

## Australia Post opens its newest Community Hub @ Post in Williamstown

12-11-2024

Australia Post has officially opened its fourth Community Hub @ Post in Williamstown - its first in Victoria - transforming the post office into a modern retail space with an extensive renovation.

Putting accessibility at the forefront, Williamstown is one of three Post Offices to feature BindiMaps, a world-first indoor navigation tool designed to assist customers with vision impairment or disabilities in navigating the store with ease. Additionally, contemporary Aboriginal artist Bayley Mifsud has created a stunning custom mural for the on-site Parcel Lockers, adding a unique cultural touch to the space.

The newly-designed Williamstown Community Hub features a fresh, open layout that makes it easier for customers to find what they need, while also showcasing products from local artisans through Pop Up @ Post. Along with its modern look, the hub continues to offer a full range of existing services, including free 24/7 Parcel Lockers, banking through Bank@Post, passport and ID services and all parcel and letter mailing services.

Australia Post General Manager, Retail Operations South, Kate Foley highlighted Australia Post's commitment to its customers and communities, with the opening of its fourth Community Hub @ Post.

"Our newest Community Hub @ Post in Williamstown marks another step in our commitment to supporting and connecting with the local communities we serve, providing a location for us to test new concepts and see how variations of these can be implemented across our broader network.

"This hub is uniquely designed to meet the needs of the Williamstown community, re-defining the customer experience and offering opportunities for local businesses to collaborate and grow," Ms Foley said.

Williamstown Post Office located at 81 Douglas Parade, Williamstown, is the fourth Community Hub @ Post to open in Australia and the first in Victoria. Following the successful launch of the first Community Hub in Orange (NSW) in October 2023, Australia Post has since opened a Community Hub @ Post in Burnie (TAS) and Noosa Heads (QLD).

Source: [Australia Post](#)

## DHL Global Forwarding and Lindt & Sprüngli sweeten the deal for the usage of waste- and residues-based maritime fuel for ocean freight

11-11-2024

DHL Global Forwarding is supporting Lindt & Sprüngli, the renowned Swiss chocolate manufacturer, in reducing their Greenhouse Gas (GHG) emissions in ocean freight transport. Since 2008, Lindt & Sprüngli has been relying on DHL Global Forwarding to transport its chocolate products to various markets worldwide. As of 2024, the logistics are being conducted through DHL's GoGreen Plus service. This reflects the commitment of both companies to their science-based targets and their goal of achieving net-zero greenhouse gas emissions by 2050.

Through the partnership, Lindt & Sprüngli has already achieved a reduction in its carbon footprint in transportation, with approximately 514.86 metric tons of CO<sub>2</sub>e emissions reduced within 3 months. This achievement paves the way for an expected total reduction of around 4,800 tons by the end of 2024. DHL Global Forwarding employs biofuels made from wastes and residues reducing the greenhouse gas emissions by an average of 80% at the source and adopts a "book and claim" approach. Ocean carriers utilize waste- and residues-based maritime fuels on behalf of DHL Global Forwarding, and the resulting emissions reductions are allocated to the shippers through certificates.

"Lindt & Sprüngli and DHL Global Forwarding share not only a longstanding partnership but also their commitment to science-based targets. Both companies have had their climate targets confirmed through the independent Science Based Targets initiative (SBTi), and both are working towards the target of achieving net-zero greenhouse gas emissions by 2050. We are delighted that Lindt & Sprüngli relies on our transportation

expertise to support them in achieving their emission reduction targets," says Casper Ellerbaek, Global Head of Ocean Freight, DHL Global Forwarding.

Lindt & Sprüngli's chocolate products are shipped from various countries in Europe such as Switzerland, Germany, France, Italy and Austria and are delivered to destinations all over the world, including the United States, Canada, Australia, China, Japan, Brazil and South Africa. Lindt & Sprüngli is dedicated to producing high-quality chocolate and committed to achieving its science-based targets.

