

## Royal Mail cuts emissions per parcel by 20% in 2024-25

26-06-2025

The company's latest Environmental, Social and Governance (ESG) report, published today, shows average carbon emissions per parcel fell to 165gCO<sub>2</sub>e from 206gCO<sub>2</sub>e in the prior year. This is considerably lower than other major UK parcel operators, which have reported emissions of between c.308g and c.547gCO<sub>2</sub>e per parcel\*.

The reduction was driven by the company's increased use of low-emission biofuel Hydrotreated Vegetable Oil (HVO) in its fleet of large trucks, the deployment of 1,900 new electric vans, energy efficiency measures across its estate and a strong reduction in its Scope 3 emissions, including almost halving the number of domestic flights.

Royal Mail's total (market-based) emissions were 1,173KtCO<sub>2</sub>e in 2024-25, representing an overall reduction of 25% on its base year in 2020-21. Scope 1-2 emissions decreased by 27% against the base year, while Scope 3 emissions fell by 24% compared to the base year. The company has pledged to reach Net-Zero by 2040 as part of its 'Steps to Zero' environment strategy and has set interim targets to 2030.

The company recently unveiled its 7,000th electric vehicle with Future of Roads Minister Lilian Greenwood and announced it will invest in 1,800 more electric vans and supporting charging infrastructure over the next year. Almost half of the new vans will be built at Stellantis's Ellesmere Port plant.

Other highlights in the report include the deployment over 27 million litres of HVO in some of Royal Mail's larger trucks, resulting in c.44,000 tCO<sub>2</sub>e in emissions savings, and the purchase of 100% renewable electricity across its estate. The report can be read in full [here](#).

Alistair Cochrane, interim CEO at Royal Mail, said: "We're immensely proud of our sustainability progress which has once again exceeded our expectations. We are the UK's greenest delivery company for parcels and letters\* and are reaping the rewards of our work to make our fleet and estate more environmentally friendly, on top of the benefits of our unique 'feet on the street' delivery model. Whilst there's still lots more work to be done, this huge achievement reflects our commitment to being Net-Zero by 2040."

\* Based on average gCO<sub>2</sub>e emissions per parcel delivered by UK parcel operators, as published by Citizens Advice 2024 Parcels League Table.

Source: [International Distribution Services](#)

## CTT reinforces its commitment to sustainability and becomes the exclusive partner for Natulim deliveries in Portugal

01-07-2025

CTT - Correios de Portugal has entered into a partnership with Natulim and is the exclusive distributor of the brand in Portugal. Based in Barcelona, Natulim is a range of biodegradable laundry detergent strips that are 100% plastic-free.

Since the brand prioritizes environmentally friendly practices, the logistics offered by CTT responds with cardboard packaging, reusing supplier boxes as filling and removing any plastic from the process.

“This collaboration is part of CTT’s development strategy of having standardized fulfillment solutions to support companies in their logistics processes and complemented by our distribution solutions. These services have been defined in a cross-cutting sustainability matrix at CTT, which has been investing in innovative solutions that contribute to reducing environmental impact throughout the entire logistics chain. By working with companies that share the same environmental values, such as Natulim, CTT reaffirms its role as an active agent in building a more conscious future”, highlights CTT’s Express and Logistics Director, Francisco Travassos.

For Natulim, this partnership with CTT “represents an important step in our mission to promote sustainability and reduce environmental impact. Working with a logistics partner that shares the same values of respect for the environment, whether through innovative solutions such as the use of cardboard packaging, the elimination of plastic in distribution processes, or the adoption of lockers and electric transport, is fundamental to our commitment to a greener future. With this collaboration, we are able to not only guarantee efficient and safe delivery

of our products throughout the country, but also contribute significantly to the reduction of CO2 emissions, aligning ourselves with our sustainability values, both in consumables and in logistics processes”.

Natulim operates on an e-commerce model with recurring shipments, but its marketing strategy also involves sending samples, so its volume and weight characteristics required an adaptation of the logistics operation to also ship via post.

CTT is currently an e-commerce logistics operator with a strong presence in Iberia, with a total of 25 automated distribution centres in Portugal and Spain, in addition to 3 centres dedicated to fulfilment activities. The combination of these top-of-the-range storage centres with an Iberian delivery network, supported by more than 4,000 vehicles, with the capacity to deliver throughout Iberia in just 24 hours, guarantees a strong competitiveness of services.

To cope with an increasingly larger and more complex operation, CTT has invested in expanding its logistics operations, currently having 50,000 square metres in Portugal dedicated to this area, divided between three locations: Benavente (30,000m<sup>2</sup>), Porto Alto (12,000m<sup>2</sup>) and Famões (8,000m<sup>2</sup>). These three spaces are fully equipped to offer logistics services to our retail customers, regardless of their size.

In these facilities we receive goods; store and manage stocks; pick (selection of stored products to be packed); pack and customize orders; label, dispatch and tracking; the entire reverse logistics process (returns) and also quality and inventory control.

With regular activity since August last year, Natulim ships around four thousand items per month.

Source: [CTT Portugal](#)



## Royal Mail's Dog Awareness Week 2025: Almost 2,200 dog attacks on posties last year

30-06-2025

Royal Mail today announced that 2,197\* dog attacks on its staff were reported over the past year, marking a 2% increase compared to the previous reporting period. The figure equates to an average of 42 attacks every week across the UK, with some leading to permanent and disabling injuries.

This year saw a reduction in attacks causing serious and significant injury to postal workers - but they are still unacceptably high. There were 74 significant injuries recorded in 2024/25 compared to the 82 reported in 2023/24 – a 10% reduction.

The figures have been released at the start of the 13th annual Dog Awareness Week, which will run from 30 June to 6 July and encourages responsible dog ownership. Royal Mail is appealing to dog owners to ensure they understand the often-devastating impact of dog attacks on postmen and postwomen and take proper measures to ensure their pets pose no threat to delivery postal workers through responsible dog ownership.

Highest-risk location was the S (Sheffield) postcode where 66 postal workers suffered dog attacks, followed by the PO (Portsmouth) postcode area with 60 attacks and the TN (Kent/Sussex/Surrey) postcode area third with 56 attacks. (See below for more details on the top 10 dog attack hot-spots.)

As in previous years, nearly half of dog attacks, 1,005 (46%), took place at the front door. A further 606 (28%) dog attacks took place in the garden, drive or yard. There were 183 (8%) attacks in the street or road.

There were 403 injuries suffered through the letterbox - accounting for 18% of attacks on postal workers. Letterbox attacks were the

subject of a 2020 High Court ruling that stated dog owners (or those in care of a dog) can be prosecuted if their pets have free access to the letterbox and cause injury to any delivery operative, whether the owner is at home or not.

Dog attacks on Royal Mail colleagues resulted in 2,700 days of absence in 2024/25 with the longest period of absence being 108 days.

There are approximately 13.5 million pet dogs in the UK, according to UK Pet Food's Pet Data Report 2024.

Lizz Lloyd, Health & Safety Director at Royal Mail, said: "Dog attacks remain one of the most significant safety risks faced by postal workers. In many cases, these incidents result in serious injuries, emotional distress, and time away from work. Royal Mail continues to call on the public to be vigilant and responsible by securing their pets before opening the door to receive mail or packages.

"We continue to invest in safety training and awareness campaigns for both employees and the public but emphasise that community cooperation is essential to reducing these incidents."

\* Figures based on a comparable 52 week reporting period on the previous year.

Source: [International Distribution Services](#)