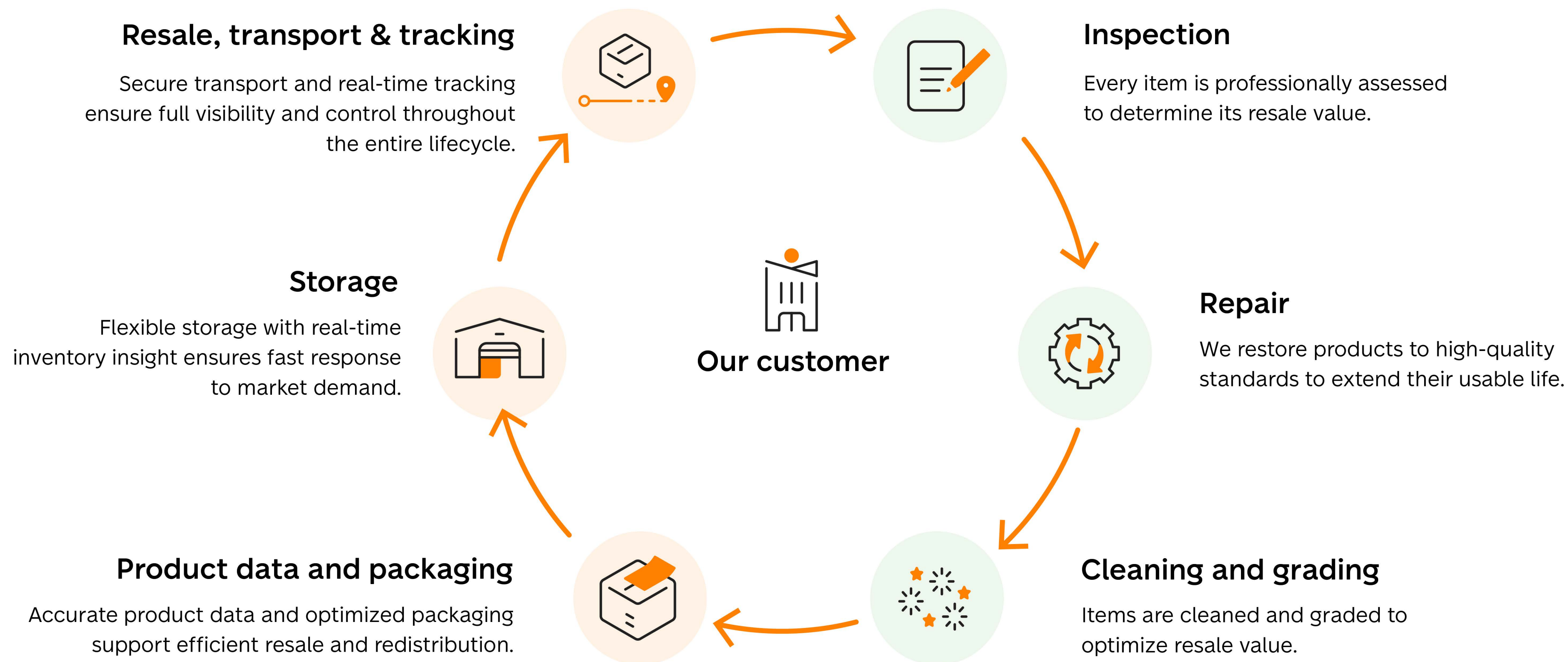
Reliable Delivery

Advancing Circularity

Supporting Digitalization

Caring for People

How Posti's circular economy service works



VALUE FOR YOU

Creating new business from recycling

We have launched a circular collaboration with Telia, built on a recycling-based model that enables mobile and IT devices to be returned, securely processed and put back into use in Finland and the Baltics. With Posti managing the entire physical process from collection to processing for resale, Telia can focus on developing its business and customer experience.

We have made the recycling process predictable and scalable. A growing share of devices is resold as Telia Recycled products, and some even go on to a third lifecycle. At the same time, Telia can offer its customers high-quality used devices with a warranty, along with concrete and measurable ways to reduce the climate impact of their IT purchases.