DHL Global Forwarding's GoGreen Plus service offers Lindt & Sprüngli an end-to-end solution, ensuring a seamless and at the same time emission reduced supply chain. With a focus on Full Container Load (FCL) shipments, Lindt & Sprüngli's products are transported in 40' reefer containers, guaranteeing the preservation of their high-quality throughout the journey.

Source: [DHL Group](#)



## Omniva achieves 9% revenue growth in Q3 and continues to invest in further expansion

14-11-2024

Omniva Group, the leading logistics and parcel delivery service provider in the Baltics, announced a solid financial performance for the third quarter of 2024, with revenue up by 9% year-over-year to EUR 34.4 million. In the nine months, Omniva delivered over 27 million parcels in the Baltics and oversees, representing a 16% increase in comparison with same period last year. Nine-month revenue of the company grew by 6% to EUR 100.2 million.

The company's parcel delivery services and parcel delivery volumes in third quarter rose in Baltics by 9%, underscoring Omniva's strengthened market position despite ongoing economic pressures and growing competition in the last quarter. Volumes increased in Estonia and Latvia by 13% and 39% respectively, but due to price pressure declined in Lithuania by 9%.

Meanwhile, groups' international transit services saw particularly robust growth, with a 133% increase in Q3 alone and an 60% year-over-year growth over the first nine months. This increase was driven by high demand from key clients and an expanding customer base in Central Asia, which has become a focal point for Omniva's future growth strategy.

Mart Mägi, Chairman of Omniva: "The growth we've achieved this quarter is a testament to our team's commitment to enhancing services and adapting swiftly to market changes. Despite economic challenges in our home markets, our strategic focus on agile improvement of our services and international transit has proven to be successful. We remain committed to further innovation, continuous improvement of our efficiency and investing in further acceleration of our growth. Opening of our new Kaunas logistics center in September, which is largest and most modern in Baltics, is unmistakable statement of our increasing ambitions on a regional scale."

Omniva reported a nine-month operating loss of EUR 3.5 million and a net loss of EUR 4.4 million. While traditional domestic postal services continue their gradual decline, Omniva is prioritizing efficiency improvements to counter rising operational costs and support long-term sustainability. Losses from universal postal

services amounted to EUR 1.9 million, an increase of EUR 0.3 million compared to the nine-month period in 2023. Additionally, operational efficiency measures resulted in one-off redundancy costs of EUR 1.0 million, along with relocation expenses, costs associated with the opening of the Kaunas sorting center, amounting to EUR 0.5 million and additional cost from the revaluation of swap in amount EUR 0.2 million. Omniva offsets part of these costs with a EUR 1.1 million gain from the sale of property on Toompuiestee Street in Tallinn.

Omniva remains committed to bolstering its regional and international presence, refining operational efficiencies, and enhancing its logistical capabilities to support future growth across key markets.

### The major activities of Omniva in the third quarter

Omniva's new logistics centre in Kaunas was opened (22 000 square meters), thus contributing for improvement of the performance of the company in international markets and establishing better opportunities for the growth of online trade. This is the largest investment of Omniva to date (42 million euros). Kaunas's new centre can sort up to 12 000 parcels per hour. It has 2 500 square meters of office space for 120 workstations and includes a variety of amenities for employee well-being.

Also modernization of postal network continued, and various postal services were made more convenient (paper notices canceled, no authorization needed for picking up parcels is needed etc.).

Source: [Omniva](#)



## U.S. Postal Service Announces Retirement of Chief Financial Officer Joseph Corbett and Appointment of Luke Grossmann as Successor

13-11-2024

The U.S. Postal Service (USPS) announced the retirement of Joseph “Joe” Corbett, Chief Financial Officer and Executive Vice President, effective December 31, 2024. During a distinguished career with the Postal Service since 2009, Corbett made significant contributions to the organization, navigating complex financial landscapes and implementing key strategies that have shaped its operations.

