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Answer given by Executive Vice-President Séjourné
on behalf of the European Commission
(23.12.2025)

The Postal Services Directive¹ (the Directive) requires Member States to ensure that users enjoy a postal universal service at all points of the territory. However, the Directive does not specify the exact number or location of points of contact. The Greek national postal regulatory authority has informed the Commission that the Hellenic Post has postponed closures in all non-urban areas and that discussions are underway with Hellenic Post.

The Directive allows Member States to implement the postal universal service according to the needs of users and the national specific circumstances. The Commission has announced that it will propose a revision of the Postal legal framework at the end of 2026², notably to ensure that citizens and businesses can receive deliveries throughout the EU at affordable prices and increase consumer protection.

The Commission has no legal powers to intervene in discussions between management and worker's representatives. The EU legal framework provides for minimum requirements on workers' involvement when management is contemplating collective redundancies, in line with Directive 98/59/EC³.

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:01997L0067-20080227>.

² https://single-market-economy.ec.europa.eu/publications/single-market-our-european-home-market-uncertain-world_en.

³ Directive 98/59/EC on the approximation of the laws of the Member States relating to collective redundancies, OJ L 225, 12.8.1998, pp. 16–21, <https://eur-lex.europa.eu/eli/dir/1998/59/eng>. It should be noted that this Directive does not apply to workers employed by public administrative bodies or by establishments governed by public law.