Case Telia

“When the lifecycle of a device is extended, we reduce the need to manufacture new devices and save significant emissions as well as rare raw materials.”

Martina Lilius,
Head of Sustainability, Telia



OUR SOLUTION

Providing accessible and secure digital services

Posti has long supported the digitalization of society. We began developing digital services in 2001. Today, the core of this work is OmaPosti's Digiposti, a secure and accessible digital postbox where consumers can receive letters, invoices and payslips.

For businesses, OmaPosti offers a cost-efficient way to move from paper mail to digital communication in a controlled manner that takes customer habits into account.

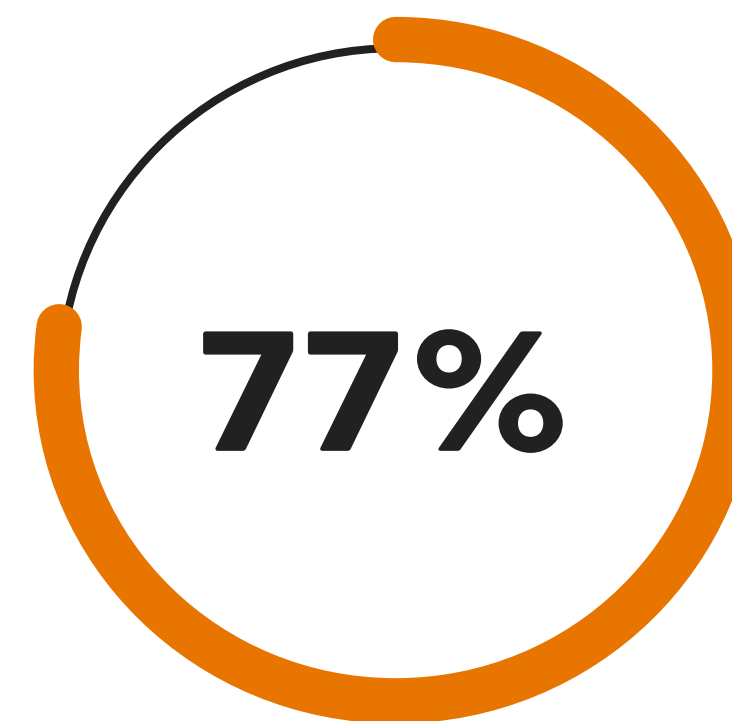
OmaPosti is ISO 27001 certified and open to both public and private senders, enabling wide coverage and strong visibility. For consumers, it is an accessible service that provides a free, lifelong digital archive and a platform for easy online services helping reduce the need for paper mail.



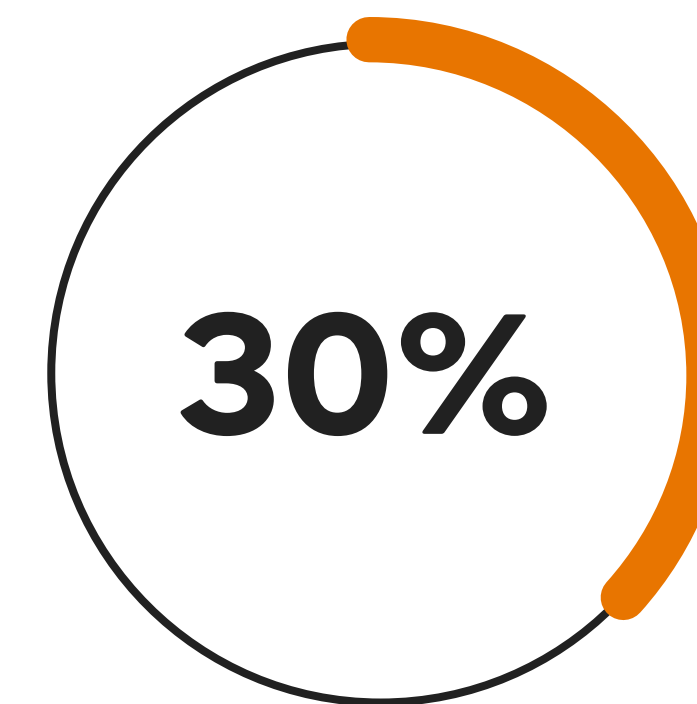
OmaPosti now has

2.7 million

active users.