Corbett has served as the CFO and Executive Vice President, overseeing Finance and Strategy, Treasury, Accounting, Pricing and Costing, and Supply Management functions. His tenure has been marked by a commitment to financial transparency and responsible decision-making, particularly following the enactment of the Postal Accountability and Enhancement Act, which transformed the Postal Service's operational framework.

Before joining the Postal Service, Corbett built an extensive career in accounting and finance, spending over a decade at KPMG, where he worked with large publicly and privately held companies. He also held senior management roles at Intelsat, Ltd. and Bearing Point, Inc. rising to Chief Accounting Officer and Chief Financial Officer of both. Prior to this, he held a senior financial management role at NVR, Inc.

“Joe has been a cornerstone of our financial strategy and decision-making, guiding the Postal Service through numerous financial challenges,” said Postmaster General Louis DeJoy. “We thank him for his invaluable contributions and wish him all the best in his future endeavors.”

Luke Grossmann has been appointed as the new Chief Financial Officer and Executive Vice President, effective November 30, 2024.

Currently serving as the Senior Vice President of Finance & Strategy, Grossmann brings a wealth of experience and knowledge to his new role. He has been pivotal in leading the Postal Service's strategic planning, budgeting, forecasting, and financial analysis efforts.

Since joining the Postal Service in 2005, Grossmann has held various positions that have prepared him for this leadership role, including Director of Operations Research, Insight and Continuous Improvement, and District Manager of Albany, New York. His educational background includes a bachelor's degree in economics and finance from American University, an MBA from the University of Maryland, and a Master of Science in management from the Massachusetts Institute of Technology as a Sloan Fellow.

“We are excited to welcome Luke as our new CFO,” said DeJoy. “His proven leadership and extensive experience with the Postal Service will be instrumental in continuing our financial strategy and supporting the Delivering for America plan.”

As the Postal Service transitions to new financial leadership, it remains committed to its mission of providing reliable and efficient service to the American public.

Source: [USPS](#)



## Australia Post boosts holiday spirit with weekend deliveries

14-11-2024

In response to the expected surge in online shopping leading up to Christmas, Australia Post is reintroducing temporary weekend deliveries starting from this weekend. The service will be available in all metro capitals and select regional cities and towns, helping to ensure parcels arrive in time for the festive season.

Australia Post Executive General Manager Parcel, Post and eCommerce Services, Gary Starr emphasised the importance of weekend deliveries in ensuring customers receive their parcels before Christmas Day.

"With the holiday season just around the corner, we know how important it is for our customers to receive their parcels on time. By bringing back weekend deliveries, we're not just meeting customer demand, but hopefully making holiday shopping easier for everyone.

"We've been preparing all year for another busy peak season, recruiting thousands of new team members to ensure operations run as smoothly as possible. Last year, we delivered nearly 100 million parcels. With the cost-of-living crunch, customers are expected to make the most of major shopping events like Black Friday and Cyber Monday, so we anticipate early Christmas shopping will drive another record-breaking year," Mr. Starr said.

With customers front of mind, Australia Post has also continued to expand the locations of its popular 24/7 parcel lockers providing even more convenient delivery options. Australia Post is also encouraging shoppers to download the Australia Post app to keep up to date with deliveries, providing trusted, accurate and legitimate delivery notifications.

Weekend deliveries will remain in place up until Christmas, depending on volumes.

To ensure items arrive on time, parcels should be sent by Friday 20 December for most destinations within Australia, or if sending via Express Post by Monday 23 December. People sending to or from Western Australia and the Northern Territory should allow a few extra days.

Source: [Australia Post](#)



## Expanded IPC SMMS Programme keeps up the good work

14-11-2024

“2023 Results include new Participants Íslandspóstur and Malta Post” Posts participating in the IPC SMMS programme increased their Sustainability Management Proficiency score by almost 5% in 2023 “ Posts have increased the share of alternative fuel vehicles in their fleet to 27.9% “ Posts collectively saved 39% of CO2 emissions since 2008

**Brussels, 14 November** – On 8 November, the IPC Board approved the 2023 results of the IPC Sustainability Measurement and Management System (SMMS)<sup>1</sup>.

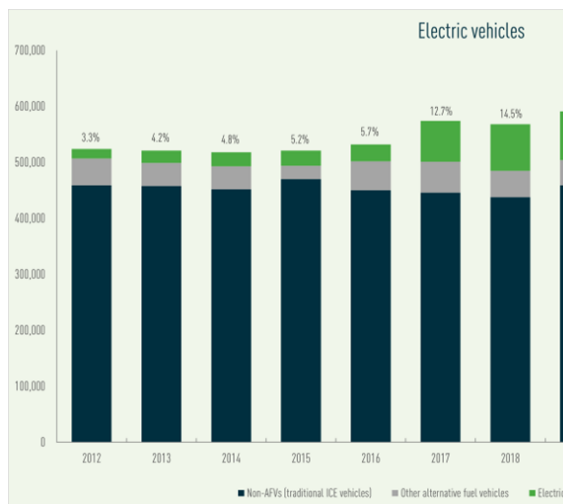
The results show a solid increase in the overall Sustainability Management Proficiency (SMP) score for all the posts participating in the programme.; with Íslandspóstur and Malta Post joining the SMMS programme in 2023, data from 2008 to 2022 has been restated. Posts are making good progress towards their 2030 targets regarding CO2 emissions reduction, renewable energy use, alternative fuel vehicles and waste separation for recycling or reuse. The SMMS results are published in IPC’s annual Postal Sector Sustainability Results, available as an [online-only report](#).

Holger Winklbauer, IPC Chief Executive Officer commented: “The SMMS programme is a true success story of posts collaborating towards a global common goal. We are delighted to see more and more posts want to take part in this initiative, demonstrating their willingness to work together to reduce their carbon footprint and their motivation to learn from each other. The SMMS programme keeps evolving and improving, and the postal collaboration shows the power we have as a group to act together towards a sustainable future.”

### Continuous improvements towards 2030 joint targets

As part of their collective 2030 targets, posts on five continents participating in the SMMS programme strive to have 75% of energy used in their buildings originating from renewable sources, 50% of their vehicle fleet composed of alternative fuel vehicles, with at least 25% of the total fleet to be electric vehicles, and 75% of group waste to be recycled or reused.

The group has successfully increased its use of renewable electricity from 14% of total electricity use in 2012 to 36% in 2023. The SMMS group has grown its collective alternative fuel vehicle fleet from 65,000 (12% of total vehicles) in 2012 to 182,000 (27.90%) in 2023, and 144,000 (22%) are now Electric vehicles (EVs).

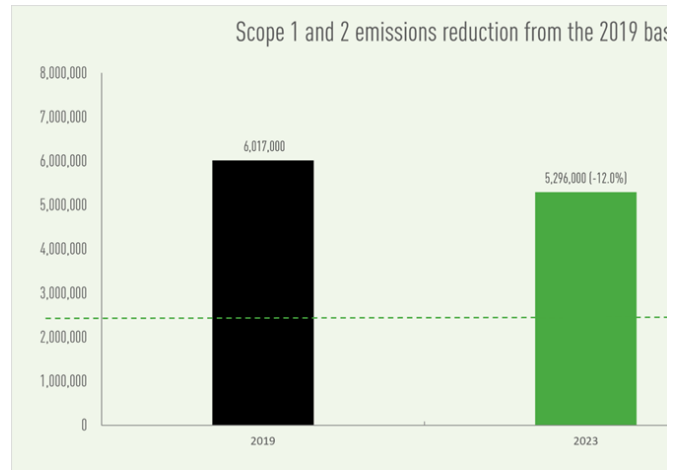


In 2023, the group reused or recycled an impressive 69% of total non-hazardous waste, a 14% increase since 2019, and moving positively towards the 75% target.