The share of Finland's working-age population reached by OmaPosti app.



The share of OmaPosti users who have chosen a fully digital communication.

VALUE FOR YOU

Building an employee experience with OmaPosti

Posti's OmaPosti app offers employers a well-established, secure and effortless way to deliver critical information efficiently. In a joint pilot between Posti and CGI, a leading e-payslip operator, CGI's employees in Finland receive their payslips digitally in OmaPosti. The collaboration strengthens CGI's role as a forerunner in developing the employee experience and brings clear benefits to both the employer and the staff.

A modern, employee-centric way of communicating supports CGI's employer brand and shows that the company invests in everyday convenience and digital services. At the same time, employees have an easy and secure access to their salary details, which increases transparency, trust and satisfaction. Through this cooperation, Posti and CGI are helping build a safer and smoother digital future for the Finnish citizens.

Case CGI

“ Payslips play an important role in shaping the employee experience. We are pleased to deepen our collaboration with Posti and offer our employees a new way to receive their salary details.”

Saara Lindfors,
HR Director, CGI



OUR SOLUTION

Caring for people across the value chain

The delivery and logistics industry relies on people. At Posti, we are committed to building a workplace based on a caring culture, strong leadership, and the physical and mental safety of our employees.

We develop occupational safety proactively by training our people, strengthening management commitment and improving safety communication. We have expanded our work on identifying hazards and assessing risks, and we do not compromise on safety under any circumstances.

Our social responsibility extends across the value chain. We ensure that our partners and subcontractors follow the same high human rights standards, and we actively monitor their implementation. We continuously improve our processes to meet the evolving sustainability expectations and requirements of the changing world and our customers.



Leadership capabilities have been strengthened through our Caring Leader training, completed by

over 800

supervisors between 2023 and 2025.

We invested in occupational safety. In 2025, we made more than 90,000 safety observations and succeeded in reducing workplace accidents by

↓ 19%



We received the Mental Health Friendly Workplace 2025 recognition for our commitment to promoting mental well-being at work.

VALUE FOR YOU

Creating customer value in every encounter

Our customer service team of nearly two hundred professionals handles around 1.6 million contacts each year across multiple channels. When our employees feel well and receive clear support in their daily work, it shows to customers as respectful, solution-oriented service. Our goal is to resolve matters on the first contact, which we achieve in more than 70 percent of cases.

Customers submit around 5,000 open feedback messages each month, and we systematically categorize them to improve the service. Thanks to our committed people, we can deliver high-quality service even during peak times. Our target response time is two minutes.

Customer satisfaction rose to 4 out of 5 (CSAT) during the year. Our people-centred service, supported by strong leadership and smart use of technology, also received the Customer Service of the Year 2025 recognition.

“ Nearly 200 dedicated professionals across Finland are here every day to support thousands of our customers. We do more than deliver parcels, we deliver emotions.”

Katri Oksanen, Customer Service Director, Posti



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Data annex

This data annex complements Posti's sustainability indicators. You can find more information about Posti's sustainability work and additional metrics in [Posti's Annual Report 2025](#).

This data annex of the Sustainability Review has not been separately externally assured. Posti's CSRD-compliant Sustainability Statement has been externally assured and includes, among other things, emissions and energy consumption.

Certification coverage

2025 (%)	ISO 9001	ISO 14001	ISO 45001
Percentage of operational sites covered	95	95	95
Finland	100	100	100
Sweden and Norway	100	100	100
Estonia, Latvia and Lithuania	0	0	0
Percentage of employees covered	95	95	95
Finland	100	100	100
Sweden and Norway	100	100	100
Estonia, Latvia and Lithuania	0	0	0

Posti's HSSEQ (Health, Safety, Security, Environment, and Quality) management system aligns with the ISO certifications even though not all sites are certified.