### Postal operators continue to reduce CO2 emissions

In 2023, posts reported a 39% reduction in annual Scope 1 and 2 carbon emissions compared to a 2008 baseline. Since 2008, the group’s cumulative reduction in scope 1 and 2 emissions now equals 31.7 million tonnes CO2. For full scope 1,2 and 3 reporting please refer to the online report. In 2020, a new 2030 target was

set for absolute carbon emissions – to reduce collective scope 1 and 2 emissions by 50% compared to a 2019 baseline. In 2023, posts reported a 12.0% decrease in emissions compared to 2019. This was great progress for the group as they recorded a 6.8% decrease at the end of 2022. This equates to more than 700,000 tonnes of CO2.



### The Sustainability Measurement and Management System (SMMS)

The IPC SMMS programme was launched in 2019 to address the sustainability objectives of the postal sector for the next ten years, aligned with the Sustainable Development Goals (SDGs). It expands on the 2009-2019 Environmental Measurement and Monitoring System (EMMS) programme, which focused on reducing carbon emissions, and broadens the remit to the seven sustainability focus areas most relevant for the postal sector: Health and safety, Learning and development, Resource efficiency, Climate change, Air quality, Circular economy and Sustainable procurement. These focus areas are aligned with the following UN SDGs, identified by our stakeholders and SMMS participants as most relevant to the postal sector:

- SDG 8 - Decent work and economic growth
- SDG 9 - Industry, innovation and infrastructure
- SDG 11 - Sustainable cities and communities
- SDG 12 - Responsible consumption and production
- SDG 13 - Climate action

As such, the SMMS programme is designed to further the postal sector’s contribution to global sustainable development, focusing on the areas in which it can have the most impact.

<sup>1</sup> In reporting year 2023, participating posts were: An Post, Austrian Post, Australian Postal Corp., bpost, Correos, Croatian Post, CTT Portugal Post, DHL Group, Íslandspóstur, La Poste Groupe, Malta Post, New Zealand Post Group, POST Luxembourg, Poste Italiana, Posten Bring, Posti, PostNL, Omniva, Pos Malaysia, PostNord Denmark, PostNord Sweden, Royal Mail Group Ltd., South African Post Office, Swiss Post, United States Postal Service.

### About International Post Corporation

International Post Corporation (IPC) is the leading service provider of the global postal industry that provides leadership by driving service quality, interoperability and business-critical intelligence to support posts in defending existing business and expanding into new growth areas. It is a cooperative association of 26 postal



operators in Asia Pacific, Europe and North America. IPC's solutions and services are used by over 190 member and non-member posts worldwide. Since 1989 IPC has set standards for upgrading quality and service performance and developed technological solutions that help posts enhance service for international letters, packets and parcels. IPC engages in industry research, creates business-critical intelligence, provides a range of platforms and programmes for member post CEOs and senior management to exchange best practices and discuss strategy. IPC also manages the system for incentive-based payments between postal operators. Throughout the COVID-19 crisis, IPC has

positioned itself as a crucial coordination platform between posts worldwide and put in place operational solutions to ensure the continuity of cross-border mail flows.

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## **bpost lets you change when and where your parcel or registered mail is delivered even if it is already on its way**

18-11-2024

Customers can now postpone the delivery of their parcel or registered mail by one day or change the delivery address in the My bpost app. Even if it is already on its way. These new advances give customers even greater personal choice in when and where their mail is delivered.

Whether they are working from home, at the office or have popped over to friends, bpost wants to give customers the power to decide when and where their parcel or registered mail is delivered rather than the other way round. In a market study this March, 92% of My bpost app users said that they wanted to be able to choose the day their mail is delivered. 80% said they wanted the option to change the delivery address when the parcel is already on the way.