Emissions

Gross scope 1, 2, 3, and total GHG emissions (tCO ₂ eq)	2025	2024	2023	2020
Scope 1 GHG emissions				
Gross scope 1 GHG emissions	18,394	24,595	31,160	43,738
Scope 2 GHG emissions				
Gross location-based scope 2 GHG emissions	8,631	10,935	13,915	15,212
Gross market-based scope 2 GHG emissions	3,207	4,214	4,502	8,627
Significant scope 3 GHG emissions				
Total gross indirect (scope 3) GHG emissions	175,562	195,632	178,918	198,302
1 Purchased goods and services	43,321	57,679	55,909	60,853
2 Capital goods	19,643	26,446	14,382	16,208
3 Fuel and energy-related activities (not included in scope 1 or scope 2)	13,658	11,299	12,438	12,227
4 Upstream transportation and distribution	86,187	85,408	79,164	92,176
6 Business traveling	1,688	1,454	1,369	474
7 Employee commuting	11,065	13,345	15,657	16,363

Gross scope 1, 2, 3, and total GHG emissions (tCO ₂ eq)	2025	2024	2023	2020
Total GHG emissions				
Total GHG emissions (location-based)	202,587	231,162	223,994	257,251
Total GHG emissions (market-based)	197,163	224,441	214,581	250,667

Emissions by country, 2025 (tCO ₂ eq)	Finland	Sweden	Norway	Estonia	Latvia	Lithuania
Scope 1 GHG emissions	17,588	145	0	125	46	491
Scope 2 GHG emissions (market-based)	2,664	98	0	223	107	115
Scope 2 GHG emissions (location-based)	7,227	268	2	1,035	31	68

Emissions by business group, 2025 (tCO ₂ eq)	eCommerce and delivery services	Postal services	Fulfillment and logistics services	Other
Scope 1 GHG emissions	10,094	7,309	761	230
Scope 2 GHG emissions (market-based)	1,517	1,129	488	74
Scope 2 GHG emissions (location-based)	3,586	2,146	2,714	185

Energy

Energy consumption and mix (MWh)	2025	2024	2023
Fossil energy	109,624	142,464	177,359
Nuclear energy	2,153	35,188	32,150
Renewable energy	162,002	122,554	114,719
Total energy	273,778	300,206	324,228

Energy consumption by country excluding fuels, 2025 (MWh)	Consumption of purchased electricity	Consumption of self-generated electricity	Consumption of purchased heat, steam, and cooling	Consumption of self-generated heat, steam, and cooling
Finland	71,833	551	44,139	0
Sweden	4,226	827	4,976	0
Norway	359	0	0	0
Estonia	1,623	0	1,457	0
Latvia	212	0	0	0
Lithuania	570	0	0	0

Waste

Waste (t)	2025	2024	2023
Total weight of hazardous waste	562	134	91
Total weight of non-hazardous waste	8,633	12,471	14,256
Total waste	9,196	12,605	14,347
Total weight of waste recovered	9,138	12,472	14,203

Data covers waste generated at most Posti locations in Finland. A few sites and sites where the waste management is included in the lease are excluded from the reporting.



Social dialogue and compensation

Collective bargaining coverage (%)	2025
Group	94
Finland	99

The five largest collective agreements cover approximately 75% (72%) of the employees and are the following: Mail communications and logistics (PAU), Delivery personnel (Industrial Union), the Commercial sector (PAM), Road haulage sector workers (Transport Workers' Union AKT) and The staffing agreement (The Swedish Trade Union Confederation LO).

Pay gap	2025	2024
Total remuneration ratio of women and men	1,01	1,01

Calculated as the difference between gross hourly pay of all male and female employees

Health and safety

Health and safety	2025
Number of days lost to work-related injuries, fatalities, and ill health	6,149
Percentage of operational sites for which an employee health and safety risk assessment has been conducted	100%



Governance and ethics

	2025	2024	2023
Number of reports of suspected misconduct received via the SpeakUp or by email	57	52	47
Number of confirmed information security incidents	0	1	2
Number of confirmed corruption incidents	0	0	0