That's why bpost has added two new functions to the app, both of which are now live:

### **Postpone delivery by a day**

Since Friday 8 November everyone can tell bpost to deliver their parcel or registered mail one day later than originally scheduled. The option is available as soon as the delivery is announced in the app or by email. And it remains available right up until the item goes out for delivery on the scheduled delivery day. Delivery of registered mail can be postponed for a day right up until it is sorted.

### **Change the delivery address**

As well as the delivery day, customers can also change the address where their parcel is to be delivered. The new address can be

registered in a single tap in the app, as long as it is in the same region. This can be done from the moment the parcel delivery is announced in the app or by email until the moment it goes out for delivery. The parcel will then be delivered to the new address the same day.

Customers can also change the delivery address of their registered mail, although for security reasons registered mail can only be redirected to official post points and post offices. Registered mail can be redirected from the moment it is announced in the app until the moment it has been sorted.

Chris Peeters, CEO of bpostgroup: "The high-quality delivery of parcels to your door is one of bpost's major assets. At the same time, we realise that not everyone has the time to arrange their lives around home delivery. That is why we continue to develop new solutions. Via the My bpost app, we now enable customers to change the day of delivery or the address of delivery, even when the parcel or registered mail is already on its way. In the coming months, we will announce even more new features that will make our customers' lives easier."

Source: [bpost](#)





## International Distribution Services plc results for the 26 weeks ended 29 September 2024

21-11-2024

Royal Mail transformation delivering an improved financial and operational performance - on track to deliver full year guidance<sup>3</sup>; GLS margin lower compared to H1 2023-24 against a challenging economic and regulatory backdrop; taking action through cost and efficiency measures.

### Group overview:

- Revenue £6,343 million, up £481 million year-on-year.
- Adjusted operating profit<sup>1</sup> of £61 million (H1 2023-24: loss of £169 million), mainly due to significantly reduced loss in Royal Mail.
- Reported operating loss of £26 million (H1 2023-24: loss of £243 million), including an impairment of the carrying value of Royal Mail of £134 million (H1 2023-24: £nil):
- Impairment charge largely due to expected additional tax burden reflected in a c. £120 million annual increase in employers National Insurance from FY 2025-26 – a result of Royal Mail's role as a major UK employer with c. 130,000 people – which is expected to only be partially mitigated in the short term through pricing and costs actions; additional initiatives being developed to fully offset the impact over the long term.
- Net debt increased to £1,894 million (£1,532 million September 2023); strong balance sheet maintained, ample liquidity.

### Martin Seidenberg, Group Chief Executive Officer of IDS commented:

"The modernisation of the Royal Mail network continues at pace, with innovation to improve our services to customers, including the rapid expansion of our out of home footprint. As we enter our

busiest period, we are well prepared to deliver Christmas, with around 4,000 new vehicles being delivered before peak, 16,000 extra people, extended delivery hours until 8pm and our growing network of parcel lockers and parcel shops.

"We are delivering on the changes we can control, but the cost environment is worsening just at the time when we need to invest. As a major employer with around 130,000 permanent employees, the changes to National Insurance will disproportionately impact our business relative to competitors. This makes Universal Service reform even more urgent.

"GLS' flexible business model, diverse geographic footprint and commitment to high quality has enabled it to navigate a challenging environment. We are taking action to drive efficiencies and control costs while continuing with our strategy to invest to expand our out of home network, develop new digital solutions for customers and upgrade the network to drive productivity and growth. We are also expanding our global service offering across the US and Asia-Pacific.

"I would like to thank all our colleagues across the Group for their continued hard work, dedication to serving our customers every day and the role they have played in the progress we have made."

Source: [Royal Mail](#)



## Philately - Poste Italiane: the "Digital Twin" is born associated with a tradition: philatelic product

21-11-2024

Philately embraces technology. Poste Italiane has presented the first traditional philatelic product associated with a "digital twin" collectible via NFT (Non-Fungible Token) and blockchain. The novelty is contained in the "posta prioritaria Collezione gialla" box set dedicated to the evolution of Priority Mail from 1999 to 2008 and launched today on the occasion of the 139th edition of Veronafil, one of the main events dedicated to the world of philately and collecting.

With the purchase of "posta prioritaria Collezione gialla", collectors will also acquire the corresponding unique NFT for free, which will allow them to download the digital twin and, via a unique redemption code (QR code), store it in a virtual collector guaranteed by a blockchain account. The code can be used only once and the customer will be the sole owner of the digital good, which will be separated from the corresponding physical good. The "posta prioritaria Collezione gialla" box set, the first philatelic product chosen to connect traditional collecting to the digital one of NFT technology, is a limited edition and consists of four philatelic folders, stamps and a "card" that holds the protected codes to acquire the NFT Digital Twin.

NFTs are virtual certificates that allow a unique and secure representation of digital content based on blockchain smart

contract technology in order to guarantee its uniqueness, authenticity and ownership, and are considered a digital property in all respects. An NFT is created on a blockchain, which exploits the characteristics of a computer network of nodes and allows the management and updating, in a unique and secure way, of a register containing data and information in an open, shared and distributed manner.

With this initiative, Poste Italiane meets the needs of younger collectors by combining the tradition of philatelic products with new digital tools, confirming the Company's historic vocation towards innovation. The collection of 400 numbered copies will be available at Post Offices, Poste Italiane Philately Spaces, and online at [filatelia.poste.it](http://filatelia.poste.it). The NFT can be redeemed by 31 December 2025.

Source: [Poste Italiane](https://www.posteitaliane.it)



## DHL Express and Shell sign deal to drive sustainable air freight at Brussels airport

21-11-2024

DHL Express and Shell, one of the world's largest energy companies, have signed a deal to drive sustainable air freight at Brussels Airport. The 1-year deal includes the delivery of 25 kt SAF into Brussels via pipeline to the airport. The SAF used is certified according to ISCC's voluntary certification system "ISCC Plus" and is expected to reduce GHG by 80 kt CO<sub>2</sub>e versus fossil jet-fuel. It is produced in a fossil refinery by replacing fossil crude oil with renewable feedstocks (co-processed SAF) and will be used to offer DHL Express customers emission reduced air transportation services via DHL GoGreen Plus.

"Our customers benefit from our continuously increasing SAF coverage across different regions, now including our investment in SAF at Brussels Airport. Beside efficiency improvements, SAF is currently the most important way to reduce GHG emissions in air transport. Customers can actively contribute to making their supply chains more sustainable by using our GoGreen Plus service based on SAF", says Travis Cobb, EVP Global Network Operations and Aviation at DHL Express.

"Our collaboration with DHL at Brussels Airport reflects a joint commitment to reduce emissions from air freight specifically, and across the entire aviation value chain. Working together not only complements their efforts but also helps advance our shared ambitions for a net-zero future. By supplying SAF, we are equipping the industry – and our customers – with low carbon solutions that will support the transition toward sustainable aviation", says

Raman Ojha, President at Shell Aviation.

Insetting through DHL Go Green Plus enables customers to reduce their Scope 3 emissions - the indirect GHG emissions generated in a company's value chain, including downstream transportation and distribution. In contrast to offsetting initiatives, DHL GoGreen Plus (insetting) reduces GHG emissions within the logistics sector and can therefore be used by DHL customers for voluntary emissions reporting based on the "book and claim approach".

DHL has set itself the goal of reducing all logistics-related emissions to net zero by 2050. The GoGreen Plus service is designed to help achieve this goal. It contributes to the interim target of using 30 percent SAF for all air transportation by 2030.

Source: [DHL Group](#)